

# Evolved Office Receptionist (Web-client)

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## User Guide

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## 1 Getting Started

Receptionist is hosted on Evolve IP and you access it over the network from your web browser. The sign-in procedure is the same for all Receptionist editions.

**NOTE 1:** The minimum required screen resolution for Receptionist is 1024 x 768 pixels.

**NOTE 2:** Receptionist does not support signing in as different users from the same machine at the same time.

### 1.1 Launch Receptionist from Web Portal

To access Receptionist from the web for B & C Platform Customers:

<https://webapp-xsp.voip.evolveip.net/receptionist>

To access Receptionist from the web for A Platform Customers:

<https://www.voip.evolveip.net/receptionist>

### 1.2 Sign in from Web Browser

When signing in to the client, use the same credentials you use to connect to all Evolve IP voice applications.

- 1) The Receptionist *Sign-in* page appears.



Figure 1 Receptionist Sign-in Page


Enter your Evolved Office user ID in *user@domain* format and your password.

If you are unsure of your user ID and password, contact your company administrator.

If you use the default domain, you can enter just the *user* part of your ID. The system then appends the default domain to it before authenticating you. If your domain is different from the default domain, you have to enter your user ID with the domain name.

Optionally, if your system has been configured to allow it, you can configure your domain name.

To configure your domain or the Receptionist language, click **Show options**. The area expands displaying advanced options.



User ID: paolomaldini@assanity.mtl.broadsoft.com  
Password: ●●●●●●●●  
 Stay signed in  
Sign In  
[Hide options](#) [Bookmark this page](#)  
Append Domain:   
Hotel Host: Enter Host  
Language: English (US) ▼

Figure 2 Receptionist Sign-in Page – Advanced Options

To configure your domain, in the *Append Domain* text box, enter your domain name. When you enter your user ID without a domain, the system appends the configured domain instead of the default domain.

To change the language, from the *Language* drop-down list, select a new language.

Check *Stay signed in* to instruct the client to automatically connect and sign in to the server when it detects a network connection.

This should generally be enabled to help mitigate intermittent internet connections. When disabled, the client signs out the user when the connection is lost.

To add a bookmark to the *Receptionist Sign-in* page in your browser, click **Bookmark this page** and follow the instructions of your browser.

Click **Sign In**.

Receptionist starts and you are signed in.



### 1.3 Get Help

Receptionist provides you with online access to a portable document format (PDF) version of this guide.

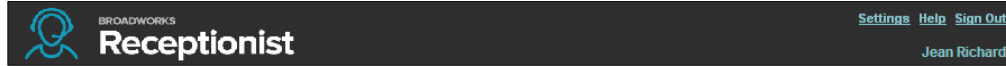


Figure 3 Main Interface (Top of Page) – Help Link

**To access this document:**

Click the **Help** link at the top right-hand side of the main interface.

### 1.4 Sign Out

**To sign out of Receptionist:**

2) Click the **Sign Out** link at the top right-hand side of the main interface.

A message appears asking you whether you would like to save your current workspace.

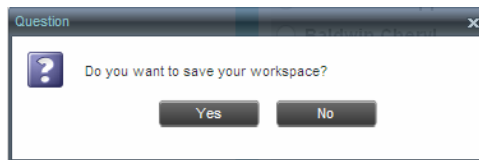


Figure 4 Question Dialog Box

Click **Yes** to save your current workspace. This allows you to retain the same setup at your next session.

For information on workspace elements that can be customized, see section [13.1.4 Workspace](#).

### 1.5 Set Up Your Environment (**Enterprise Edition**)

It is recommended that you configure Receptionist as follows when you first log in.

Select call centers to manage – see section [0 Select Call Centers to Manage](#).

Join queues and set your post sign-in ACD state – see section [13.2 Settings – Application](#).

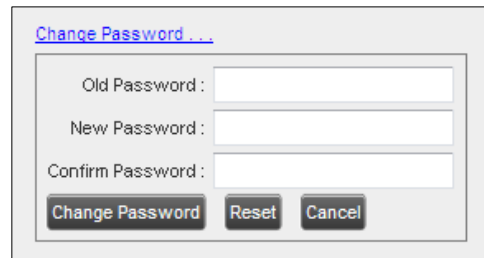
For information about other Receptionist configuration options, see section [13 Configure Receptionist](#).

### 1.6 Change Your Password

Remember that this is your web portal password and that you have to use this new password when accessing your web portal. The password must follow the password rules set on Evolve IP.

**To change your password:**

- 3) At the top right-hand side of the main interface, click the **Settings** link. The *Settings – General* page appears.
- 4) In the *Account* area, click the **Change Password** link. The area expands allowing you to change your password.



The image shows a web-based dialog box titled "Change Password...". It contains three text input fields labeled "Old Password:", "New Password:", and "Confirm Password:". Below the input fields are three buttons: "Change Password", "Reset", and "Cancel".

Figure 5 Account – Change Password

Enter your current and new password and click **Change Password**.

Note that the Reset button does not reset your password. It only clears the input boxes.

## 2 Introduction to Receptionist

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Evolved Office Receptionist is a carrier-class Internet Protocol (IP) Telephony Attendant Console, specifically developed for hosted environments. It is used by “front-of-house” receptionists or telephone attendants, who screen inbound calls for enterprises. Evolved Office Receptionist realizes the promise of IP telephony by enhancing business processes and delivering rich services in a user-friendly way.

Evolved Office Hosted Thin Receptionist is a result of evolution from a traditional desktop-based application to a Rich Internet Application (RIA)-based, hosted, Software as a Service (SaaS) application.

Evolved Office Receptionist delivers the following real benefits to users:

- An elegant design that is aesthetically pleasing
- An ergonomic design that follows the natural work “flow” of a call from the left to the right of the screen
- Improved 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 through a one-step process when people are unavailable
- Web-based interface, accessible from a web browser

**NOTE:** For information about the web browsers supported by Receptionist, see the *Evolved Office Hosted Thin Receptionist Configuration and Administration Guide* or see your administrator.

### 2.1 Receptionist Editions

Receptionist exists in three editions: Enterprise, Small Business, and Office, each tailored to the specific needs of its target users.

The following sections provide an overview of the Receptionist Enterprise, Small Business, and Office interface and functionality and refer you to other sections of the document for more information.

**NOTE:** Features available in a specific version are identified and tagged with the edition’s name.

## 2.2 Evolved Office Receptionist Enterprise (Unlimited)

The Receptionist Enterprise edition is an Evolve IP full-featured client, designed to support the needs of front-office personnel in any environment. It supports the full set of call control options, large-scale line monitoring, queuing, multiple directory options, and views, Outlook integration, and other features required in large or distributed organizations.

### 2.2.1 User Interface

Figure 6 shows the main interface of Receptionist Enterprise.

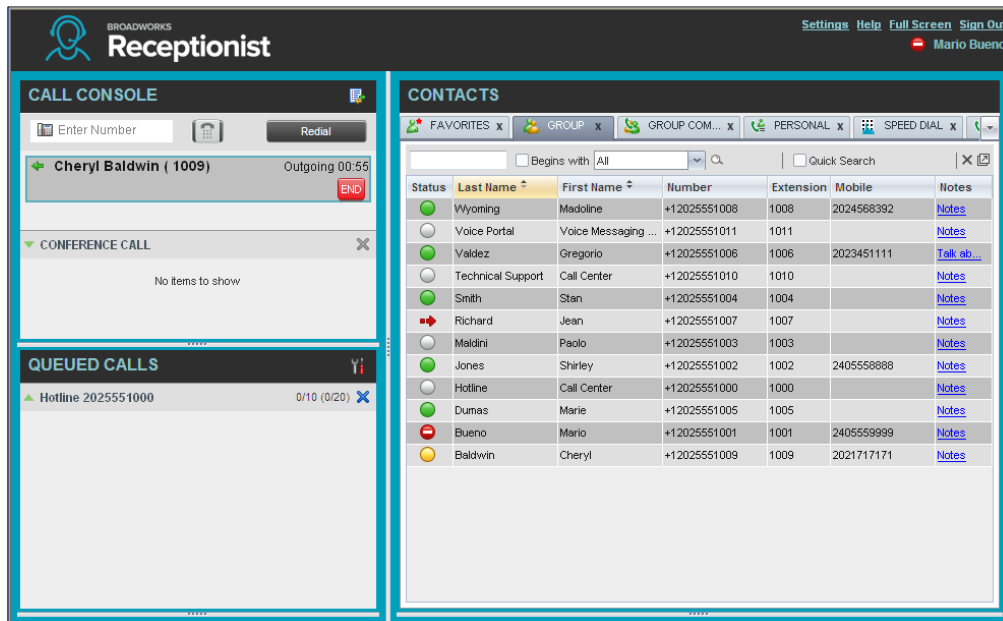


Figure 6 Receptionist Enterprise Main Interface

The interface contains the following work areas:

**Logo pane** – The *Logo* pane displays links to other pages or functions of Receptionist and provides information about the logged user. It also displays error, warning, and information messages to the user.

**Call Console** – This is where you view and manage your current calls.

**Queued Calls pane** – This is where you manage queued calls. You need to have the Evolved Office Supervisor service assigned to have access to this feature.

**Contacts pane** – This pane contains your contact directories, which you use to make calls to contacts and monitor selected contacts.

**Settings page** – You use the *Settings* page, accessed via the Settings link, to configure various aspects of Receptionist.

For more information, see section 3 [Explore Workspace](#).

### 2.2.2 Contact Directories

This following table lists the contact directories available in Receptionist Enterprise. The *Comments* column specifies additional settings required to access the directory.

Directory Name	Contents	Comments
Favorites	This consists of the contacts whose phone status you are currently monitoring. The list of contacts to monitor must be configured for you or by you on the web portal.	Monitoring is limited to 200 static contacts enterprise-wide.
Group/Enterprise	This consists of all contacts in your Evolve IP group or enterprise directory. This is the same directory that you can access through the web portal. However, if your enterprise administrator restricted your access to your enterprise directory, you can only see the contacts in your group.	You can dynamically monitor contacts in your Group/Enterprise directory. The maximum number of contacts you can dynamically monitor is configured by your administrator but cannot exceed 100.
Group/Enterprise Common	This consists of all contacts in your group/enterprise's common phone list configured by your administrator on Evolve IP.	The directory may be empty if your administrator has not configured any contacts.
Monitored Contacts	This consists of contacts whose phone status you are currently dynamically monitoring.	If the directory is empty, it is not shown.
Personal	This consists of all contacts in your personal directory on the Evolve IP web portal.	
Speed Dial	This consists of all speed dial codes configured for you or by you for your Speed Dial services.	You need to have Speed Dial 8 and/or Speed Dial 100 services assigned.
Queues	This consists of the call centers and associated DNIS numbers that you are staffing as an agent or supervising. It allows you to transfer calls into queues quickly.	You need to have Call Center service assigned.
Custom: <custom contact directory name>	This consists of all contacts in your custom contact directories configured by your administrator on the web portal. Each custom directory is displayed in a separate tab.	You may not have any contact directories or you may have several.
Outlook	This consists of all your Outlook contacts.	

For information on managing your contact directories, see section 7 [Manage Contacts](#); for information on using your contacts to make and manage calls, see section 4 [Manage Calls](#); for information on monitoring contacts, see section 8 [Monitor Contacts](#).

### 2.2.3 Call Management Functions

The Receptionist Enterprise provides the following call management functions:

Function	Quick Reference
View Call Details	<a href="#">View Call Information</a>
Dial Contact	<a href="#">Dial Contact</a>
Dial Ad Hoc Number	<a href="#">Dial Ad Hoc Number</a>
Redial	<a href="#">Redial Number</a>
Speed Dial	<a href="#">Speed Dial</a>
Dial From Call History	<a href="#">Dial from History</a>
Answer Call	<a href="#">Answer Call</a>
Hold Call	<a href="#">Put Call on Hold</a>
Resume Held Call	<a href="#">Resume Held Call</a>
End Call	<a href="#">End Call</a>
Blind Call Transfer	<a href="#">Blind Transfer Call</a>
Supervised Call Transfer	<a href="#">Conduct Supervised Transfer</a>
Consulted Call Transfer	<a href="#">Transfer with Consultation</a>
Transfer to Voice Mail	<a href="#">Transfer to Voice Mail</a>
Transfer to Queue	<a href="#">Transfer to Queue (Enterprise Edition)</a>
Busy Camp On	<a href="#">Conduct Busy Camp On (Enterprise and Small Business Editions)</a>
Group Call Park	<a href="#">Conduct Group Call Park (Enterprise Edition)</a>
Directed Call Pickup	<a href="#">Pick Up Call</a>
Operator Call Barge-in	<a href="#">Barge in on Call</a>
Start Conference Call	<a href="#">Start Three-Way Conference</a>
Add Participant	<a href="#">Add Participant to Conference</a>
Hold Conference Call	<a href="#">Hold Conference</a>
Resume Conference Call	<a href="#">Resume Held Conference</a>
Put Participant on Hold	<a href="#">Put Conference Participant on Hold</a>
Take Participant off Hold	<a href="#">Resume Conference Participant</a>
End Participant	<a href="#">Remove Conference Participant</a>
Leave Conference Call	<a href="#">Leave Conference</a>
End Conference Call	<a href="#">End Conference</a>

For more information, see section 4 [Manage Calls](#).

## 2.3 Evolved Office Receptionist Small Business (30-User)

The Receptionist Small Business edition is a lower-priced version of the client, targeted at front-office personnel in small and mid-sized organizations that do not require multiple directories, call queuing, or other advanced features. It supports a full set of call control functions and monitoring of up to 30 lines in the directory.

### 2.3.1 User Interface

Figure 7 shows the main interface of Receptionist Small Business.

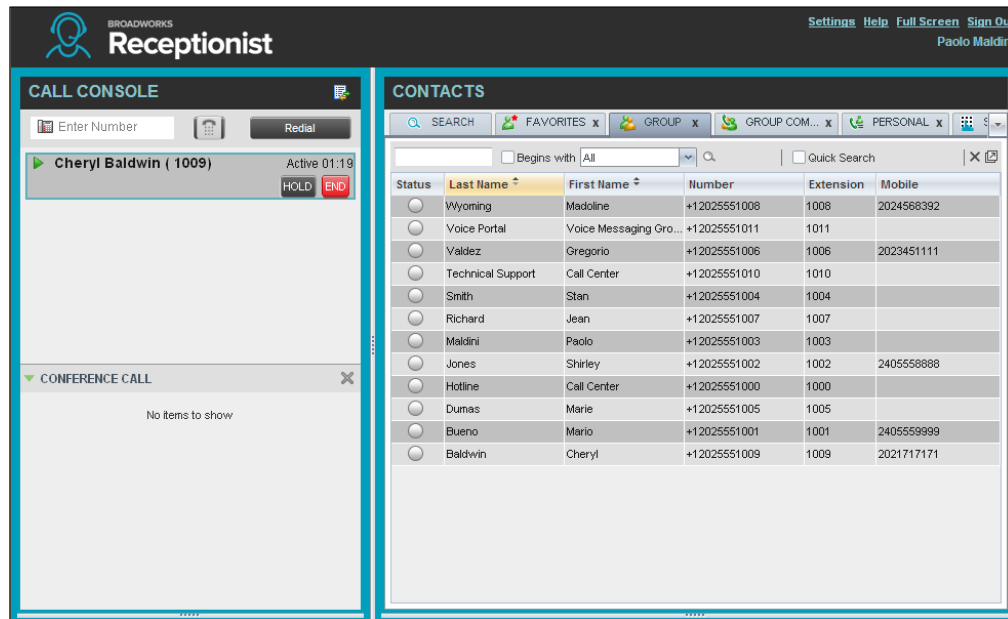


Figure 7 Receptionist Small Business Main Interface

The interface contains the following work areas:

**Logo pane** – The *Logo* pane displays links to other pages or functions of Receptionist and provides information about the logged user. It also displays error, warning, and information messages to the user.

**Call Console** – This is where you view and manage your current calls.

**Contacts pane** – This pane contains your contact directories and allows you to use contacts to manage calls. You also use the *Contacts* pane to monitor contacts.

**Settings pages** – You use the *Settings* pages, accessed via the Settings link, to configure various aspects of Receptionist.

For more information, see section 3 [Explore Workspace](#).

### 2.3.2 Contact Directories

The following table lists the contact directories available in Receptionist Small Business. The *Comments* column specifies additional settings required to access a directory.

Directory Name	Contents	Comments
Favorites	This consists of the contacts whose phone status you are currently monitoring. The list of contacts to monitor must be configured for you or by you on the web portal.	Monitoring is limited to 30 static users company-wide.
Group/Enterprise	This consists of all contacts in your Evolve IP group or enterprise directory. This is the same directory that you can access through the web portal. However, if your enterprise administrator restricted your access to your enterprise directory, you can only see the contacts in your group.	
Group/Enterprise Common	This consists of all contacts in your group/enterprise's common phone list configured by your administrator on Evolve IP.	The directory may be empty if your administrator has not configured any contacts.
Personal	This consists of all contacts in your personal directory on the Evolve IP web portal.	
Speed Dial	This consists of all speed dial codes configured for you or by you for your Speed Dial services.	You need to have Speed Dial 8 and/or Speed Dial 100 services assigned.

For information on managing your contact directories, see section 7 [Manage Contacts](#); for information on using your contacts to make and manage calls, see section 4 [Manage Calls](#); for information about monitoring contacts, see section 8 [Monitor Contacts](#).

### 2.3.3 Call Management Functionality

This section lists call management functions of Receptionist Small Business and provides you with pointers to sections of this document where they are described.

Function	Quick Reference
View Call Details	<a href="#">View Call Information</a>
Dial Contact	<a href="#">Dial Contact</a>
Dial Ad Hoc Number	<a href="#">Dial Ad Hoc Number</a>
Redial	<a href="#">Redial Number</a>
Speed Dial	<a href="#">Speed Dial</a>
Dial From Call History	<a href="#">Dial from History</a>
Answer Call	<a href="#">Answer Call</a>
Hold Call	<a href="#">Put Call on Hold</a>
Resume Held Call	<a href="#">Resume Held Call</a>



Function	Quick Reference
End Call	<a href="#">End Call</a>
Blind Call Transfer	<a href="#">Blind Transfer Call</a>
Supervised Call Transfer	<a href="#">Conduct Supervised Transfer</a>
Consulted Call Transfer	<a href="#">Transfer with Consultation</a>
Transfer to Voice Mail	<a href="#">Transfer to Voice Mail</a>
Busy Camp On	<a href="#">Conduct Busy Camp On (Enterprise and Small Business Editions)</a>
Directed Call Pickup	<a href="#">Pick Up Call</a>
Operator Call Barge-in	<a href="#">Barge in on Call</a>
Start Conference Call	<a href="#">Start Three-Way Conference</a>
Add Participant	<a href="#">Add Participant to Conference</a>
Hold Conference Call	<a href="#">Hold Conference</a>
Resume Conference Call	<a href="#">Resume Held Conference</a>
Put Participant on Hold	<a href="#">Put Conference Participant on Hold</a>
Take Participant off Hold	<a href="#">Resume Conference Participant</a>
End Participant	<a href="#">Remove Conference Participant</a>
Leave Conference Call	<a href="#">Leave Conference</a>
End Conference Call	<a href="#">End Conference</a>

## 2.4 Evolved Office Receptionist Small Office (8-User)

The Receptionist Office edition is targeted at a small office environment with a limited number of employees. It supports the standard set of Call Control features and the monitoring of up to eight lines in the directory.

### 2.4.1 User Interface

Figure 8 shows the main interface of Receptionist Office.

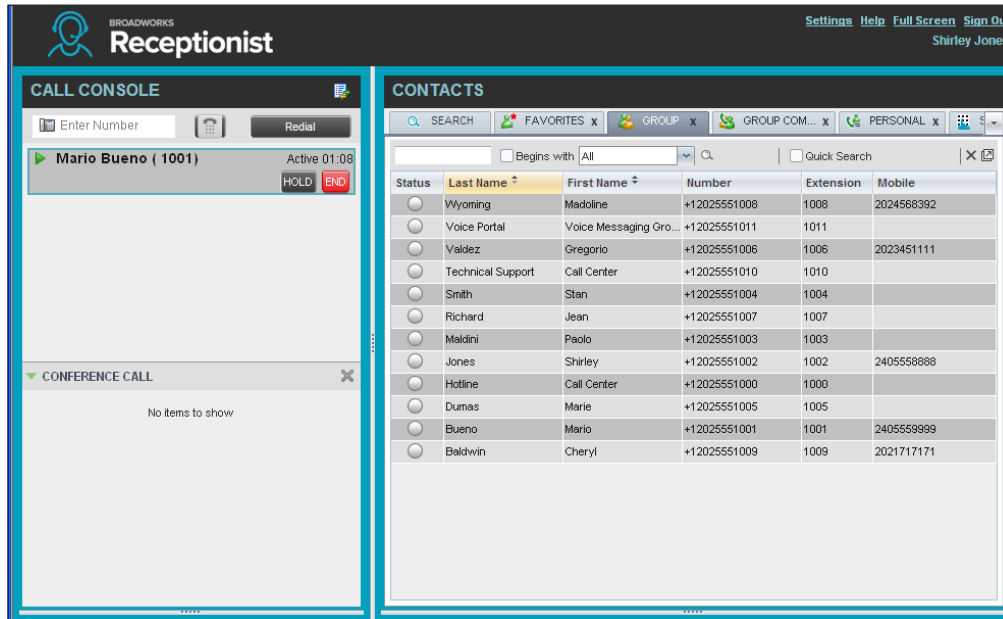


Figure 8 Receptionist Office Main Interface

The interface contains the following work areas:

**Logo pane** – The *Logo* pane displays links to other pages or functions of Receptionist and provides information about the logged user. It also displays error, warning, and information messages to the user.

**Call Console** – This is where you view and manage your current calls.

**Contacts pane** – This pane contains your contact directories and allows you to use contacts to manage calls. It also allows you to monitor selected contacts.

**Settings pages** – You use the *Settings* pages, accessed via the Settings link, to configure various aspects of Receptionist.

For more information, see section 3 [Explore Workspace](#).

