miReception

User Guide

Welcome to miReception

This guide provides step-by-step instructions and reference information for miReception and is intended for end users of miReception.

miReception is an optional client for TIPT and Adaptive Collaboration: Telstra Cloud Calling.

Need more support?

If you are experiencing any problems, please contact your administrator.

Conventions used in this guide

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses, and hyperlinks are shown in underlined blue, for example www.telstraenterprise.com.au.

Button names on your computer screen are shown in **Bold**.

Titles/features on your computer screen are shown in underline.

miReception User Guide, February 2022

What's inside

What's inside

Introduction to miReception

miReception is a full-featured web-based client. It is used by front-of-house receptionists or telephone attendants who screen inbound calls for enterprises. miReception supports the full set of call control options, line monitoring, multiple directory options views, and many other features.

miReception delivers the following real benefits to users:

- A design that follows the natural workflow of a call
- Improved business processes as only valid options are presented to the attendant
- Professional call handling as 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 miReception, see your administrator.

Chapter 1
miReception User Interface

The interface contains the following work areas:

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

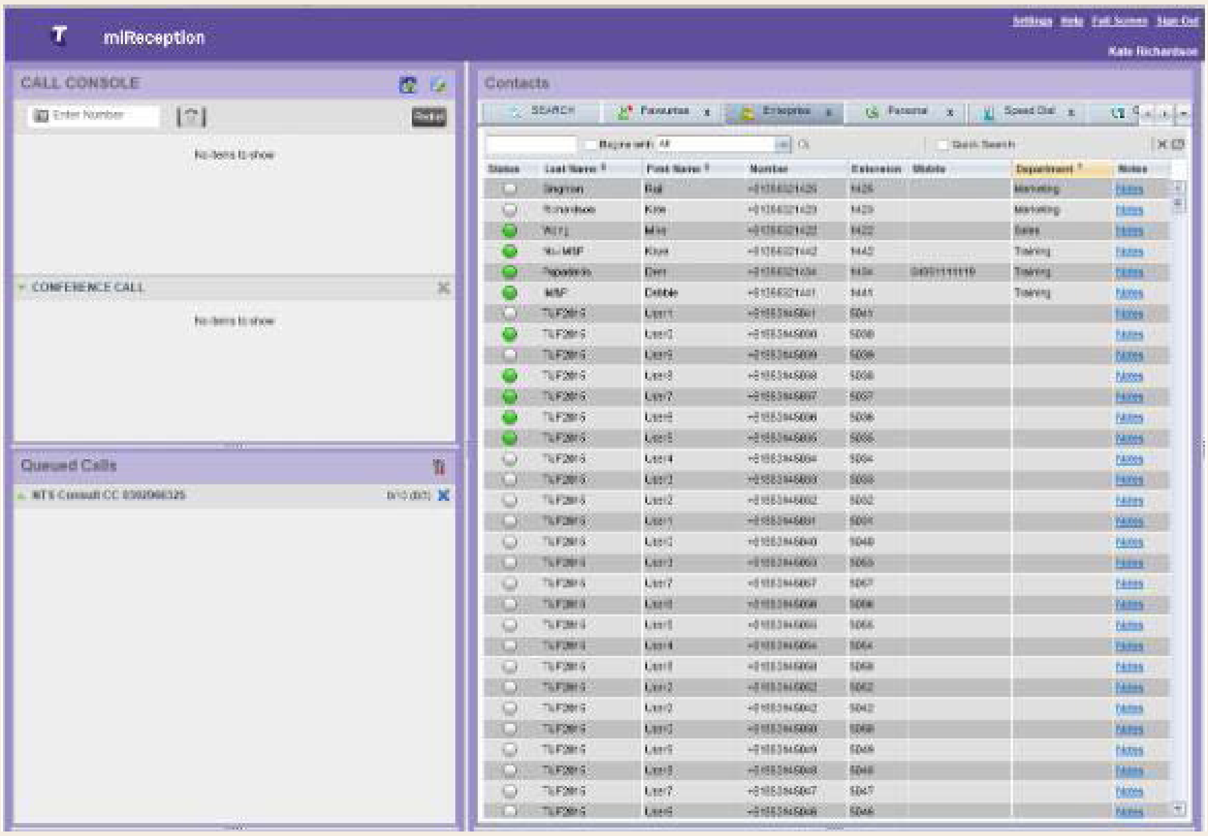
Call Console. This is where you view and manage your current calls.

Conference Call pane. This is where you view and manage your conference calls.

Queued Calls pane. This is where you view and manage queued calls. You need to have the Supervisor service assigned to have access to manage calls in this pane.

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

Settings page. You can use the Settings page, accessed via the Settings link on the Logo pane, to configure various aspects of miReception.



miReception Main Interface

Contact directories

The following table lists the contact directories available in miReception.

Name	Content	Comments
Search	The Search tab is used to search for users within the company.	
Favourites	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 in the TIPT Administration Portal (TIPT only).	Monitoring is limited to 200 selected contacts enterprise-wide.
Enterprise	This consists of all contacts in your enterprise directory (all company users).	You can monitor a total of 300 contacts in your Enterprise directory*.
Enterprise Common	This list consist of a subset of your Enterprise directory. Your administrator is required to configure the subset list.	This directory may be empty if your administrator has not configured any contacts.
Group Common	This list consist of a subset of your Group directory. Your administrator is required to configure the subset list.	This directory may be empty if your administrator has not configured any contacts.
Personal	This consists of all contacts in your personal directory which you have configured in the TIPT Administration Portal (TIPT only) or the miReception console.	
Speed Dial	This consists of all speed dial numbers configured for you or by you in the TIPT Administration Portal (TIPT only) or the miReception console.	You need to have Speed Dial 8 and/or Speed Dial 100 services assigned.
Queues	This consists of the call centres and associated DNIS numbers (if configured) that you are staffing as an agent or supervising. It allows you to transfer calls into queues quickly.	You need to have Call Centre Agent feature assigned.
Custom	These are specific directories your administrator can configure in the TIPT Administration Portal (TIPT only).	
Monitored	This column displays the contacts a receptionist is currently monitoring the status of.	Click on a contacts status icon initially to enable monitoring. The icon will change from grey to green.

***Note:** A total of 300 contacts can be monitored in miReception by the receptionist. By clicking on the status icon for a contact (which changes the icon initially from grey to green) the receptionist can monitor 100 contacts.

For TIPT, your adminstrator through the TIPT Administration Portal can select another 200 users that the receptionist is to monitor (totalling 300 contacts).

For information on managing your contact directories, see Chapter 5: Manage Contacts; for information on using your contacts to make and manage calls, see Chapter 3: Manage Calls; for information on monitoring contacts, see Chapter 6: Manage Calls.

