

BroadWorks® Receptionist

The BroadWorks Receptionist is a carrier-class IP telephony attendant console for use by receptionists or attendants who manage and screen inbound calls for enterprises.

BroadWorks Receptionist Overview

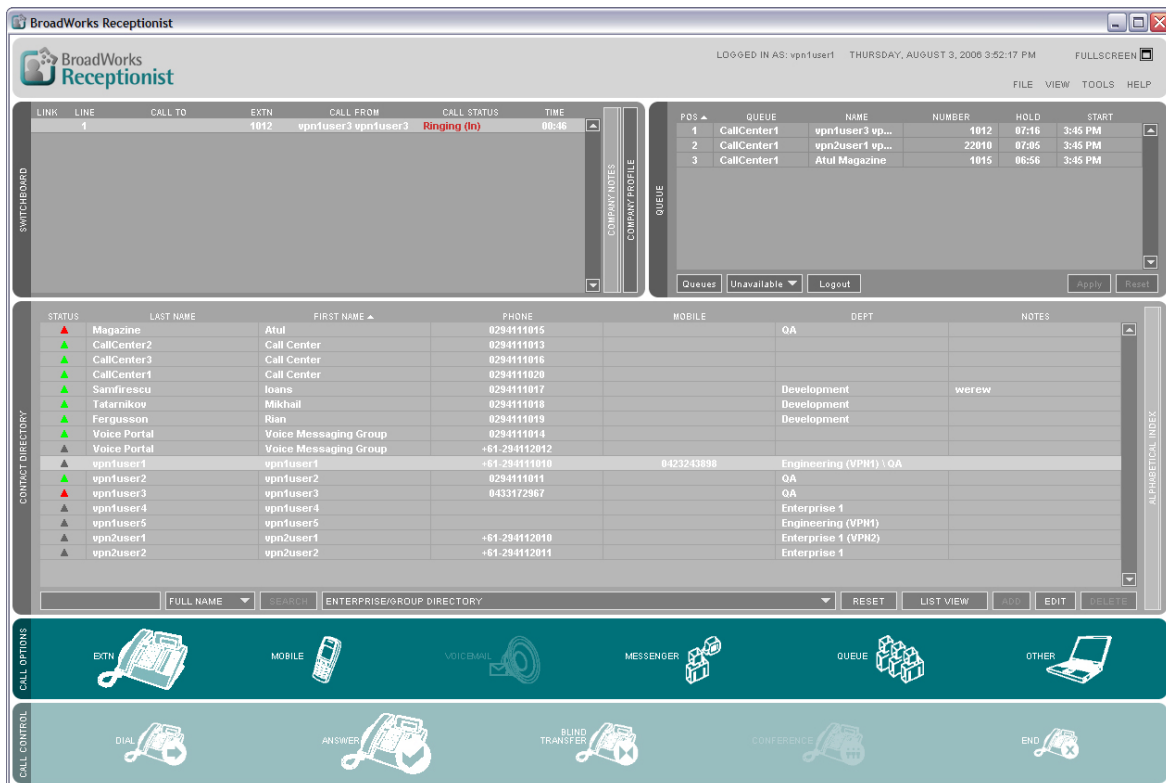
The BroadWorks Receptionist is a feature-rich desktop client application that is fully integrated with the BroadWorks platform. Highlights of the BroadWorks Receptionist include:

- Intuitive design that follows the natural workflow of a call from the top of the screen.
- Simplified business processes with only valid options 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 contacts are unavailable to receive calls.

BroadWorks Receptionist Scenarios

The BroadWorks Receptionist may be used under various scenarios:

- **After Hours:** Operators can automate the switch back and forth between day and night modes.
- **Hoteling:** Multiple part-time operators can share a single login sequence when they change shifts.
- **Low Traffic:** A single receptionist can answer one or more dedicated main numbers.
- **High Traffic:** More than one instance of Receptionist can manage multiple dedicated mainline numbers.
- **Network Attendant Console:** Geographically dispersed operators can support each other in an enterprise configuration.
- **Multi-Tenant Offices:** One or more operators can answer calls on behalf of different organizations.
- **Optional Voicemail Transfer:** Calls can be transferred to voicemail for contacts in a group/enterprise who are unavailable.
- **Mobile Receptionist:** All the features and functions of the BroadWorks Receptionist client application – with mobile phones



BroadWorks Receptionist Interface

KEY FEATURES

- **Caller ID:** Identification of calling party for incoming calls
- **Callee ID:** Identification of called party for outgoing calls
- **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 statistics
- **Last Redirected Support:** Identification of last redirected number for incoming calls for serviced or executive offices
- **Camp On:** Perform a directed hold when receiver is busy
- **Directed Call Pickup:** Pick up a ringing extension from another terminal (available when contact state indicates ringing)
- **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
- **Index Contacts Search:** Search filter using an alphabetized index
- **Mass Contacts:** Support up to 40,000 contacts in a directory
- **LDAP:** Support for Lightweight Directory Access Protocol 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:** Shows 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 dial numbers
- **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
- **Enhanced Application Themes:** Modify elements of the BroadWorks Receptionist interface including logos and panel colors to suit personal preference or corporate identity
- **Customize Panel Sizes:** Modify the height of switchboard, contacts directory, and table column widths
- **Multiple Input Devices:** Use combinations of mouse or touch screens to input information
- **Help:** Access integrated application HTML Help

KEY BENEFITS

- **Intuitive Work Flow:** Improve call handling
- **Phone/Contact Status:** Save time
- **Call Control:** Easily manipulate calls at the touch of a button
- **Call Center Integration:** Queue incoming calls
- **Customizable Interface:** Brand or personalize your interface
- **Caller Identification:** Know who is calling before you take the call
- **Call History:** Track the number of calls you take and how quickly they are managed
- **Reliability:** The peace of mind of a reliable solution
- **Industry Standard Interfaces:** Co-existence in standard network environments
- **Integration to Touch Screen:** For high-volume call-handling environments
- **Server Licensing Integration:** Seamless integration with BroadWorks for licensing and service activation
- **OCS Support:** Support BroadWorks Open Client Services (OCS) to enable third-party call control and operational support system (OSS) functions
- **Enterprise User Support:** Retrieve enterprise contacts from associated BroadWorks groups
- **3-Way Call Conferencing:** Add a third party to an active call
- **E-mail Messaging:** Send voice messages to called party's e-mail from within the BroadWorks Receptionist application
- **Advanced Terminal Functions:** Perform handset soft-pickup and hold functions from BroadWorks Receptionist
- **Keyboard Shortcuts:** Use keystrokes to quickly handle many operator routines
- **Auto Connect on Start-Up:** Automatic login on start-up and reconnection attempts
- **Internationalization:** Localize BroadWorks Receptionist to accommodate your chosen language
- **BroadWorks Deployment Studio:** Tools designed to simplify branding, pre-configuration and deployment of the BroadWorks Receptionist desktop client
- **BroadWorks Integration:** Tight integration with BroadWorks platform interfaces backed by ongoing version support

Summary

The BroadWorks Receptionist application lets a receptionist or attendant efficiently answer and route incoming calls through a simple interface to improve communications across the enterprise. With all the features of the BroadWorks platform integrated into the BroadWorks Receptionist, the attendant has the most powerful communication tool at his or her fingertips.