

Receptionist Console

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Receptionist Interface

The main elements of the Receptionist interface include:

- Call Console
- Contacts Pane
- Queued Call Pane (Enterprise Edition)
- Setting 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.

For each call, the name and the phone number of the remote party (if available), the call state, the duration of the call, and for held calls, the time the call has been on hold, are displayed. For a recalled call, information about the user, against whom the call had been parked, also appears.

Contacts pane

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





- **Favorites** - Contacts whose status you are (statically) monitoring, which are configured on the web portal
- **Group/Enterprise** - Contacts in your enterprise or group
- **Common** - Contacts in your group's common phone list on BroadWorks
- **Personal** - Contacts in your *Personal* directory on BroadWorks
- **Speed dial** - Speed dial numbers configured for your Speed Dial 8 and/or Speed Dial 100 service
- **Queues (Enterprise Edition/Multiple Queues)** - Your call centers
- **Outlook (Enterprise Edition)** - Your Outlook contacts, if the Outlook feature is configured
- **Custom (Enterprise Edition)** - Contacts in your custom directories on the web portal
- **Directories** - Always visible, consolidates contacts from *Enterprise/Group*, *Custom*, *Personal*, *Outlook*, and *Speed Dial* directories.
- **LDAP search results (Enterprise Edition)** - Read-only access to Lightweight Directory Access Protocol (LDAP) contacts via the Search feature, if the LDAP feature is configured

The *Contacts* pane also contains the **Search** feature, which you use to search for contacts, and the *Directories* panel, which consolidates the contacts from several directories.

Queued calls pane (Enterprise Edition)

You use the *Queued Calls* pane to manage queued calls. This pane displays calls in selected call centers that you are managing. For each call, the following information is provided:

- Call Status icon, which can be:

	Call is waiting to be answered
	Message is being played to caller
	Call was reordered
	Call was bounced

- Name/number of the call center (or Dialed Number Identification Service [DNIS], if applicable)

- Total call time, including the time in the current queue (in parentheses)

Clicking a call expands the call to show additional data:

- Position of call in queue
- Name and number of the calling party (if available)

Settings and help links

- The **Settings** link, when clicked, displays the *Settings* page, allowing you to configure Receptionist.
- The Help link, when clicked, opens the *BroadWorks Hosted Thin Receptionist User Guide* in PDF format.

The screenshot displays the BroadWorks Hosted Thin Receptionist interface. At the top right, there are links for [Settings](#), [Help](#), [Full Screen](#), and [Sign Out](#). Below these, the 'Presence' status is shown as 'Offline' with a green icon and the name 'April Diehl'.

The interface is divided into two main panes:

- CALL CONSOLE**: This pane on the left contains a search bar labeled 'Enter Number' and a 'Redial' button. Below this, it shows 'No items to show'. A section titled 'CONFERENCE CALL' also shows 'No items to show'. At the bottom, there is a 'Queued Calls' section with three entries:
 - Hosted Voice ENT 8134388819 (0/10 (0/25))
 - MVS 8139305816 (0/10 (0/5))
 - Chetstest 4074135000 (0/10 (0/5))
- Contacts**: This pane on the right displays a list of contacts. It includes a search bar, a 'Begin with' dropdown set to 'All', and a 'Quick Search' checkbox. The contact list has columns for Status, IM, Last Name, First Name, Number, Extens..., Mobile, and Notes. The contacts listed are:


Status	IM	Last Name	First Name	Number	Extens...	Mobile	Notes
➡		5394809	313	+13135394809	4809		testing
●		5394810	313	+13135394810	4810		Notes
●	☎	6148857	407	+14076148857	8857		Notes
●		9305801	MVS	+18139305801	5801		Notes
●	☎	Ali	ili		4996		Notes
●		ATA	User Aaron	+12482543997	3997		Notes
●	☎	Curry	Chet	+18133211069	1069		Notes
●		Dianderas	Art	+14077454886	4886		Notes
●		Gerstner	Jay	+18133740014	1014		Notes
●		Herman	Peewee	+18135559516	9876		Notes
●		Home	JGL	+18139155649	5649		Notes
●	☎	Knight	Doug	+18133211030	1030	813-260-0513	Notes
➡		Line	Main	+18139155647	5647		Notes
●		Lyon	John	+18136093963	3963		Notes

Managing Calls

Dial **contact**

1. In the Contacts pane, expand the target directory.
2. Click the contact and then click **Call** for that contact.
3. To dial an extension, click **EXT**, or to dial a mobile number, click **MOB**. The call appears in the Call Console.

Dial **Ad Hoc number**


1. In the Dialer, enter the number and click **Dial**. 

Redial number

Up to 10 previously dialed numbers are available.

1. In the Dialer, click **Redial**. A list of recently called numbers appears.
2. From the list, select the number to call.

Dial from call history

1. In the Call Console, click **Call History**. 
2. In the dialog-box that appears, select **Placed Calls**, **Received Calls**, or **Missed Calls** from the **Show** drop-down list.
3. Click a call log and then click **Call** for that log.