Getting Started

To access miReception from a web browser:

1. Open your web browser
2. Enter one of the following URLs:

   For TIPT users:

   - https://mireception.tipt.telstra.com/mireception/ **(only accessible from MPLS)**
   - https://imireception.tipt.telstra.com/mireception/ **(internet accessible)**

   For Adaptive Collaboration: Telstra Cloud Calling users:

   - https://imireception.tipt.telstra.com/mireception/login/telstraid/ **(internet accessible)**

Note 1: The minimum required screen resolution for miReception is 1024 x 768 pixels
Note 2: miReception does not support signing in as different users from the same machine at the same time
Note 3: miReception must be run as the only tab in a browser window
Note 4: miReception no longer uses Java

Signing into the miReception web-based client

When signing in to the client:

For TIPT users:

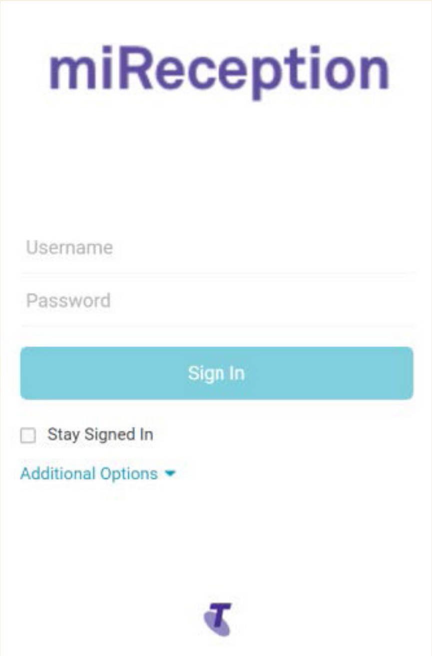
- Use the same credentials you use to connect to the TIPT Administration Portal or Business Connect.

For Adaptive Collaboration: Telstra Cloud Calling users:

- Choose to sign-in with your Telstra ID (the same credentials you have set up for Webex app).

TIPT login steps and options

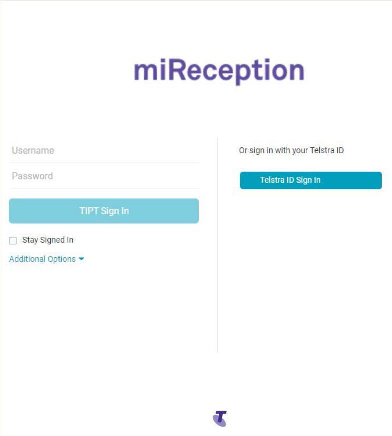
1. Enter your User ID user@xxxxx.com and your Password (your password will appear as dots).
2. To configure your domain or the language, click Additional Options. The area expands displaying advanced options.
3. To configure your domain, in the Append Domain text box, enter your domain name. When you enter your user ID without a domain, the system appends the configured domain instead of the default domain.
4. To change the language, from the Language drop-down list, select a new language.
5. Check **Stay signed in** to instruct the client to automatically connect and sign-in to the server when it detects a network connection.
6. This should generally be enabled to help mitigate intermittent internet connections. When disabled, the client signs out the user when the connection is lost.
7. To add a bookmark to the miReception Sign-in page in your browser, click **Bookmark this page** and follow the instructions of your browser.
8. Click **Sign-in.**



miReception sign-in page for TIPT

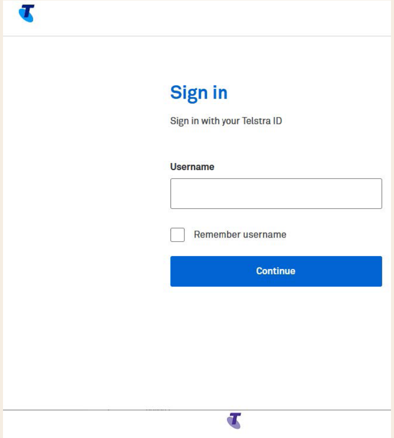
Adaptive Collaboration: Telstra Cloud Calling login steps

1. Click the Telstra ID Sign-in button on the right side.



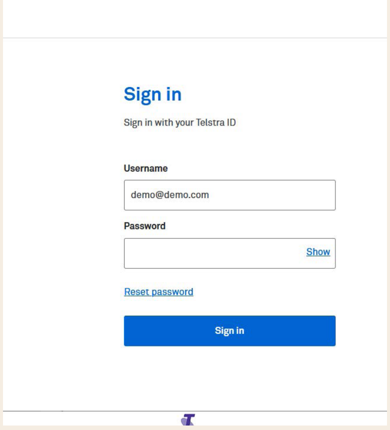
miReception sign-in page for Adaptive Collaboration: Telstra Cloud Calling

2. Enter your Telstra ID Username and click Continue. Tick the Remember Username check box if you wish to save the Username for future logins.



miReception Telstra ID Username sign-in page

3. The Username you entered on the previous screen will be automatically populated. This Username field must not be changed. If you wish to sign as a different user then you must start again from the initial Sign-in page shown in step 1. With the username automatically populated, enter your Telstra ID password into the Password field.



miReception Telstra ID Password sign-in page

4. Click **Sign-in.**

Sign-in restrictions

You can only have one active Receptionist session at a time. When you sign-in from a second location, you areautomatically signed out from the original location with the following message: “You have been signed out as you have signed in from another location.”

You will then be taken back to the sign-in page.

Get help

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

Main Interface (Top of Page) – Help Link

To access this document:

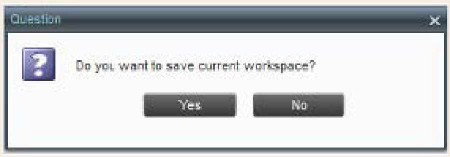
1. Click the **Help** link at the top right side of the Logo pane.

Sign out

To sign out of miReception:

1. Click the **Sign Out** link at the top right side of the Logo pane.

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



Question Dialog Box

2. 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 customised, see Chapter 2: Explore the Workspace.

Setting up your environment

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

- Join a queue if required. Queues need to be pre-configured by your administrator. Refer to Chapter 9: Configure miReception, Queue Membership.
- Select queues to manage/view. Refer to Chapter 8: Manage Queued Calls.

Select call centres to manage

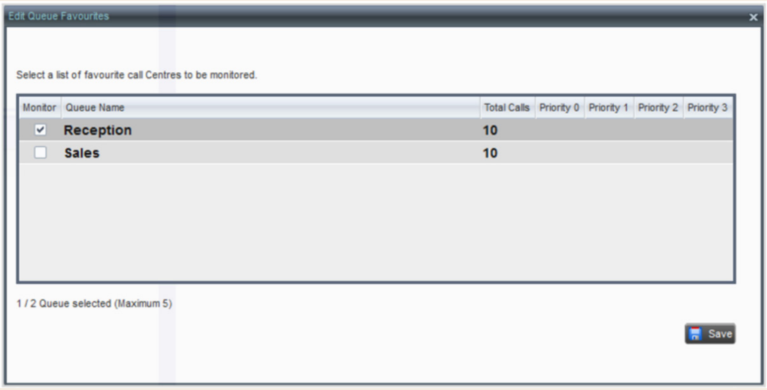
After you sign-in to miReception, select the call centres you want to manage (up to five).

To select call centres:

1. In the Queued Calls pane, click **Options** and select the **Edit Queue Favourite Dialog** option.

Queued Calls – Options – Edit Queue Favourite Dialogue

2. The Edit Queue Favourites dialog box appears. Check the boxes for the call centres you need to monitor A maximum of eight queues can be displayed.



