



iPBX Receptionist



The **iPBX Receptionist** lends itself to a number of operational scenarios:

- ▶ **After Hours**
Allows operators to automate switching from day to night mode.
- ▶ **Hoteling**
Allows multiple operators to share a single logon in sequence when they change shifts.
- ▶ **Low Traffic**
Lets a single receptionist answer one or more dedicated mainline numbers.
- ▶ **High Traffic**
Lets more than one attendant console manage multiple dedicated mainline numbers.
- ▶ **Network Attendant Console**
Allows geographically dispersed operators to support each other in an enterprise configuration.
- ▶ **Multi-Tenanted Offices**
Lets one or more operators answer calls on behalf of different organizations.
- ▶ **Optional Voicemail Transfer**
Operator has the added ability to transfer calls to voicemail for contacts in a group/enterprise that are busy or unavailable.

The iPBX Receptionist is a carrier-class IP telephony attendant console for use by personnel who manage and screen inbound calls for an enterprise. This desktop application is fully integrated with the DSCI iPBX Hosted Communications Service.

iPBX Receptionist Benefits

Easy to Use

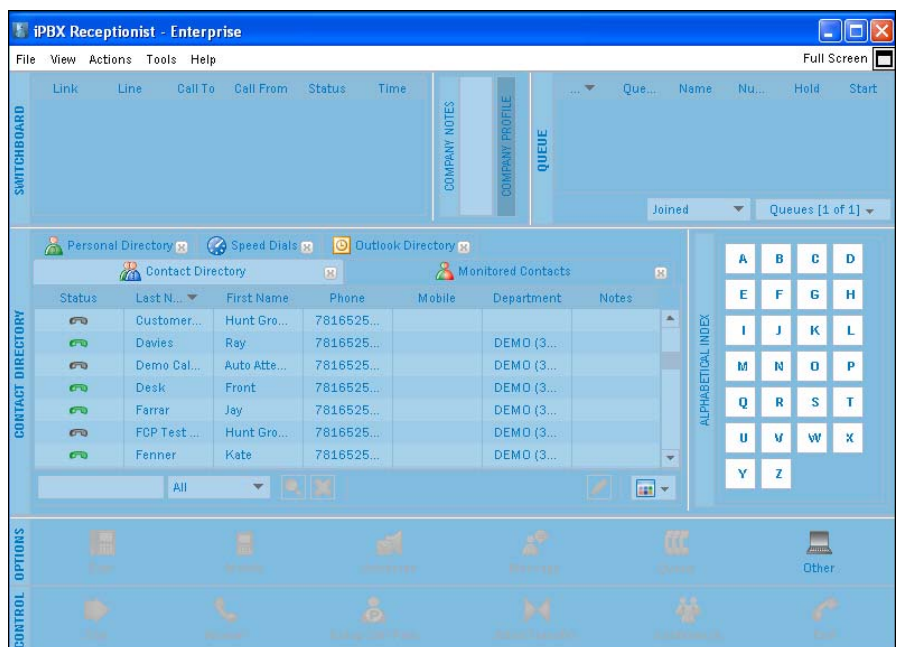
- ▶ **Intuitive design improves call handling** with natural workflow of a call moving from the top of the screen to the bottom
- ▶ **Professional call handling made easy** with point-and-click interface presenting only valid options to the attendant
- ▶ **Quick identification of phone or user status** employing status icons by each name

Flexible Configuration

- ▶ **Support the way you work** with a customizable interface
- ▶ **Single attendant coverage of multiple iPBX** locations supported by iPBX Receptionist software

Improves Productivity

- ▶ **Know who is calling before taking the call** with caller identification
- ▶ **Accurate delivery of messages** via a one-step process when people are unavailable
- ▶ **Control phone functions from iPBX Receptionist software**, such as handset soft pickup, call hold, and call transfer



The iPBX Receptionist provides call control that is easy and intuitive.



iPBX Receptionist Features

Feature	Feature Description
iPBX Integration	Seamless integration with DSCI's iPBX for licensing, activation, and support
Enterprise User Support	Retrieve enterprise contacts from associated iPBX groups
3-Way Call Conferencing	Add a third party to an active call
Email Messaging	Send voice messages to called party's email from within the application
Advanced Terminal Functions	Ability to perform handset soft-pickup and hold functions
Keyboard Shortcuts	Keystrokes for handling shortcuts to many operator routines
Auto Connect on Start-Up	Automatic login on start-up and reconnection attempts
Internationalization	Supports localization to chosen language
Help	Integrated HTML help
Caller ID	Identification for incoming and outgoing calls
Call Control	Available for dial, accept (an incoming call), and hold (place and retrieve from hold)
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	Pick up a ringing extension (available when contact state indicates ringing)
Transfer Control	Distribute call to contacts using blind 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 ringing and DND contact states
Index Contacts Search	Search filter using an alphabetized index

Feature	Feature Description
Mass Contacts	Supports up to 40,000 contacts in a directory
Keyword Contacts Search	Search by name, extension number or department
Company Notes/Profile	Show organizational notes and profile
Contact Notes	Shows contact-specific notes
Speed Dial	Call numbers from a speed dial list
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 for a given time period
Day/Night Mode	Automated online/offline mode
Enhanced Application Themes	Individually modify elements of the iPBX Receptionist interface including logos and panel colors to support corporate identity or personal preference
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



Building Better Business Networks. Together.

866.438.3724 | www.dscicorp.com

iPBXR Rev0109