USING miRECEPTION QUICK REFERENCE GUIDE

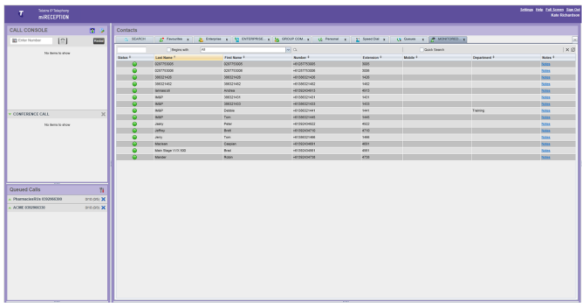
SIGNING INTO MIRECEPTION

1. To sign into the miRECEPTION Web Based client, open your web browser
2. Enter the following URL ***https://mireception.tipt.telstra.com/mireception/***
3. When the sign in page appears enter your User ID (**98576666@xxxxxxx.com**) and Password, click **Sign In**

RECEPTIONIST INTERFACE

The main elements of the Receptionist interface include:

- Logo Pane
- Call Console Pane
- Queued Call Pane
- Contacts Pane
- Settings and Help Links



CALL CONSOLE

The *Call Console* is where you manage your current calls. It contains the following:

- The main area of the Call Console lists your current calls and allows you to perform actions on them
- Dialler – This allows you to make ad hoc calls and redial up to 10 of the most recently dialled numbers
- Conference panel – This lists call legs of your current conference call and allows you to take actions on conference calls

For each call, the name and the phone number of the remote party (if available), the call state, the duration of the call, and for held calls, the time the call has been on hold, are displayed.

CONTACTS PANE

You use the *Contacts* pane to call, monitor, and manage your contacts. The pane lists available contact directories.

- **Search -** The Search tab is used to search for users within the company
- **Favorites** – Contacts whose status you are (statically) monitoring, which are configured on the web portal
- **Enterprise** – Contacts in your enterprise or group. When this tab is selected the following column heading are available. Status, Last Name, First Name, Number, Extension, Mobile, Department, Notes. The Department Last name and first name fields are sortable.
- **Enterprise Common** – Is a subset of your Enterprise Directory
- **Groups Common** – Consists of all contacts in your group's common phone list. This is configured by your administrator in CommPilot
- **Personal** – Contacts in your Personal directory on TIPT
- **Speed Dials** – Speed dial numbers configured for your Speed Dial 8 and/or Speed Dial 100 service
- **Outlook** – Your Outlook contacts, if the Outlook feature is configured
- **Queues** – Your call centres'
- **Monitored** – Displays the list of contacts whose status you are currently monitoring

QUEUED CALLS PANE

You use the *Queued Calls* pane to manage queued calls. This pane displays calls in selected call centers that you are managing. A Call Centre will only be visible if it has been configured with miRECEPTION.

A maximum of 8 queues can be viewed

For each call, the following information is provided:

Call Status icon, which can be:

- Call is waiting to be answered
- Announcement is being played to caller
- Call was reordered
- Call was bounced
- Name (if available) and phone number (CLID) of the calling party
- Total call time, including the time in the current queue (in parentheses)
- Clicking a call expands the call to show additional data:
  - Position of call in queue
  - Name and number of the queue that was called

SETTINGS AND HELP LINKS

- The Settings link, when clicked, displays the Settings page, allowing you to configure Receptionist
- The Help link, when clicked, opens the TIPT Hosted Web Based client Receptionist User Guide in PDF format

USING miRECEPTION QUICK REFERENCE GUIDE

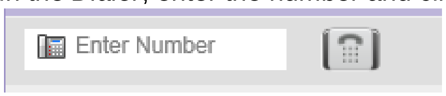
MANAGING CALLS

DIAL CONTACT

1. In the Contacts pane, expand the target directory
2. Click the contact and then click **CALL** for that contact
3. To dial an extension, click **EXT**, or to dial a mobile number, click **MOB**.
   The call appears in the Call Console

DIAL AD HOC NUMBER

In the *Dialer*, enter the number and click **Dial**

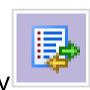


REDIAL NUMBER

Up to 10 previously dialed numbers are available.

1. In the Dialer, click **Redial**. A list of recently called numbers appears
2. From the list, select the number to call

DIAL FROM CALL HISTORY



1. In the Call Console, click Call History
2. In the dialog-box that appears, select Placed Calls, Received Calls, or Missed Calls from the Show drop-down list
3. Click a call log and then click Call for that log.

VIEW CURRENT CALLS

Your current calls are always visible.

To display the details of the conference call, click the **Expand**  button in the *Conference Call* panel.

VIEW INCOMING CALLS DETAILS

If the Call Notification feature is enabled, a notification window appears on top of the system tray when you receive a call, displaying the name and number of the caller. For calls from a call center, the call center name is displayed in addition to the caller's name and phone number.

SAVE VCARD

When Outlook is running, you can save the caller's phone number and personal information as a vCard in Outlook.

In the *Call Notification* pop-up window that appears when you receive a call, click **Add vCard**

ANSWER CALL

In the *Call Console*, move the mouse over an incoming call and then click **ANS** for that call.