### 2.4.2 Contact Directories

This following table lists the contact directories available in Receptionist Office. The *Comments* column specifies any additional settings required to have access to a directory.

Directory Name	Contents	Comments
Favorites	This consists of the contacts whose phone status you are currently monitoring. The list of contacts to monitor must be configured for you or by you on the web portal.	Monitoring is limited to eight static users group-wide.
Group/Enterprise	This consists of all contacts in your group.	
Group/Enterprise Common	This consists of all contacts in your group/enterprise's common phone list configured by your administrator on Evolve IP.	The directory may be empty if your administrator has not configured any contacts.
Personal	This consists of all contacts in your personal directory on the Evolve IP web portal.	
Speed Dial	This consists of all speed dial codes configured for you or by you for your Speed Dial services.	You need to have Speed Dial 8 and/or Speed Dial 100 services assigned.

For information on managing your contact directories, see section 7 [Manage Contacts](#); for information on using your contacts to make and manage calls, see section 4 [Manage Calls](#); for information about monitoring contacts, see section 8 [Monitor Contacts](#).

### 2.4.3 Call Management Functionality

The Receptionist Office provides the following call management functions:

Function	Quick Reference
View Call Details	<a href="#">View Call Information</a>
Dial Contact	<a href="#">Dial Contact</a>
Dial Ad Hoc Number	<a href="#">Dial Ad Hoc Number</a>
Redial	<a href="#">Redial Number</a>
Speed Dial	<a href="#">Speed Dial</a>
Dial From Call History	<a href="#">Dial from History</a>
Answer Call	<a href="#">Answer Call</a>
Hold Call	<a href="#">Put Call on Hold</a>
Resume Held Call	<a href="#">Resume Held Call</a>
End Call	<a href="#">End Call</a>
Blind Call Transfer	<a href="#">Blind Transfer Call</a>
Supervised Call Transfer	<a href="#">Conduct Supervised Transfer</a>

Function	Quick Reference
Consulted Call Transfer	<a href="#">Transfer with Consultation</a>
Transfer to Voice Mail	<a href="#">Transfer to Voice Mail</a>
Directed Call Pickup	<a href="#">Pick Up Call</a>
Operator Call Barge-in	<a href="#">Barge in on Call</a>
Start Conference Call	<a href="#">Start Three-Way Conference</a>
Add Participant	<a href="#">Add Participant to Conference</a>
Hold Conference Call	<a href="#">Hold Conference</a>
Resume Conference Call	<a href="#">Resume Held Conference</a>
Put Participant on Hold	<a href="#">Put Conference Participant on Hold</a>
Take Participant off Hold	<a href="#">Resume Conference Participant</a>
End Participant	<a href="#">Remove Conference Participant</a>
Leave Conference Call	<a href="#">Leave Conference</a>
End Conference Call	<a href="#">End Conference</a>

### 3 Explore Workspace

When you sign in to Receptionist, the main page appears where you perform most of your call management and monitoring tasks. In addition, the main page provides a link to the *Settings* pages, where you configure various Receptionist settings.

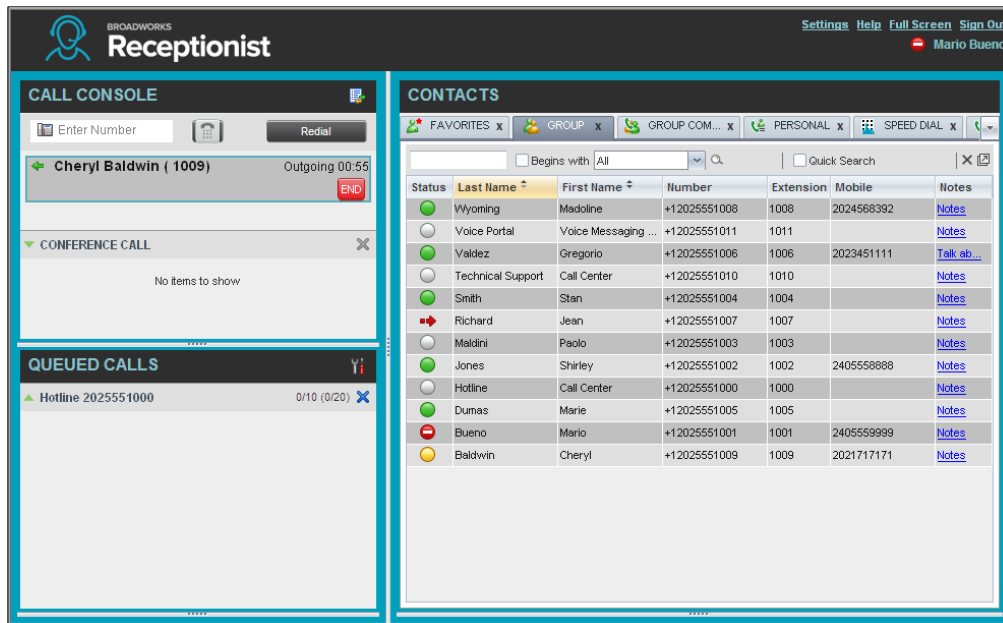


Figure 9 Receptionist Enterprise Main Interface

Many visual aspects of Receptionist are configurable. For example, you can decide which elements should be visible and change their size. You can then save your workspace and retrieve it the next time you log in. For more information on saving your settings, see section [13.1.4 Workspace](#).

To work in full screen mode, click the *Full Screen* link at the top-right corner of the main window. The link changes to *Exit Full Screen*, which you can click to exit full screen mode.

**NOTE 1:** To work in full screen mode, you can also click F11 when the main window is in focus.

**NOTE 2:** The Back, Forward, and Refresh operations of the web browser are not supported by Receptionist; and if performed, the results are inconsistent.

**NOTE 3:** When a window is vertically resized, the panes do not always resize to fill the window. To resize a window, drag the window from the bottom right-hand corner or collapse and then expand the panes after resizing to adjust them to the window.

You can also resize the *Call Console* and the *Contacts* panes by moving the bar between the two to the left or to the right. Receptionist remembers the position of the bar at sign-out, and the bar is at the same position the next time you sign in.

Most Receptionist controls are context-based, which means that they appear only when the action they represent can be taken. Context-based controls that allow you to take actions on calls are called action buttons. For the list of controls available in Receptionist, see section [3.5 Controls](#). The action buttons are described in section [3.5.1 Call Action Buttons](#).

This section describes the following elements of the Receptionist main interface:

[Logo Pane](#)

[Call Console](#)

[Contacts Pane](#)

[Queued Calls Pane](#) (Enterprise Edition)

[Controls](#)

The *Settings* pages, accessed via the Settings link and used to configure Receptionist, are described in section [13 Configure Receptionist](#).

The *Call History* dialog box is described in section [9 Manage Call History](#).

### 3.1 Logo Pane

The Receptionist main page and *Settings* pages contain a *Logo* pane, which displays the Receptionist client or company logo, global messages, links to other interface elements or Receptionist functions, and information about the signed-in user.



Figure 10 Receptionist Logo Pane

#### 3.1.1 Global Message Area


The *Global Message Area*, that is, the center area of the *Logo* pane, is used by Receptionist to display information, warning, and error messages to the user. A message is displayed for several seconds and then disappears.

#### 3.1.2 Settings, Help, and Sign Out Links

The *Logo* pane displays links to the *Settings* pages, where you can configure the client, and the Help and Sign Out links.

#### 3.1.3 Signed-in User Information

Information about yourself (that is, your name, your phone number, your availability to take calls, and your voice mail status) is displayed at the top right-hand side of the main interface. Information about the following services and features is provided:

Do Not Disturb (DND) 

Call Forwarding Always (CFA) 

Busy Call State 

Voice Messaging 

The information is presented in the form of icons to the left of your name in the following format:

<DND/CFA/Busy> <Voice Messaging>

The <DND/CFA/Busy> state is represented by one icon, where Do Not Disturb has precedence over Call Forwarding Always, which has precedence over *your Busy* Call State. If none of the services is enabled and your call state is *Idle*, the icon is not displayed.

The Voice Messaging icon is present only if you have outstanding voice messages.

In addition, if a call is parked against your extension, the following information appears:

Parked User: <First Name> <Last Name> (<Extension>).

### 3.2 Call Console

You use the *Call Console* to view and manage your current calls. For information on managing your calls, see section 4 [Manage Calls](#).



Figure 11 Call Console

The *Call Console* contains the following areas:

[Header](#)


[Dialer](#)

[Current Calls](#)

[Conference Call Panel](#)

#### 3.2.1 Header

The Call Console header contains the following controls:

Call History button  – This allows you to access the list of your previous calls.

Call Waiting button  – This allows you to enable the Call Waiting service.

Auto Answer button  – This allows you to answer your calls automatically.

### 3.2.2 Dialer

The *Dialer*, located at the top of the *Call Console*, below the header, allows you to make ad hoc calls.



Figure 12 Call Console – Dialer

The *Enter Number* text box is where you enter the number to dial.

The buttons to the right, called action buttons, change depending on the context, and allow you to perform operations on calls. For more information, see sections [3.2.5 Call States and Actions](#) and [3.5.1 Call Action Buttons](#).

### 3.2.3 Current Calls

The *Call Console* displays your current calls and allows you to take actions on them.

If you are involved in a conference call, its details are displayed in the *Conference Call* panel at the bottom of the *Call Console*. The *Conference Call* panel is described in the following section.

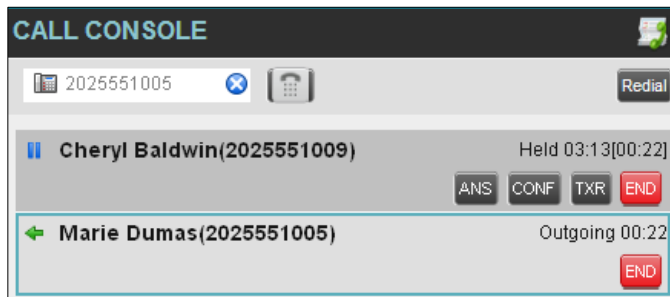


Figure 13 Call Console – Current Calls

Each call is listed on a separate line with the following information:

**Remote CLID** – This is the name of the remote party (if available) and the phone number in parenthesis.

For a recalled call, the following information appears: Recall: <Caller’s name>; via: <Call parked against user>.

**Call State icon** – This is a visual representation of the current state of the call. For more information, see section [3.2.5 Call States and Actions](#).

**Call State name** – This is the display name of the state the call is currently in.

**Call duration [Held duration]** – This is the duration of the call from the time the call was received from Evolve IP and it accurately reflects how long the call has been present in the system. In addition, for held calls, the time a call has been on hold is also displayed.

**Action buttons** – These buttons are for the operations that you can currently take on the call. For more information, see sections [3.2.5 Call States and Actions](#) and [3.5.1 Call Action Buttons](#).




### 3.2.4 Conference Call Panel


The *Conference Call* panel displays your current conference and allows you to manage your conference calls. You can only be involved in one conference call at a time.




Figure 14 Conference Call Panel

The header bar contains various controls that allow you to manage the conference:

Hold Conference button  – This allows you to place the conference on hold.

Resume Conference button  – This allows you to resume a held conference.

Leave Conference button  – This allows you to leave the conference.



End Conference button  – This allows you to end the conference.

The panel lists the call legs that make up your current conference. Each two-way call is displayed on a separate line. The information displayed for each call leg is the same as the information displayed for a two-way call. For information, see section [3.2.3 Current Calls](#).

### 3.2.5 Call States and Actions

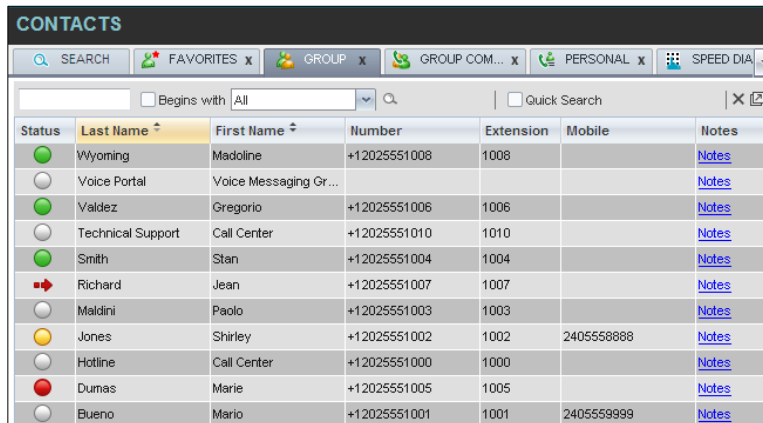
The following table lists the possible call states and actions that can be performed in each state.

Call State	Display Name	Display Icon	Call Personality	Call Actions
Ringing In (Local)	Incoming Local		Click-To-Dial	Answer, End
Ringing In (Remote)	Incoming		Terminator	Answer, Conference, End
Ringing Out, Outgoing	Outgoing		Originator	Conference, End
Active	Active		Any	Transfer, Hold, End, Park, Camp, Conference
On Hold	Held		Any	Transfer, Resume, End, Park, Camp, Conference
On Hold (Remote)	Remote Held		Any	Transfer, Hold, End, Conference
Active (In Conference)	Active		Conference	Transfer, Hold, End
Held (In Conference)	Held		Conference	Resume, Transfer, End

Call State	Display Name	Display Icon	Call Personality	Call Actions
Ringing In (Recalled)	Call Recalled		Terminator	Answer, Conference, End
Parked Call	Parked (<DN>)		Any	Answer, End

### 3.3 Contacts Pane

The *Contacts* pane contains your contact directories and allows you to use your contacts to make or manage calls. For information on using contacts to manage calls, see section 4 [Manage Calls](#). For information about organizing and managing your contact directories, see section 7 [Manage Contacts](#).



Status	Last Name	First Name	Number	Extension	Mobile	Notes
●	Wyoming	Madoline	+12025551008	1008		<a href="#">Notes</a>
○	Voice Portal	Voice Messaging Gr...				<a href="#">Notes</a>
●	Valdez	Gregorio	+12025551006	1006		<a href="#">Notes</a>
○	Technical Support	Call Center	+12025551010	1010		<a href="#">Notes</a>
●	Smith	Stan	+12025551004	1004		<a href="#">Notes</a>
➔	Richard	Jean	+12025551007	1007		<a href="#">Notes</a>
○	Maldini	Paolo	+12025551003	1003		<a href="#">Notes</a>
●	Jones	Shirley	+12025551002	1002	2405558888	<a href="#">Notes</a>
○	Hotline	Call Center	+12025551000	1000		<a href="#">Notes</a>
●	Dumas	Marie	+12025551005	1005		<a href="#">Notes</a>
○	Bueno	Mario	+12025551001	1001	2405559999	<a href="#">Notes</a>

Figure 15 Receptionist Enterprise Contacts Pane

The *Contacts* pane contains the following elements:

[Directory Management Bar](#)

[Directories List](#)

[Search Tab](#)

[Favorites Tab](#)

[Group/Enterprise Tab](#)

[Group/Enterprise Common Tab](#)

[Custom Directories Tabs \(Enterprise Edition\)](#)

[Personal Tab](#)

[Speed Dial Tab](#)

[Queues Tab \(Enterprise Edition\)](#)

[Outlook Tab \(Enterprise Edition\)](#)

[Search Results Tabs](#)

The directories tabs you see depend on your Receptionist edition, system configuration, as well as the services assigned to you. For information, see section 2 [Introduction to Receptionist](#) or see your administrator.

You can only see the contents of one directory at a time. The information displayed for a contact depends on the directory and is specified in the following subsections.

When you click a contact in any contact directory, the contact expands and information about the contact appears as well as the action buttons for the operations that you can currently perform on that contact.

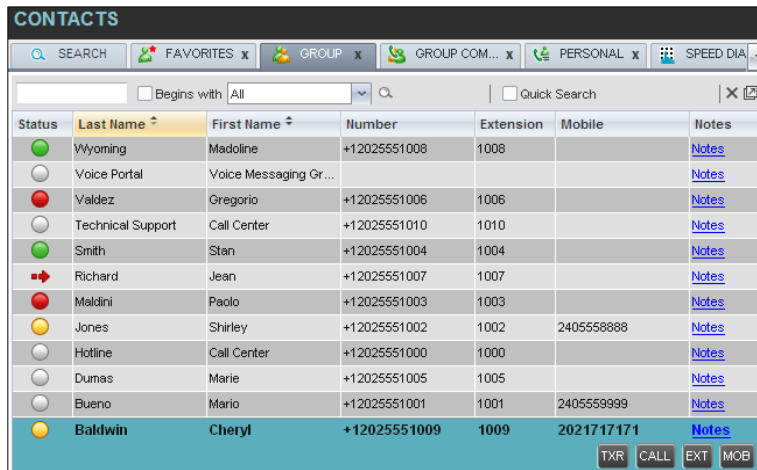


Figure 16 Group Tab – Contact in Focus with Action Buttons

For the list of action buttons available in Receptionist, see section [3.5.1 Call Action Buttons](#).

### 3.3.1 Directory Management Bar

The *Directory Management* bar contains controls that allow you to perform search operations, create new directories from search results, and edit directories, and group queues.

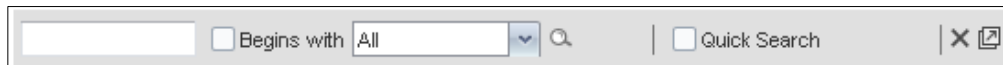


Figure 17 Directories Management Bar

### 3.3.2 Directories List

The drop-down arrow to the right of the directories tabs, when clicked, displays the list of directories available to you, and allows you to select directory tabs to display in the *Contacts* pane. For more information, see section [7.1 Show/Hide Directories](#).

### 3.3.3 Search Tab

You use the *Search* tab to look for specific contacts in all your contacts directories and, if available. For information on performing directory searches, see section [7.3 Search Contacts](#).

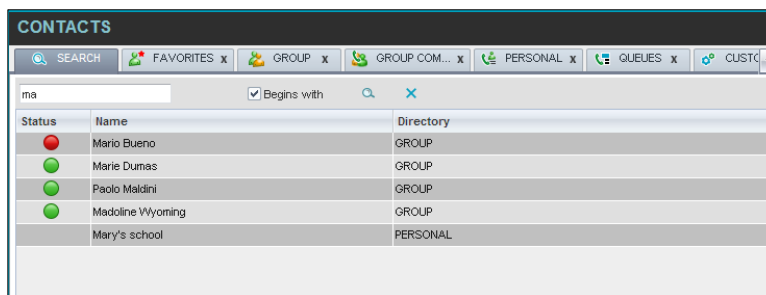


Figure 18 Contacts Pane – Search Tab

### 3.3.4 Favorites Tab

You use the *Favorites* tab to monitor the call status of selected contacts. The contacts to monitor must be configured on the web portal. This is referred to as static monitoring. For more information, see section 8 [Monitor Contacts](#).

Status	Last Name	First Name	Number	Extensi...	Mobile	Notes
➔	Richard	Jean	+12025551007	1007		<a href="#">Notes</a>
●	Smith	Stan	+12025551004	1004		<a href="#">Notes</a>
●	Valdez	Gregorio	+12025551006	1006	2023451111	<a href="#">Talk abo...</a>

Figure 19 Contacts Pane – Favorites Tab

### 3.3.5 Group/Enterprise Tab

The *Group/Enterprise* tab contains the contacts in your Evolve IP group directory (if your group is part of a service provider) or enterprise directory (if your group is part of an enterprise). However, if your enterprise administrator restricted your access to your enterprise directory, you can only see the contacts from your group directory.

If you have the Receptionist Enterprise edition, you can also monitor selected contacts and view contact details. This is referred to as dynamic monitoring. For information, see section 8.3 [Dynamic Monitoring \(Enterprise Edition\)](#).

Status	Last Name	First Name	Number	Extension	Mobile	Notes
●	Wyoming	Madoline	+12025551008	1008		<a href="#">Notes</a>
●	Voice Portal	Voice Messaging Gr...				<a href="#">Notes</a>
●	Valdez	Gregorio	+12025551006	1006		<a href="#">Notes</a>
●	Technical Support	Call Center	+12025551010	1010		<a href="#">Notes</a>
●	Smith	Stan	+12025551004	1004		<a href="#">Notes</a>
➔	Richard	Jean	+12025551007	1007		<a href="#">Notes</a>
●	Maidini	Paolo	+12025551003	1003		<a href="#">Notes</a>
●	Jones	Shirley	+12025551002	1002	2405558888	<a href="#">Notes</a>
●	Hotline	Call Center	+12025551000	1000		<a href="#">Notes</a>
●	Dumas	Marie	+12025551005	1005		<a href="#">Notes</a>
●	Bueno	Mario	+12025551001	1001	2405559999	<a href="#">Notes</a>

Figure 20 Contacts Pane – Group Tab

### 3.3.6 Group/Enterprise Common Tab

The *Group/Enterprise Common* tab contains the contacts in your group’s common phone list (if your group is part of a service provider) or your enterprise’s common phone list (if your group is part of an enterprise) configured by your administrator on Evolve IP.

The contact’s name and phone number are displayed for each contact.

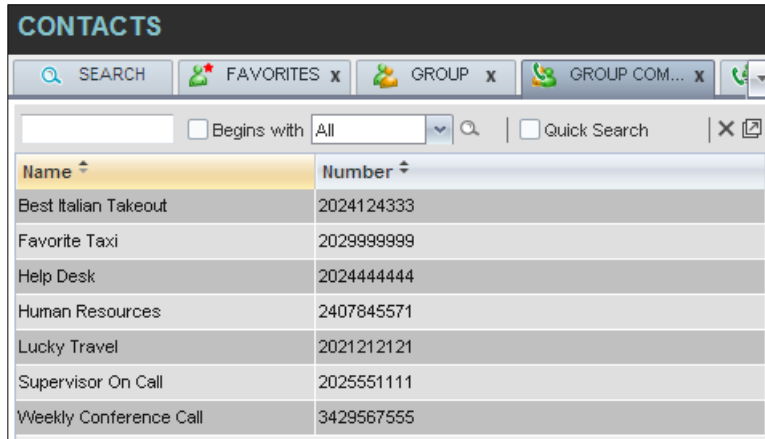


Figure 21 Contacts Pane – Group Common Tab

### 3.3.7 Monitored Contacts Tab (Enterprise Edition)

The *Monitored Contacts* directory contains the contacts that you are dynamically monitoring. When you start dynamically monitoring a contact, that contact is added to the *Monitored Contacts* directory. This directory is only visible if there are any dynamically monitored contacts. For more information, see section 8 [Monitor Contacts](#).

