

Video hovor Obsazenosti linky Spojovacíka
Volání zdrama
Presence
Komunikátor
pro tablet
Sjednocená
komunikace
Obsazenosti linky
Video hovor
Komunikátor pro
mobilní telefon
Skupiny pro
vyzvednutí hovoru
Konference
Applikace
Sdílení
plochy
Zákaznický
portál
Mobilita
Obsazenosti linky
Presence Chat
HD hlas
Presence Chat
Nevyrušovat Video hovor
Chat sdílené
Mobilita
sdílení
pracovní místo
sdílení místností
Jednoduché volání Spojovacíka

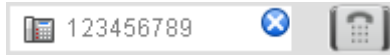
Receptionist

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Dial contact



- Enter the number and click **DIAL**
- Or in the *Contacts panel* expand the target directory, click the contact and then click **CALL** for that contact
- To dial an extension, click **EXT**, or to dial a mobile number, click **MOB**. The call appears in the *Call console*

Redial number and call from Call history

- In the *Call console* click **Redial**. A list of up to 10 recently called numbers appears.
- In the *Call console* click **Call history**. Select Placed calls, Received calls or Missed calls from the drop down list

Answer call

- In the *Call console*, move the mouse over an incoming call and then click **ANS** for that call

Hold and Resume call

- In the *Call console*, move the mouse over the call and then click **HOLD** for that call
- To resume the call move the mouse over it and then click **ANS**

End call

- In the *Call console*, click **END** for the call to end. The call is removed from the *Call console*

Blind transfer

Calls can be blind transferred while active, held, or ringing.

- In the *Call console*, select the call to transfer
- To transfer the call to an ad hoc number, enter the number and then click **Transfer**
- To transfer the call to a contact, click a contact in one of the directories and then click **TXR** for that contact

Transfer with consultation

Calls can be transferred while active, held, or ringing.

- Dial the number or a contact to transfer the call over to
- When the call is answered, speak to the party
- In the *Call console*, select the call to transfer. Move the mouse over the new call and then click **TXR**

Camp on busy contact

You can camp external calls trying to reach a busy extension. The call is transferred when the destination becomes available.

- In the *Call console*, select the call to camp
- In the *Contact directory* click a busy or ringing contact and then click **CAMP** for that contact. The call is camped and removed from the *Call console*
- If the call timer expires before the call is answered, the call is recalled to your device and reappears in the *Call console*

Directed call pickup

You can answer a call on behalf of another person

- In the *Contacts panel*, expand a directory
- Click a ringing contact and click **ANS**. The call appears in the *Call console*

Three-way conference

- In the *Call console*, select one of the calls to conference
- Move the mouse over the non-selected call and then click **CONF**. The calls are moved to the *Conference call panel*
- To hold a conference, in the *Conference call panel* header, click **HOLD**
- To resume a conference, in the *Conference call panel* header, click **ANS**
- To place a participant of a conference on hold, click **HOLD** for the target call
- To resume a participant, click **ANS** for the target call
- To leave a conference, in the *Conference call panel* header, click **LEAVE**
- The other parties stay connected, but the calls are removed from the *Conference call panel*
- To end a conference, in the *Conference call panel* header, click **END**
- The calls are terminated and removed from the *Conference call panel*

Send E-mail to contact

- Expand the target directory in *Contacts panel*
- Click a contact with e-mail and then click e-mail
- Message window appears with desired contact



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View call history

- In the *Call console*, click **Call history**. The Call history dialog box appears
- In the drop down menu are Missed, Recieved and Dialed calls

User interface

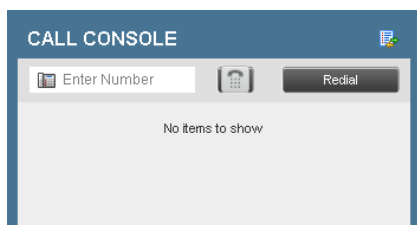
The main elements of the Receptionist interface include:

- Call console
- Contacts panel
- Queued call panel
- Settings and help links

Call console

The *Call console* is where you manage your current calls. It contains the following:

- The main area of the *Call console* lists your current calls and allows you to perform actions on them
- *Dialer* - this allows you to make ad hoc calls and redial up to 10 of the most recently dialed numbers
- *Conference panel* - This lists the call legs of your current conference call and allows you to take actions on conference calls



Contacts panel

You use the *Contacts panel* to call, monitor, and manage your contacts. The panel lists available contact directories:

- **Enterprise** - Contacts in your enterprise
- **Personal** - Contacts in your *Personal directory* on BroadWorks
- **Favorites** - Contacts set as *Favorites*, configured on the web portal
- **Queues** - Your call centers

Contacts monitoring

- **Monitor contacts statically** - The *Favorites* directory, configured on the web portal, displays the phone state of contacts. This is called static monitoring
- **Monitor contacts dynamically** - In the *Enterprise* directory click the contact and then click **Status icon** for that contact to have the contact's state displayed. This is referred to as dynamic monitoring

Phone states

The possible contacts states are:

- Idle
- Busy
- Do not disturb
- Forwarding
- Unknown

Search contacts

- Type in name or number of a contact to the search field under the **SEARCH** panel or choose specific contacts panel
- To restrict the search to contacts that start with the text to search for, check the **Begins with** box
- After typing in criteria press ENTER. You can enter partial information and the results are displayed in the *Search* panel
- To clear the search results, click **Clear**

Make notes about contact

You can make notes about contact in the *Enterprise* directory.

- Click a contact to expand it and then click the **Notes** for that contact
- Enter or modify information in the dialog box
- To save your changes and close the dialog box click **OK**
- To close the dialog box without saving, click **Cancel**

