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 aswered, 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 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
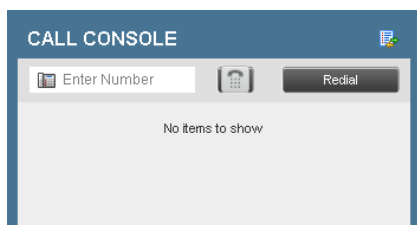
Contacts panel
You use the *Contacts panel* to call, monitor, and manage your contacts. The panel lists available contact directories:
- **Enterprise** - Contacts in your enterprise
- **Personal** - Contacts in your *Personal directory* on BroadWorks
- **Favorites** - Contacts set as *Favorites*, configured 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**