HOLD CALL

This function is not available from a remote office.

1. In the Call Console, move the mouse over the call and then click **HOLD** for that call

RESUME CALL

This function is not available from a remote office.

1. In the *Call Console*, move the mouse over the call and then click **ANS**

END CALL

1. In the *Call Console*, click **END** for the call to end. The call is removed from the *Call Console*

BLIND TRANSFER

Calls can be blind transferred while active, held, or ringing (in).

1. In the Call Console, select the call to transfer
2. In the Contacts pane, expand the contact details of the person you wish to transfer the call to and click **TRF**

OR Enter a number in the Enter Number field in the Call Console Pane and click **Transfer**

TRANSFER WITH CONSULTATION

Calls can be transferred while active, held, or ringing (in).

1. In the Call Console pane select the call to transfer
2. In the Contacts pane, expand the contact details of the person you wish to transfer the call to and click **CALL**

OR Enter a number in the Enter Number field in the Call Console Pane and click **Dial**

3. When the call is answered, advise the other party who is on the phone
4. In the Call Console pane, select the call to transfer
5. Move the mouse over the new call and then click **TRF**

TRANSFER TO VOICE MAIL

1. In the Call Console, select the call to transfer
2. In the Contacts pane, click a contact with voice mail (in the Enterprise or Favorites directory) and then click **VM** for that contact
3. To transfer the call to your own voice mail, select yourself

TRANSFER TO MOBILE

The contact must have a mobile number entered into their User Profile in CommPilot for a receptionist to be able to access the contacts mobile number directly.

1. When you have an active call in the Call Console pane
2. From the Contacts pane, select a contact to expand their information pane, then click the **MOB** (Mobile) button for that contact
3. To do a blind transfer, click on the **TRF** button on the contact in the Call console pane

4. To do a consult transfer, wait until the contact answers the call, announce the call then click on the **TRF** button on the contact in the Call console pane.

TRANSFER TO QUEUE

1. In the Call Console, select the call to transfer
2. In the Contacts pane, expand the Queues panel
3. Click a queue and then click **TRF** for that queue

CAMP ON (HOLD FOR) BUSY CONTACT

You can camp (hold for) external calls trying to reach a busy extension. The call is transferred when the destination becomes available.

1. In the Call Console, select the call to camp
2. In the Enterprise or Favorites directory, click a busy or ringing contact and then click **CAMP** for that contact. The call is camped and removed from the Call Console
3. If the call timer expires before the call is answered, the call is recalled to your phone and reappears in the Call Console

GROUP CALL PARK

This feature searches within a predefined hunt group for an available line to park a call

1. In the Call Console, click an active or held call and then click **PARK** for that call. The call is parked on an available extension and then removed from the Call Console
2. If the call timer expires before the call is answered, the call is recalled to your device and reappears in the Call Console

DIRECTED CALL PICKUP

You can answer a call on behalf of another person.

1. In the Contacts pane, expand the Enterprise or Favorites directory
2. Click a ringing contact and click **ANS**. The call appears in the Call Console

START THREE-WAY CONFERENCE

1. If necessary, place calls to participants.
2. In the Call Console, select one of the calls to conference
3. Move the mouse over the non-selected call and then click **CONF**. The calls are moved to the Conference Call panel

HOLD CONFERENCE

1. To hold the conference, in the *Conference Call* panel header, click **HOLD**

RESUME CONFERENCE

1. To resume the conference, in the *Conference Call* panel header, click **ANS**

HOLD OR RESUME CONFERENCE PARTICIPANT

1. To place a participant on hold, click **HOLD** for the target call
2. To resume a participant, click **ANS** for the target call

LEAVE CONFERENCE

To leave the conference, click **LEAVE** in the *Conference Call* panel header. The other parties stay connected but the calls are removed from the *Conference Call* panel.

END CONFERENCE

To end the conference, click **End** in the *Conference Call* panel header. The calls are terminated and removed from the *Conference Call* panel.

BARGE IN ON CALL

(this features needs to be configured in commPilot by the Customer Group Administrator)

1. Expand the Enterprise or Favourites panel
2. Click a busy contact and then click **BARGE**. A Three-Way Conference is established

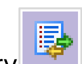
SEND E-MAIL TO CONTACT

1. Expand the Enterprise or Favorites panel.
2. Click a contact with e-mail and then click **EMAIL**
3. In the message window that appears, enter the required information and then click **Send**

VIEW CALL HISTORY

1. In the Call Console, click **Call History** The Call History dialog box displays your placed, received, and missed calls
2. To view call logs in a group, select the group from the Show drop-down list

DELETE CALL LOGS



1. In the Call Console, click Call History The Call History dialog box appears
2. To delete all call logs, click **Delete All**
3. To delete a specific log, click **Delete Call Log**  for that log

RECEIVE CALLS FROM QUEUES

To start or stop receiving calls from queues:

1. Click the **Settings** link at the top right-hand corner of the main interface and then click the **Application** tab
2. In the Queue Memberships section, check the Queue box for each call center to join.