Edit Queue Favourites Dialog Box

3. Click **Save.**

View queued calls

To view calls in a queue:

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

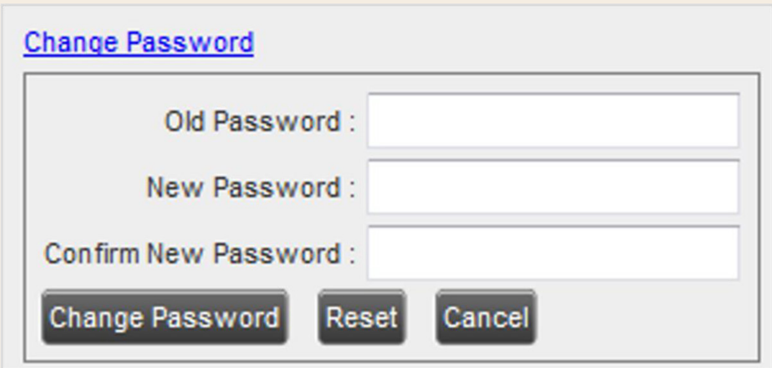
Change your password

For Adaptive Collaboration: Telstra Cloud Calling, you can change your password via Telstra ID when signing in.

For TIPT, to change your password, follow the instructions below. (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 in the TIPT Administration Portal.)

To change your password:

1. At the top right side of the Logo pane, click the **Settings** link. The Settings – General page appears.
2. In the Account area, click the **Change Password** link.
   The area expands allowing you to change your password.



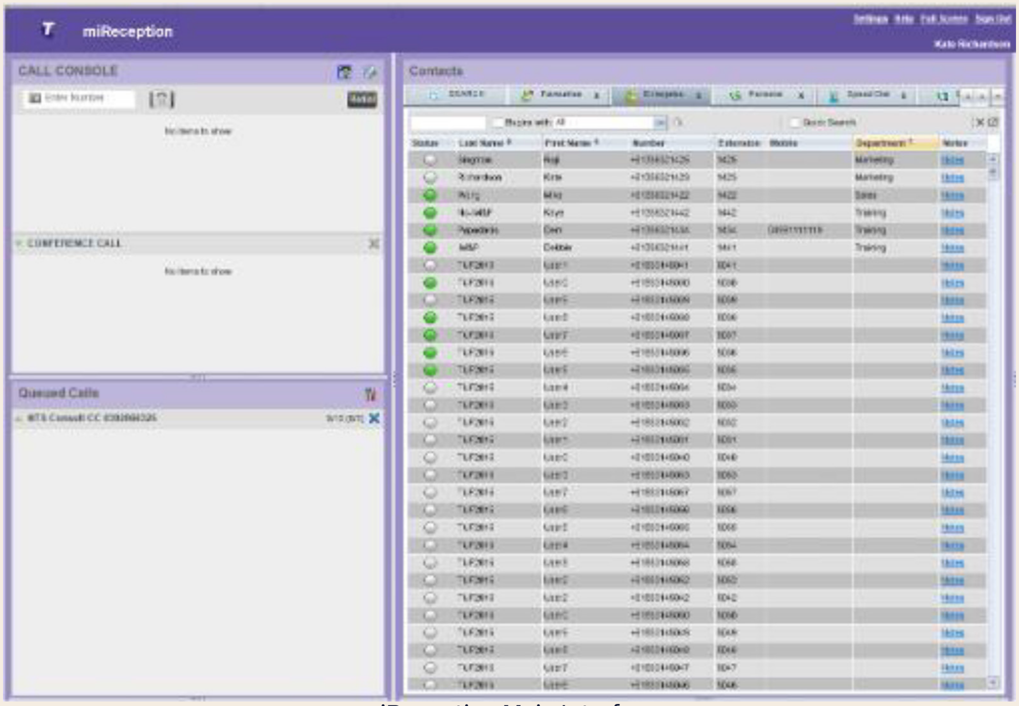
Account – Change Password

3. Enter your current and new password and click **Change Password.**
4. Click **Back to Application** on the Logo pane to save your changes and return to the main interface.

Note: The Reset button does not reset your password, it only clears the input boxes.

Chapter 2
Explore your workspace

When you sign-in to miReception, 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 miReception settings.



miReception Main Interface

Many visual aspects of miReception are configurable. For example, you can decide which windows should be open and which tabs you do not require to be visible. You can then save your workspace and retrieve it the next time you log in. For more information on saving your settings, see Chapter 9: Configure miReception, Workspace.

> **Note:** The Back, Forward, and Refresh operations of the web browser are not supported by miReception; and if performed, the results are inconsistent.

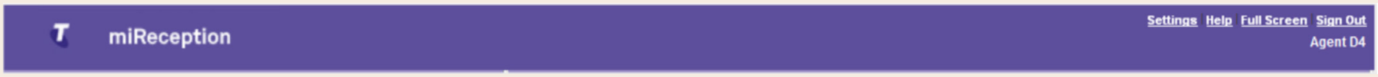
Most miReception controls are context sensitive, which means they appear only when the action they represent can be performed. Context-based controls that allow you to take actions on calls are called action buttons. For the list of controls available in miReception, see Chapter 3: Manage Calls. The action buttons are described in a table in this section.

This section describes the following elements of the miReception main interface:
- Logo Pane
- Call Console
- Conference Call
- Contacts Pane
- Queued Calls Pane
- Controls

The Settings pages, accessed via the Settings link and used to configure miReception, are described in section Chapter 9: Configure miReception.

Logo pane

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



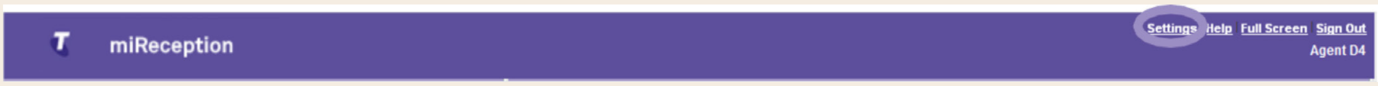
miReception Logo Pane

Global message area

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

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.



miReception Logo Pane – Settings

Full screen

Selecting Full Screen will display miReception as a full screen.

To work in full screen mode, make sure that the main window is in focus and then click F11, or select the option **Full Screen.**

miReception Logo Pane – Full Screen

Signed-in user information

Information about yourself (that is, your name, your phone number, your availability to take calls, and your voicemail status) is displayed at the top right side of the Logo pane.

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>)

Call Console

You use the Call Console to view and manage your current calls.
For information on managing your calls, see Chapter 3: Manage Calls.

Call Console

The Call Console contains the following areas:

- Dialler
- Current Calls
- Conference Call Panel

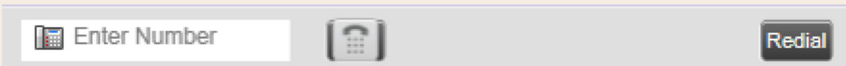
Header

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 call waiting, if required
- **Auto Answer button** . This allows you to answer your calls automatically

Dialler

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



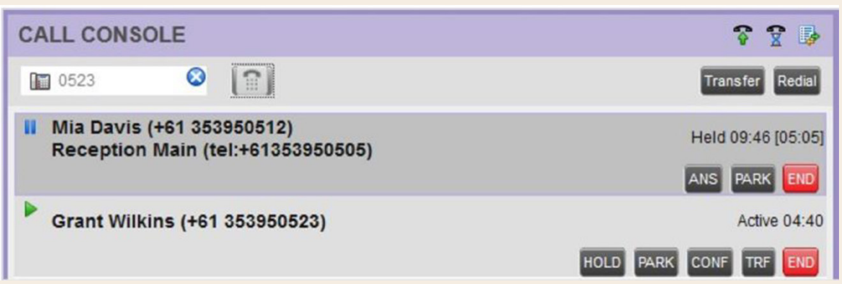
Call Console - Dialler

1. The Enter Number text box is where you enter the number to dial.
2. The buttons to the right, known as action buttons, change depending on the context, and allow you to perform actions for calls. For more information, Chapter 2: Manage Calls.