The following information is displayed for each contact (as applicable): Call state, last and first name, phone number, extension, mobile number, and link to notes. Depending on your services and system settings, a contact’s state information may also include the unified IM&P presence state and the Exchange calendar state. (The Exchange calendar state is only visible when you expand the contact).

The directory can be sorted on all columns. For details, see section [7.4 Order Directory Entries](#).

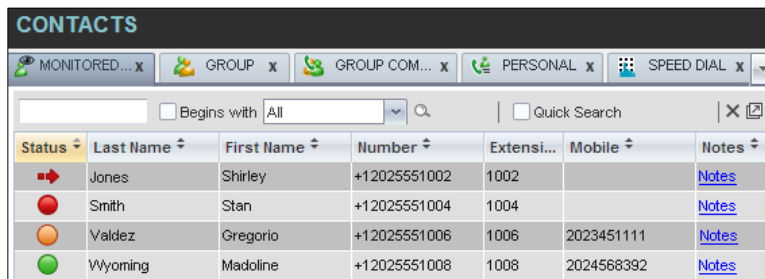


Figure 22 Contacts Pane – Monitored Contacts Tab

### 3.3.8 Custom Directories Tabs (Enterprise Edition)

If your administrator has configured custom contact directories for your group, you can access them from Receptionist.

**NOTE:** A custom directory has the same properties as the *Group/Enterprise* directory, and you can perform the same operations on contacts in a custom directory as in the *Group/Enterprise* directory.

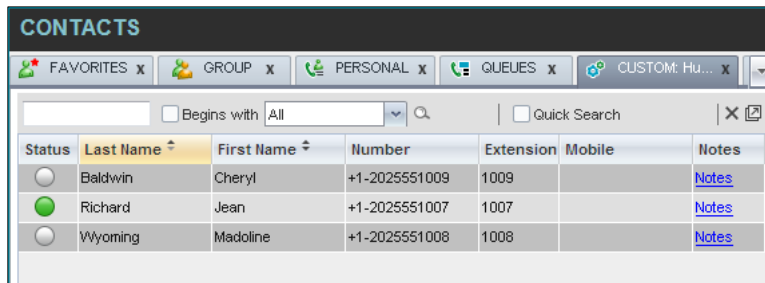


Figure 23 Contacts Pane – Custom (Directory) Tab

### 3.3.9 Personal Tab

The *Personal* tab contains the contacts from your personal phone list on the Evolve IP web portal.

You can edit your personal contacts in Receptionist. For information about managing your personal contacts, see section [7.6 Manage Personal Contacts](#)

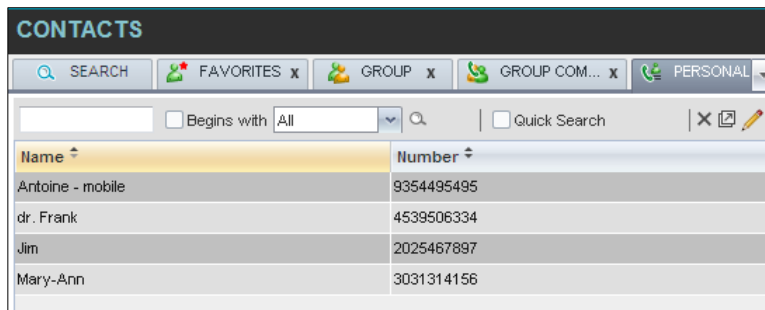


Figure 24 Contacts Pane – Personal Tab

### 3.3.10 Speed Dial Tab

The *Speed Dial* tab displays your Speed Dial 8 and Speed Dial 100 contacts. It is available to users who have been assigned Speed Dial 8 and/or Speed Dial 100 services. If you only have one of these services, you only see the contacts for that service in your Speed Dial directory.

You can edit your speed dial entries in Receptionist. For information about managing your speed dial entries, see section [7.7 Manage Speed Dial Entries](#).

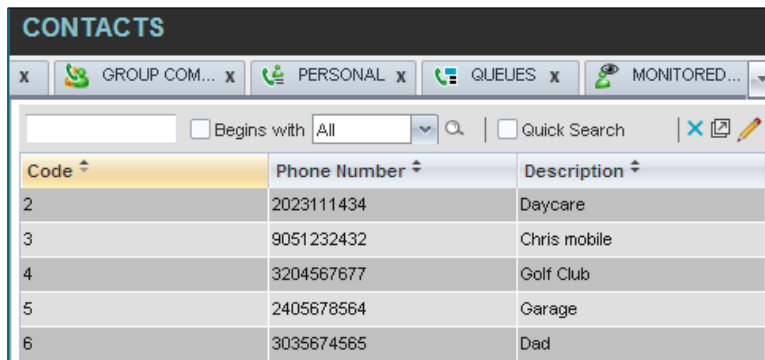


Figure 25 Contacts Pane – Speed Dial Tab

### 3.3.11 Queues Tab (Enterprise Edition)

The *Queues* tab displays the list of call centers and associated DNIS numbers that a call center agent or supervisor is staffing and/or supervising. The primary purpose of this directory is to provide you with a quick way to transfer calls to queues.

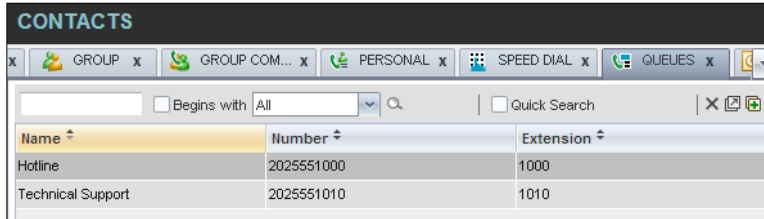


Figure 26 Contacts Pane – Queues Tab

### 3.3.12 Outlook Tab (Enterprise Edition)

The *Outlook* tab contains your Outlook contacts. This feature is available to you if you have the Outlook Integration feature enabled and configured. For more information, see section [13.4 Settings – Plug-ins](#).

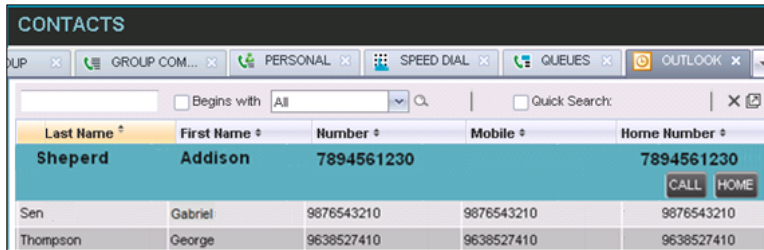



Figure 27 Contacts Pane – Outlook Tab

### 3.3.13 Search Results Tabs

When you search a directory on a single field, you can pull out the results and save them in a new contacts directory. The name of the new directory is the same as the name of the directory on which the search was performed, but the icon on the directory tab has an arrow similar to the

arrow used on shortcut icons . When you place the mouse over the tab for a directory created from search results, a ToolTip appears displaying the name of the original directory, followed by the search string that was used to create the directory, the two separated by a colon “:”, for example, “Group:ma”.

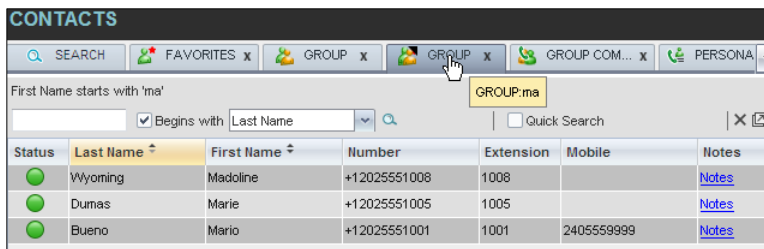


Figure 28 Contacts Pane – Search Results Tab



**NOTE:** A directory created from search results has the same properties as the original directory, and you can perform the same operations on it as on the original directory.

You can also perform a search on a directory created from search results and pull out the results into another tab.

Search results directories are only available for the current sign-in session. Also, once closed, they cannot be restored. If required, perform the same search again.

### 3.4 Queued Calls Pane (Enterprise Edition)

You use the *Queued Calls* pane to manage queued calls in the selected call centers. For more information about managing queued calls, see section [10 Monitor IM&P Contacts and Chat with Contacts](#)

When you have Instant Message & Chat (IM&P) Feature assigned to Receptionist using the UC-One, you can chat with other IM&P users of the Receptionist allows you to manage calls in selected call centers (up to five) and monitor calls in real time. You manage queued calls using the *Queued Calls* pane. This functionality is only available if you have the Receptionist – Enterprise license assigned and either you are assigned to a call center (as a supervisor or agent) or you have the Evolve IP Supervisor license assigned.

#### Manage Queued Calls (Enterprise Edition)

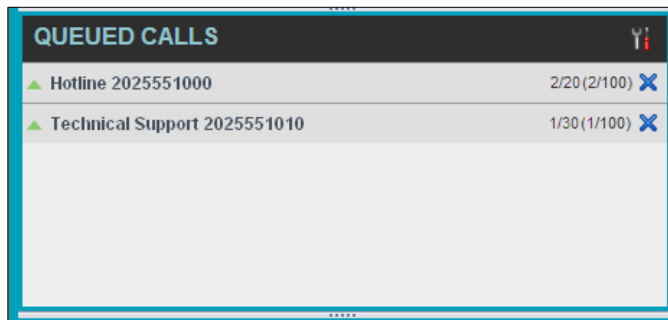


Figure 29 Queued Calls Pane

The pane lists queued calls for the selected call centers. For information on selecting call centers to display, see section [0 Select Call Centers to Manage](#).

Each call center is displayed in a separate panel. The panel's header displays the following information:

- The name of the call center.

- The primary phone number of the call center.

- The number of calls currently displayed for the queue against the maximum number of calls that can be displayed for a queue.

- The number of calls in queue against the queue length.



A *Message Waiting* icon  indicates that there are outstanding messages for the call center. When you expand the panel for a call center, the list of calls queued in that call center appears, with calls listed according to their position in the queue.




Figure 30 Queued Calls Pane – Call Center Panel (Expanded)


The following information is provided for each call:

**Call Status icon** – A graphic representation of the state of the queued call, which can be one of the following:

*Waiting*  – The call is queued, waiting to be answered.

*Announcement*  – An announcement is being played to the caller.

*Reordered*  – The position of the call in the queue has been changed.

*Bounced*  – The call has been bounced.

Name (if available) and phone number of the calling party

The total call time, including the time in the current priority bucket (in parentheses)

Clicking a call expands the call to show additional data:

Position of the call in the queue

Priority of the call (**Premium Call Center**)








Name (if available) and the phone number of the call center (or DNIS, if applicable) that was called





When you move the mouse over a queued call, the action buttons that can be applied to the call appear. For information, see section [3.5.1 Call Action Buttons](#).

### 3.5 Controls

Receptionist controls are designed in a contextual manner, that is, most controls appear only when the action they represent can be taken. For example, when you select a call and enter a number or select a contact, the Transfer button appears, allowing you to transfer the call. The controls that correspond to call operations, such as Dial, Transfer, or Hold are called action buttons. They are described in section [3.5.1 Call Action Buttons](#).

The following table lists the general controls used in Receptionist and the controls displayed on the header bars of windows and panels.

Name	Description
<b>Common Controls</b>	
 Options	This allows you to organize items in lists.
 Expand/Collapse	This shows or hides the contents of a window or panel.
 Close	This closes an interface element, such as window, pane, or panel.
 Edit	This allows you to edit contacts in some directories.
<b>Call Console Controls</b>	
 Call History	This displays your call logs.
 Call Waiting	This allows you to turn Call Waiting on or off.
 Auto Answer	This automatically answers your incoming calls.
 End Conference	This ends a conference call.
 Leave Conference	This allows you to leave the conference while allowing other participants to continue the call.
 Hold Conference	This places a conference call on hold.
 Resume Conference	This resumes a held conference.
 Pullout	This places the results of a search performed on a contacts directory in a new tab.

Name	Description
 Clear	This clears the search results and displays the entire directory.
<b>Call Notification Pop-up Window</b>	
 Web Pop URL	This opens a page in your browser at the configured URL to provide additional information about the caller.
 vCard	This saves the caller's phone number and personal information as a vCard in Microsoft Outlook.
 Transfer to Voice Mail	This transfers an incoming call to your voice mail.

### 3.5.1 Call Action Buttons

Action buttons allow you to perform actions on calls, such as answering or transferring a call, or actions that result in a call being placed, such as dialing a number or contact. They appear on the Dialer, a call line, a call history log, or a directory entry.

Action buttons are contextual, that is, they appear on a line/entry when you move the mouse over that entry and when the corresponding action can be performed on that entry.

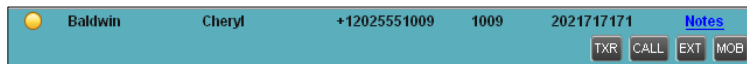






















Figure 31 Group Tab – Contact in Focus with Action Buttons

The following table lists action buttons available in Receptionist.

Button	Description
 Dial	This dials the number you entered in the <i>Dialer</i> .
 CALL	This places a call to the selected contact or to a number from Call History.
 Redial	This redials the last dialed number.
 EXT Extension	This dials the contact's extension.
 MOB Mobile	This dials the contact's mobile number.
 EMAIL E-mail	This brings up a new e-mail message window with the contact's e-mail address, allowing you to send an e-mail to the contact.
 Transfer	This transfers a call to an ad hoc number entered in the Dialer.
 TXR Transfer	This transfers a call to a selected number or contact.

Button	Description
 Transfer to Voice Mail	This transfers a call to the selected contact's voice mail.
 Answer	This answers an incoming call, answers an unanswered call for a contact, or resumes a held call.
 Hold	This places a call on hold.
 End	This ends a call.
 Conference	This establishes a conference call or adds a call to a conference.
 Camp	This camps the call on a busy contact.
 Barge In	This barges in on a contact's call.
 Park	This parks a call on a contact.
 Promote	This promotes a selected call to the next higher priority bucket.
 Retrieve	This retrieves a selected call from the queue to the supervisor's device.
 Reorder	This changes a selected call's position in the queue.
 Delete Call Log	This deletes a call log from Call History.



## 4 Manage Calls

This section includes information and procedures on how to manage current calls. You use the *Call Console* to view and manage your current calls.

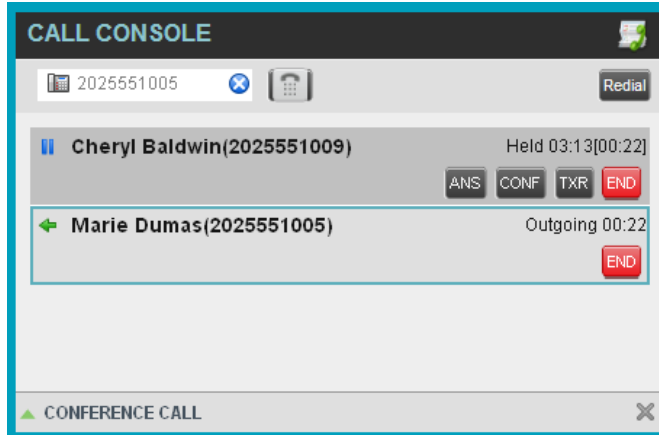


Figure 32 Call Console

### 4.1 Drag and Drop Call onto Contact

For operations on calls that involve a contact, you can drag a call from the *Call Console* and drop it on a target contact in one of your contact's directories. This provides you with a quick way to perform operations on calls that involve a contact.

As the call is dragged, a green arrow appears. By default, when the call is dropped onto a contact, no action is taken on the call. The target contact expands and you can select the action button for the operation you want to perform on that call.

However, you can enable automatic call transfer on *Drag and Drop*. See section [13.1.5 Drag and Drop](#) for details. If automatic transfer is enabled, the call is transferred to the contact's phone number when you drop the call on the contact.

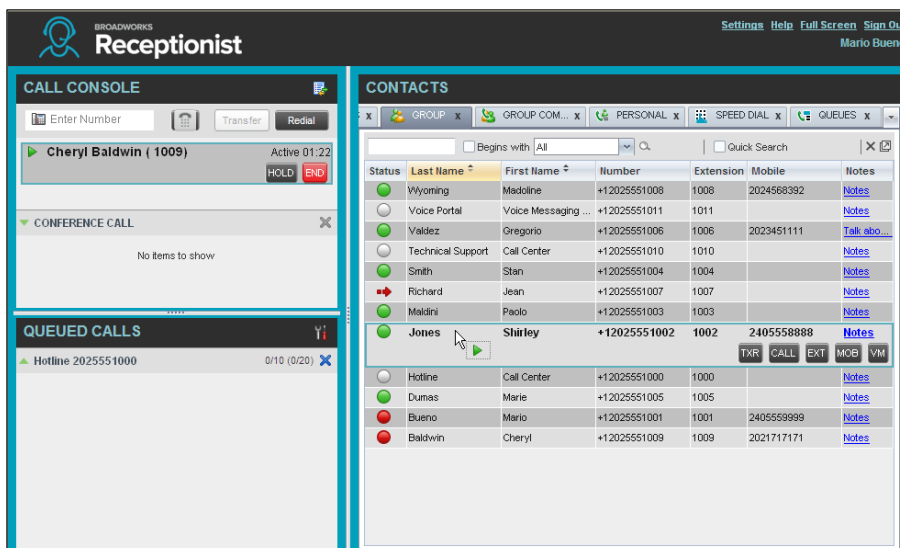


Figure 33 Dragging Call and Dropping it on Contact


## 4.2 View Call Information

Call information is provided in the *Call Console* and in the *Call Notification* pop-up window that appears on top of the system tray for incoming calls.

### 4.2.1 View Current Calls

Your current calls are always visible in the *Call Console*.

**To view your conference call:**

In the *Conference Call* panel, click the **Expand** button .

### 4.2.2 View Incoming Call Details

If the Call Notification feature is enabled, a *Call Notification* pop-up window appears on top of the system tray when an inbound call is received.

*Direct inbound calls* – For calls to your direct number or extension, the following information is displayed:

Calling party name

Calling party number

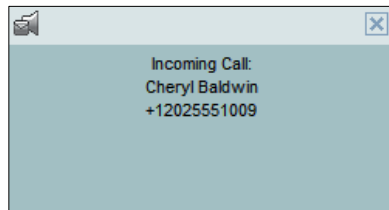


Figure 34 Call Notification Pop-up Window for Non-ACD Call

*Calls from a call center (Enterprise Edition)* – For calls from a call center, the call center name is displayed in addition to the caller's name and phone number.

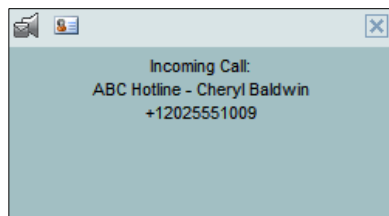


Figure 35 Call Notification Pop-up Window – Call from Call Center

**NOTE 1:** You must have only one tab open in the browser running Receptionist to receive call notifications.


**NOTE 2:** If calls come within eight seconds of each other, the *Call Notification* pop-up window only appears for the first call of that series.



### 4.2.3 Save vCard

When you receive a call, a *Call Notification* pop-up window is visible on top of the system tray. From this window, you can save the caller's phone number and personal information as a vCard in Microsoft Outlook.

#### To save caller's information as a vCard:

In the *Call Notification* pop-up window, click the **Add vCard** button .


This button is present only when Outlook is running.

### 4.2.4 Open URL

When you receive a call, a *Call Notification* pop-up window appears on top of the system tray. From this window, you can open a page in your browser. This page contains information about the calling party encoded in its URL.

To configure this feature, see section [13.1 Settings – General](#).

#### To open a URL in your browser:

In the *Call Notification* pop-up window, click the **Web Pop URL** button .

## 4.3 Answering Calls

You can answer your own incoming calls and calls for other users in your group. If you have the Auto Answer service, you can also answer calls automatically.

### 4.3.1 Answer Call

Your incoming calls appear in the *Call Console*. To answer a call, the call state must be *Incoming*.

#### To answer an incoming call:



Move the mouse over the call and click **Answer** . The call state changes to *Active*.

**NOTE:** Double-clicking a call, does not answer it.

#### To answer an incoming call from a Call Notification pop-up window:

Click anywhere on the text in the window.

#### To answer calls automatically:

In the *Call Console*, click the **Auto Answer**  button. The button changes to this  to indicate that Auto Answer is on.

When Auto Answer is enabled, your phone automatically goes off-hook when it is alerted. This applies to both inbound and Click-To-Dial calls.

The Auto Answer feature may be enabled manually in the client or by the administrator on the server.

**NOTE:** If this feature is enabled by your administrator, you must **not** enable the client-based Auto Answer using the Auto Answer button.


#### 4.3.2 Pick Up Call

The Directed Call Pickup service allows you to answer a call that is incoming on another user. Depending on your setup, you can answer calls for users in your group or in the entire enterprise. This is useful when the user is currently not on hand to answer the call.

**NOTE:** To pick up a contact's call, you need to have the Directed Call Pickup service assigned.

##### To answer a call for a contact:

5) Click the *Group/Enterprise* or *Favorites* tab to display its contents and click the target contact to expand it. The contact's state must be *Ringing*.

6) Move the mouse over the contact and click **Answer** .


The call appears as *Incoming* in the *Call Console*.

#### 4.4 Hold and Resume Calls

You can only put an active call on hold.


##### 4.4.1 Put Call on Hold

###### To put a call on hold:

Move the mouse over the call and click **Hold** .

##### 4.4.2 Resume Held Call

###### To resume a held call:

Move the mouse over the call and click **Answer** .

**NOTE:** Double-clicking a call does not take the call off hold.

#### 4.5 Make and End Calls

Receptionist provides you with several ways in which you can make calls. When you dial a number or contact, the call appears in the *Call Console* as *Incoming Local*.

