



# Hot Desking Customer Webinar

**Tina Liu, Sr. Product Marketing Manager**

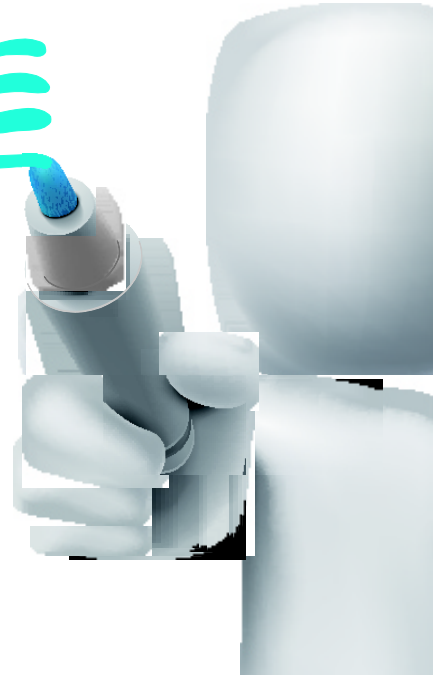
December 2015



# Agenda

- What is Hot Desking
- The World in Which we Work
- Use Cases
- How it Works

UPDATE



# What is Hot Desking?

- A. Keeping a space heater under your desk because the AC is always on full blast in the office.
- B. The latest trend in desks. Hot desking is the new black.
- C. Designating one part of your desk as a hot plate so that you can heat your lunch right at your desk. No more waiting for the break room microwave.
- D. Practice of allocating office space or desks to workers as required or on a rotating basis, rather than assigning each employee a dedicated desk.**

# The World in which we Work

**2/3<sup>rd</sup>** of desks and offices sit unused in North America<sup>1</sup>

**81%** of employees say flexible working arrangements improve productivity<sup>2</sup>

**75%** of US workforce spend at least 1 day a week away from main office<sup>3</sup>

Sources:

1 – Wohlsen, Marcus, “Unused Office Space Is Like a Massive Untapped Natural Resource”, Wired.com <http://www.wired.com/2013/02/office-space-as-a-service/>

2 – Crawford, Robert, “90% believe flexible working boosts employee morale”, <https://www.employeebenefits.co.uk/90-believe-flexible-working-boosts-employee-morale/>, quoting Regus study

3 - IDC Worldwide Mobile Worker Population 2011–2015 Forecast, January 2012



# Average Yearly Cost to Rent Office Space per Employee

| City             | Average yearly cost to rent office space, per employee |
|------------------|--|
| New York         | \$14,800   |
| San Francisco    | \$13,032   |
| Washington, D.C. | \$10,522   |
| Chicago          | \$7,000  |
| Los Angeles      | \$6,702  |
| Miami            | \$6,630  |
| Seattle          | \$6,420  |
| Boston           | \$6,080  |
| Houston          | \$5,668  |
| Dallas           | \$4,618  |
| Atlanta          | \$4,194  |

Source: The Square Foot and <http://www.marketwatch.com/story/heres-how-much-your-company-pays-to-rent-office-space-2015-05-27>

# Benefits of Hot Desking

- 1) Reduce physical office footprint and facilities & hardware costs
- 2) Increase workforce without increasing physical footprint and costs
- 3) Flexibility for employees to be productive from any office
- 4) Employees maintain professionalism of having single office extension even in shared spaces