USING miRECEPTION QUICK REFERENCE GUIDE

3. In the Operator Policies section, select your Post Sign-In ACD State from the drop-down list
4. Click **Back to Application** at the top right hand corner of the main interface

ENABLE AUTO ANSWER

1. To enable Auto Answer, click Auto Answer in the Call Console

> **Note:** This feature works only if your device is Advanced Call Control (ACC)-compliant. In addition, if Auto Answer is enabled on the server, you must not enable Auto Answer in the client

MANAGING CONTACTS

SHOW DIRECTORIES

1. At the top right side of the Contacts pane, click the drop down arrow. From the menu that appears select the directory you wish to display

MONITORING CONTACTS

In the *Enterprise* directory, click the icon in the **Status** column to monitor the status of a contact. Once clicked, the icon will change from grey to indicate the contact's current status.

> **Note:** Once monitoring the status of a contact you cannot un-select to stop monitoring

PHONE STATES

The possible contact phone states are Idle, Busy, Ringing, Do Not Disturb, Private, Forwarding, and Unknown

SEARCH DIRECTORY

1. In the Search field, enter your search criteria. You can enter partial information, such as part of a name or number, providing you enter a minimum of two characters
2. To restrict the search to contacts that start with your search criteria, check the **Begins with** box
3. Press or **Enter** on your keyboard to activate the search.
   Matching results will display in the following three columns: ***Status***, ***Name*** and ***Directory***
4. To clear the search results, click Reset

> **Note:** the search is not case-sensitive.

DIRECTORY COLUMNS

Contact directories are displayed in field columns. Depending which directory you are using there will be a number of different field columns displayed.

Enterprise directory displays the following fields:

Status, Last Name, First Name, Number, Extension, Mobile, Department and Notes

You can narrow your search by using any the following methods

1. To narrow a search, click the dropdown in the directory header and choose a field to search, or select ***All***.
2. Tick the **Begins with** box in the directory header to search for contacts that begin with your search criteria
3. Tick the **Quick Search** box to display a set of tabs consisting of **A-Z** and **0-9.**
4. To search for a contact by Last Name, First Name or Department, highlight the field header by clicking on it, then click on the required **A-Z** tab
5. To search for a contact by Number, Extension or Mobile, highlight the field header by clicking on it, then click on the required **0-9** tab
6. From the Last Name, First Name and Department field column header, click to change the search from A-Z to Z-A.
7. To clear search results, click Reset

VIEW CONTACT DETAILS

Expand the target directory panel and click a contact.

MAKE NOTES ABOUT CONTACT

You can make notes about contacts in the *Enterprise* directory.

1. Expand the Enterprise panel
2. Click a contact to expand it
3. Click the **Notes** link for the contact
4. Enter or modify information in the Notes for <Contact Name> dialog box
5. To save your changes and close the dialog box, click **OK**
6. To close the dialog box without saving, click **Cancel**

USING miRECEPTION QUICK REFERENCE GUIDE

MANAGE SPEED DIAL AND PERSONAL DIRECTORIES

1. In the Speed Dial or Personal panel, click Edit  The Edit Speed Dials/Edit Personal Contacts dialog box appears
2. To add an entry, click **Add**. A new row appears
3. For a Speed Dial entry, select the dial code and enter the number and description of the contact
4. For a Personal entry, enter the name and number
5. To delete an entry, select the entry and then click **Delete**
6. To modify a Speed Dial entry, double-click the entry to make it editable and then modify it as necessary

MANAGING QUEUES

DISPLAY QUEUED CALLS

To monitor calls in queues, you must select the queues to display in the *Queued Calls* pane.

1. In the Queued Calls pane, click **Options** and select the **Edit Queue Favourite Dialog** menu item
2. Select the check boxes for the call centres you want to monitor
3. Click **Save**

> **Note:** The maximum number of queues you can monitor is 8

RETRIEVE CALL FROM QUEUE

1. In the Queued Calls pane, expand a Call Centre panel
2. Click the call and click **RETRIEVE** for that call. The call appears in the Call Console and you treat it as any other call

TRANSFER CALL TO QUEUE

1. In the Queued Calls pane, expand a Call Center panel and then select a queued call
2. In the Contacts pane, expand the Queues panel
3. Click a queue and then click **TRF** for that queue. The call is transferred to the bottom of the queue

CHANGE POSITION OF CALL IN QUEUE

4. In the Queued Calls pane, expand a Call Centre panel
5. Click the call and then click **REORDER** for that call
6. From the drop-down list that appears, select a new position

> **Note:** You cannot place a call ahead of a bounced call.

TRANSFER CALL TO TOP OF QUEUE

1. In the Queued Calls pane, expand a Call Centre panel
2. Click the target call and then click **REORDER** for that call
3. From the drop-down list that appears, select Send to Front

TRANSFER CALL TO CONTACT OR AD-HOC NUMBER

1. In the Queued Calls pane, select a queued call
2. To transfer the call to a contact, click the contact in the Contacts pane and then click **TRF** for that contact
3. To transfer the call to an ad hoc number, enter the number in the Dialer and then click Transfer in the Dialer