

IP Office Receptionist

Efficient and Professional Call Handling

Overview

Receptionists can handle dozens, even hundreds of calls daily, so it's easy to see how important it is to deploy a phone application that allows for efficient call handling. IP Office Receptionist offers a visual display of incoming calls and call status throughout the business on an easy-to-use PC interface. With visual access to everyone's phone status – who's busy, on the phone, away from their desk – receptionists can route calls quickly and accurately with a mouse click.

Receptionist is a powerful application that allows a single operator to manage calls for single site offices and even multiple locations to ensure prompt and professional handling of all calls.

Capabilities

Fast, accurate call handling – With its intuitive PC interface Receptionist allows for convenient click-and-drag call handling that helps improve the efficiency and effectiveness of the operator, even with large call volumes.

Visual call status – Receptionists can see the status and availability of all associates on the network – who's on the phone, away from their desk, not to be disturbed, etc. – helping with speed and accuracy of call routing.

Centralized call management – With Receptionist, a single operator can handle calls for multiple offices – transferring calls between locations, adding people to conferences, managing voicemail messages for associates. The result: streamlined operations, consistency of service and cost savings.

Call handling for multiple businesses – When an operator manages calls for multiple businesses (for example, in a shared office environment), Receptionist enables the operator to quickly and accurately identify callers, greet them appropriately, and route calls to the right business. Sharing the receptionist resource reduces costs.

Benefits

- **Streamline operations** – Handle large call volumes with just a single receptionist, in standalone or multi-site environments; use a single operator to manage calls for multiple businesses
- **Provide professional service to callers** – Easy-to-use interface means receptionists can see the status of users on the network to quickly and accurately route calls to the right people

Specifications

| | |
|----------------------------|--|
| Format | IP Office License Key and Software Download |
| System Requirements | IP Office with Essential, Preferred, Advanced, or Server Edition |
| User Requirements | <ul style="list-style-type: none"> • Any IP Office telephone • Ethernet-attached PC using Windows XP or Windows Vista Business/Enterprise/Ultimate or Windows 7 Professional/Enterprise/Ultimate <p>For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.</p> |
| Feature Detail | <p>IP Office Receptionist solution provides:</p> <ul style="list-style-type: none"> • Inbound & Outbound Call handling • Phone Call Control including Conference Call Control & Conference Rooms; Transfer, Hold, and Park via drag & drop • Up to 16 Park Slots with customized labels • Configuration of Phone Preferences • Receive Caller ID & Name Display (provided by local service provider) • Speed Dial and Busy Lamp Field management of users within and across the enterprise • Local Phone Directory • Separate Call history logs – All, Incoming, Outgoing, Missed Calls, Messages • Ability to create script for incoming call handling • Time on Call display • Monitoring of up to 8 Queues & ability to answer calls in queue • Simple Outlook contact record creation • Distinctive Ringing using WAV file • Centralized receptionist across connected locations |

About Avaya

Avaya is a global provider of business collaboration and communications solutions, providing unified communications, contact centers, networking and related services to companies of all sizes around the world. For more information please visit www.avaya.com.

© 2012 Avaya Inc. All Rights Reserved.

All trademarks identified by ®, ™, or SM are registered marks, trademarks, and service marks, respectively, of Avaya Inc.
06/12 • LB4321-04