##### 4.5.1 Dial Ad Hoc Number

You use the *Dialer* to place a call to an ad hoc number.

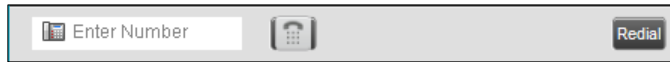




Figure 36 Dialer

**To dial an ad hoc number:**

- 7) In the *Dialer*, enter the phone number and click **Dial** . The call appears in the *Call Console* as *Incoming Local* and your phone rings.
- 8) Click **Answer**  for that call. An outbound call is placed and the call state changes to *Outgoing*.

**4.5.2 Redial Number**

Receptionist keeps up to ten most recently dialed numbers.

**To redial one of the recently dialed numbers:**

- 9) In the *Dialer*, place the cursor in the text box and start entering a number. A list of recently called numbers that start with the entered digits appears.

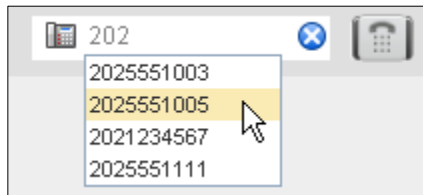




Figure 37 Dialer – Select Recently Dialed Number

- 10) Select the number to dial and click **Dial** .

The client issues a Click-To-Dial attempt to the selected number.

Alternatively, click the **Redial**  button and select the number from the list that appears.

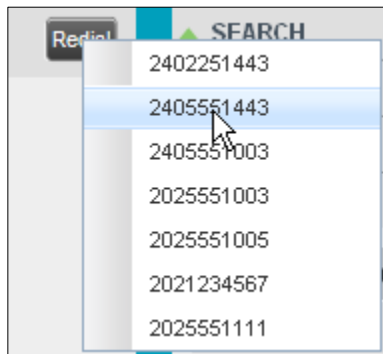


Figure 38 Dialer – Redialing Number

**4.5.3 Dial Contact**

You can dial contacts from any directory available in Receptionist.

**To dial a contact:**

- 11) In the *Contacts* pane, click the tab for the directory from which you want to dial a contact.

Click the contact to expand it and click **Call**  for that contact. A Click-To-Dial action is initiated and your phone rings.

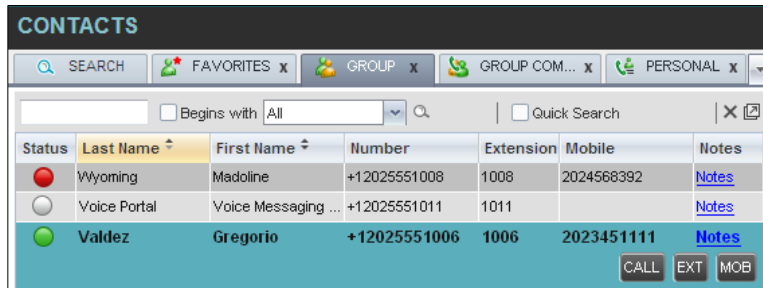




Figure 39 Group Tab – Contact in Focus with Call, Extension, and Mobile Buttons


Answer the phone. An outbound call is placed.

Alternatively, to dial the contact's extension, click **Extension**  or to dial the contact's mobile number, click **Mobile** .

#### 4.5.4 Speed Dial

**To speed dial a contact:**

12) In the *Contacts* pane, click the *Speed Dial* tab to display its contents.

Click the contact to expand it and then click **Call** .

#### 4.5.5 Dial from History

You can dial any number that is available in Call History.

**To dial from Call History:**

13) In the *Call Console*, click the **Call History** button . The *Call History* dialog box appears.

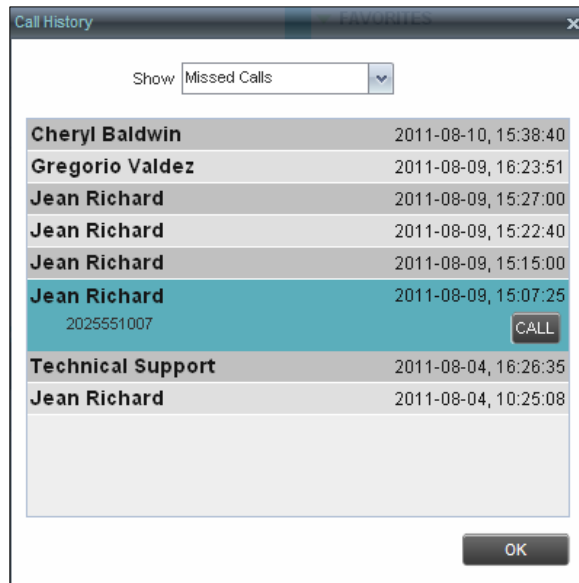



Figure 40 Call History Dialog Box

From the *Show* drop-down list, select the grouping you want.

Scroll through the list of call logs to find the entry you need.

Click the entry to expand it and click **Call** .

## 4.6 End Call

**To end a call:**

Click **End**  for that call.

**NOTE:** If the call has not yet been answered, the calling party continues to ring until no answer or another applicable timer expires.

## 4.7 Transferring Calls


There are a number of ways in which you can transfer a call. You can blind transfer calls or transfer calls with consultation or supervision. You can also transfer calls directly to voice mail or to a queue.

### 4.7.1 Blind Transfer Call


A blind transfer occurs when a call is transferred without an introduction. Calls may be blind transferred while active, held, or ringing (in) on your phone. If a call is ringing (in), blind transfer allows the call to be redirected before it is answered. You can blind transfer a call to an ad hoc number or to a contact.


**To blind transfer a call to an ad hoc number:**

14) In the *Call Console*, select the call to transfer.

- 15) In the *Dialer*, enter the destination number and click **Transfer** . The call is transferred and removed from the *Call Console*.

**To blind transfer a call to a contact:**

- 16) In the *Call Console*, select the call to transfer.
- 17) In the *Contacts* pane, click the tab for the directory that you want to select a contact.
- 18) Click the destination contact to expand it, and click **Transfer**  for that contact. The call is transferred and removed from the *Call Console*.

Alternatively, drag the call onto the target contact and click **Transfer**  for that contact. If automatic transfer on drag and drop is enabled, you do not need to click **Transfer**.

#### 4.7.2 Conduct Supervised Transfer

When you have an active inbound call that you want to transfer, you can follow this procedure.

**To conduct a supervised transfer:**


- 19) In the *Call Console*, select the call to transfer.
- Dial the number or contact to whom you want to transfer the call.
- If the dialed contact is busy, either retry or dial another contact.

Move the mouse over the new, non-selected call and click **Transfer** .

#### 4.7.3 Transfer with Consultation

Use this method to transfer a call with an introduction to the destination party. Calls may be transferred this way while active, held, or ringing (in) on your phone. In the latter case, the system redirects the call before it is answered.

**To transfer a call with consultation:**

- 20) Make a call to the person to whom you want to transfer the call. If the first call was active, it is put on hold. The new call appears in the *Call Console*.
- 21) Wait until the called party accepts your call and speak to the party.
- 22) When ready to transfer, in the *Call Console*, select one of the two calls.
- 23) Move the mouse over the non-selected call and click **Transfer** .

The calls are connected and removed from the *Call Console*.

#### 4.7.4 Transfer to Voice Mail


You can transfer a call to a monitored contact's voice mail or to your own voice mail. Calls may be transferred while active, held, or ringing (in) on your phone.

**To transfer a call to voice mail:**

- 24) In the *Call Console*, select the call to transfer.

In the *Contacts* pane, click the *Group/Enterprise* or *Favorites* tab to display its contents and find the contact. Find yourself if you want to transfer the call to your voice mail.


Click the contact and click **Transfer to Voice Mail**  for that contact.

Alternatively, drag the call onto the target contact and click **Transfer to Voice Mail**  for that contact. If automatic transfer on drag and drop is enabled, you do not need to click **Transfer**.

**NOTE:** This option is only available if the contact has the Voice Messaging service assigned and enabled.

You can also transfer an incoming call to voice mail from the *Call Notification* pop-up window.

**To transfer an incoming call to your voice mail:**

In the *Call Notification* pop-up window that appears when you receive a call, click **Transfer to Voice Mail** .

#### 4.7.5 Transfer to Queue (Enterprise Edition)

You can transfer a current call to any queue that appears in your *Queues* tab. The call is placed at the bottom of the new queue.


**To transfer a call to a queue:**

25) In the *Call Console*, select the call to transfer.

26) Click the *Queues* tab to display the available queues.

27) Click the destination queue and click **Transfer** .

The call is transferred and removed from the *Call Console*.

Alternatively, drag the call onto the target queue and click **Transfer**  for that queue. If automatic transfer on drag and drop is enabled, you do not need to click **Transfer**.

## 4.8 Parking and Camping Calls


Call parking or camping allows you to find a temporary parking place for the call. If the parked or camped call is not answered within the predefined time, the call is recalled and reappears in your *Call Console*.

### 4.8.1 Conduct Busy Camp On (Enterprise and Small Business Editions)

Busy Camp On allows you to place a call at a busy contact. The call is automatically transferred to the destination when the contact becomes available to take the call. A call to camp must be active or held, and the destination contact must be either *Busy* or *Ringling*.

**NOTE:** A user that has Call Waiting turned on will receive a Camp On call immediately. If a user expects the second call to be held, then Call Waiting needs to be turned off by the end-user or customer administrator.

**To camp a call on a busy contact:**


- 28) In the *Call Console*, select the call to camp.
- 29) In your *Group/Enterprise* or *Favorites* directory, click a *Busy* or *Ringing* contact and click **Camp** . Once the call is camped, it is removed from the *Call Console*.

If the call reaches the designated expiration timer before the call is answered, the call is recalled to your device and reappears in the *Call Console*.

**4.8.2 Conduct Group Call Park (Enterprise Edition)**

Group Call Park searches within a predefined hunt group for an available line on which to park a call. After a designated time, the call returns to the originating operator or a specified hunt group (depending on how the service is configured). If the parking attempt fails for any reason, the call remains in your *Call Console*.

**To perform a Group Call Park:**

In the *Call Console*, move the mouse over an active or held call and click **Park** . The call is parked on an available extension and removed from *the Call Console*.

If the call reaches the designated expiration timer before the call is answered, the call may be recalled to your device and reappear in your *Call Console*.

**4.9 Manage Conference Calls**

You manage your conferences in the *Call Console*.

- You use the top area of the *Call Console* to establish a conference and add participants to it.
- You use the *Conference Call* panel to manage or end an active conference.

You can only have one active conference at a time.

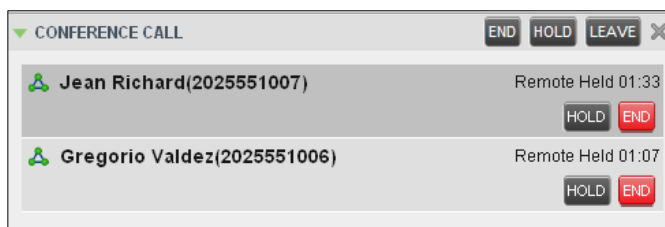


Figure 41 Call Console – Conference Call Panel

To conduct an N-Way conference you must first start a Three-Way conference and then add participants to it.



**NOTE:** To conduct a conference you must have the Three-Way Call or N-Way Call service assigned.

#### 4.9.1 Start Three-Way Conference

To start a conference you need to have at least two current calls.

**To start a conference:**

- 30) If necessary, place calls to participants using any of the methods described in section [4.5 Make and End Calls](#).
- 31) In the *Call Console*, select one of the two calls.

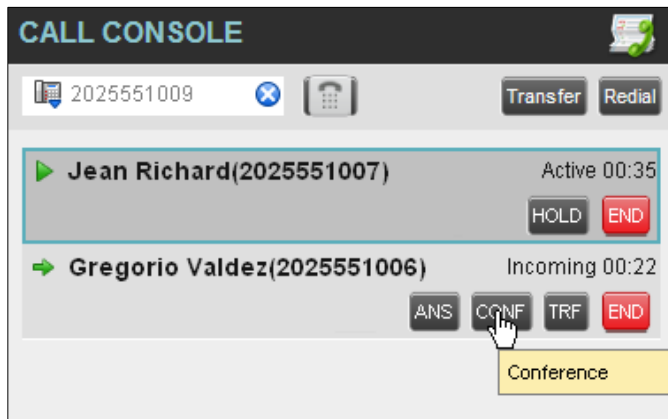




Figure 42 Starting Conference

- 32) Move the mouse over the non-selected call and click **Conference** . A Three-Way Conference is established and the connected calls are moved to the *Conference Call* panel.

#### 4.9.2 Add Participant to Conference


To perform this operation, you need to have the N-Way Call service assigned.

**To add participants to a conference:**

- 33) If the call you want to conference in is not yet established, place the call using any of the methods described in section [4.5 Make and End Calls](#).
- 34) In the *Call Console*, move the mouse over the call to add and click **Conference** . The caller is added to the conference.

#### 4.9.3 Hold Conference

**To put an active conference on hold:**

In the *Conference Call* panel, click **Hold Conference** . This allows other conference participants to continue their conversation.

#### 4.9.4 Resume Held Conference


**To resume a held conference:**

In the *Conference Call* panel, click **Resume Conference** . All the calls in the conference become active.

#### 4.9.5 Put Conference Participant on Hold

**To put a specific conference participant on hold:**


35) Expand the *Conference Call* panel.

36) Move the mouse over the target call and click **Hold** .

#### 4.9.6 Resume Conference Participant


**To resume a conference participant:**

37) Expand the *Conference Call* panel.

38) Move the mouse over the target call and click **Answer** .

#### 4.9.7 Leave Conference

**To leave the conference:**


In the *Conference Call* panel, click the **Leave Conference**  button.

**NOTE:** This function is only available for Three-Way Conferences.

#### 4.9.8 Remove Conference Participant

**To end a selected call in the conference:**

1) Expand the *Conference Call* panel.

2) Move the mouse over the call and click **End** .

#### 4.9.9 End Conference

**To end the conference:**

In the *Conference Call* panel, click **End Conference** . This releases all the calls that participate in the conference.

#### 4.9.10 Barge in on Call

Call Barge-in allows you to barge in on a contact's call. This is useful when you want to enter a call that is already established between two other people.

**NOTE:** This functionality is only available if you have been assigned this service by your administrator.


Depending on your setup, you can barge in on contacts in your group or enterprise.

**To barge in on a call:**

39) Click the *Group/Enterprise* or *Favorites* tab to display its contents.

40) Click the target contact and click **Barge In** . The contact's status must be *Busy*.

You enter an ongoing call, thereby establishing a Three-Way Conference. The calls appear in the *Conference Call* panel.

Alternatively, drag the call onto the target contact and click **Barge In**  for that contact. If automatic transfer on drag and drop is enabled, you do not need to click Transfer.

You can now perform any conference operation on the call.

## 5 Monitor IM&P Contacts and Chat with Contacts

**NOTE:** This functionality is only available if you have been assigned this service (IM&P) by your administrator.

When you have an IM&P service assigned on Evolve IP, you can chat with other IM&P users and see the unified IM&P presence state of selected IM&P users directly from Receptionist.

The unified presence state of a contact is their combined instant messaging presence state when they are logged in through multiple devices or applications.

You have to be online to use IM&P capabilities of Receptionist.

### 5.1 Change Your IM&P Presence State

When you sign in to Receptionist, Receptionist connects to the Instant Messaging and Presence (IM&P) server and sets your presence state to “Available”.

Subsequently, Receptionist displays your unified instant messaging presence, which reflects your presence in various instant messaging clients when you are logged in through several devices and applications.

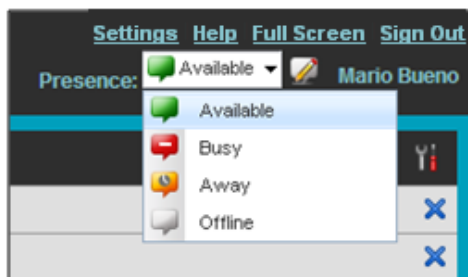
Your unified presence state can change either when you manually change it or when Receptionist receives information about your presence state change from other clients.

The possible states are *Available*, *Busy*, *Away*, and *Offline*. When you are in the *Available*, *Busy*, or *Away* state, you are considered to be online.

Receptionist also allows you to provide a status message to display to your contacts.

#### To change your presence state:

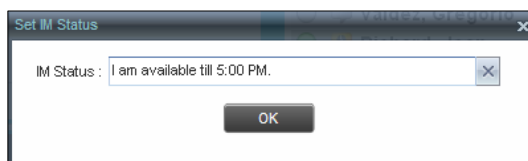
Click the **Presence** box at the top right-hand side of the main window and select the new state from the drop-down list.




When you are online, you can set a status message to display to your contacts.

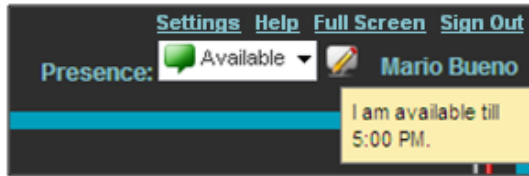
#### To set an IM&P status message:

Click the **Edit** button  next to the *Presence* box. The *Set IM Status* dialog box appears



- 1) Enter your message and click **OK**.

- To see your message, move the mouse over the **Edit** button . A ToolTip with your presence message appears.



## 5.2 Monitor IM&P Contacts

To view the presence state of an IM&P contact, you first have to subscribe to the contact. Otherwise, Receptionist displays the contact's state as *Unsubscribed*. If you send a subscription request to a contact and you are waiting for a reply, Receptionist displays the contact's state as *Pending Subscription*.

The following directories display the IM&P state of contacts: *Instant Message*, *Enterprise/Group*, *Favorites*, *Custom*, and *Search* (for contacts from directories that display in the IM&P state).

**NOTE:** The Instant Message tab does not include IM&P contacts in the *Unsubscribed* state.


You can subscribe to a contact either by sending a subscription request to the contact or by adding the contact to the *Instant Message* directory.

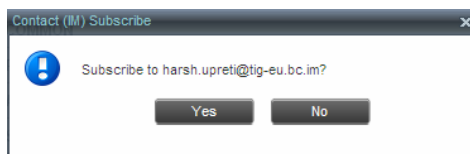
For information about the operations related to subscribing to contacts and viewing their presence state, see the following sections:

- **Error! Reference source not found.**
- [Add Contact to Instant Message Directory](#)
- [Modify Contact](#)
- [Unsubscribe from Contact](#)
- [Accept or Reject Subscription Request](#)
- [View Presence State of Contacts](#)


### 5.2.1 Subscribe to a Contact

To send a subscription request to a contact:

- Click the IM&P presence icon of an unsubscribed contact  in any directory where the presence state of contacts is displayed. The *Contact (IM) Subscribe* dialog box appears.

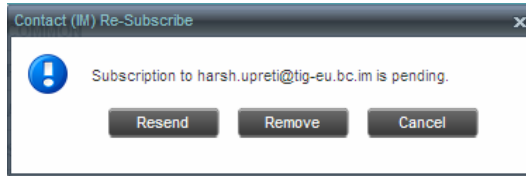


- Click **Yes**.

A subscription request is sent to the contact, and the contact is added to the *Instant Message* directory. The contact's state is set to "Pending Subscription" .

When the subscription is accepted, the contact's presence state is updated to their actual presence state.


- 3) To resend a subscription request at any time, click the contact's presence icon again and click **Resend** in the dialog box that appears.

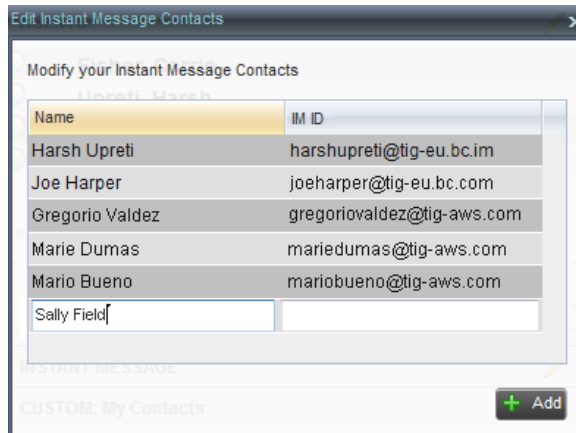


### 5.2.2 Add Contact to Instant Message Directory

When you add a contact to the *Instant Message* directory, the system automatically sends a subscription request to the contact.

**To add a contact to the Instant Message directory:**

- 4) In the *Instant Message* tab, click **Edit** . The *Edit Instant Message Contacts* dialog box appears.
- 5) Click **Add**. A new line is added below the existing entries, allowing you to define a new entry.



- 6) In the *Name* text box, enter the display name of the contact to add.
- 7) In the *IM ID* text box, enter a valid IM&P ID of the contact.
- 8) To save the changes, click anywhere in the dialog box outside the entry.


A subscription request is sent to the contact, the contact's presence state is set to "Pending Subscription", and the contact is added to the *Instant Message* tab.

If the contact accepts your request, then the contact's state changes to the actual presence state.

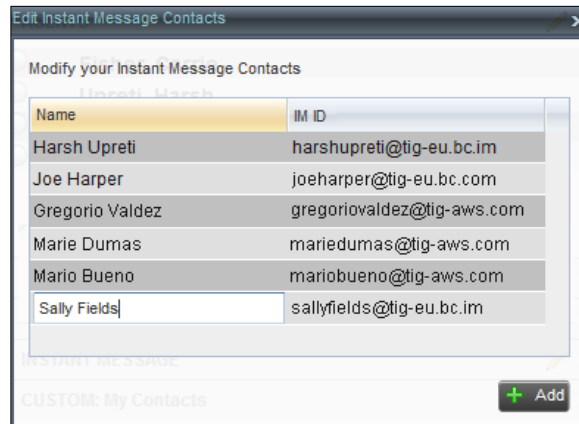
### 5.2.3 Modify Contact Name

You can modify the display name of an existing contact.

**To modify the display name of a contact:**

- 1) In the *Instant Message* tab, click **Edit** . The *Edit Instant Message Contacts* dialog box appears.

