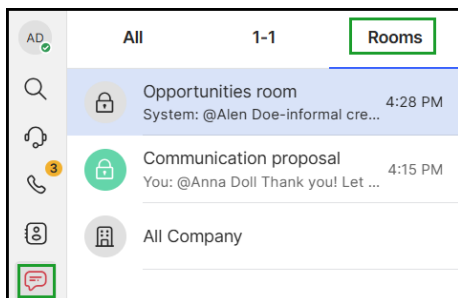




Overview

With Team Messaging on your 8x8 Work apps, collaborate with your colleagues via chat more effectively than ever

From your list of **Messages**, create chat rooms on demand, stay up to date on your team's discussions, bring multiple teams together to collaborate, and more! In the desktop app, you can also view your list of chat rooms independently of your one-on-one chats.



View your list of chat rooms from your one-to-one chats in the Room tab of the desktop app

Public and Private Rooms

Depending on your current needs, you can use a public or private chat room for your discussions:

- **Public** (default): Create a public room to share information with any of your colleagues; you can catch up on projects and recent developments in any public room by searching for it by name in the search bar.
- **Private**: Create a private room to discuss information confidentially with.

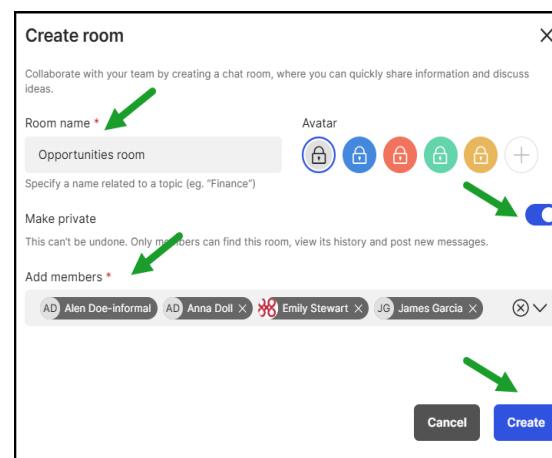
Create a Chat Room

1. In your **Messages**, click > Create room to start creating a new chat room.
2. Enter the name of the chat room, choose one of the available avatars or add a picture to customize the chat room.

3. Select the room type.
4. If you are creating a private room, invite colleagues into the room.

Note: If you are creating a public room, you do not have the option to invite people since public rooms are visible to all your company contacts.

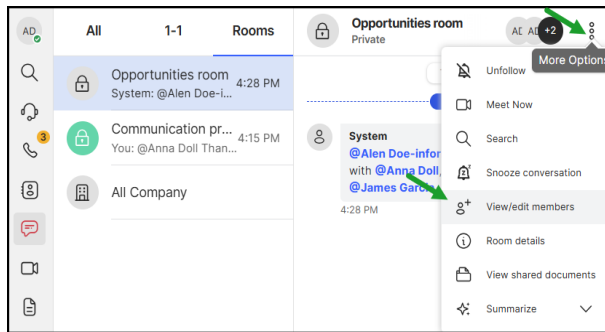
5. When you are finished, click **Create**. The new chat room opens, and you can begin typing in the room.



Create a private chat room

Invite members to a private room

1. In a private chat room, click the **More Options** option next to the room name to open a drop-down menu.
2. From the drop-down, select **View/edit members** .
3. Add members by typing a name, number or email to invite them to the room.
4. When you have selected all the desired users, click Save to invite your colleagues. Existing members of the chat room see a notification that new members have been invited.



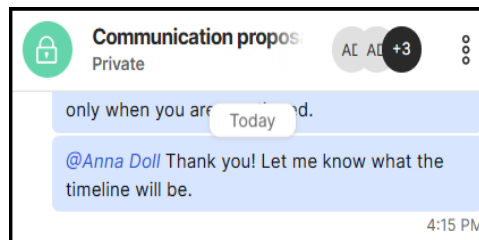
Invite new members to a private room

Alert colleagues in rooms

If you need to alert a contact on the subject of your current discussion in a chat room, simply type <@> before their name (for example, <@John Smith>) to get their attention.

1. In a chat room, type <@> before the name of a user to bring up a list of users with matching names; the list narrows as you continue typing.
2. Select a user to bring their attention to the room.

Note: In a public room, you can notify any of your company contacts. In a private room, you can only notify colleagues who are current members of that room.



Notify a room member

Share files or images in a chat

While chatting with a colleague or group, you can share a file or image you are discussing (up to 50 MB in size) to make your conversation more productive.

1. While in a chat or chat room, click **Attach** in your text entry bar to open a file selection window or simply drag and drop a file from your computer.
2. Select one or more files to upload. The total file size you can send per

message depends on the type of chat:

- IM chat: up to 50MB
- SMS chat: up to 2MB

3. Once the files finish uploading, you can send the files by themselves or with an accompanying message. Once the files are shared, another person in the chat can download and open the file.

Share attachment and links in a chat

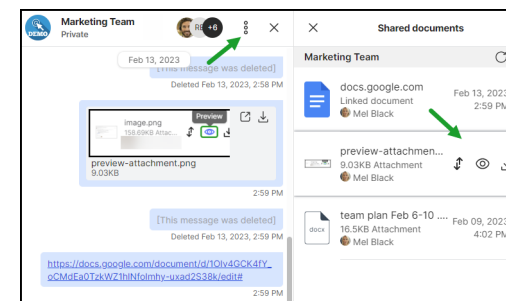
All attachments or links shared in a room or in 1:1 conversations are organized in one place, and you can easily access them by going to the **More Options** > **View shared documents** option. The shared attachments and links list may contain:

- Links posted to that room/conversation for Google Docs, Google Drive, Sharepoint, Onedrive.
- File attachments posted to that room/conversation.

To view all the attachments/links shared in a room or a 1:1 conversation:

1. While you are in **Messages**, chat room 1:1 conversation, in the conversation panel, click the **More Options** > **View shared documents** option.
2. On the right side of the page, the **Shared Documents** panel shows a chronological list of all documents shared in that room or conversation.
3. Select the document and choose an option:
 - Click **Jump to message** to go to the message with the link or file.
 - Click **Preview** to view the full image.
 - Click **Open** to open the page in a browser.
 - Click **Download** to download the attachment.

Note: The current version does not support adding or updating contacts back to Salesforce®.



Share attachments and links in a chat