

# Reception Console

## Simple processes for simplified call handling.

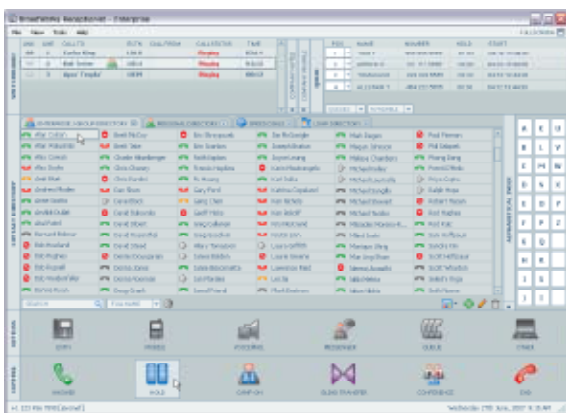
The Telovations Reception Console - Enterprise is a feature-rich desktop client application that is fully integrated with Telovations' Innovate service. The Reception Console is available in 3 versions for Enterprise, Small Business and Office users. Reception Console - Enterprise allows users to monitor an unlimited number of contacts.

### Benefits include:

- ◆ Intuitive design that follows the natural workflow of a call from the top of the screen
- ◆ Simplified 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 Telovations Reception Console- Enterprise may be used under a number of different operational scenarios. These scenarios include:

- ◆ **After Hours** - operators can automate the switch from "day" to "night" mode and vice versa
- ◆ **Hoteling** - multiple part-time operators can share a single logon in sequence when they change shifts
- ◆ **Low Traffic** - single receptionist answering one or more dedicated main numbers
- ◆ **High Traffic** - more than one instance of Receptionist managing multiple dedicated main numbers
- ◆ **Network Attendant Console** - geographically dispersed operators supporting each other in an enterprise configuration
- ◆ **Multi-Tenant Offices** - one or more operators can answer calls on behalf of different organizations
- ◆ **Optional Voice Mail Transfer** - transfer calls to voice mail for contacts in a group/enterprise that are busy or unavailable
- ◆ **Mobile Receptionist** - provides the features and functions of the Telovations Reception Console - Enterprise client application - with mobile phones.



Reception Console - Main Interface

### Key Features:

- ◆ **Intuitive Work Flow** - improve call handling
- ◆ **Call Control** - easily manipulate calls at the touch of a button
- ◆ **Caller Identification** - know who is calling before you take the call
- ◆ **Call History** - track how many calls you take, and how quickly they are managed
- ◆ **Integration to Touch Screen** - for high-volume call-handling environments
- ◆ **Enterprise User Support** - retrieve enterprise contacts from associated groups
- ◆ **E-mail Messaging** - send voice messages to called party's e-mail from within the Telovations Receptionist application
- ◆ **Advanced Terminal Functions** - ability to perform handset soft-pickup and hold functions from the Reception Console
- ◆ **Auto Connect on Start-Up** - automatic login on start-up and reconnection attempts
- ◆ **Internationalization** - Reception Console supports localization to your chosen language
- ◆ **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
- ◆ **Enhanced Contact Monitoring** - view presence information of contacts, plus additional on-hook, off-hook, ringing and DND contact states
- ◆ **User Managed Privacy Support** - user level privacy for status and contact information exclusion from Telovations directories
- ◆ **Call Center Queue** - monitor, manipulate and disperse queued calls coming to your phone
- ◆ **Call Center Stats** - basic call and queue related call center stats
- ◆ **Camp On** - perform a directed hold when the receiver is busy
- ◆ **Directed Call Pickup** - pickup a ringing extension (available when contact state indicates ringing)
- ◆ **Mass Contacts** - support up to 40,000 contacts in a directory
- ◆ **Index Contacts Search** - search filter using an alphabetized index
- ◆ **Keyword Contacts Search** - search by name, extension number or department
- ◆ **Company Notes/Profile** - show organizational notes and profile
- ◆ **Contact Notes** - shows contact specific notes
- ◆ **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 including transfers and average hold time for a given time period
- ◆ **Customize Panel Sizes** - modify the height of the switchboard and contacts directory, as well as table column widths

**Key Features:**

- ◆ 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 on-hook, off-hook, ringing and DND contact states
- ◆ Monitored User Selection - enhanced enterprise wide user monitoring selection screen
- ◆ User Managed Privacy Support - user level privacy for status and contact information exclusion from Telovations directories
- ◆ 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
- ◆ Call Center Queue - monitor, manipulate and disperse queued calls coming to your phone
- ◆ Call Center Stats - basic call and queue related call center stats
- ◆ 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)
- ◆ Index Contacts Search - search filter using an alphabetized index
- ◆ Mass Contacts - support up to 40,000 contacts in a directory
- ◆ LDAP - support for LDAP corporate directory standard
- ◆ Contact Directory Filtering - directory filtering of enterprise groups, departments and user details
- ◆ Directory Plug-in Architecture - extendable directory interface for third-party plug-ins
- ◆ Keyword Contacts Search - search by name, extension number or department
- ◆ Company Notes/Profile - show organizational notes and profile
- ◆ Contact Notes - shows contact specific notes
- ◆ Enhanced Speed Dials - search and call numbers from a list of up to 100 speed dials
- ◆ 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 including transfers and average hold time for a given time period
- ◆ 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