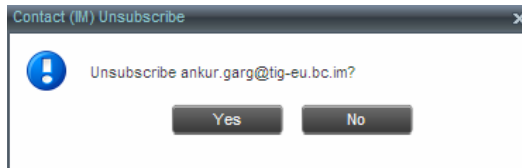
- 2) Double-click the contact and enter the new name in the *Name* text box.
- 3) To save your changes, click anywhere in the dialog box outside the entry.



#### 5.2.4 Unsubscribe from Contact

**To stop monitoring a contact:**

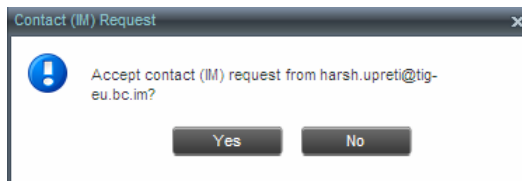
- 1) Click the presence icon of the contact. The *Contact (IM) Unsubscribe* dialog box appears.



- 2) Click **Yes**. The contact is removed from the *Instant Message* directory and its presence status changes to *Unsubscribed* in other directories.

#### 5.2.5 Accept or Reject Subscription Request

When you receive a request from another user, a dialog box appears allowing you to accept or deny the request.



To accept the request, click **Yes**. If the contact is not yet in your *Instant Message* directory, a request is sent to add the user to the directory.

To reject the request, click **No**.

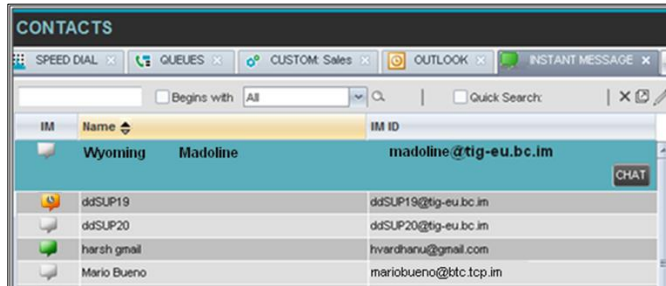
You can also close the dialog box and ignore the request. If you ignore the request, the dialog box will reappear the next time you go online.

#### 5.2.6 View Presence State of Contacts

You can view the presence state of IM&P contacts in the *Instant Message*, *Enterprise/Group*, *Favorites*, *Custom*, and *Search* tabs. The presence icon is displayed to the left of the contact's name.

Receptionist displays the unified instant messaging presence states, which indicates your contacts' availability to communicate using client applications such as Hosted Thin Call Center, Hosted Thin Receptionist, Business Communicator Desktop, or Business Communicator Mobile.

The actual unified presence state of a contact is displayed only if you are subscribed to the contact. Otherwise, the contact's state is displayed as *Unsubscribed* or *Pending Subscription*.



The following table lists the possible unified presence states of contacts in Receptionist:

IM&P State	Icon	Description
<b>Subscribed States</b>		
<i>Available</i>		The contact is online, available on one or more devices, and not busy on any device.
<i>Busy</i>		The contact is online, but currently busy on one or more devices. Do not disturb.
<i>Away</i>		The contact is connected but away from one or more devices and not busy on any device.
<i>Offline</i>		The contact is offline on all devices.
<b>Unsubscribed States</b>		
<i>Pending Subscription</i>		You sent a subscription request to the contact, but it has not yet been accepted. Clicking the icon resends the request.
<i>Not subscribed</i>		The contact has the IM&P service but you are not subscribed to monitor their state. The contact does not appear in the <i>Instant Message</i> tab. Clicking this icon sends a subscription request to the contact.

### 5.1 Chat with IM&P Contacts

You can chat with more than one contact at the same time, either in one-on-one sessions or by participating in multiuser chats. Each session requires a separate window.

*Chat* windows appear at the bottom-right hand side of the Receptionist main interface. Subsequent windows open to the left of the latest opened *Chat* window.

*Chat* windows can be taken out of the main interface and placed elsewhere on the screen.

The number of concurrently open *Chat* windows depends on the browser window size and screen resolution. The oldest *Chat* window is closed when there is no more room for a new *Chat* window to open. This only applies to *Chat* windows that are placed within the main interface.

You can start a chat session with a contact or accept a request from another user. A one-on-one session can be converted into a multiuser chat by inviting more participants. You can also receive an invitation to a multiuser chat from another user.

When your IM&P contact is in your group/enterprise, you can phone them directly from the *Chat* window.



The tasks related to instant messaging are described in the following sections:

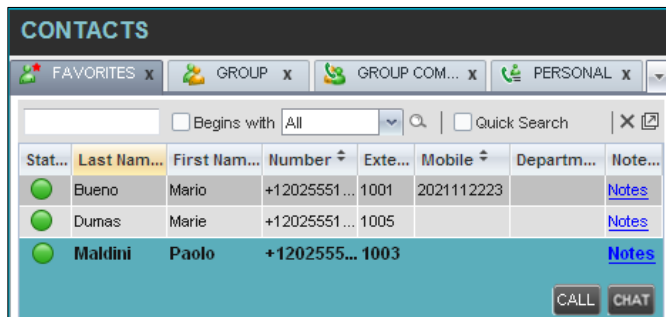
- [Start Instant Messaging Session](#)
- [Place Call from Chat Window](#)
- [Establish Multiuser Chat Session](#)
- [Manage Instant Messaging Sessions](#)

### 5.1.1 Start Instant Messaging Session

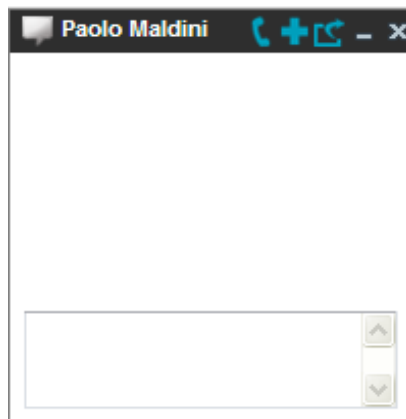
You can start an instant messaging session with an IM&P contact from any of the following directories: *Instant Message, Enterprise/Group, Favorites, Custom, and Search.*

**To start an instant messaging session with a contact:**

- 1) In the *Contacts* pane, click the target contact. The entry expands displaying available action buttons.



- 2) Click **Chat**  on the line for the contact. A *Chat* window appears, displaying your contact's information on the title bar.



**NOTE:** A *Chat* window also appears when another IM&P user initiates a chat session with you.

- 3) Type your message in the text box at the bottom of the window and click ENTER on the keyboard. Your message is sent to your contact.

The messages you send and receive appear in the *Chat Logs* area at the top of the window, below the title bar. Up to 50 messages per contact are kept in the log for the duration of your IM&P session, even if you close the *Chat* window and later start exchanging messages again with the same contact. The messages are cleared when you go offline.

### 5.1.2 Place Call from Chat Window

If the user with whom you are chatting is also a contact in your *Group/Enterprise* directory, you can call the contact directly from the *Chat* window.

**To place a call from the *Chat* window:**


Click the **Call** button  at the top right-hand side of the *Chat* window.

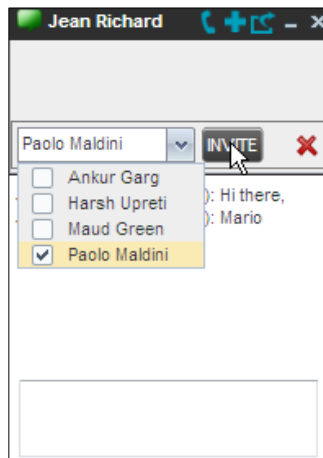
The Receptionist client issues a Click-To-Dial attempt to the contact's phone number and the call appears in the *Call Console*.

### 5.1.3 Establish Multiuser Chat Session

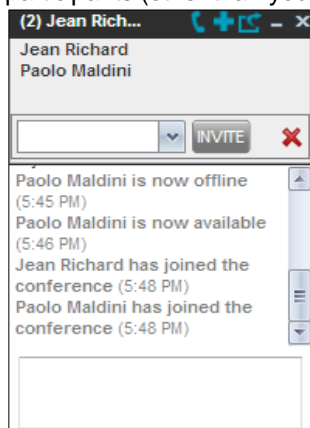
You can invite other contacts to your chat session, thus converting your one-on-one chat to a multiuser chat. An incoming multiuser chat invitation opens a window for a new multiuser chat.

**To add users to a chat:**

- 1) Click the **Add User to Chat** button  in the *Chat* window. A drop-down list of available contacts appears.



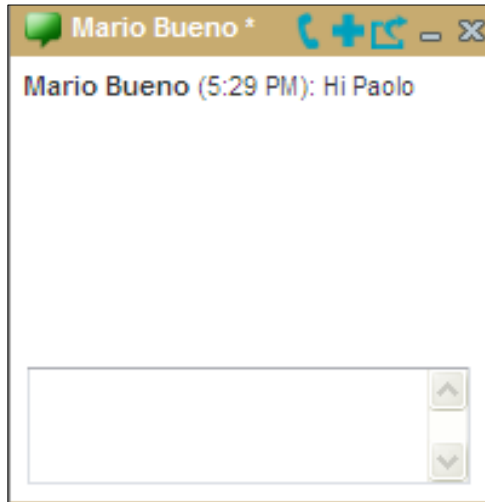
- 4) Select the check box next to each contact to invite and then click the **Invite** button. When a contact joins the chat, a notification appears in the *Chat Logs* area of the *Chat* window. The participants (other than you) are also listed at the top of the window.



- 5) To leave the multiuser chat, close the *Chat* window


#### 5.1.4 Manage Instant Messaging Sessions

If a *Chat* window is not in focus and an incoming message is available for you to read, the color of the window is light brown as shown in the following figure. This changes back to black as soon as the window is in focus.




You can also close, minimize, or pop out a *Chat* window, that is, take the *Chat* window out of the Receptionist main interface and place in elsewhere on the desktop.

##### To pop out a *Chat* window:

Click the **Pop-out** button  at the top right-hand side of the window.

The window is placed on the desktop outside of Receptionist main interface and the Pop-out button becomes the Pop-in button.

##### To place the window back within the Receptionist main interface:

Click the **Pop-in** button  at the top right-hand side of the window.

##### To minimize or close a *Chat* window:


Click the **Minimize** or **Close** button at the top right-hand side of the window. When a window is closed, the windows to the left (if present) shift to the right. This only applies to *Chat* windows that are placed within the Receptionist main interface.

## 6 Message Contacts (Enterprise Edition)

Receptionist allows you to send e-mail messages to contacts who have messaging configured in the system. You must also have the Messaging feature enabled within Receptionist. For information, see section [13.5 Settings – Messaging](#).

### 6.1 Send E-mail to Contact

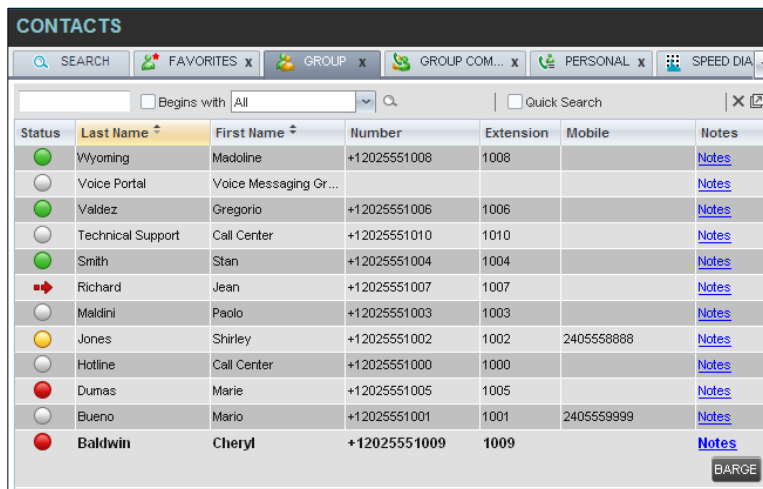
To sent an e-mail message to a contact:

- 6) In the *Group/Enterprise, Favorites, or Monitored Contacts* directory, click a contact that has an e-mail address configured.
- 7) Click the **E-mail** button  for the contact. This brings up a new e-mail window for the configured messaging service.
- 8) Write your message and click **Send**.

## 7 Manage Contacts

Receptionist allows you to view, search, and organize your contact directories.

You use the *Contacts* pane to manage your contact directories, to monitor selected contacts, and to use your contacts to make or manage calls.



Status	Last Name	First Name	Number	Extension	Mobile	Notes
●	Wyoming	Madoline	+12025551008	1008		<a href="#">Notes</a>
●	Voice Portal	Voice Messaging Gr...				<a href="#">Notes</a>
●	Valdez	Gregorio	+12025551006	1006		<a href="#">Notes</a>
●	Technical Support	Call Center	+12025551010	1010		<a href="#">Notes</a>
●	Smith	Stan	+12025551004	1004		<a href="#">Notes</a>
●	Richard	Jean	+12025551007	1007		<a href="#">Notes</a>
●	Maldini	Paolo	+12025551003	1003		<a href="#">Notes</a>
●	Jones	Shirley	+12025551002	1002	2405558888	<a href="#">Notes</a>
●	Hotline	Call Center	+12025551000	1000		<a href="#">Notes</a>
●	Dumas	Marie	+12025551005	1005		<a href="#">Notes</a>
●	Bueno	Mario	+12025551001	1001	2405559999	<a href="#">Notes</a>
●	Baldwin	Cheryl	+12025551009	1009		<a href="#">Notes</a>

Figure 43 Contacts Pane

For the list of contact directories available in your version of Receptionist, see section 2 [Introduction to Receptionist](#).

For information on monitoring contacts, see section 8 [Monitor Contacts](#); for more information on call-related functions, see section 4 [Manage Calls](#).

This section describes the directories management functions provided by Receptionist.

[Show/Hide Directories](#)

[View Directory Content](#)

[Search Contacts](#)

[Order Directory Entries](#)

[Make Notes About Contact \(Enterprise Edition\)](#)

[Manage Personal Contacts](#)

[Manage Speed Dial Entries](#)

## 7.1 Show/Hide Directories

Receptionist allows you to specify which directory tabs should be visible in the *Contacts* pane.

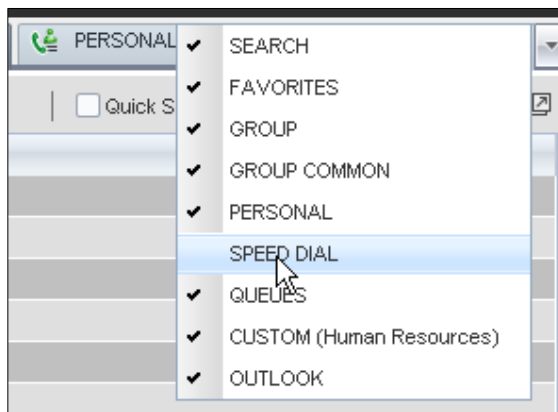




Figure 44 Contacts Pane – Expanded Options Menu

### To display a directory tab in the Contacts pane:

- 9) At the top right-hand side of the *Contacts* pane, click the drop-down arrow .
- 10) From the list that appears, select the directory to display. The directory tab is displayed at the top of the *Contacts* pane and its contents appear in the *Contacts* pane.


To remove a directory tab from the *Contacts* pane, click the **Close** button  on the tab for that directory.

Note that once you close a directory containing search results, you cannot display it again.

## 7.2 View Directory Content

### To view contacts in a directory:

In the *Contacts* pane, click the tab for that directory. The directory listing appears in the *Contacts* pane.

If the tab is not visible, click the drop-down arrow  to the right of the directories tabs and select the directory from the list that appears.

### To view additional information about a contact:

Click the contact to view. This expands the row for the contact displaying applicable action buttons. For more information, see section [3.5.1 Call Action Buttons](#).

Only one contact per directory can be expanded at a time. When you click a contact, the system automatically hides the details of the previously expanded contact.

### 7.3 Search Contacts

Receptionist allows you to search for contacts several different ways. You can perform a search on a specific directory or on all directories at once. You can perform a quick search or a regular search, you can create a new directory from search results, and you can perform a search on search results.

To search for contacts, use the following procedures:

[Perform Quick Search](#)

[Perform Regular Search](#)

[Create Directory from Search Results](#)

[Perform Search on Search Results](#)

#### 7.3.1 Perform Quick Search

Receptionist allows you to perform a quick search, which searches a specific column for entries that start with a single character entered by you. The column that the search is performed is the column that the directory is currently ordered.

A quick search can be performed on any directory, except for the *Search* directory.

**NOTE:** The search is not case-sensitive; the search for “Ann” and the search for “ann” return the same results.

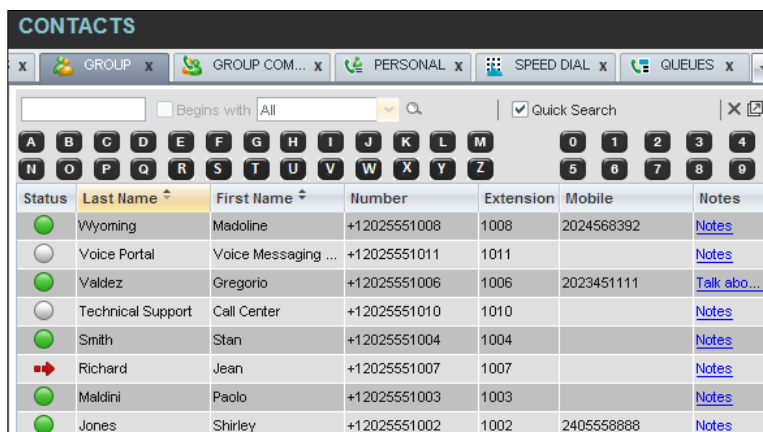


Figure 45 Contacts Pane – Performing Quick Search

**To perform a quick search:**

- 11) Click the directory tab where you want to perform the search.
- 12) Order the directory by the column that you want to search.
- 13) Check the *Quick Search* box.

- 14) From the keypad that appears, select a character (a single letter or digit) that you want to use in the search. The contacts that start with the selected character (in the selected column) are displayed in the directory.
- 15) To perform another search on the same column, select another character. The new search is performed on the original directory and not on the results of the previous search.

**7.3.2 Perform Regular Search**

You can search for contacts in a specific directory or in all directories at once.

When you search for contacts in a specific directory, you can search on a specific column or on all columns. When you use the Search tab, the search is performed on all directories and columns.

If you perform a second search on the same directory, the search is performed on the entire directory even if only search results are displayed. To search in search results, you first need to create a new directory from the results of the first search.

You use the controls located in the *Contacts* pane below the directories tabs to perform contact searches.

**NOTE:** The search is not case-sensitive; the search for “Ann” and “ann” return the same results.

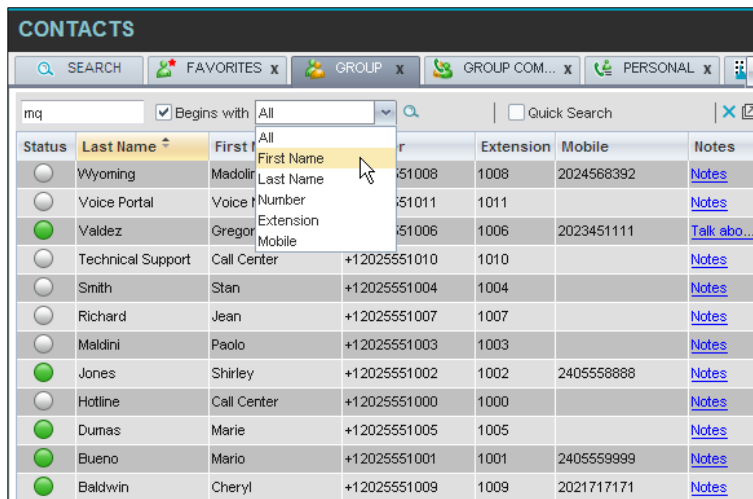


Figure 46 Contacts Pane – Performing Regular Search

**To search in a specific directory:**

- 16) Select the directory to search.
- 17) Make sure that the *Quick Search* box is unchecked.
- 18) In the *Search* text box, enter the text you want to search for. You can enter partial information, such as part of a name or phone number, but you must enter at least two characters.

For example, if you do not remember whether Mary’s last name is spelled “Shelley” or “Shelly”, you can enter “Shell”, and either name is returned.

- 19) To restrict the search to contacts that start with the entered string, check the *Begins with* box. Otherwise, the search results will also include contacts that contain the entered string.
- 20) From the drop-down list, select the column to search by. You can select a specific column or all columns.

21) Click the **Search** button .

The text you entered is matched against the selected column (or all columns) of every entry of the selected directory. Search results are displayed in the tab where the search was performed.

Duplicate search results in Evolve IP directories are not displayed; the first match for a given contact is displayed.

Duplicate search results in other directories are displayed.

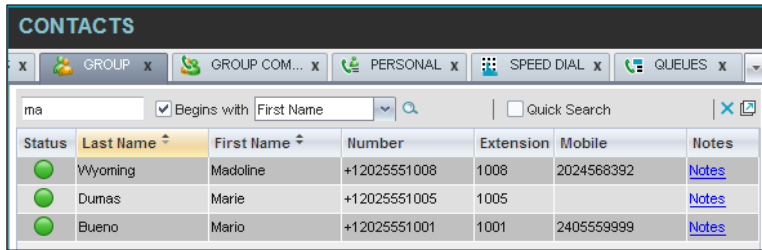



Figure 47 Contacts Pane – Search Results

The search returns either all the contacts (in the selected directory) that contain the entered keyword or all the contacts that start with the entered keyword.

In the first case (*Begins with* not checked), entering “Ann” returns all contacts with the name “Ann”, but it also returns all contacts with names such as “Anne”, “Marianne”, “Marie Ann”, “Ann Marie”, and so on.

In the second case (*Begins with* checked), entering “Ann” returns all contacts with names such as “Ann”, “Anne”, and “Ann Marie”, but not “Marianne” or “Mary Ann”.

22) To clear the search results, click **Reset** .

**To search in all directories:**

23) Click the **Search** tab.