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, the 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.



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 Call States and Actions.

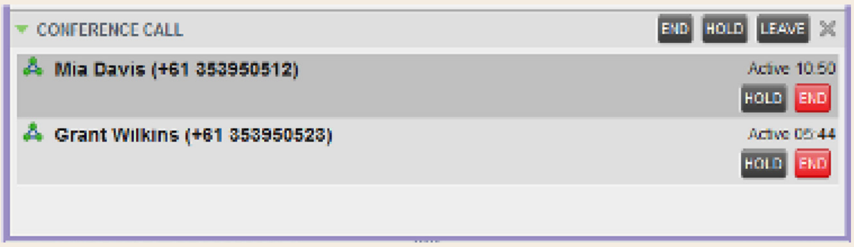
Call State name. This is the display name of the state the call is currently in.

Call duration [Held duration]. This is the duration of the call from the time the call was received 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.

Conference Call

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.



Conference Call Panel

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

- **Hold Conference button** HOLD. This allows you to place the conference on hold
- **Resume Conference button** ANS. This allows you to resume a held conference
- **Leave Conference button** LEAVE. This allows you to leave the conference
- **End Conference button** END. 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.

Call states and actions

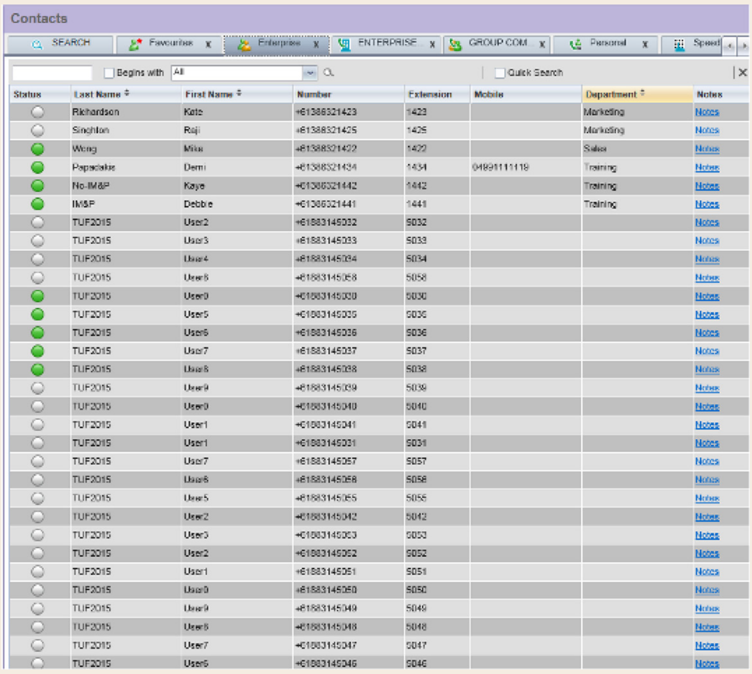
The following table displays the different icons that appear based on the state of the call.

Input Field	Display Name	Icon	Display Name
	Incoming		Conference (Active)
	Outgoing		Conference (Held)
	Active		Ringing in, Call Recalled
	Held		Parked Call (<DN>)

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 Chapter 3: Manage Calls.

For information about organising and managing your contact directories, see Chapter 5: Manage Contacts. Five hundred Personal Contacts can be created in the TIPT Administration Portal (TIPT only), however currently a maximum of 50 can be displayed. When a search is performed, 500 will be searched in the web-based client, however only 50 will be displayed.



miReception Enterprise Contacts Pane

The Contacts pane contains the following panels:

- Search Panel
- Favourites Panel
- Enterprise Panel
- Enterprise Common Panel
- Group Common Panel
- Personal Panel
- Speed Dial Panel
- Queues Panel
- Custom Panel
- Monitored Panel

The panels you see depend on your miReception system configuration, as well as the services assigned to you. For information, see Chapter 5: Manage Contacts or see your adminstrator.

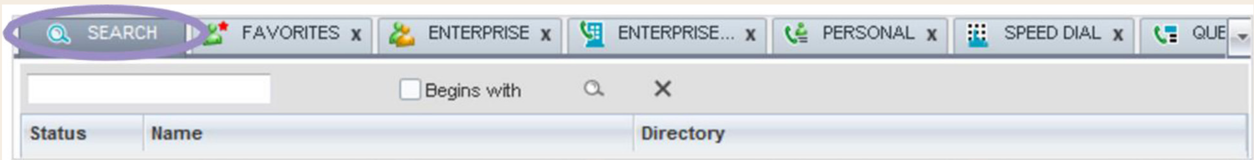
When you click a contact in any contact directory, the contact expands and information about the contact appears, as well as the action buttons for the operations that you can currently perform on that contact.

Group Panel – Contact in Focus with Action Buttons

For the list of action buttons available in miReception, see Chapter 2: Explore the Workspace, Call Action Buttons.

Search Panel

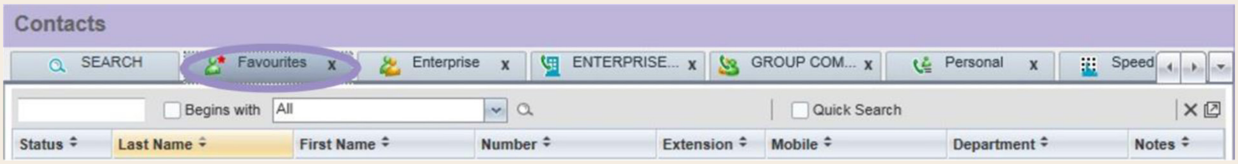
Youv can use the Search panel to look for specific contacts in your different directories. For information on performing directory searches, see Chapter 5: Manage Contacts, Search Contacts.



Contacts Pane – Search Panel

Favourites Panel

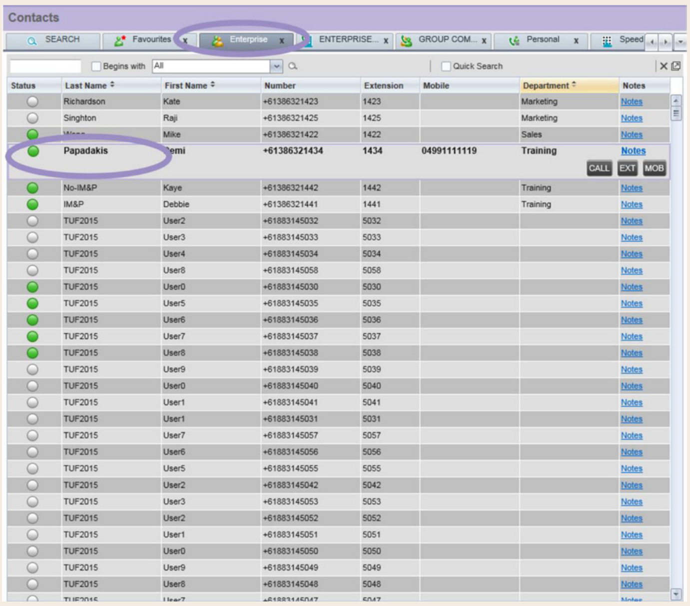
You can use the Favourites panel to monitor the call status of selected contacts. The contacts to monitor must be configured in the TIPT Administration Portal (TIPT only).



