



The Power of We™

# 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

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

## 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](http://www.avaya.com).

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