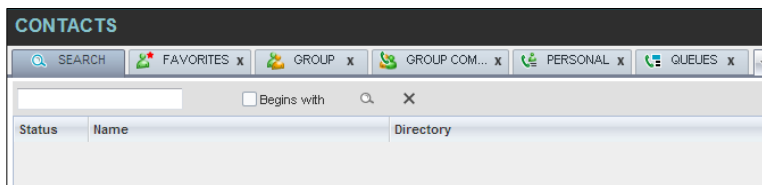


Figure 48 Performing Search Using Search Tab

24) In the *Search* text box, enter the text you want to search for. You can enter partial information, such as part of a name or phone number, but you must enter at least two characters.



For example, if you do not remember whether Mary’s last name is spelled “Shelley” or “Shelly”, you can enter “Shell”, and either name is returned.

- 25) To restrict the search to contacts that start with the entered string, check the *Begins with* box. Otherwise, the search results will also include contacts that contain the entered string.

- 26) Click the **Search** button .

The text you enter is matched against all columns in all directories (except for the *Notes* column). Search results are displayed in the Search tab.

Duplicate search results in Evolve IP directories are not displayed; the first match for a given contact is displayed. Duplicate search results in other directories are displayed.

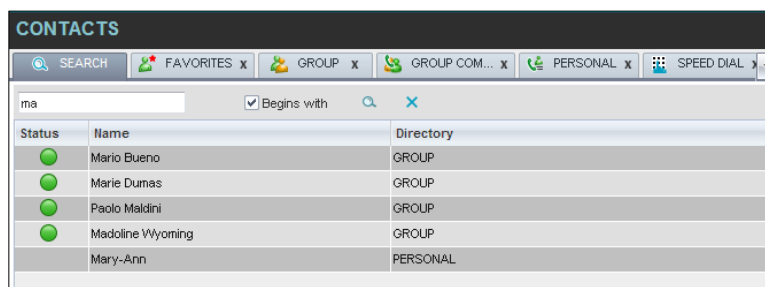


Figure 49 Results of Search Performed in Search Tab

- 27) When you click a contact, the entry expands displaying contact details. The information depends on the directory that the contact was selected.

**NOTE:** Contact entries displayed in the Search tab follow the same rules as if that entry was accessed in its own directory. This allows you to perform any operations directly from the search results.


### 7.3.3 Create Directory from Search Results

When you perform a search in a specific directory, you can create a new directory from the search results, using the Pullout button. The button is enabled when a search is performed on a single field.

**NOTE:** The Pullout button is not available in the Search directory.

**To create a directory from search results:**

- 28) Select the directory where you want to perform the search.
- 29) Perform a quick search or a regular search on a single column.

- 30) When the results are displayed, click the **Pullout** button , which becomes active. A new tab is created containing the results of the search.

**NOTE:** Contact entries displayed in a search results tab follow the same rules as if that entry was accessed in its own directory. This allows you to perform any operations directly from the search results.

### 7.3.4 Perform Search on Search Results


If you perform a search in a specific directory, the search is always performed on the entire directory even if only search results are displayed. To search in search results, you first need to first create a new directory from the search results.

**To perform a search on search results:**

- 31) After you perform the original search, create a directory from the search results.
- 32) Perform a new search in the new directory.

**NOTE:** Searching within the search results cannot be performed on the same column that the original search was performed.

### 7.4 Order Directory Entries

Receptionist allows you to order directory entries. Receptionist allows you to order directory entries in ascending or descending order. The columns that the directory can be ordered have the sort icon displayed  next to their name. The following table lists the directories and the columns by which they can be ordered.

Directory	Sort Columns	Default Sort Column
Enterprise/Group	First Name, Last Name Note that the Enterprise directory can only be sorted in ascending order.	Last Name
Favorites	Status, First Name, Last Name, Number, Extension, Mobile, Notes	Last Name
Group/Enterprise Common	Name, Number	Name
Personal	Name, Number	Name
Speed Dial	Code, Phone Number, Description	Code
Queues	Name, Number, Extension	Name
Custom	First Name, Last Name	Last Name
Outlook	Last Name, First Name, Number, Mobile, Home Phone	Last Name
Monitored Contacts (dynamically)	Status, Last Name, First Name, Number, Extension, Mobile, Notes	Last Name

Note that you cannot order the contacts in the Search tab.

The sorting order for the *Status* column is as follows from highest to lowest: Private, Busy, Ringing, Call Forwarding Always, Do Not Disturb, and Idle.

### 7.5 Make Notes About Contact (Enterprise Edition)

Receptionist Enterprise allows you to make notes about the contacts in your *Group/Enterprise*, *Favorites*, and *Monitored Contacts* directories.

Status	Last Name	First Name	Number	Extensi...	Mobile	Notes
Richard	Jean	+12025551007	1007		<a href="#">Notes</a>	
Smith	Stan	+12025551004	1004		<a href="#">Notes</a>	
Valdez	Gregorio	+12025551006	1006	2023451111	<a href="#">Notes</a>	

Figure 50 Group Directory – Contacts Notes

**To view or make a note about a contact:**

33) In the *Group/Enterprise* or *Favorites* directory, click the **Notes** link for the target contact. The *Notes for <Contact Name>* dialog box appears.

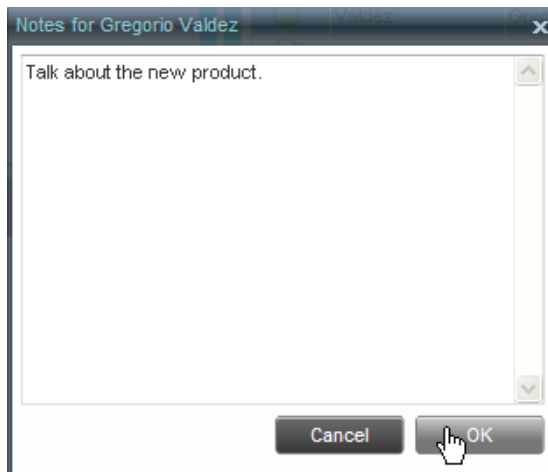


Figure 51 Notes for Gregorio Valdez Dialog Box

Enter the desired text or view or modify the existing text in the *Notes* text box.

To save your changes and close the dialog box, click **OK**.

To close the dialog box without saving, click **Cancel**.

Status	Last Name	First Name	Number	Extension	Mobile	Notes
Wyoming	Madoline	+12025551008	1008	2024568392	<a href="#">Notes</a>	
Voice Portal	Voice Messaging ...	+12025551011	1011		<a href="#">Notes</a>	
Valdez	Gregorio	+12025551006	1006	2023451111	<a href="#">Talk ab...</a>	

Figure 52 Group Directory – Contact with Notes

When there are notes for a contact, the beginning of the text of the notes followed by an ellipsis (...) is displayed for the Notes link instead of the word "Notes".

## 7.6 Manage Personal Contacts

You can add or remove personal contacts via the web portal or in Receptionist, and the updates appear in both places. However, the updates that you make via the web portal appear in Receptionist at the next sign-in.

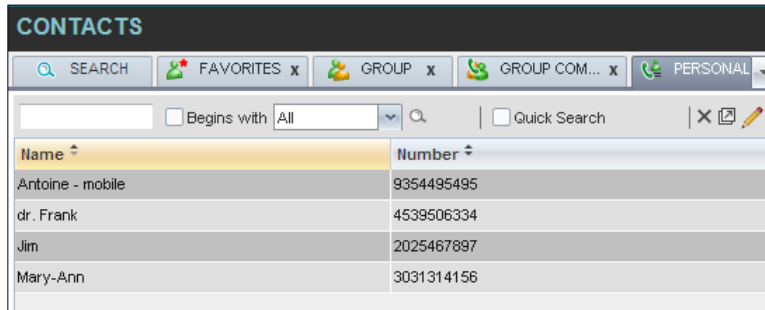


Figure 53 Personal Tab

You can perform the following operations on personal contacts:

[Add Personal Contact](#)

[Delete Personal Contact](#)

You cannot modify a personal contact entry in Receptionist. To modify information for a personal contact, delete the entry and add it again.

### 7.6.1 Add Personal Contact

**To add a personal contact:**

34) Click the *Personal* tab and then click **Edit** . The *Edit Personal Contacts* dialog box appears.

35) Click **Add**. A new line is added below the existing entries, allowing you to define a new entry.

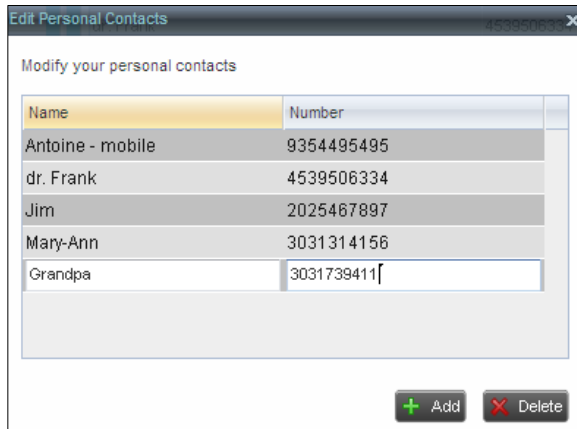


Figure 54 Edit Personal Contacts Dialog Box – Add Entry


In the *Name* text box, enter the contact’s name or description, as you want it to appear.

36) In the *Number* text box, enter the phone number of the contact.

37) To save the changes, click anywhere in the dialog box outside the entry.

### 7.6.2 Delete Personal Contact

To delete a speed dial entry:

38) Click the *Personal* tab and then click **Edit** . The *Edit Personal Contacts* dialog box appears.

39) Select the entry to delete and click **Delete**.

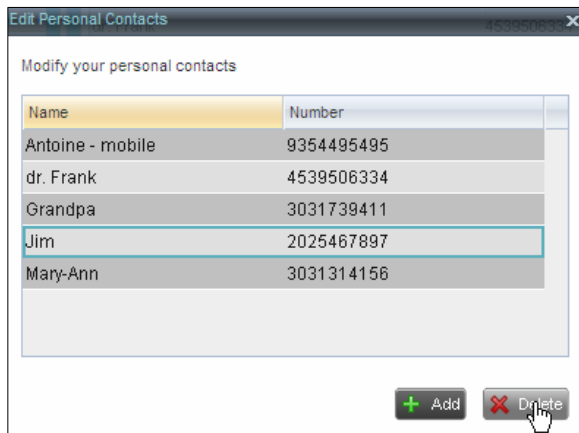


Figure 55 Edit Personal Contacts Dialog Box – Delete Entry

## 7.7 Manage Speed Dial Entries

This directory is available in all editions of Receptionist. It allows you to manage and use your Speed Dial 8 and Speed Dial 100 entries. To use this feature, you need to have Speed Dial 8 and/or Speed Dial 100 service assigned. If you only have one of these services, you see the entries for that service only in your *Speed Dial* tab.

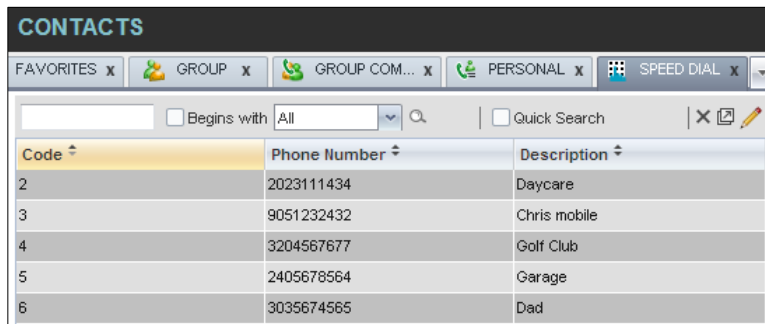


Figure 56 Speed Dial Tab

You can add or remove entries via the web portal or the Receptionist client, and the updates appear in both places. However, the updates that you make via the web portal appear only at the next sign-in to Receptionist.

To update speed dial entries using the client, perform the following operations:

[Add Speed Dial Entry](#)

[Modify Speed Dial Entry](#)

[Delete Speed Dial Entry](#)

### 7.7.1 Add Speed Dial Entry

**To add a speed dial entry:**

40) Click the *Speed Dial* tab and then click **Edit** . The *Edit Speed Dials* dialog box appears.

41) Click **Add**. A new line is added below the existing entries, allowing you to define a new entry.

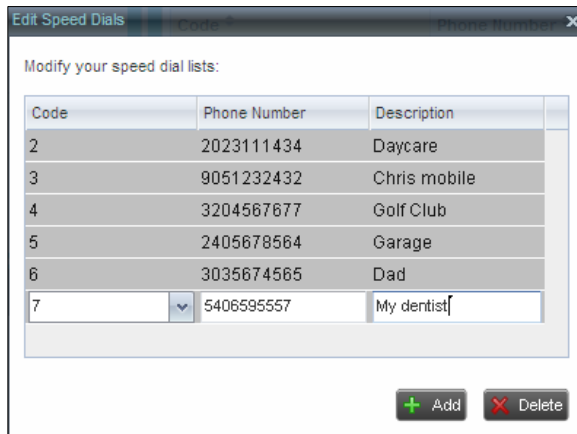


Figure 57 Edit Speed Dials Dialog Box – Add Entry

42) From the *Code* drop-down list on the left, select a speed dial code.

43) In the *Phone Number* text box, enter the phone number to assign to the code.

44) In the *Description* text box, enter a description that allows you to identify the entry.

45) To save the entry, click anywhere in the dialog box outside the entry.

### 7.7.2 Modify Speed Dial Entry

**To modify a speed dial entry:**

46) Click the *Speed Dial* tab and then click the **Edit**  button. The *Edit Speed Dials* dialog box appears.

47) Double-click the entry to modify. The entry becomes modifiable.

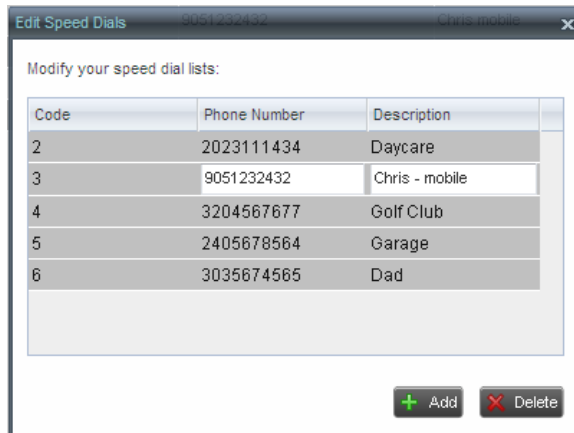


Figure 58 Edit Speed Dials Dialog Box – Modify Entry

48) Modify information as required.

49) To save the changes, click anywhere in the dialog box outside the entry.

### 7.7.3 Delete Speed Dial Entry

To delete a speed dial entry:

50) Click the *Speed Dial* tab and then click **Edit** . The *Edit Speed Dials* dialog box appears.

51) Select the entry to delete and click **Delete**.

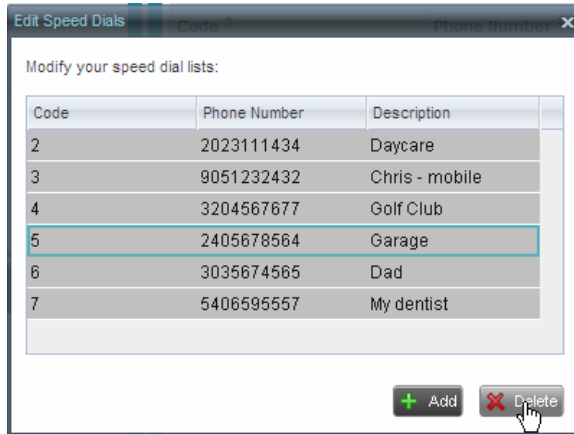


Figure 59 Edit Speed Dials Dialog Box – Delete Entry

## 8 Monitor Contacts

Receptionist allows you to monitor the call status of selected contacts. All editions of Receptionist allow you to monitor contacts configured through the web portal. This is referred to as static monitoring. In addition, Receptionist Enterprise allows you to monitor selected contacts dynamically.

The following table summarizes the monitoring capabilities of the different editions of Receptionist:

Call Status	Description
Enterprise	This is the static monitoring of up to 200 contacts and the dynamic monitoring of a configurable number of contacts enterprise-wide. The maximum number of contacts you can dynamically monitor is configured by your administrator but cannot exceed 100.
Small Business	This is the static monitoring of up to 30 contacts enterprise-wide.
Office	This is the static monitoring of up to 8 contacts group-wide.

You use the *Favorites* tab to view the phone state of statically monitored contacts and the *Group/Enterprise* tab to view the phone state of dynamically monitored contacts.

The following sections describe information and procedures related to monitoring contacts:





[Phone States](#)

[Static Monitoring](#)




[Dynamic Monitoring \(Enterprise Edition\)](#)

### 8.1 Phone States

The phone state of a contact, that is, the state of the contact's phone line, is represented by an icon located to the left of the contact's name. The following table lists the possible phone states for a contact:

Phone State	Icon	Description
<i>Idle</i>		The contact's phone is on-hook (available to receive a call).
<i>Busy</i>		The contact's phone is off-hook (on a call, busy).
<i>Ringing</i>		The contact's phone is ringing.
<i>Do Not Disturb</i>		The contact has the Do Not Disturb service turned on.



Phone State	Icon	Description
Private		The contact has enabled their Privacy feature. <b>NOTE:</b> This terminates monitoring of the contact's phone state for the current login session. To be able to monitor their phone state again, you must sign out and then sign in after the contact has disabled their phone state privacy.
Call Forwarding Always		The contact has the Call Forwarding Always service turned on.
Unknown		The contact is not monitored. <b>NOTE:</b> Virtual users cannot be monitored.

## 8.2 Static Monitoring

To statically monitor contacts, the list of contacts to monitor must be configured on your web portal. The selected contacts appear in your *Favorites* directory. However, the updates that you make to the list of contacts to monitor appear in Receptionist at the next sign-in.

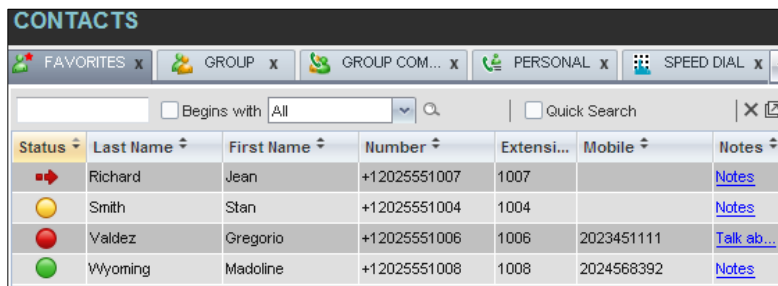


Figure 60 Favorites Directory with Monitored Contacts

## 8.3 Dynamic Monitoring (Enterprise Edition)

Dynamic Monitoring allows you to view the call status of selected contacts in your *Group/Enterprise* directory. You must request that a contact be monitored. Selected contacts cannot be unselected. When the number of monitored contacts reaches the maximum limit, the first contact that was selected to be monitored is unselected and stops being monitored. The status of a contact that is not monitored is shown as *Unknown*.

Status	Last Name	First Name	Number	Extension	Mobile	Notes
	Wyoming	Madoline	+12025551008	1008	2024568392	<a href="#">Notes</a>
	Voice Portal	Voice Messaging ...	+12025551011	1011		<a href="#">Notes</a>
	Valdez	Gregorio	+12025551006	1006	2023451111	<a href="#">Talk ab...</a>
	Technical Support	Call Center	+12025551010	1010		<a href="#">Notes</a>
	Smith	Stan	+12025551004	1004		<a href="#">Notes</a>
	Richard	Jean	+12025551007	1007		<a href="#">Notes</a>
	Maldini	Paolo	+12025551003	1003		<a href="#">Notes</a>
	Jones	Shirley	+12025551002	1002	2405558888	<a href="#">Notes</a>
	Hotline	Call Center	+12025551000	1000		<a href="#">Notes</a>
	Dumas	Marie	+12025551005	1005		<a href="#">Notes</a>
	Bueno	Mario	+12025551001	1001	2405559999	<a href="#">Notes</a>
	Baldwin	Cheryl	+12025551009	1009	2021717171	<a href="#">Notes</a>

Figure 61 Group Directory with Monitored Contacts

**NOTE:** If a contact in your *Enterprise/Group* directory is statically monitored, then their phone state is displayed without the need to explicitly request dynamic monitoring; however, it counts toward the total number of dynamically monitored contacts.

### 8.3.1 Request Contact Monitoring

The set of contacts that you dynamically monitor is stored as part of your context information and automatically retrieved and activated on subsequent sign-ins.

**To monitor a contact:**

In the *Group/Enterprise* directory, click the Status icon of the contact to monitor.

**NOTE:** You cannot monitor the state of virtual users. Only regular users can be monitored.

Status	Last Name	First Name	Number	Extension	Mobile	Notes
Wyoming	Madoline		+12025551008	1008	2024568392	<a href="#">Notes</a>
Voice Portal	Voice Messaging ...		+12025551011	1011		<a href="#">Notes</a>
Valdez	Gregorio		+12025551006	1006	2023451111	<a href="#">Talk ab...</a>
Technical Support	Call Center		+12025551010	1010		<a href="#">Notes</a>
Smith	Stan		+12025551004	1004		<a href="#">Notes</a>
Richard	Jean		+12025551007	1007		<a href="#">Notes</a>
Maldini	Paolo		+12025551003	1003		<a href="#">Notes</a>
Jones	Shirley		+12025551002	1002	2405558888	<a href="#">Notes</a>
Hotline	Call Center		+12025551000	1000		<a href="#">Notes</a>
Dumas	Marie		+12025551005	1005		<a href="#">Notes</a>
Bueno	Mario		+12025551001	1001	2405559999	<a href="#">Notes</a>
Unknown	Cheryl		+12025551009	1009	2021717171	<a href="#">Notes</a>

Figure 62 Group Directory – Requesting Contact Monitoring

This requests state notifications from Evolve IP for this contact; the contact’s state is updated in real time.

