

# CommUnity Desktop

**CALL, CHAT, CONFERENCE & MORE FROM COMMUNITY DESKTOP**

## 1 NOTIFICATION CENTER

Click to access the CommUnity dashboard, where you can view all your recent calls, voicemails, chats, attachments and recordings. Any new notifications are indicated in the circular red counter.

## 2 DIRECTORY

Access your internal and external contacts as well as Groups from the Directory, which is searchable to ease discovery.

## 3 AUDIO & VIDEO CONFERENCING

Find dial-in numbers, conference bridge links, invite and join capabilities.

## 4 EXTERNAL INTEGRATIONS

Discover and enable integrations to applications and features with your UC package, including Paperless Fax, Always-On Call Recording, Business SMS Texting and more.

## 5 GLOBAL SEARCH

Easily search for any contact, feature or record in CommUnity or your Directory.

## 6 CALLING DEVICE

Direct calls to your softphone, desktop phone or mobile client.

## 7 QUEUE LOGIN

As a call center agent, manage your availability in assigned call queues.

## 8 PROFILE

Access settings, manage your personal CommUnity presence,

set a custom presence status and logout of the application.

## 9 NEW CALL

Access your CommUnity softphone application to place a call, while on hook or off hook.

## 10 NEW CHAT

Click to start a chat with anyone in your Directory.

## 11 DOCKED CALL

View your active calls with options to resume/hold or to end a call. Easily toggle between multiple concurrent active calls.

## 12 RECENT CONTACTS

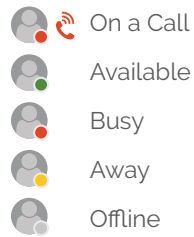
View your most recent calls and chats. Notifications for pending interactions are indicated by the circular red counter.

The screenshot shows the CommUnity Desktop interface. On the left is a vertical navigation sidebar with icons and numbered callouts 1 through 8. At the top, there are 'CALL' and 'CHAT' buttons. Below them are tabs for 'Calls', 'Voicemails', 'Chats', 'Attachments', and 'Recordings'. The 'Calls' tab is selected, showing a table of recent calls. A 'RECENT CONTACTS' sidebar is also visible on the left side of the main content area.

NAME	CALL	TYPE	TIMESTAMP	
Mollie Vox conference room	Outgoing Call 6 secs	Conference	An hour ago	Start
Saffron Steele conference room	Outgoing Call 30 secs	Conference	An hour ago	Start
Vanessa Uma conference room	Outgoing Call 8 mins	Conference	3 hours ago	Start
Jong Lee conference room	Outgoing Call 1 min	Conference	A day ago	Start
Sally Marina conference room	Outgoing Call 3 mins	Conference	A day ago	Start
Zeke Belmonte conference room	Outgoing Call 8 secs	Conference	A day ago	Start
Vanessa Uma conference room	Outgoing Call 13 secs	Conference	A day ago	Start
Edna Moda conference room	Outgoing Call 4 mins	Conference	A day ago	Start
Mary Turner conference room	Outgoing Call 43 secs	Conference	A day ago	Start
Aaron Ramirez	Outgoing Call 11 secs	Internal	2 days ago	CALL ...
Rochelle Darwin	Outgoing Call 8 secs	Internal	2 days ago	CALL ...
Rudy DeAngelo	Outgoing Call 10 secs	Internal	2 days ago	CALL ...
Zeke Belmonte conference room	Outgoing Call 40 secs	Conference	10/11/2021	Start

Call category by color code: ■ Internal ■ External ■ Queue ■ Conference ■ Ring Group ■ Recorded

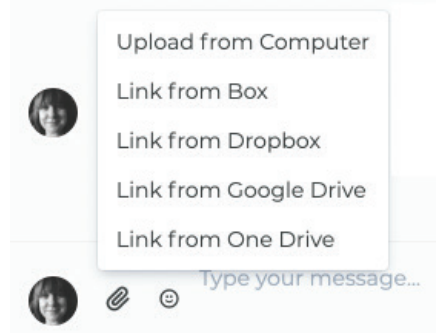
## PRESENCE



## COLLABORATION



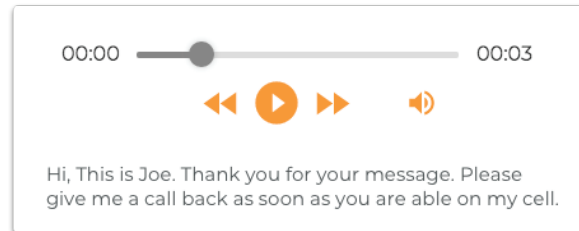
## FILE SHARING



## IM/CHAT



## VOICEMAIL TRANSCRIPT



### Seamlessly transition your call

Transfer a call to another user or move a call to another registered device such as a softphone, desktop phone or mobile smartphone.

### Manage your conference bridge

View, invite, mute or eject meeting attendees; and record your audio conference.