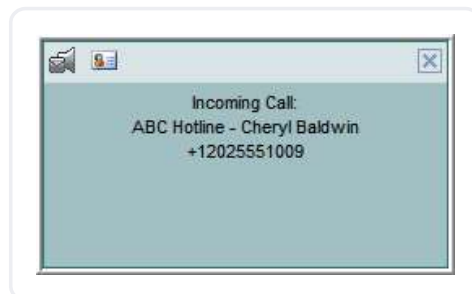
View current calls

Your current calls are always visible.

To display the details of the conference call, click the **Expand** (green arrow up) button in the *Conference Call* panel.

View incoming calls details

If the Call Notification feature is enabled, a notification window appears on top of the system tray when you receive a call, displaying the name and number of the caller. For calls from a call center, the call center name is displayed in addition to the caller's name and phone number



Save vCard

When Outlook is running, you can save the caller's phone number and personal information as a vCard in Outlook.

In the *Call Notification* pop-up window that appears when you receive a call, click **Add vCard** .

Open URL

You can open a Uniform Resource Locator (URL) page in your browser, to obtain more information about a current call.

In the *Call Notification* pop-up window that appears when you receive a call or in the *Call Console* on the line for the target call, click **Web Pop URL**.



Answer call

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

Hold call

This function is not available from a remote office.

In the *Call Console*, move the mouse over the call and then click **Hold** for that call.

Resume call

This function is not available from a remote office.

In the *Call Console*, move the mouse over the call 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).

1. In the *Call Console*, select the call to transfer.
2. To transfer the call to an ad hoc number, enter the number in the Dialer and then click **Transfer**.
3. To transfer the call to a contact, click a contact in one of the Contacts directories and then click **TXR** for that contact.

Supervised transfer

To transfer an active inbound call with supervision:

1. In the Call Console, select the call.
2. Dial the number or contact to transfer the call over to.
3. If the number is busy, either retry or dial another number.
4. Move the mouse over the new call and click **TXR**.

Transfer with consultation

Calls can be transferred while active, held, or ringing (in).

1. Dial the number or contact to transfer the call over to.
2. When the call is answered, speak to the party.
3. In the Call Console, select the call to transfer.
4. Move the mouse over the new call and then click **TXR**.

Transfer to voice mail

1. In the Call Console, select the call to transfer.
 2. In the Contacts pane, click a contact with voice mail (in the Group/Enterprise or Favorites directory) and then click **VM** for that contact.
 3. To transfer the call to your own voice mail, select yourself.
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1. In the Call Console, select the call to transfer.
 2. In the Contacts pane, expand the Queues panel.
 3. Click a queue and then click **TXR** for that queue.

Camp on busy contact (Enterprise and Small Business Editions)

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

1. In the Call Console, select the call to camp.
2. In the Group/Enterprise or Favorites directory, click a busy or ringing contact and then click **Camp** for that contact. The call is camped and removed from the Call Console.
3. 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.

1. In the Contacts pane, expand the Group/Enterprise or Favorites directory.
2. Click a ringing contact and click **ANS**. The call appears in the Call Console.

Start three-way conference

1. If necessary, place calls to participants.
2. In the Call Console, select one of the calls to conference.
3. Move the mouse over the non-selected call and then click **Conf**. The calls are moved to the Conference Call panel.

Hold conference

To hold the conference, in the Conference Call panel header, click **Hold**.

Resume conference

To resume the conference, in the Conference Call panel header, click **ANS**.

Hold or resume conference participant

- To place a participant on hold, click **Hold** for the target call.
- To resume a participant, click **ANS** for the target call.

Leave conference

To leave the conference, click **Leave** in the *Conference Call* panel header. The other parties stay connected but the calls are removed from the *Conference Call* panel. Note that you can only leave a Three-Way conference.

End Conference

To end the conference, click **End** in the *Conference Call* panel header. The calls are terminated and removed from the *Conference Call* panel.


Barge in on call

1. Expand the Group/Enterprise or Favorites panel.
2. Click a busy contact and then click **Barge**. A Three-Way Conference is established.

Sent E-mail to contact

1. Expand the Group/Enterprise or Favorites panel.
2. Click a contact with e-mail and then click **Email**.
3. In the message window that appears, enter the required information and then click **Send**.

View call history

1. In the Call Console, click **Call History**. The Call History dialog box displays your placed, received, and missed calls.
2. To view call logs in a group, select the group from the **Show** drop-down list. 

Delete call logs

1. In the Call Console, click **Call History**. The Call History dialog box appears.
2. To delete all call logs, click **Delete All**.
3. To delete a specific log, click **Delete Call Log "x"** button for that log.

Receive calls from queues (Enterprise Edition/Queue)

To start or stop receiving calls from queues:

1. Click the **Settings** link at the top right-hand corner of the main interface and then click the **Application** tab.
2. In the Queue Memberships section, check the Queue box for each call center to join.
3. In the Operator Policies section, select your Post Sign-In ACD State from the drop-down list.