Status	Last Name	First Name	Number	Extension	Mobile	Notes
Wyoming	Madoline		+12025551008	1008	2024568392	<a href="#">Notes</a>
Voice Portal	Voice Messaging ...		+12025551011	1011		<a href="#">Notes</a>
Valdez	Gregorio		+12025551006	1006	2023451111	<a href="#">Talk ab...</a>
Technical Support	Call Center		+12025551010	1010		<a href="#">Notes</a>
Smith	Stan		+12025551004	1004		<a href="#">Notes</a>
Richard	Jean		+12025551007	1007		<a href="#">Notes</a>
Maldini	Paolo		+12025551003	1003		<a href="#">Notes</a>
Jones	Shirley		+12025551002	1002	2405558888	<a href="#">Notes</a>
Hotline	Call Center		+12025551000	1000		<a href="#">Notes</a>
Dumas	Marie		+12025551005	1005		<a href="#">Notes</a>
Idle	Mario		+12025551001	1001	2405559999	<a href="#">Notes</a>
Baldwin	Cheryl		+12025551009	1009	2021717171	<a href="#">Notes</a>

Figure 63 Group Directory – Monitored Contact


## 9 Manage Call History

You can organize call logs and delete selected call logs or all call logs from Call History.

### 9.1 View Call History

Call Center allows you to view your passed calls. By default, the calls are grouped into placed, received, and missed calls.

**To view your call history:**

52) In the *Call Console*, click the **Call History** button . The *Call History* dialog box appears displaying your past calls. The calls are grouped into placed, received, and missed calls. By default, missed calls are displayed.

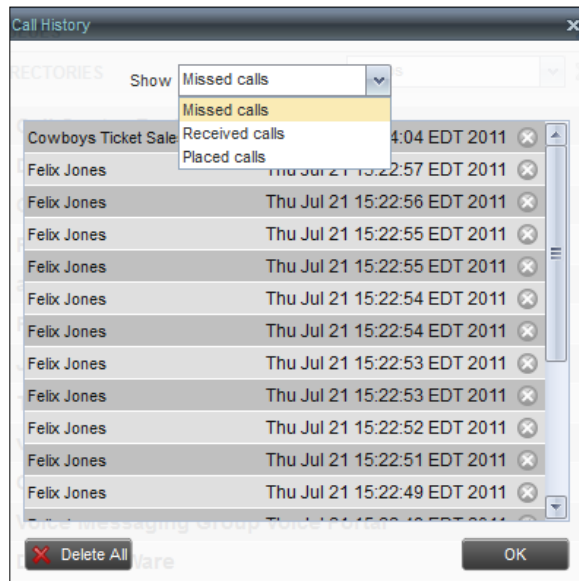



Figure 64 Call History Dialog Box


53) To show calls in a specific group, select that group from the *Show* drop-down list.

### 9.2 Delete Call History

You can delete a selected call log or all call logs from Call History.

**To delete call logs from Call History:**

54) In the *Call Console*, click the **Call History** button . The *Call History* dialog box appears.

55) To delete all call logs, click **Delete All** .

56) From the *Show* drop-down list, select a grouping.

57) To delete a selected log, click **Delete Call Log**  for that log.

## 10 Monitor IM&P Contacts and Chat with Contacts

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When you have Instant Message & Chat (IM&P) Feature assigned to Receptionist using the UC-One, you can chat with other IM&P users of the Receptionist allows you to manage calls in selected call centers (up to five) and monitor calls in real time. You manage queued calls using the *Queued Calls* pane. This functionality is only available if you have the Receptionist – Enterprise license assigned and either you are assigned to a call center (as a supervisor or agent) or you have the Evolve IP Supervisor license assigned.

## 11 Manage Queued Calls (Enterprise Edition)

Receptionist allows you to manage calls in selected call centers (up to five) and monitor calls in real time. You manage queued calls using the *Queued Calls* pane. This functionality is only available if you have the Receptionist – Enterprise license assigned and either you are assigned to a call center (as a supervisor or agent) or you have the Evolve IP Supervisor license assigned.



Figure 65 Queued Calls Pane

This section describes the following procedures you perform to manage queued calls:

[Select Call Centers to Manage](#)

[Modify Number of Calls to Display](#)

[View Queued Calls](#)

[Retrieve Call from Queue](#)

[Transfer Call to Ad Hoc Number](#)

[Transfer Call Between Queues](#)

[Transfer Call to Top of Queue \(Premium Call Center\)](#)

[Promote Call in Queue \(Premium Call Center\)](#)

[Group Calls](#)

[Order Queued Calls](#)

### Select Call Centers to Manage

After you sign in to Receptionist, select the call centers you want to manage (up to five).

**To select call centers:**

58) In the *Queued Calls* pane, click **Options**  and select the *Edit Queue Favorite Dialog* option.

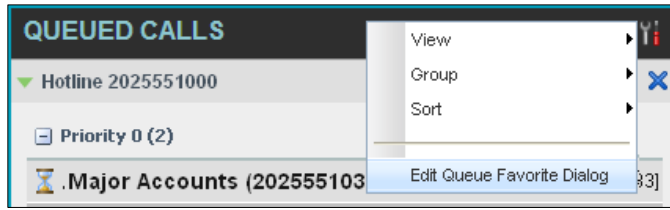


Figure 66 Queued Calls – Options – Edit Queue Favorite Dialogue.

The *Edit Queue Favorites* dialog box appears.

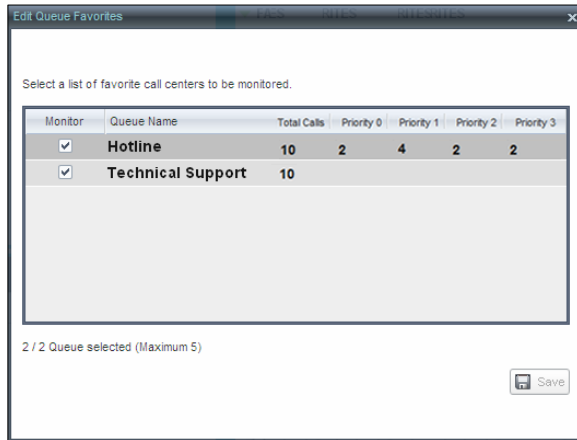


Figure 67 Edit Queue Favorites Dialog Box


59) Select the check boxes for the call centers you want to monitor.

60) Click **Save**.

The selected call centers appear in your *Queued Calls* pane.

### 11.1 Modify Number of Calls to Display

For each Standard call center that you are monitoring, you can modify the maximum number of calls to be displayed and for each Premium call center you can modify the maximum number of calls that can be displayed in each priority bucket. The total number of calls to display for a call center cannot exceed 50.

- 61) In the *Queued Calls* pane, click **Options**  and select the *Edit Queue Favorite Dialog* option. The *Edit Queue Favorites* dialog box appears.
- 62) For each Standard call center you are monitoring, set the total number of calls to display.
- 63) For each Premium call center you are monitoring, set the number of calls to display in each priority bucket. The total number of calls in all priority buckets cannot exceed 50.

### 11.2 View Queued Calls

To view calls in a queue:

Click the **Expand** button  for that queue.

### 11.3 Retrieve Call from Queue

You can retrieve a call from a queue to your phone device.


**To retrieve a call from the queue:**

In the *Queued Calls* pane, click the call to expand it and click **Retrieve**  for that call.

Once you retrieve the call, the call appears in the *Call Console*, and you treat it as any other call.

### 11.4 Transfer Call to Ad Hoc Number

**To transfer a call to an ad hoc number:**

- 1) In the *Queued Calls* pane, select the call.
- 2) In the *Dialer*, enter the destination number and click **Transfer** .

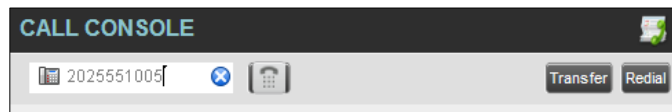



Figure 68 Ad Hoc Queue Transfer

The call is transferred and removed from the queue.

### 11.5 Transfer Call Between Queues


**To transfer a call to another queue:**

- 1) In the *Queued Calls* pane, select the call.
- 2) In the *Contacts* pane, click the *Queues* tab.
- 3) Click the target queue and click **Transfer**  for that queue.

The call is transferred and removed from the original queue.

### 11.6 Change Position of Call in Queue

**To change the position of a call in the queue:**

- 64) In the *Queued Calls* pane, click the call and click **Reorder** .

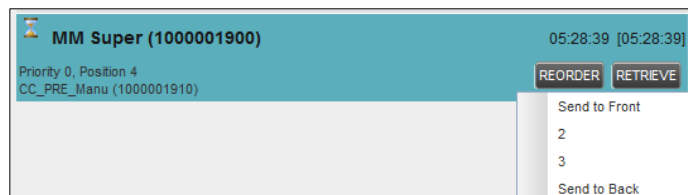


Figure 69 Reordering Queued Call

- 65) In the drop-down box that appears, select the new position in the queue.

The call is placed at the new position.



**NOTE:** The list can contain a maximum of 24 reorder positions you can choose from to reorder a call in queue, in addition to *Send to Back* and *Sent to Front* options.

### 11.7 Transfer Call to Top of Queue (Premium Call Center)

If your administrator has configured the call center with the Transfer to Top feature, follow this procedure to transfer the call to the top of the queue.

You can only transfer a call to the top of the highest priority bucket (bucket with priority “0”). There need to be at least two calls in the target queue.

66) In the *Queued Calls* pane, click the target call to expand it.

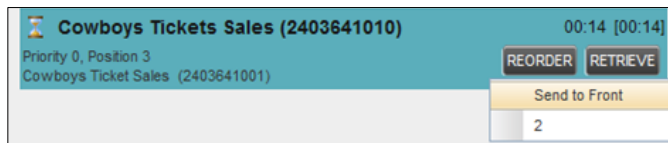



Figure 70 Queued Calls – Transferring Call to Top of Queue

67) Click **Reorder**  and select *Send to Front* from the list that appears.

### 11.8 Promote Call in Queue (Premium Call Center)

In Premium call centers, a priority is attached to an incoming call based on the DNIS number on which the call is received. You can manually promote calls from a lower priority bucket to a higher priority bucket. A promoted call ends up as the last call in the higher priority bucket with a wait time of zero seconds.

**To promote a call, that is, to change its priority:**

In the *Queued Calls* pane, select the call to promote and click **Promote** .

The queued call is promoted to the end of the next highest priority bucket.

### 11.9 Group Calls

You can group queued calls by their priority bucket.

**To group or ungroup queued calls:**

68) In the *Queued Calls* pane, click **Options** , select *Group*, and then select or deselect *Group by priority*. This action applies to all monitored call centers.

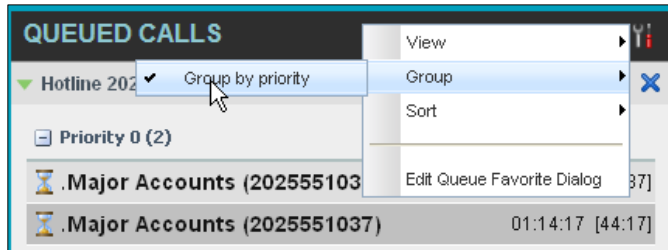



Figure 71 Queued Calls – Options – Group

69) To ungroup calls, unselect the *Group by priority* option.

### 11.10 Order Queued Calls

Queued calls can be ordered according to their total waiting time or according to their waiting time in the current priority bucket.

**To order queued calls:**

70) In the *Queued Calls* pane, click **Options** .

71) Select *Sort* and then the ordering option you want. This operation applies to all monitored call centers.

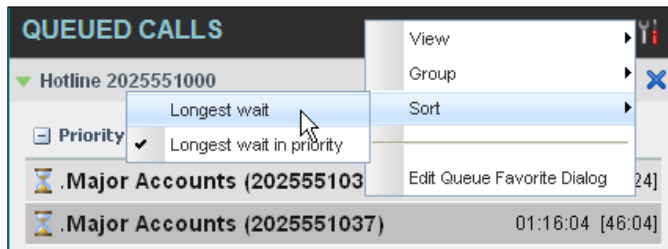


Figure 72 Queued Calls – Options – Sort

**NOTE:** The ordering does not work when calls are grouped. If needed, first ungroup the calls.

## 12 Configure Web Browser for Receptionist

### 12.1 Configure Internet Explorer for Full Screen Mode

For the supported versions of Internet Explorer, see the *Evolved Office Hosted Thin Receptionist Configuration and Administration Guide*.

Internet Explorer needs to be configured as follows to enable the Full Screen link in Receptionist; otherwise the Receptionist is not displayed in full screen mode when the Full Screen link is clicked, and no error message is displayed to the user.

72) On the Internet Explorer *Menu* bar, select the *Tools* menu and then click **Internet Options**.

73) In the *Internet Options* dialog box, click the *Security* tab and then click the **Custom level...** button.

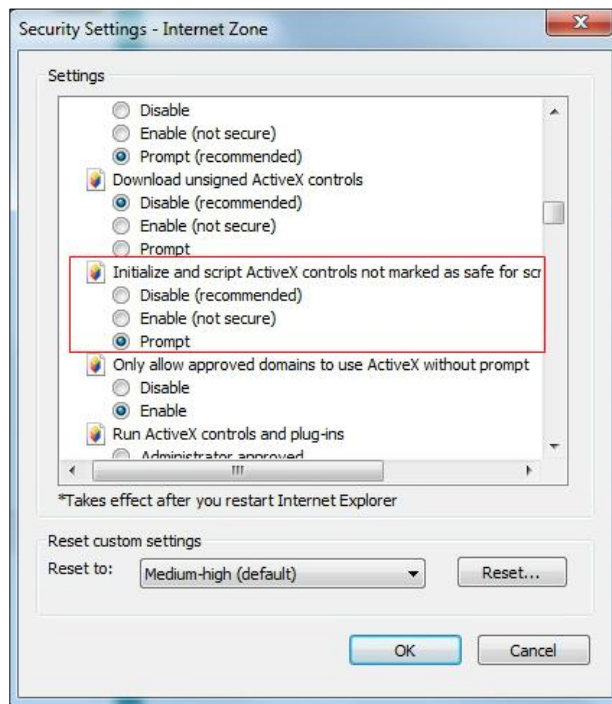


Figure 73 Internet Explorer Security Settings – Internet Zone Dialog Box

74) In the *Security Settings – Internet Zone* dialog box, scroll down to the *ActiveX controls and plug-ins* section, and then to the *Initialize and script ActiveX controls not marked as safe for scripting* settings.

75) Select *Enable* or *Prompt*.

76) Restart Internet Explorer.

## 13 Configure Receptionist

You use the Settings link at the top right-hand corner of the main page to access the *Settings* page where you can configure various aspects of the Receptionist application.

**NOTE:** Do **not** use the internet browser's Back button to return to the main interface.

This section describes the *Settings* pages that you use to configure Receptionist:

[Settings – General](#)

[Settings – Application](#)

[Settings – Services](#)

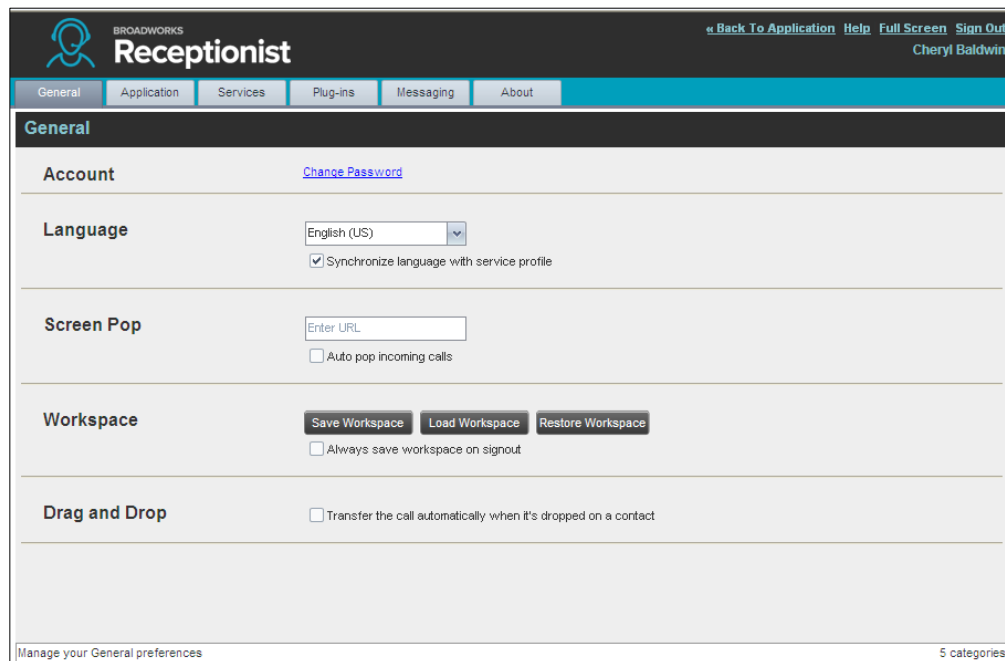
[Settings – Plug-ins](#)

[Settings – Messaging](#)

[Settings – About](#)

### 13.1 Settings – General

You use the General tab to configure miscellaneous settings that improve the usability of Receptionist.



The screenshot shows the 'Receptionist' web interface. At the top, there is a navigation bar with links for 'Back To Application', 'Help', 'Full Screen', and 'Sign Out'. The user's name 'Cheryl Baldwin' is displayed. Below the navigation bar is a tabbed interface with tabs for 'General', 'Application', 'Services', 'Plug-ins', 'Messaging', and 'About'. The 'General' tab is selected. The 'General' settings page includes sections for 'Account' (with a 'Change Password' link), 'Language' (set to 'English (US)' with a 'Synchronize language with service profile' checkbox), 'Screen Pop' (with an 'Enter URL' field and an 'Auto pop incoming calls' checkbox), 'Workspace' (with 'Save Workspace', 'Load Workspace', and 'Restore Workspace' buttons, and an 'Always save workspace on signout' checkbox), and 'Drag and Drop' (with a checkbox for 'Transfer the call automatically when it's dropped on a contact'). At the bottom, it says 'Manage your General preferences' and '5 categories'.

Figure 74 Setting – General

The following subsections describe the settings that can be configured on this page.

### 13.1.1 Account

You use this area to change your Evolve IP password.

Receptionist shares login credentials with Evolve IP. So when you change your password here, remember to use this new password when accessing your web portal.

**NOTE:** The password you enter must meet password requirements set on Evolve IP.

#### To change your password:

77) Click the **Change Password** link. The section expands, allowing you to change your password.

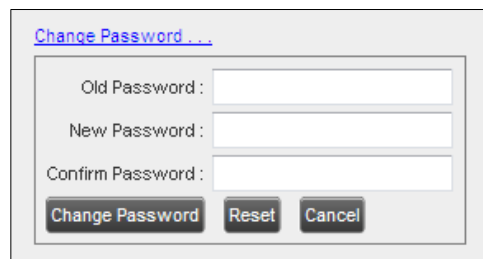


Figure 75 Account – Change Password

Enter your current and new password and click **Change Password**.

Note that the Reset button does not reset your password. It only clears the input boxes.

### 13.1.2 Language

The *Language* settings allow you to select the language of the user interface.

The drop-down list identifies the languages available in your edition of Receptionist. To change the language, select a new language from the list.

*Synchronize language to my profile* – When this option is checked, Receptionist synchronizes the language with your Evolve IP profile and ignores the language selection on this page.

### 13.1.3 Screen Pop

You use the *Screen Pop* settings to configure the URL that may be launched on incoming calls.

*Enter URL* – This text box allows you to enter the URL address of the web page that Receptionist opens using the default browser when you click the Web Pop URL button in the *Call Notification* pop-up window.

*Auto pop for Incoming Calls* – When this option is checked, Receptionist launches the Web Pop URL without your being required to click the Web Pop URL button in the *Call Notification* pop-up window for each incoming call.

The URL can point to any URL address, but typically points to a web application that parses optional call parameters and passes them to a Customer Relationship Management (CRM) application or other database. For example:

```
http://www.mysite.com/webapp.php?remoteNumber=__REMOTE_PHONE__&sp=__SERVICE_PROVIDER__
```

This URL passes the incoming calling number and the service provider ID to the web application at [www.mysite.com](http://www.mysite.com). The web application formats the data for the applicable database and launches the web page on your PC.

There are a number of optional parameters that the client can pass to the browser. The following list summarizes these parameters:

**\_\_USER\_\_**: The user's Evolved Office ID (Note that in this case, the "user" is the Evolve IP subscriber.)

**\_\_FIRST\_\_**: The first name of the user

**\_\_LAST\_\_**: The last name of the user

**\_\_EMAIL\_\_**: The e-mail address of the user

**\_\_GROUP\_\_**: The name of the Evolve IP group to which the user belongs

**\_\_SERVICE\_PROVIDER\_\_**: The name of the Evolve IP service provider to which the user belongs

**\_\_PHONE\_\_**: The phone number of the user

**\_\_REMOTE\_PHONE\_\_**: The phone number of the remote party

**\_\_REMOTE\_NAME\_\_**: The name of the remote party (when available)

**\_\_CALL\_TYPE\_\_**: "Incoming" or "Outgoing"

**\_\_DNIS\_NAME\_\_**: The name of the DNIS on which the call was received

**\_\_DNIS\_PHONE\_\_**: The phone number of the DNIS on which the call was received

#### 13.1.4 Workspace

Receptionist allows you to customize elements of your workspace, such as the size and placement of the main window on the desktop. The system remembers the setup between sessions.

The following elements can be customized:

The size and position of the web browser window in which the main interface is displayed

The size of the panes (*Call Console*, *Contacts*, and *Queued Calls*)

**NOTE 1:** This functionality does not work in Internet Explorer, due to a technical limitation of Internet Explorer.

**NOTE 2:** When a window is vertically resized, the panes do not always resize to fill the window. To resize a window, drag the window from the bottom right-hand corner or collapse and then expand the panes after resizing to adjust them to the window.

#### Buttons:

*Save Workspace* – This button, when clicked, saves the current workspace.

*Load Workspace* – This button, when clicked, arranges your workspace according to the last saved configuration.

*Restore To Default* – This button, when clicked, restores the workspace to the system default configuration.

*Always save workspace on signout* – When you sign out from the client, Receptionist asks you whether you want to save your current workspace. To save your workspace automatically when signing out without being asked, check the *Always save workspace on signout* box.