# Use Case: Shift Workers



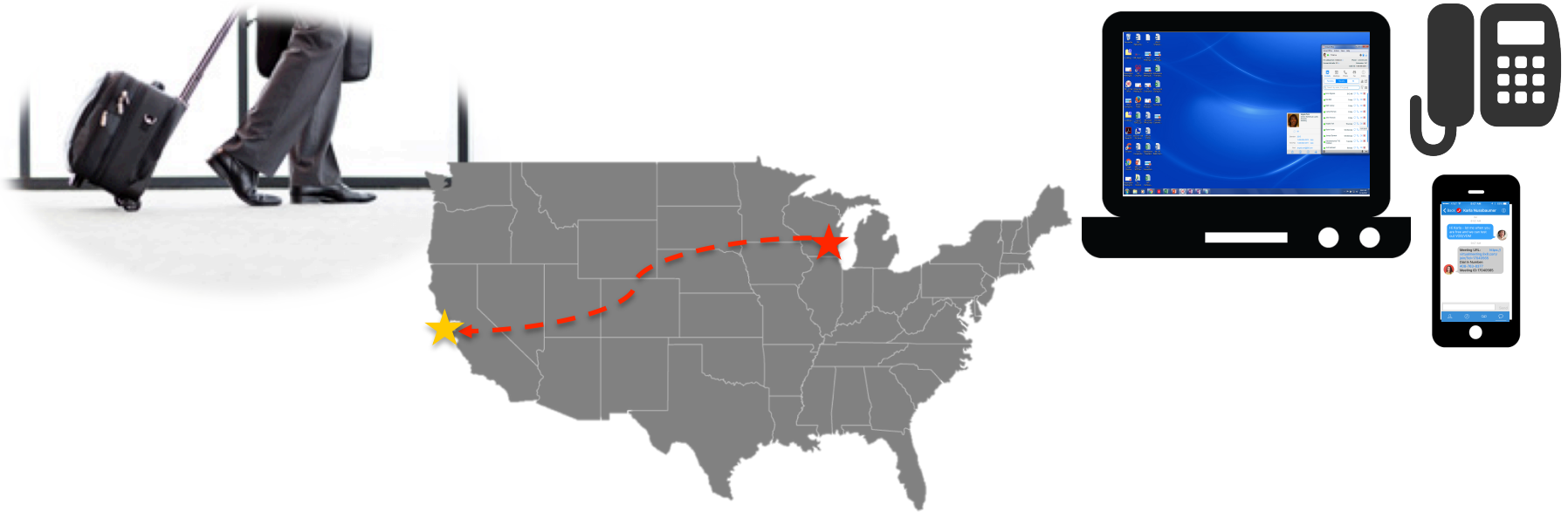
Day

Night

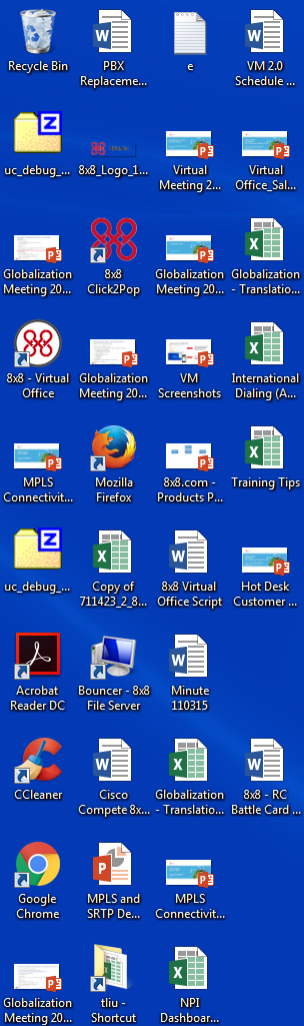


Maximize use of office space and equipment.

# Use Case: Telecommuters or Mobile Workers



Connect the Way you Want. Single number reach. As if at Home Office.



Virtual Office Actions Views Help

Tina Liu Phone: 1-408-906-0248 Extension: 1947  
Forward all calls: Off Caller ID: 1-408-906-0248

Contacts Meetings Phone Fax History

8668798647 **Call**

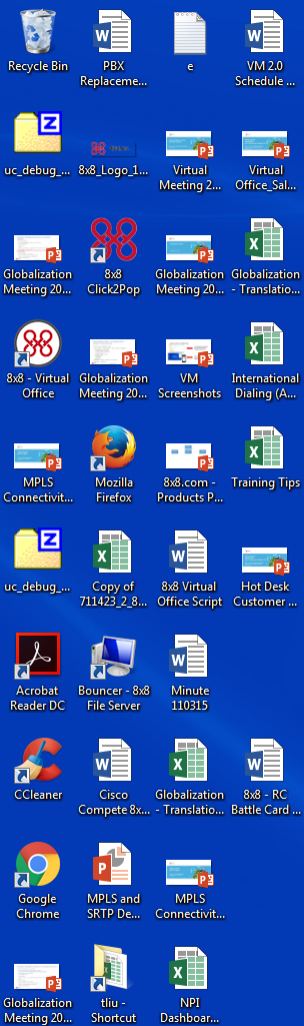
1 2 ABC 3 DEF  
4 GHI 5 JKL 6 MNO  
7 PQRS 8 TUV 9 WXYZ  
\* 0 #

Recent Voicemail

Filter by name or phone number

| All                              | In | Out | Missed |
|----------------------------------|----|-----|--------|
| Delete                           |    |     |        |
| Weekly Senior Leadership Plann + |    |     |        |
| Nov 13, 4:33 PM                  |    |     |        |
| San Rafael, CA                   |    |     |        |





Virtual Office Actions Views Help

Tina Liu

I'm calling from: Softphone Phone: 1-408-906-0248  
 Forward all calls: Off Extension: 1947  
 Caller ID: 1-408-906-0248