Contacts Pane – Favourites Panel

Enterprise Panel

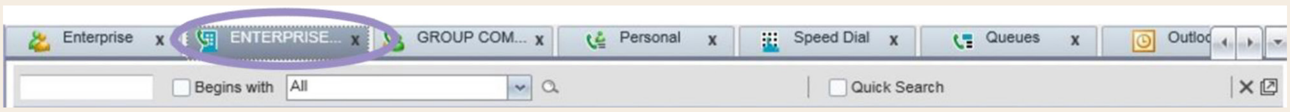
The Enterprise panel contains the contacts in your enterprise or company. If your enterprise administrator restricted your access to your enterprise directory, you can only see the contacts from your group directory.



Contacts Pane –Enterprise Panel

Enterprise Common Panel

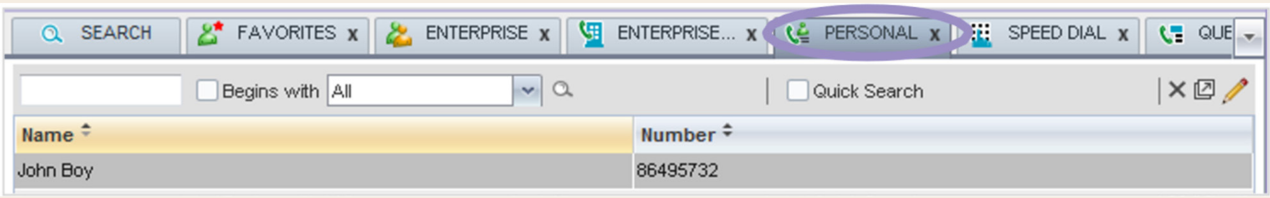
If your administrator has configured custom contact directories for your group, you can access them from miReception.



Personal Panel

The Personal panel contains the contacts from your personal phone list, which have been configured in the TIPT Administration Portal (TIPT only).

You can edit your personal contacts in miReception. For information about managing your personal contacts, see Chapter 5: Manage Contacts, Manage Personal Contacts.

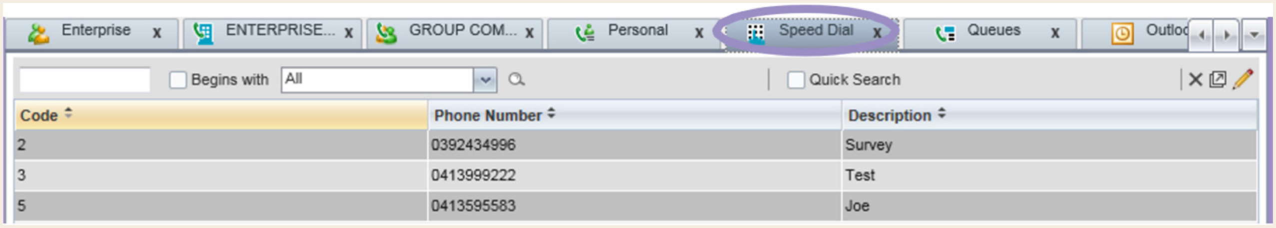


Contacts Pane – Personal Panel

Speed Dial Panel

The Speed Dial panel displays your Speed Dial 8 and Speed Dial 100 contacts. It is available to users who have been assigned Speed Dial 8/Speed Dial 100 services.

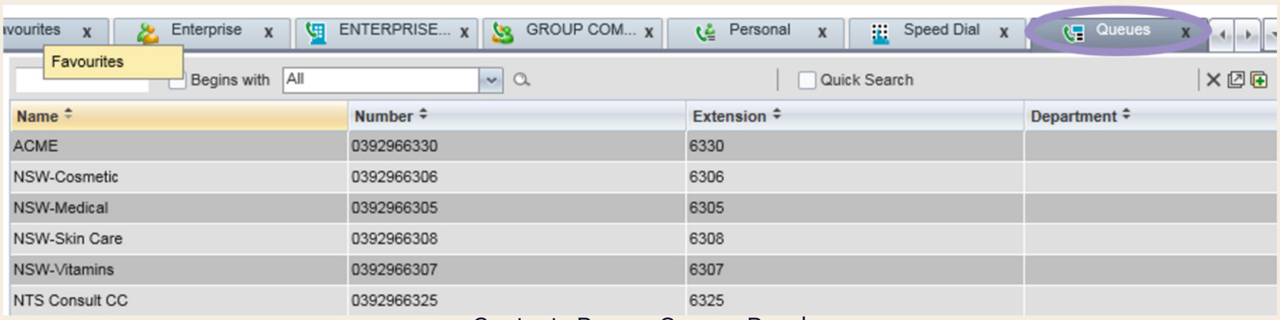
You can edit your speed dial entries in miReception. For information about managing your speed dial entries, see Chapter 5: Manage Contacts, Manage Speed Dials Entries.



Contacts Pane – Speed Dial Panel

Queues Panel

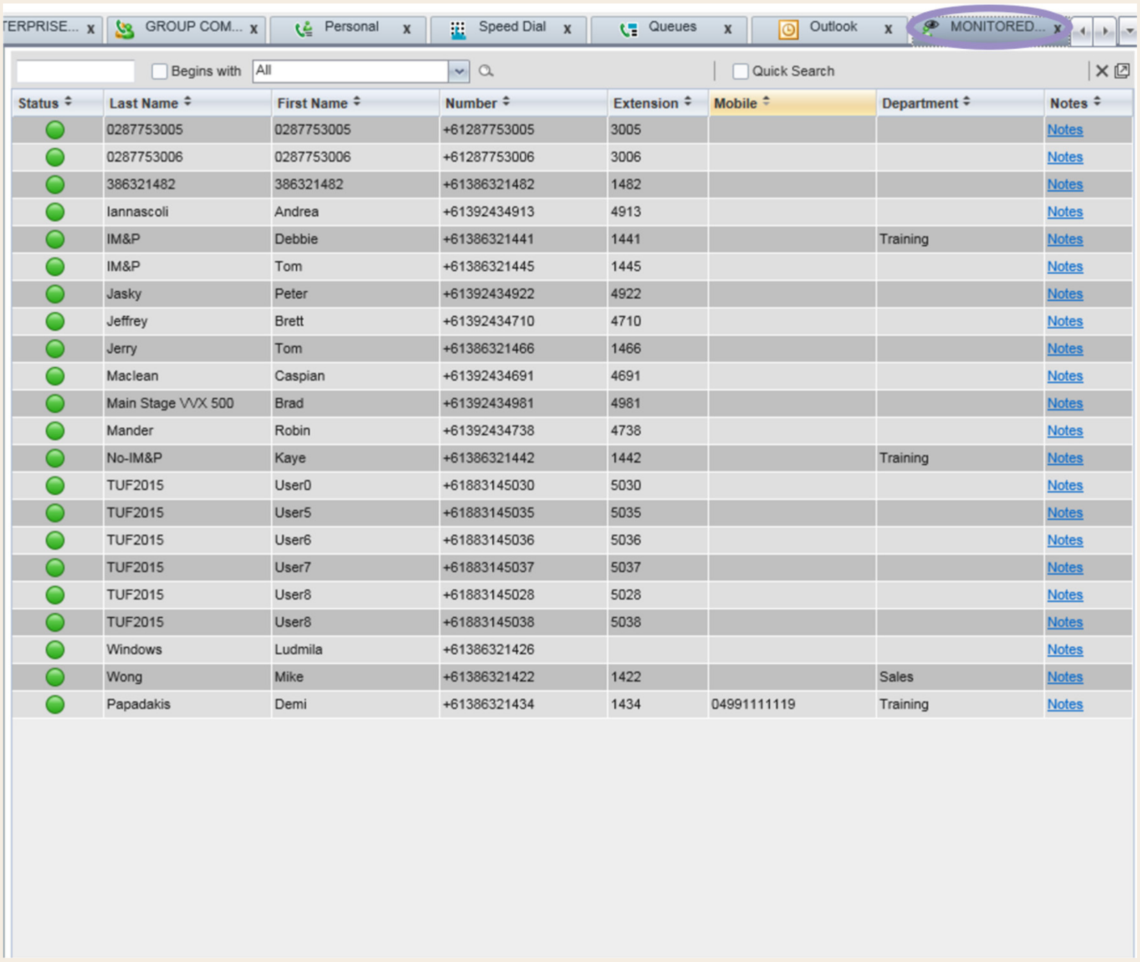
The Queues panel displays the list of call centres (and associated DNIS numbers, if configured) that a call centre agent or supervisor is staffing and/or supervising. The primary purpose of this directory is to provide you with a quick way to transfer calls to queues.