Enable call waiting and auto answer

1. To enable Call Waiting, click **Call Waiting** in the Call Console.





2. To enable Auto Answer, click **Auto Answer** in the Call Console.



Note: This feature works only if your device is Advanced Call Control (ACC)-compliant. In addition, if Auto Answer is enabled on the server, you must not enable Auto Answer in the client.

Managing Contacts

Show directories

1. At the top of the Contacts pane, click **Options**. 
2. Select **View, Directories**, and then select/deselect directories to display/hide. To display all directories, select All.
3. To display a directory in the Directories panel, select it from the drop-down list. To display all directories, select **Show All**.
4. To display a directory below the Call Console, click the **Pullout Directory** button for that directory in the Directories panel while the **Show All** option is selected. 

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 (Enterprise Edition)



In the *Group/Enterprise* directory, click the contact and then click **MON** for that contact to have the contact's state displayed. This is referred to as dynamic monitoring.

Contact phone and calendar states

The possible contact phone states are


	Available
	On a Call
	Ringing
	Do Not Disturb
	Private
	Forwarding
	Unknown

In addition, the following states show the contact's calendar presence:

	In a Meeting
	Away

Note: If a call is parked against a contact that you are monitoring, either statically or dynamically, the information about the parked call also appears.

Search contacts

1. In the Search panel, select the directories to search from the drop-down list.
2. To restrict the search to contacts that start with the text to search for, check the **Begins with** box.
3. In the Search text box, enter the text to search for and press **Enter**. You can enter partial information, such as part of a name or number. The text is matched against all attributes and the search results are displayed in the Search panel.
4. To clear the search results, click **Reset** 

Note: The search is not case-sensitive.

View contact details

Expand the target directory panel and click a contact.


Make notes about contact (Enterprise Edition)

You can make notes about contacts in the *Group/Enterprise* directory.

1. Expand the Group/Enterprise panel.
2. Click a contact to expand it.
3. Click the **Notes** link for the contact.
4. Enter or modify information in the Notes for Contact Name dialog box.
5. To save your changes and close the dialog box, click **OK**.

To close the dialog box without saving, click **Cancel**.

Manage speed dial and personal directories

1. In the Speed Dial or Personal panel, click **Edit**. The Edit Speed Dials/Edit Personal Contacts dialog box appears 
2. To add an entry, click **Add**. A new row appears.
3. For a Speed Dial entry, select the dial code and enter the number and description of the contact.
4. For a Personal entry, enter the name and number.
5. To delete an entry, select the entry, and then click **Delete**.
6. To modify a Speed Dial entry, double-click the entry to make it editable and then modify it as necessary.

Managing Queues

Display queued retrieve call

To monitor calls in queues, you must select the queues to display in the Queued Calls pane.

1. In the Queued Calls pane, click **Options** and select the **Edit Queue Favorite Dialog** menu item.
2. In the dialog box that appears, check the call centers to display and then click **Save**.

Retrieve call from queue

1. In the Queued Calls pane, expand a Call Center panel.
2. Click the call and click **Retrieve** for that call. The call appears in the Call Console and you treat it as any other call.

Transfer call to queue

1. In the Queued Calls pane, expand a Call Center panel and then select a queued call.
2. In the Contacts pane, expand the Queues panel.
3. Click a queue and then click **TXR** for that queue. The call is transferred to the bottom of the queue.

Change position of call in queue

1. In the Queued Calls pane, expand a Call Center panel.
2. Click the call and then click **Reorder** for that call.
3. From the drop-down list that appears, select a new position.

Note: You cannot place a call ahead of a bounced call.

Transfer call to top of queue

1. In the Queued Calls pane, expand a Call Center panel.
2. Click the target call and then click **Reorder** for that call.
3. From the drop-down list that appears, select **Send to Front**.

Transfer call to contact or Ad-Hoc number

- 1. In the Queued Calls pane, select a queued call.
- 2. To transfer the call to a contact, click the contact in the Contacts pane and then click **TXR** for that contact.
- 3. To transfer the call to an ad hoc number, enter the number in the Dialer and then click **Transfer** in the Dialer.

Keyboard Shortcuts

Key	Equivalent Mouse Action
ESC	Click the Close button in a dialog box.
ESC	Cancel the changes.
/	Click the <i>Dialer</i> text box.
?	Click the <i>Search</i> text box.
ARROW DOWN	Click the scroll bar or the next item on a list.
ARROW UP	Click the scroll bar or the previous item on a list.
PAGE DOWN	Scroll down one page.
PAGE UP	Scroll up one page.
1....9	Select a call in the <i>Call Console</i> .
SPACEBAR	Click Answer on the selected incoming call in the <i>Call Console</i> .
<PERIOD>	Click End on a selected call in the <i>Call Console</i> .
ENTER	Click Dial .
ENTER	Click Search .
+	Click Transfer in the <i>Dialer</i> .
SHIFT+1..9	Select a ringing call and click Answer .
SHIFT+1..9	Select an active call and click Hold .
SHIFT+1..9	Select a held call and click Retrieve .
S or s	Click on Settings link.
B or b	Click on the Back to Application link.
R or r	Click the Call History button.

H or h	Click the Help link.
SHIFT+L or SHIFT+I	Click the Sign Out link.