Contacts Meetings Phone Fax History

**LIU TINA**  
1-646-327-0171

Mute Add Call Keypad  
 Hold Video Record  
 Transfer Park

Accept Decline

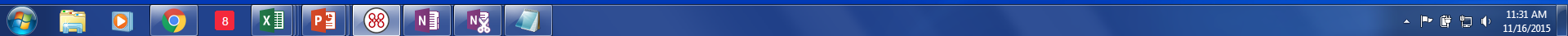
Active Recent Voicemail

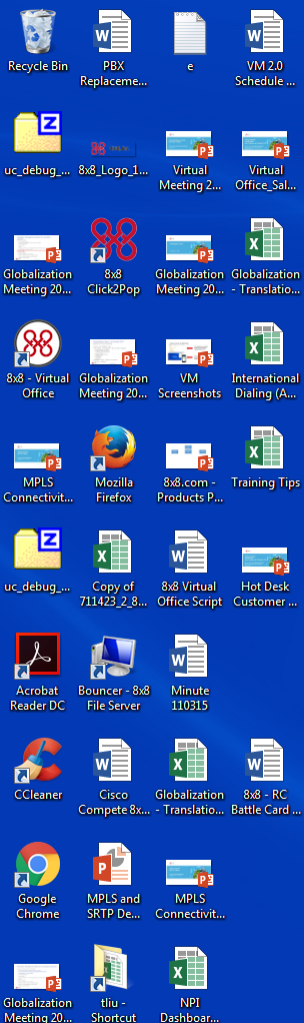
| From     | To       | Status  | Time  |
|----------|----------|---------|-------|
| LIU TINA | Tina Liu | ringing | 00:02 |

8x8 Virtual Office

Call from: **LIU TINA**  
1-646-327-0171

Accept Decline





Virtual Office

Virtual Office Actions Views Help

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Favorites Recents All

Enzo Signore 8:43 AM  
Max Ball Friday  
Beth Carney Friday  
Carlos Roman Friday  
John Fomook Friday  
Angela York Thursday  
Klaire Korver Wednesday  
Jamaal Sawwir Wednesday  
Saravanakumar TVS Tiruthani Tuesday  
Jodi Gullbault Monday



# 8x8 Hot Desk Feature

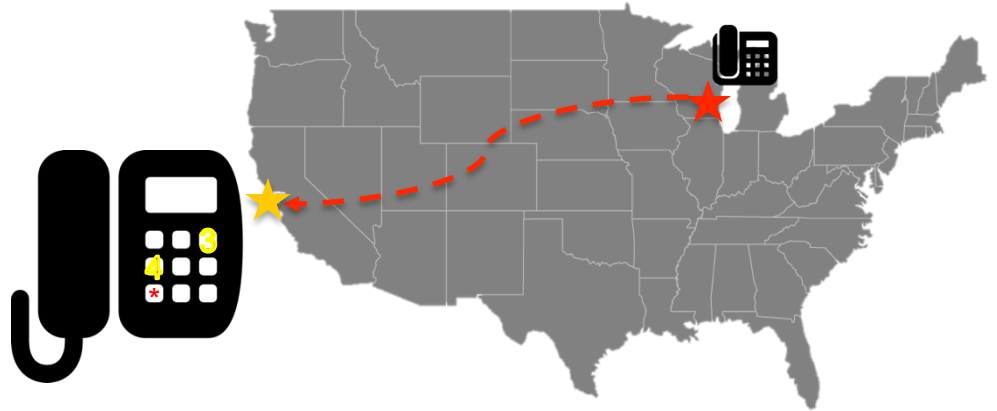
Gives end-users ability to log in to a **shared** hardware endpoint (desk phone) as if it were their own

Log in & out of a Hot Desk host  
Dial **\*43** and enter user's extension and voicemail password when prompted

Use as if your own phone  
Access voicemail, directories, missed calls, etc.

Log out remotely  
From Virtual Office Online, Desktop or Mobile

Make emergency call  
No need to log in





# 8x8 Hot Desk Feature – How to Configure

## Configure Hot Desk in Account Manager

To configure a Hot Desk extension:

1. Log in to 8x8 Account Manager.
2. Click **Phone System**.
3. Select **View All Extensions**.

**PHONE SYSTEM**

- > Extensions
  - > Auto Attendant
  - > Virtual and Toll-Free Numbers
  - > Ring Groups
  - > Music on Hold
  - > Call Queues
  - > Switchboard
  - > Paging
  - > Company Settings
  - > Number Transfer Request
  - > Call Recording
  - > Edit Voicemail / Fax Notifications
  - > Cordless Devices
- Phone System Setup

**Manage Extensions** Help

Below is an overview of all extensions. You may edit the extension details individually by clicking **Edit** next to each extension or as a group by clicking on **Edit Multiple Extensions**.