Contacts Pane – Queues Panel

Monitored (Contacts) Panel

The Monitored panel displays the list of contacts you are currently monitoring. Click on a contact’s Status icon initially to enable monitoring, and the icon will change from grey to green. You will then see the monitored contact in the Monitored panel.

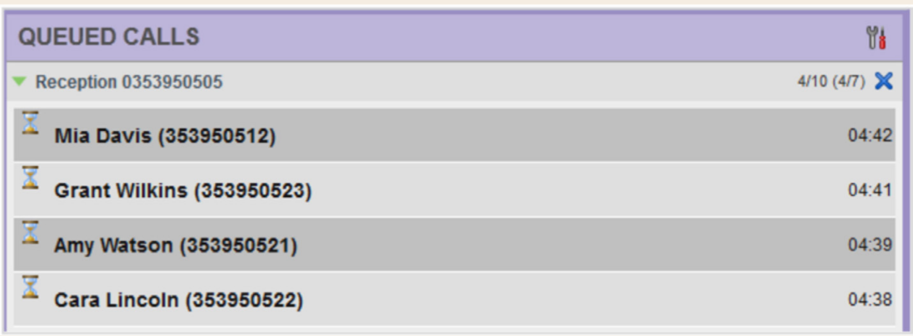


Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
	0287753005	0287753005	+61287753005	3005			Notes
	0287753006	0287753006	+61287753006	3006			Notes
	386321482	386321482	+61386321482	1482			Notes
	Iannascoli	Andrea	+61392434913	4913			Notes
	IM&P	Debbie	+61386321441	1441		Training	Notes
	IM&P	Tom	+61386321445	1445			Notes
	Jasky	Peter	+61392434922	4922			Notes
	Jeffrey	Brett	+61392434710	4710			Notes
	Jerry	Tom	+61386321466	1466			Notes
	Maclean	Caspian	+61392434691	4691			Notes
	Main Stage VVX 500	Brad	+61392434981	4981			Notes
	Mander	Robin	+61392434738	4738			Notes
	No-IM&P	Kaye	+61386321442	1442		Training	Notes
	TUF2015	User0	+61883145030	5030			Notes
	TUF2015	User5	+61883145035	5035			Notes
	TUF2015	User6	+61883145036	5036			Notes
	TUF2015	User7	+61883145037	5037			Notes
	TUF2015	User8	+61883145028	5028			Notes
	TUF2015	User8	+61883145038	5038			Notes
	Windows	Ludmila	+61386321426				Notes
	Wong	Mike	+61386321422	1422		Sales	Notes
	Papadakis	Demi	+61386321434	1434	04991111119	Training	Notes

Contacts Pane – Monitored (Contacts) Panel

Queued Calls Pane

You use the Queued Calls pane to manage queued calls in the selected call centres. For more information about managing queued calls, see Chapter 8: Manage Queued Calls.

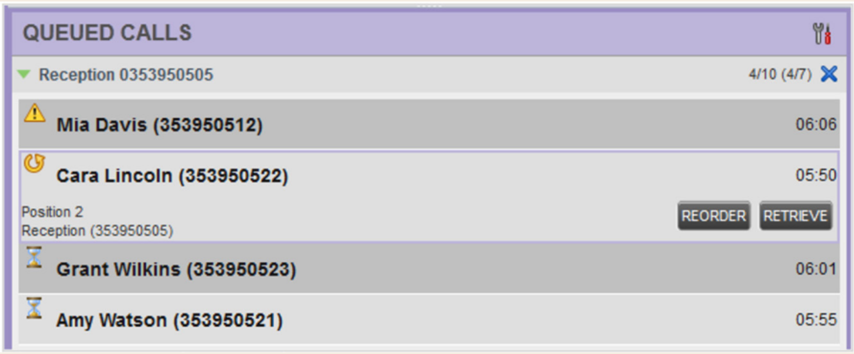


Queued Calls Pane

The pane lists queued calls for the selected call centres. For information on selecting call centres to display, see Chapter 8: Manage Queued Calls.

- The name of the call centre
- The primary phone number of the call centre
- 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 centre

When you expand the panel for a call centre, the list of calls queued in that call centre appears, with calls listed according to their position in the queue.



Queued Calls Pane – Call Centre 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 (CLID)
- **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
- Name (if available) and the phone number of the call centre that was called

When you move the mouse over a queued call, the action buttons that can be applied to the call appear.

For more information, see Chapter 2: Explore the Workspace, Call Action Buttons.

Controls

miReception controls are context sensitive, that is, most controls appear only when the action can be completed. 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 see Chapter 2: Explore the Workspace, Call Action Buttons.

The following table lists the general controls used in miReception and the controls displayed on the headers in the panels.

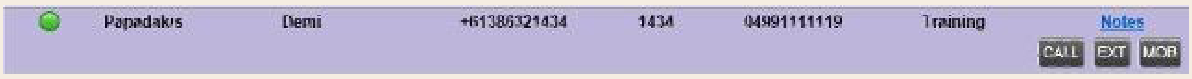
Icon	Name	Description
Common Controls		
	Options	This allows you to organise items in lists.
	Expand/Collapse	This shows or hides the contents of a window or panel.
	Close	This closes an interface element, such as window, pane, or panel.
	Edit	This allows you to edit contacts in some directories.

Icon	Name	Description
Call Console Controls		
	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.

Call action buttons

Action buttons allow you to perform actions on calls, such as answering or transferring a call. They appear on the Dialler, a call line, a call history log, or a directory entry.

Action buttons are context sensitive and appear on a line/entry only when you move the mouse over that entry and when the corresponding action can be performed on that entry.



Group Panel – Contact in Focus with Action Buttons

The following table lists action buttons available in miReception.

Button	Name	Description
	Dial	This dials the number you entered in the Dialler.
	Call	Places a call to the selected contact or to a number from Call History.
	Redial	Redials the last dialled number.
	Extension	Dials the contact’s extension.
	Mobile	Dials the contact’s mobile number.

