Reception Console-Small Business and Enterprise

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Reception Console-Small Business and Enterprise

Description

The Reception Console is an application that allows Users to control calls, monitor the lines of employees, manage directories and use productivity tools from a PC. It comes in two varieties, either an Enterprise grade version or a Small-Medium Business (SMB) version. The application is the same for either, but the functionality exposed will be slightly different.

The Enterprise version includes:

- Queuing
- Outlook Integration
- Monitor up to 500 users (200 static Plus 300 dynamic)

The SMB version includes:

- Queuing
- Outlook Integration
- Monitor up to 30 users

Receptionist is deployed on a Microsoft Windows platform and/or Citrix Presentation Server platform.

Function

The application will enables users to become receptionists by providing them with a web application that allows them to monitor users and easily transfer calls. The console can actively monitor up to 30 users at a time on the SMB version and 200 users at a time on the Enterprise version.

The application provides the reception user with the following:

- **Call Management features –** Answer; dial, hold, conference, blind and attended

transfer, move to queue

- **Line Monitoring –** Monitor a User's line to see line states include on-hook, off-hook, ringing, DND, Privacy and Call Forwarding Always
- **Camp On with Recall** - Perform a directed hold when called party is busy
- **Directed Call Pickup** - Pickup any ringing extension
- **Voicemail Transfer –** Transfer calls directly to voicemail
- **Call Barge-In** - Operator intrusion on a busy line
- **Group Call Park –** Initiate line hunting on incoming calls directed to a department or group (e.g. support, sales)
- **Day/Night mode –** Operators can automate the switch from "day" to "night" mode
- **Messaging –** Send emails to contacts from desktop screen
- **Call History –** Logs outgoing, received and missed calls
- **Call Statistics –** Average hold time, transfer count
- **Supports multiple Directories –** Corporate, Monitored, LDAP,
- **Speed Dials** - Search and call numbers from a list of up to 100
- **Contact Directory Filtering** - Directory filtering of enterprise

Configuration/Operation

For guidance on how to download, install, configure and use this application please refer to the application user guide.

Online URL: https://kb2.ic.uk/article.php?id=339