[Edit Multiple Extensions](#) | [Change Extension Number](#) | [Download Call Recordings](#) | [Download Extensions \(csv\)](#) | [Download Activation Codes](#)

| Actions  | Status  | Service Type            | Ext  | Phone Number   | Caller ID First Name | Caller ID Last Name | Devices                  | Voicemail-to-Email Address |
|--|---------|-------------------------|------|----------------|----------------------|---------------------|--------------------------|----------------------------|
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension     | 1059 | (559) 313-3281 | VX 400 Lab           | 1059                | Polycm VX 400            | bkorbe@8x8.com             |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension Pro | 1060 | (408) 123-9076 | BK Lab               | 1060                | Polycm VX 310            | bkorbe@8x8.com             |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension Pro | 1061 | (408) 532-5383 | BK Lab               | 1061                | Polycm VX 300            | bkorbe@8x8.com             |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension Pro | 1066 | (559) 944-1471 | BK Lab               | VX 600 x 1066       | Polycm VX 600            | bkorbe@8x8.com             |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension Pro | 1067 | (559) 945-1290 | BillKorbe            | 1002                | Polycm Test 1            | bkorbe@8x8.com             |
| <a href="#">Edit</a> <a href="#">(Activate Device)</a> | Pending | Unlimited Extension     | 1068 | (558) 445-5325 | Unassigned           | Unassigned          | Polycm VX 400            | bkorbe@8x8.com             |
| <a href="#">Edit</a> <a href="#">(Activate Device)</a> | Pending | Unlimited Extension     | 1069 | (558) 446-3476 | Mardi                | Jackson             | Polycm VX 600            | mardj@yahoo.com            |
| <a href="#">Edit</a> <a href="#">(Activate Device)</a> | Pending | Unlimited Extension     | 1070 | (210) 500-0633 | Mardi                | Jackson             | Polycm VX 300            | mardj@yahoo.com            |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension     | 1071 | (210) 500-0634 | Mardi                | Jackson             | Polycm VX 400            | mardj@yahoo.com            |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension     | 1072 | (210) 500-0635 | Agent                | Barge               | Polycm VX 300            | bkorbe@8x8.com             |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension Pro | 1073 | (408) 550-4550 | Darryl               | Addington           | Polycm SoundPoint IP 335 | darryl.addington@8x8.com   |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension Pro | 1074 | (408) 550-4551 | Darryl               | Addington           | Polycm SoundPoint IP 335 | darryl.addington@8x8.com   |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Unlimited Extension Pro | 1075 | (408) 550-4552 | Darryl               | Addington           | Polycm SoundPoint IP 335 | darryl.addington@8x8.com   |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Hot Desk Extension      | 1076 | (210) 550-3666 | Host                 | Hot Desk            | Polycm SoundPoint IP 550 | mardjackson@8x8.com        |
| <a href="#">Edit</a> <a href="#">(Replace Device)</a>  | Active  | Hot Desk Extension      | 1077 | (210) 550-3670 | Hot Desk             | Demo                | Polycm SoundPoint IP 550 | bkorbe@8x8.com             |
| <a href="#">Edit</a> <a href="#">(Activate Device)</a> | Pending | Unlimited Extension Pro | 1099 | (557) 327-4841 | Pilot Lab 560        | Bill Korbe          | Polycm Soundpoint IP 560 | bkorbe@8x8.com             |

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# 8x8 Hot Desk Feature – How to Configure

Emergency address is physical location of Hot Desk host device

**8x8, Inc.** Account Manager Company Name: polycombk

Welcome, Nalini Ananthamurthy | Sign Out  
Email: nalini.ananthamurthy@8x8.com  
Edit My Profile Account: Business

HOME | PHONE SYSTEM | BILLING | REPORTING | ORDERS | ACCOUNTS | SUPPORT | VIRTUAL OFFICE ONLINE

Home > Phone System > Manage Extensions > Edit Extension Enter keyword Search

### Edit Extension Help

**Extension Information**

**External Caller ID:**

First Name: Hot Desk ?  
Last Name: Demo ?  
Phone Number: (210) 550-3870  
Extension: 1077  
Plan: Hot Desk Extension  
Equipment: Polycom SoundPoint IP 550

**Extension Settings**

Time Zone: US/Pacific  
Preferred Codec: G.729A (30 kbps) ?  
Emergency Service Address: 2125 ONEL DR, SAN JOSE, CA 95131-2032 Edit

Save Changes Cancel

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- > Extensions
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- > Edit Voice email / Fax Notifications
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Phone System Setup

# Questions?

Contact your 8x8 Account Manager  
or call 1-866-835-2979

