Calls: whisper, missed calls and the call log

When a customer calls your HQ number, HQ calls the right person first, and a missed caller is never left with nothing.

Steps

1. Open the Calls screen to see every call in and out.
2. When HQ calls you, you hear a short whisper first saying who is calling and why, before you are put through.
3. If nobody picks up, the caller chooses a text back or a voicemail, and the office gets a note.
4. Press Try a practice call to hear how it sounds.

Good to know

Each call shows who called, when, how long, and what happened.

Recording is off unless you switch it on in Configure, and callers always hear first that the call is recorded.