**To customize your workspace:**

78) Arrange the windows the way you like.

Click the **Save Workspace** button to save the current configuration. To restore the system default, click **Restore To Default**.

At any time to return to the last saved configuration, click the **Load Workspace** button.

**13.1.5 Drag and Drop**

You use the *Drag and Drop* setting to customize the *Drag and Drop* operation.

*Transfer the call automatically, when it's dropped on a contact* – This setting allows you to enable or disable automatic call transfer on Drag and drop. When this box is checked, the call is automatically transferred to the contact's phone number when the call is dropped on the contact.

**13.2 Settings – Application**

You use the Application tab to configure your availability to take calls as well as the policies used to process calls.

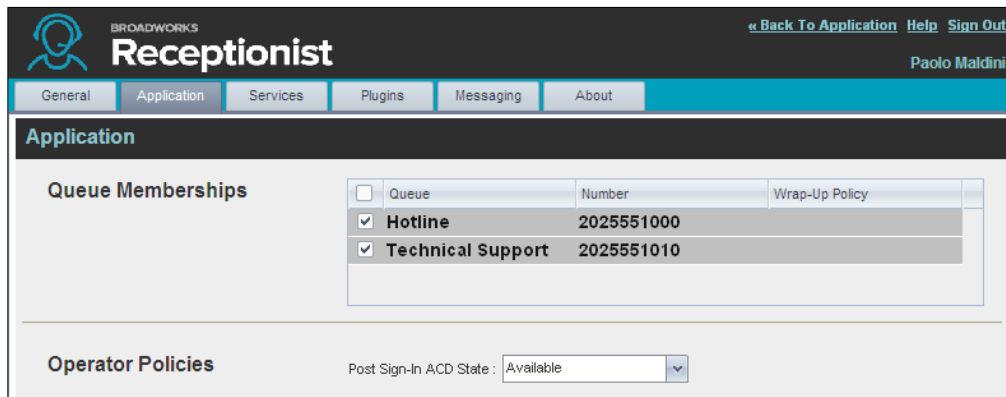


Figure 76 Settings – Application

The settings can be configured on this page and are described in the following subsections.

**13.2.1 Queue Membership**

These settings allow you to select which queues you want to join.

**To join queues:**

79) To join a specific queue, select the check box on the line for the queue.

To join all queues, select the check box in the column header.

**NOTE:** If you are not allowed to join/leave a queue, the line for the queue is dimmed and you can only view your join status in the queue. To change your join status in a queue if you are not allowed to do it yourself, contact your administrator.

For queues on this page, you can select columns to appear and you can sort and group queues by any column.

### 13.2.2 Operator Policies

The *Operator Policies* setting allows you to select your post sign-in state in your queues.

*Sign-In State* – This drop-down list allows you to select your availability to receive calls from queues upon signing in to Receptionist.



### 13.3 Settings – Services

You use the Services tab to configure various services assigned to you by your administrator on Evolve IP, which are applicable to Receptionist. These settings are only available if you have been assigned such services. For more information, see your administrator.

The services are grouped into two categories: Active and Inactive.

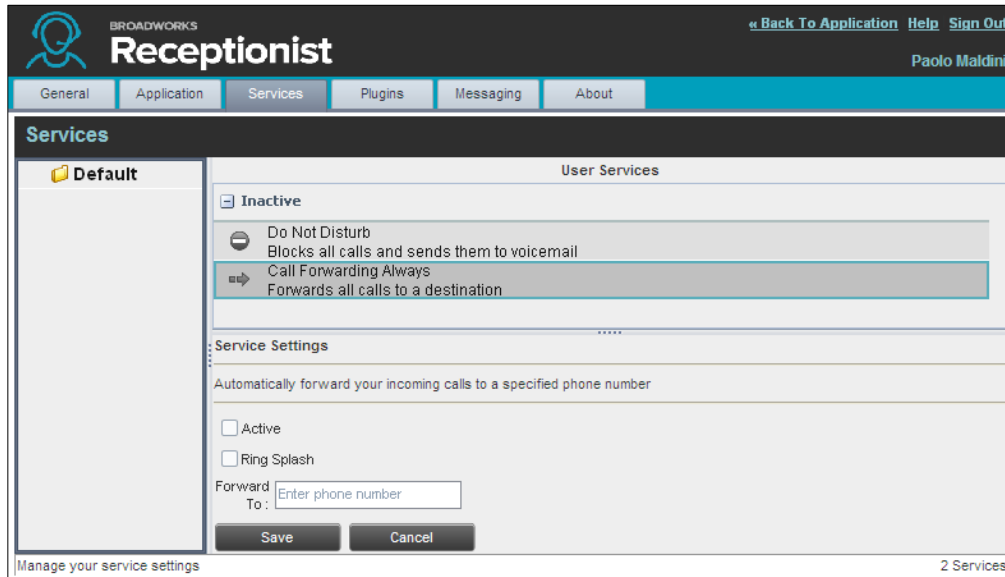


Figure 77 Settings – Services

The services that you can configure (if you have been assigned the services) are:

**Do Not Disturb** – When you activate this service, you are not available to take calls, and all your calls are automatically sent to your voice mail.

**Call Forwarding Always** – When you activate this service, you need to provide the phone number to forward your calls to. When the service is active, all your calls are forwarded to the specified number.

#### To activate a service:

80) Select the service and check the *is Active* box. The service is moved from the *Inactive* to *Active* category.

If you enabled the Call Forwarding Always service, in the *Forward To* text box that appears, enter the phone number to forward the calls to.

To generate a ring splash for incoming calls, check the *RingSplash* option.

To save your changes, click **Save**.

### 13.4 Settings – Plug-ins

You use the Plugins tab to configure the plug-in software used by Receptionist to provide functionality such as call notification, LDAP and Outlook directories, program shortcuts, and call logs.

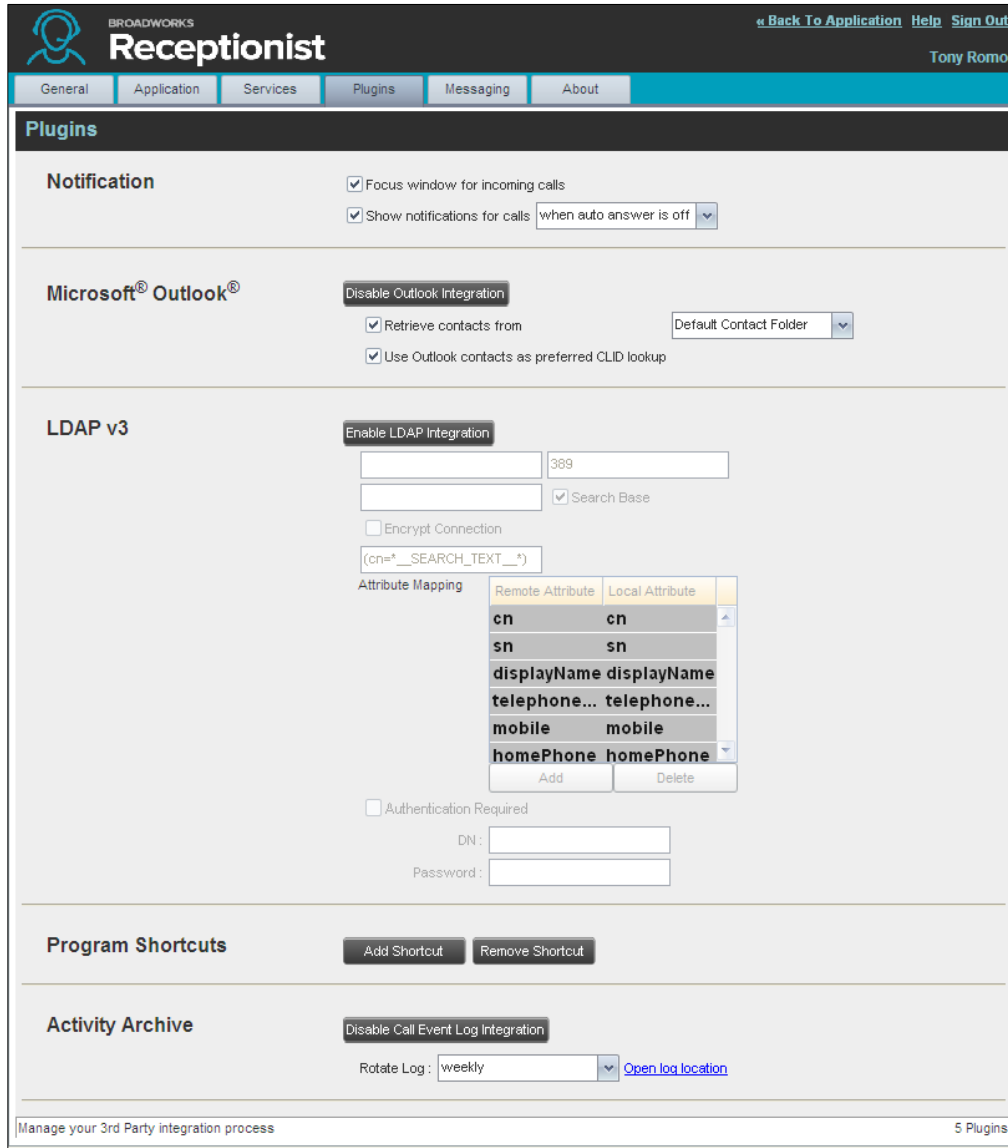


Figure 78 Settings – Plugins

#### 13.4.1 Notification

These options control when and how incoming call notification “pop-up toasts” are displayed. The options you can set are as follows:

*Focus window for incoming calls* – When this option is checked and the browser window running Receptionist is minimized, Receptionist automatically restores the window on incoming calls.

This does not work in Firefox or Chrome. In Internet Explorer, there must be only one tab open in the web browser running Receptionist.

*Show notifications for calls* – When this option is checked, Receptionist displays the *Call Notification* pop-up window on top of other applications' windows when you receive a call. When you check this box, you need to select an option from the drop-down list to specify the condition under which notifications are displayed.

This does not work if there are other tabs open in the same web browser window as Receptionist. In addition, if calls come within eight seconds of each other, the *Call Notification* pop-up window only appears for the first call of that series.

#### 13.4.2 Microsoft Outlook

The Microsoft Outlook options control Outlook integration with Receptionist. They are only visible if Outlook integration is enabled in Receptionist.

The options you can set are as follows:

*Enable/Disable Outlook Integration* – This determines whether Receptionist integrates with Outlook to provide you with access to your Outlook contacts. If Outlook integration is disabled, the corresponding desktop plug-in software components are not downloaded from Evolve IP.

*Retrieve contacts from* – This option allows you to specify where to look for your Outlook contacts.

*Use Outlook contacts as preferred CLID lookup* – When this option is checked, Receptionist uses Outlook to try to identify a caller, when the caller ID is unknown.

#### 13.4.3 Program Shortcuts

You use the *Program Shortcuts* settings to create Receptionist shortcuts on your desktop for convenient access to Receptionist.

The program shortcuts plug-in allows for the creation of a desktop shortcut on a Windows platform, which when clicked, launches Receptionist in your default web browser.

*Add Shortcut* – This button, when clicked, creates a Receptionist shortcut on your desktop.

*Remove Shortcut* – This button, when clicked, removes the previously created Receptionist shortcut. If you did not create a shortcut using the *Add Shortcut* button, the *Remove Shortcut* button has no effect.

#### 13.4.4 Call Event Log

This plug-in software provides the ability to store call event statistics locally on your computer.

*Enable/Disable Call Event Log Integration* – This double-action button allows you to enable or disable log archival on your computer.

*Rotate Log* – This parameter allows you to specify the frequency with which the log is rotated. You select the frequency from the drop-down list.

*Open Log Location* – This link, when clicked, goes to the location on your computer where the log is stored.

The log is saved at the desired interval as a comma-separated value (CSV) file in the following path:

```
<Drive>:\Documents and Settings\<Windows_Username>\Application Data\BroadSoft\BW Receptionist\profiles\<BW_UserID>\statistics
```

where:

*Drive* is the drive letter where your profile is stored (typically C).

*Windows\_Username* is your Windows user name.

*BW\_User\_ID* is your Evolved Office user ID.

The following events are captured based on activity that occurs on the Receptionist client:

Statistic	Description	Allowed Values	Example Value
Evolved Office User ID	Evolved Office user ID	String	<a href="mailto:jsmith@abc.net">jsmith@abc.net</a>
Call Center ID	Call Center ID for inbound queued calls only	String, null	ABCSales
Availability	Operator's <i>joined</i> state	Joined, Not Joined, null	Joined
ACD State	Operator's <i>ACD</i> state. Typically, operators should always be Available. This value is not changeable in Receptionist.	Sign-On, Available, Unavailable, Wrap-Up, Sign-Out, null	null
Call ID	ID of the call	String, null	192.168.1.5:1
Call State	State of the call	Idle, Incoming, Outgoing, Active, Held, Remote Held, Detached, Released, null	Incoming
Personality	The personality of the call. It indicates whether the user originated this call or whether the call was placed to the user.	Integer (0, 1, 2) 0 = Evolved Office Originator 1 = Originator 2 = Terminator	0
Remote Name	External caller name	String or null	null
Remote Number	External caller number	String or null	5555551234
Last Redirected Name	Last redirected name	String or null	Jane Doe
Last Redirected Number	Last redirected number	String or null	null
Time	Date stamp of record	Long Date/Time Format	2008-04-03 12:08:17.859

**NOTE:** Each row in the archive file records a *single* event change. Columns such as *Availability*, *ACD State*, and *Call State* may contain null values since an alternate

column value caused the event change. For example, Incoming is stored in *Call State* while *Availability* (and other columns) store null.

### 13.5 Settings – Messaging

The Messaging tab allows you to configure various messaging options for Receptionist. Currently, only e-mail messaging is supported.

Figure 79 Settings – Messaging

From the drop-down list, select the mail client to use for e-mails.

If you selected the *custom SMTP server* option, you also need to configure the following options:

**Display Name** – This is the name that is displayed in the *From* field.

**Reply-to Address** – This is the address where reply messages can be sent.

**Default Subject** – This is the subject that appears when you generate an e-mail message in Receptionist.

**SMTP Host** – This is the IP address of the SMTP host.

**SMTP Port** – This is the port of the SMTP host.

**Mail Template** – This is the mail template to use.

**Outgoing SMTP Server Requires Authentication** – When this option is set, authentication is required to send e-mails.

**Username** – This is the name you must enter to authenticate yourself.

**Password** – This is the password part of your authentication credentials.

### 13.6 Settings – About

Use the About tab to view the information about Receptionist.

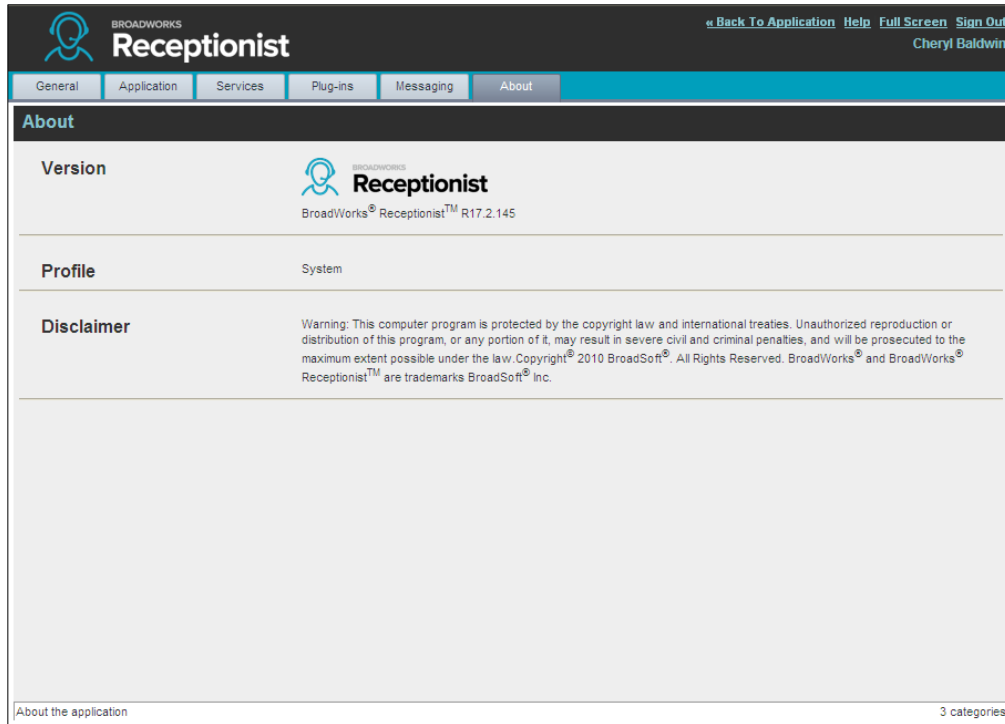


Figure 80 Settings – About Page

The following information is provided on this page:

**Version** – This is the software version of the Evolved Office Receptionist client.








**Profile** – This is the Receptionist client profile used.

**Disclaimer** – This is the Receptionist copyright information.

## 14 Appendix A: Glossary and Definitions









### 14.1 Phone States

Phone states show the state of the monitored contact's phone line.

Phone State	Icon	Description
<i>Idle</i>		This is when the contact's phone is on-hook (available to receive a call).
<i>Busy</i>		This is when the contact's phone is off-hook (on a call, busy).
<i>Ringing</i>		This is when the contact's phone is ringing.
<i>Do Not Disturb</i>		This is when the contact has the Do Not Disturb service turned on.
<i>Private</i>		This is when the contact has enabled their Privacy feature. <b>NOTE:</b> This terminates monitoring of the contact's phone state for the current login session. To be able to monitor their phone state again, you must sign out and then sign in after the contact has disabled their phone state privacy.
<i>Call Forwarding Always</i>		This is when the contact has the Call Forwarding Always service turned on.
<i>Unknown</i>		The contact is not monitored. <b>NOTE:</b> Virtual users cannot be monitored.

### 14.2 Call States


Call states are the states that your current calls can be in. They are as follows:

Call State	Display Name	Icon	Description
<i>Ringing In (Local)</i>	Incoming Local		This represents a Click-To-Dial call ringing on your phone.
<i>Ringing In (Remote)</i>	Incoming		The call is coming in and ringing on your phone.
<i>Ringing In (Recalled Call)</i>	Call Recalled		The call was parked or camped and is being recalled because its timer has expired.
<i>Ringing Out</i>	Outgoing		The call is outgoing, ringing out. This is equivalent to a phone ringing on the called party's phone.
<i>Active</i>	Active		The call is an active call.
<i>On Hold</i>	Held		The call is on hold.
<i>On Hold (Remote Held)</i>	Remote Held		The call is held by the remote party.
<i>Active (In Conference)</i>	Active		The call is in a conference and active.



## 1 Appendix B: Keyboard Shortcuts

When using keyboard shortcuts, make sure that the main interface window is in focus.

Key	Equivalent Mouse Action	Description
ESC	Click the <b>Close</b> button  in a dialog box.	This closes the open dialog box.
ESC	Cancel the changes.	This exits the currently selected editable item, such as a text box.
/	Click the <i>Dialer</i> text box.	This places the cursor in the <i>Dialer</i> text box; it retains the currently selected item (if applicable). <b>NOTE:</b> In Internet Explorer 8, the "/" shortcut key does not always work. Pressing the key clears the default <i>Enter Number</i> text, but does not place the cursor in the input box.
?	Click the <i>Search</i> text box.	This places the cursor in the <i>Search</i> text box; it retains the currently selected item (if applicable).
ARROW DOWN	Click the scroll bar or the next item in a list.	This selects the next item in the <i>Call Console</i> or <i>Queued Calls</i> pane.
ARROW UP	Click the scroll bar or the previous item in a list.	This selects the previous item in the <i>Call Console</i> or <i>Queued Calls</i> pane.
PAGE DOWN	Scroll down one page.	This goes to the next page in the <i>Call Console</i> or <i>Queued Calls</i> pane.
PAGE UP	Scroll up one page.	This goes to the previous page in the <i>Call Console</i> or <i>Queued Calls</i> pane.
1....9	Select a call in the <i>Call Console</i> .	Pressing "1" selects the first call, pressing "2" selects the second call, and so on.
SPACEBAR	Click <b>Answer</b> on the selected incoming call in the <i>Call Console</i> .	This answers the selected incoming call or if no call is selected, the incoming call that has been waiting the longest. Pressing the SPACEBAR again answers the next longest waiting incoming call, which puts the previously answered call on hold.
<PERIOD>	Click <b>End</b> on a selected call in the <i>Call Console</i> .	This ends the selected call.
ENTER	Click <b>Dial</b> .	If the cursor is placed in the <i>Dialer</i> text box, the entered digits are dialed.
ENTER	Click <b>Search</b> .	If the cursor is placed in the <i>Search</i> text box, a search is performed.
+	Click <b>Transfer</b> in the <i>Dialer</i> .	This transfers the selected call to the ad hoc number entered in the <i>Dialer</i> .
SHIFT+1..9	Select a ringing call and click <b>Answer</b> .	Pressing <b>SHIFT+1</b> selects and answers the first ringing call, pressing <b>SHIFT+2</b> selects and answers the second ringing call, and so on.

Key	Equivalent Mouse Action	Description
SHIFT+1..9	Select an active call and click <b>Hold</b> .	Pressing <b>SHIFT+1</b> selects and places the first active call on hold, pressing <b>SHIFT+2</b> selects and answers the second active call, and so on.
SHIFT+1..9	Select a held call and click <b>Retrieve</b> .	Pressing <b>SHIFT+1</b> selects and retrieves the first held call, pressing <b>SHIFT+2</b> selects and retrieves the second held call, and so on.
S or s	Click on <b>Settings</b> link.	This opens the <i>Settings</i> page if main window is in focus.
B or b	Click on <b>Back to Application</b> link.	This goes back to the main page from the <i>Settings</i> page.
R or r	Click the <b>Call History</b> button.	This opens the <i>Call History</i> dialog box.
H or h	Click the <b>Help</b> link.	This opens this guide in a PDF format.
SHIFT+L or SHIFT+l	Click the <b>Sign Out</b> link.	This signs the user out of the application.

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