

UCx Receptionist Client

UCx Hosted Unified
Communications



UCx gives receptionists and other telephone attendants the power to manage and screen inbound calls quickly, accurately, and professionally.

Easy to use

With a point-and-click interface, the Receptionist client is professional call handling made easy. Its intuitive design follows the natural workflow of a call, from the left to the right of the screen.

Flexible configuration

The Receptionist client's customizable interface supports the way your business works. For example, a single attendant can cover multiple UCx locations.

Improved productivity

Receptionist enables accurate delivery of calls and messages by only presenting "valid" options to the attendant. The attendant can use this software to view phone/user status and directly control phone functions.

Web-based application

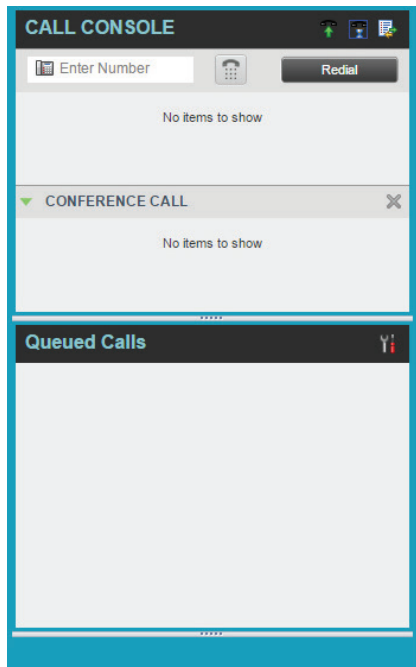
The Receptionist client is completely web-based (no software download required), so the attendant can log in from anywhere.

KEY FEATURES

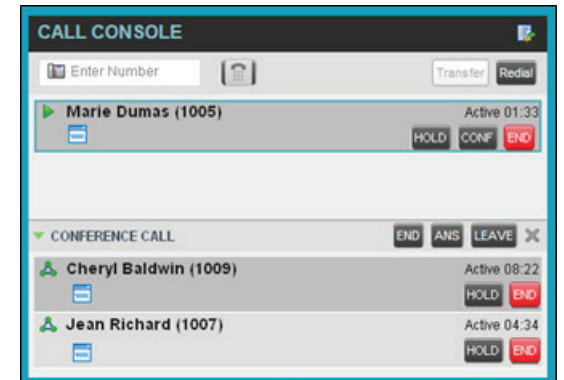
You can do so much with just a click of the mouse:

- Dial directly from corporate directories or call history
- Blind transfer active, held, or ringing calls to saved contacts or ad-hoc numbers
- Transfer incoming calls directly to voicemail
- Barge-in on a call already established between two other contacts
- Instant message and view real-time presence state of contacts





Contacts									
<div> <div>SEARCH</div> <div>Enterprise</div> <div>ENTERPRISE...</div> <div>GROUP COM...</div> <div>Speed Dial</div> </div> <div> <input type="text"/> <div> <input type="checkbox"/> Begins with <div>All</div> </div> <input type="button" value="Q"/> <div> <input type="checkbox"/> Quick Search <input type="button" value="X"/> </div> </div>									
Status	IM	Last Name	First Name	Number	Extensi...	Mobile	Title	Department	Notes
		DSCI AA	Auto Attendant	+1781	4444			Conf Test	Notes
		Dana		+1781	4630	781	System Design Sp	Conf Test	Notes
		Corporate AA	Auto Attendant	+1781	5500			DEMO	Notes
		Sean		+1781	4603	781		Executive	Notes
		Jamie		+1781	4627	781		Field Engineering	Notes
		Tony		+1781	4667	(508)		Field Engineering	Notes
		Rob		+1781	4668	781		Field Engineering	Notes
		Rob		+1781	4686	617		Field Engineering	Notes
		Giovanna		+1781	4622	(617)		Human Resources	Notes
		FAX 02	Waltham		4693			Human Resources	Notes
		Michael		+1781	4633	603		Information System	Notes
		Joe		+1781	2219		Marketing Demo U	Marketing	Notes
		Jeff		+1781	4610	508	VP Marketing	Marketing	Notes
		Steeve		+1781	4620	(617)		Marketing	Notes
		Stacey		+1781	4629	978		Marketing	Notes
		Dale		+1781	7917			Operations	Notes
		Breton		+1781	4607	860	Senior Applications	Operations	Notes
		Helpdesk	IT	+1781	3924			Operations	Notes
		Joanne		+1781	2206	603		Provisioning	Notes
		Jonathan		+1781	2208	(603)		Provisioning	Notes



Feature	Description
UCx Integration	Seamless integration with UCx for licensing, activation, and support
Call Control	Dial, answer, hold, transfer, park, and end calls directly from the application
Call Transfer	Distribute calls to contacts using blind or announced transfer methods; can transfer calls directly to voicemail or a queue
Queue Control	Answer and manage calls in queues
Call Notification	View incoming call details in a pop-up notification window
Call History	View and dial from a list of dialed, received, and missed calls
Email Messaging	Email a contact from within the application
Instant Messaging	Send IM (chat) messages to contacts from within the application
Contact Monitoring	View the current status of a contact (available, on a call, etc.)
Keyboard Shortcuts	Keystrokes for handling shortcuts to many operator routines
Three-Way Conferencing	Add a third party to an active call
Directed Call Pickup	Answer a call on behalf of another person
Barge-In	Intrude on a busy line for emergency or special instances
Contact Search	Search and browse for contacts in group, enterprise, and personal directories
Contact Notes	Add contact-specific notes
Speed Dial	Call numbers from a speed dial list

The Call Console displays your current calls and the actions you can take.