Reception Console

The Reception Console is for use by receptionists, or telephone attendants, who manage and screen inbound calls for enterprises.

Overview

The Reception Console is a feature-rich desktop application that delivers the following benefits to users:

- Easy to use design that follows the natural work 'flow' of a call from the top to the bottom of the screen.
- Intuitive business processes as only 'valid' options are presented to the attendant.
- Professional call handling as critical information is available in 'real time'.
- Accurate delivery of messages via a one step process when people are unavailable.

The Reception Console may be used under a number of different operational scenarios. These scenarios include:

- **After Hours**: allows operators to automate switching from day to night mode.
- **Hoteling**: allows multiple part-time operators to share a single logon in sequence when they change shifts.
- **Low Traffic**: single receptionist answering one or more dedicated mainline numbers.
- **High Traffic**: more than one attendant console managing multiple dedicated mainline numbers.

- **Network Attendant Console**: Geographically dispersed operators supporting each other in an enterprise configuration.
- **Multi-Tenanted Offices**: One or more operator answering calls on behalf of different organizations.
- **Optional Voicemail Transfer**: Operator has the added ability to transfer calls to voicemail for contacts in a group/enterprise that are busy or unavailable.

KEY FEATURES & BENEFITS

- **Ergonomic Work Flow** – improves call handling

- **Phone/Contact Status** – saves time

- **Call Control** – easily manipulate calls at the touch of a button

- **Customizable Interface** – for that personal touch

- **Caller Identification –** know who is calling before you take the call

- **Call History** – so you always know how many calls you take, and how quickly they are managed

- **Industry Standard Interfaces** – allows coexistence in standard network environments

- **Integration to Touch Screen**– for high volume call handling environments

- **Assured Reliability** – for peace of mind
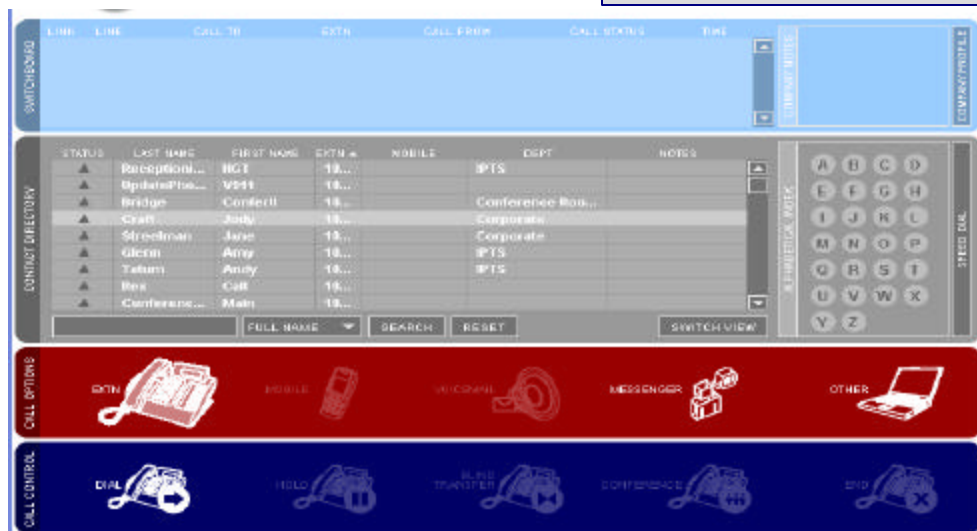
FEATURES

- **Enterprise User Support**: retrieve enterprise contacts from your SageVone lines and extensions
- **3-Way Call Conferencing**: add a third party to an active call
- **E-mail Messaging**: send voice messages to called party's e-mail from within the Reception Console application
- **Advanced Terminal Functions**: ability to perform handset soft-pickup and hold functions from Reception Console
- **Keyboard Shortcuts**: keystrokes for handling shortcuts to many operator routines
- **Auto Connect on Start-Up**: automatic login on start-up and reconnection attempts
- **Help**: integrated application HTML help
- **Caller ID**: identification of calling party for incoming calls only
- **Callee ID**: identification of called party for outgoing calls only
- **Call Control – Dial**: dial a number
- **Call Control – Accept**: accept an incoming call
- **Call Control – Hold**: place a call on hold and retrieve it
- **Last Redirected Support:** identification of last redirected number for incoming calls only for serviced or executive offices
- **Camp On**: perform a directed hold when the receiver is busy
- **Directed Call Pickup**: pickup a ringing extension (available when contact state indicates ringing)
- **Transfer Control**: distribute call to contacts using blind and/or announced transfer methods
- **Operator Barge-In**: operator intrusion on a busy line for emergency or special instances
- **Contact Status**: view presence information of contacts
- **Enhanced Contact Monitoring**: additional ringing and do not disturb (DND) contact states
- **Index Contacts Search**: search filter using an alphabetized index
- **Mass Contacts**: support up to 40,000 contacts in a directory
- **Keyword Contacts Search**: search by name, extension number or department
- **Company Notes/Profile**: show organizational notes and profile
- **Contact Notes**: shows contact specific notes
- **Speed Dials**: call numbers from a speed dial list
- **Call Length**: shows time of call in active and held states
- **Call History**: history of missed, received and dialed numbers
- **Call Statistics**: shows basic call statistics for a given time period
- **Day/Night Mode**: automated online/offline mode – will leverage CPE
- **Enhanced Application Themes**: individually modify elements of the Reception Console interface including logos and panel colors to your preference or corporate identity
- **Customize Panel Sizes**: modify the height of the switchboard and contacts directory, as well as table column widths
- **Multiple Input Devices**: ability to use combinations of mouse or touch screens to input information