Button	Name	Description
EMAIL	E-mail	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	Transfer	Transfers a call to an ad hoc number entered in the Dialler.
TRF	Transfer	Transfers a call to a selected number or contact.
TOP	Top	Transfers a call to the top of a queue.
ANS	Transfer to Voicemail	Transfers a call to the selected contact's voicemail.
VM	Answer	Answers an incoming call, answers an unanswered call for a contact, or resumes a held call.
HOLD	Hold	Places a call on hold.
END	End	Ends a call.
CONF	Conference	Establishes a conference call or adds a call to a conference.
CAMP	Camp	Camps the call on a busy contact.
BARGE	Barge In	Barges in on a contact's call.
PARK	Park	Parks a call on a contact.
RETREIVE	Retrieve	Retrieves a selected call from the queue to the supervisor's device.
REORDER	Reorder	Changes a selected call's position in the queue.
	Delete Call Log	Deletes a call log from Call History.

Chapter 3
Manage calls

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

Call Console

View call information

Call information is provided in the Call Console.

View current calls

Your current calls are always visible in the Call Console.

To view your conference call:

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

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 activate Auto Answer so calls are answered automatically.

Answer a call

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

To answer an incoming call:

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

Note: Double-clicking a call does not answer it.

To answer calls automatically:

1. 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.

To answer a call for a contact:

1. Expand your Enterprise or Favourites directory and click the target contact to expand it. The contact's state must be ringing.
2. Move the mouse over the contact and click **Answer** ANS.
3. The call appears as Incoming in the Call Console.

Hold and resume calls

You can only put an active call on hold.

To put a call on hold:

1. Move the mouse over the call and click Hold HOLD.

Resume held call

To resume a held call:

1. Move the mouse over the call and click Answer ANS.

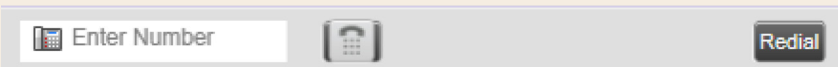
Note: Double-clicking a call does not take the call off hold.

Make and end calls

miReception provides you with several ways in which you can make calls.

Dial ad hoc number

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



Dialler

To dial an ad hoc number:

1. In the Dialler, enter the phone number and click **Dial**.
2. The call is placed and the call state is Outgoing.

Redial number

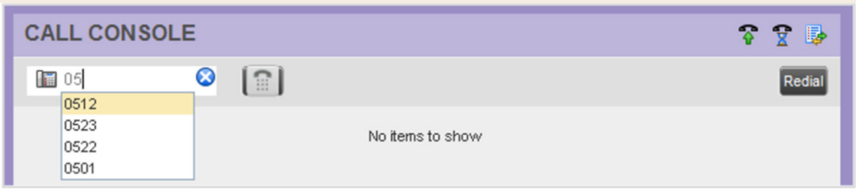
miReception keeps up to ten most recently dialled numbers.

To redial a recently dialled number:

1. Click the **Redial** button and select the number from the list that appears.

Call Console

2. Alternatively, in the Dialler, 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.



Dialler – Select Recently Dialled Number

3. Select the number to dial and click **Dial** .

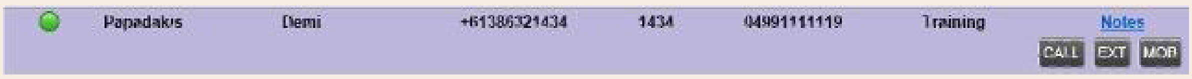
The client issues a Click-To-Dial attempt to the selected number.

Dial contact

You can dial contacts from any directory available in miReception.

To dial a contact:

1. In the Contacts pane, expand the directory from which you want to dial a contact.
2. Click the contact to expand it and click **Call** for that contact.
   A Click-To-Dial action is initiated and your phone rings.



Group Panel – Contact in Focus with Call, Extension, Mobile and Email Buttons

3. Alternatively, to dial the contact's extension, click Extension or to dial the contact's mobile number, click Mobile (Mobile will only appear if the users' mobile number has been entered into their user profile).

Speed dial

To speed dial a contact:

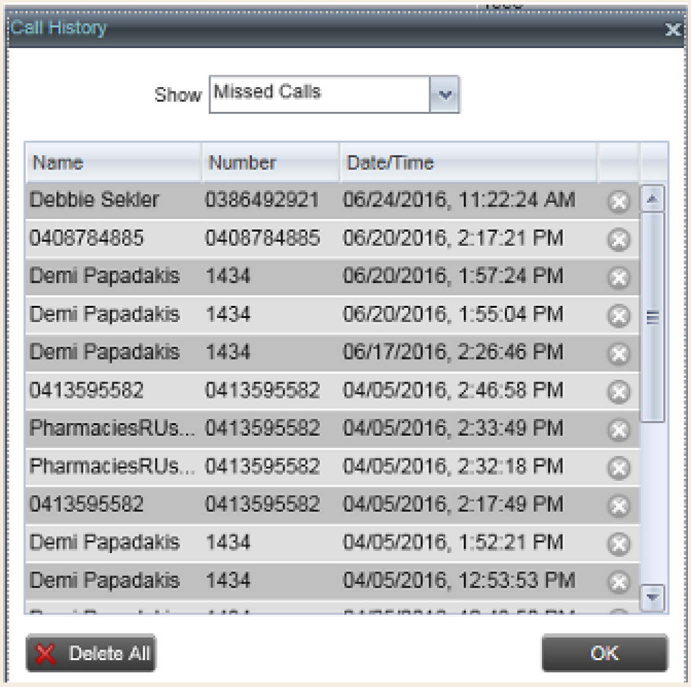
1. In the Contacts pane, expand the Speed Dial panel.
2. Click the contact to expand it and click **Call** .

Dial from history

You can dial any number that is available in Call History. Missed, Received and Dialled calls are visible.

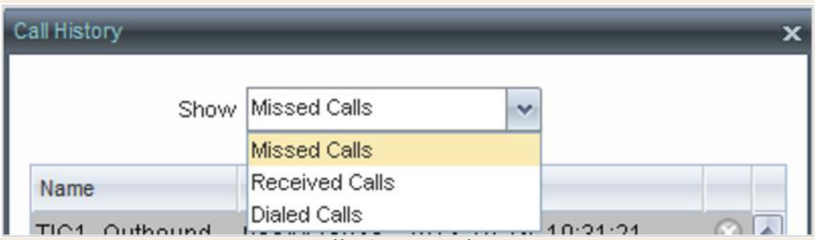
To dial from Call History:

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



Call History Dialog Box

2. From the Show drop-down list, select the grouping you want, Missed, Received, or Dialled.



Call History - Show

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

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

End Call

To end a call:

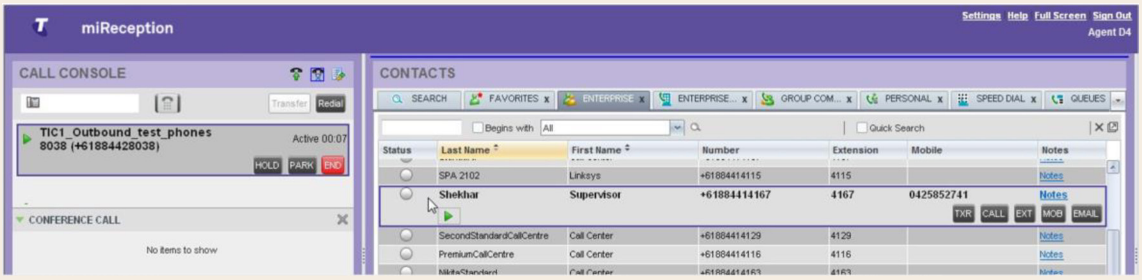
1. Click **End** for that call END.

