

# Zayo Managed Services Reception Console

The Reception Console is a carrier class IP Telephony Attendant Console for use by receptionists, or telephone attendants, who manage and screen inbound calls for enterprises.

## Reception Console Overview

The Reception Console is a feature-rich desktop application that is fully integrated with the Zayo Managed Services hosted PBX platform. The application delivers the following benefits to users:

- Easy to use design that follows the natural work 'flow' of a call from the top to the bottom of the screen.
- Intuitive business processes as only 'valid' options are 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 people are unavailable.

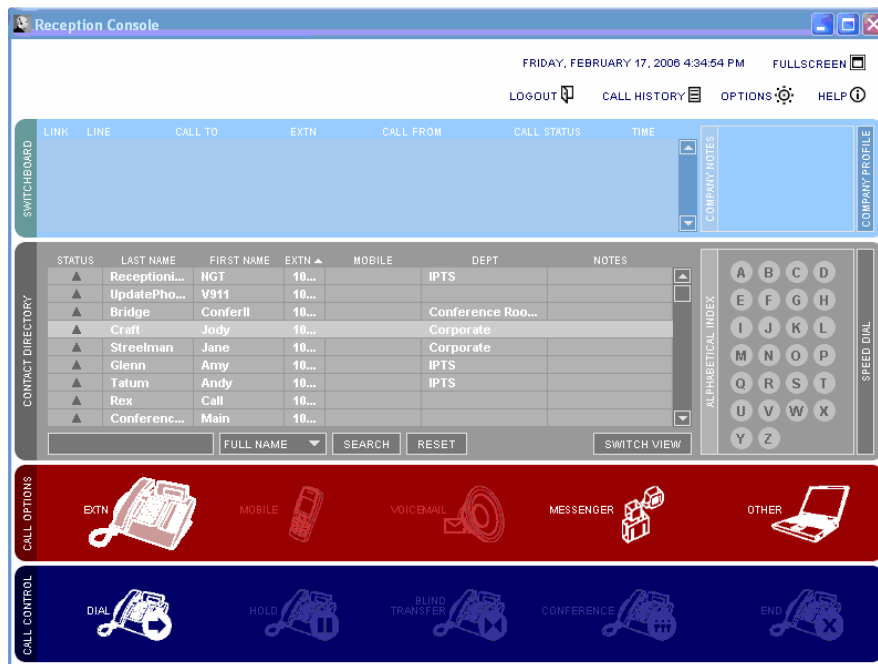
The Reception Console may be used under a number of different operational scenarios. These scenarios include:

- **After Hours:** allows operators to automate switching from day to night mode.
- **Hoteling:** allows multiple part-time operators to share a single logon in sequence when they change shifts.
- **Low Traffic:** single receptionist answering one or more dedicated mainline numbers.
- **High Traffic:** more than one attendant console managing multiple dedicated mainline numbers.

- **Network Attendant Console:** Geographically dispersed operators supporting each other in an enterprise configuration.
- **Multi-Tenanted Offices:** One or more operator answering 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.

### KEY FEATURES – BENEFITS:

- **Ergonomic Work Flow** – improves call handling
- **Phone/Contact Status** – saves time
- **Call Control** – easily manipulate calls at the touch of a button
- **Customizable Interface** – for that personal touch
- **Caller Identification** – know who is calling before you take the call
- **Call History** – so you always know how many calls you take, and how quickly they are managed
- **Industry Standard Interfaces** – allows coexistence in standard network environments
- **Integration to Touch Screen** – for high volume call handling environments
- **Assured Reliability** – for peace of mind



## Reception Console Key Features

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- **Server Licensing Integration:** seamless integration with the hosted PBX platform for licensing and service activation
- **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 Reception Console application
- **Advanced Terminal Functions:** ability to perform handset soft-pickup and hold functions from Reception Console
- **Keyboard Shortcuts:** keystrokes for handling shortcuts to many operator routines
- **Auto Connect on Start-Up:** automatic login on start-up and reconnection attempts
- **Help:** integrated application HTML help
- **Caller ID:** identification of calling party for incoming calls only
- **Callee ID:** identification of called party for outgoing calls only
- **Call Control – Dial:** dial a number
- **Call Control – Accept:** accept an incoming call
- **Call Control – Hold:** place a call on hold and retrieve it
- **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:** pickup a ringing extension (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 ringing and do not disturb (DND) contact states
- **Index Contacts Search:** search filter using an alphabetized index
- **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 Dials:** 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 – will leverage CPE
- **Enhanced Application Themes:** individually modify elements of the Reception Console interface including logos and panel colors to your preference or corporate identity
- **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