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.

Drag and Drop needs to be selected in **Settings** for this option to operate.

As the call is dragged, a green arrow appears. 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.



Dragging Call and Dropping it on Contact

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. You can also transfer calls directly to voicemail or to a queue.

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 a contact:

1. In the Call Console, select the call to transfer.
2. In the Contacts pane, expand the panel from which you want to select a contact.
3. Click the destination contact to expand it, and click **Transfer** TRF for that contact.
   The call is transferred and removed from the Call Console.

Alternatively, drag the call onto the target contact to blind transfer a call to an ad hoc number:

1. In the Call Console, select the call to transfer.
2. In the Dialler, enter the destination number and click **Transfer** Transfer.
   The call is transferred and removed from the Call Console.

Transfer with consultation

Use this method to transfer a call with an introduction to the destination party.

To transfer a call with consultation:

1. In the Call Console, select the call to transfer.
2. Select the contact in a directory to transfer the call to.
3. Click **Call, OR**
4. Make a call to the person you want to transfer the call to by entering their number in the Enter number field (dialler), and click **Dial**.
   If the first call was active, it is put on hold. The new call appears in the Call Console.

5. Wait until the called party answers and accepts your call.
6. When ready to transfer, in the **Call Console** pane select one of the two calls, move the mouse over the non-selected call and click **Transfer** .
7. The calls are connected and removed from the Call Console.

Transfer to voicemail

You can transfer a call to a monitored contact's voicemail or to your own voicemail.

To transfer a call to voicemail:
1. In the Call Console, select the call to transfer.
2. In the Contacts pane, expand the Enterprise or Favourites directory and find the contact.
3. Click the contact and click **Transfer to Voicemail** for that contact.
Alternatively, drag the call onto the target contact and click **Transfer to Voicemail** for that contact.

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

Transfer to queue

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

To transfer a call to a queue:
1. In the Call Console, select the call to transfer.
2. Expand the Queues panel.
3. Click the destination queue and click **Transfer** .
4. The call is transferred and removed from the Call Console.
5. Alternatively, drag the call onto the target contact.

Transfer to the top of a queue

You can transfer a current call to the top of any queue that appears in your Queues panel.

To transfer a call to the top of a queue:
1. In the Call Console, select the call to transfer.
2. Expand the Queues panel.
3. Click the destination queue and click **Top** .
4. The call is transferred and removed from the Call Console.

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.

Conduct Busy Camp On

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 Ringing.

Note: To use the feature, you need to have the Busy Camp On service assigned, configured, and active and the user must have Call Waiting turned off.

To camp a call on a busy contact:

1. In the Call Console, select the call to camp.
2. In your Enterprise or Favourites directory, click a Busy or Ringing contact and click **Camp** 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 and displays who the call has been recalled from.

Conduct Group Call Park

Group Call Park searches within a predefined hunt group for an available line on which to park a call. After a set 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.

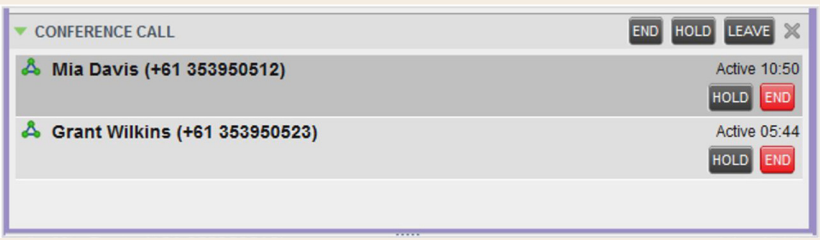
To perform a Group Call Park:

1. In the Call Console, move the mouse over an active or held call and click **Park** PARK. The call is parked against your extension and removed from the Call Console.
2. If the call reaches the designated expiration timer before the call is answered, the call may be recalled to your phone and reappear in your Call Console.
3. For another person to retrieve the call, they need to dial the feature access code *88, from any other IP phone, then enter the number the call was parked against.

Conference calls

You manage your conferences in the Call Console.

- Use the top area of the Call Console to establish a conference and add participants to it.
- Use the Conference Call panel to manage or end an active conference.
- You can only have one active conference at a time.



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 with more than three parties, you must have the N-Way Call service assigned.

Start three-way conference

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

To send an e-mail message to a contact:

1. If necessary, place calls to participants using any of the methods described in Chapter 3: Manage Calls, Make and End Calls.
2. In the Call Console, select one of the two calls.

Call Console – Conference Call Panel

3. 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.

Add participant to conference

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

To add participants to a conference:

1. Ensure you have an active conference call
2. In the Call Console, move the mouse over the call to add and click **Conference** . The caller is added to the conference

Hold conference

To put an active conference on hold:

1. In the Conference Call panel, click **Answer** .
   All the calls in the conference will become active.

Put conference participant on hold

To put a specific conference participant on hold:

1. Expand the Conference Call panel.
2. Move the mouse over the target call and click **Answer** .

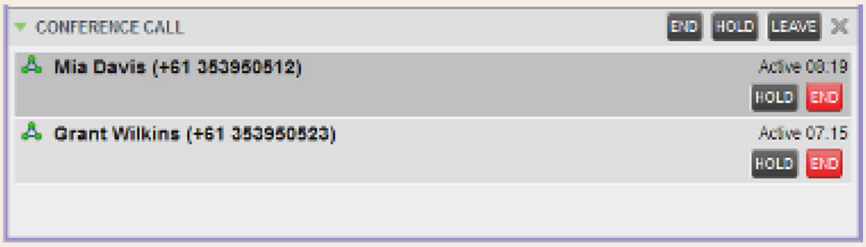
Leave conference

To leave the conference:

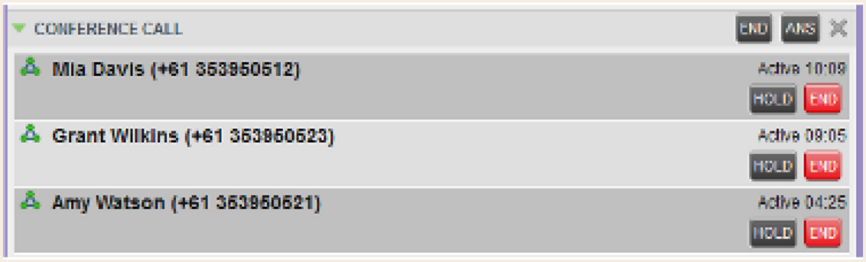
1. In the Conference Call panel, click the **Leave Conference** 

button.

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



A conference with 3 participants (2 plus the conference initiator)



A conference with 4 participants (3 plus the conference initiator)

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** 

.

End conference

To end a selected call in the conference:

1. In the Conference Call panel, click **End Conference** 

. This releases all the calls that participate in the conference.

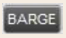
Barge in on call

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.

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

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

To barge in on a call:

1. Expand the Enterprise or Favourites directory.
2. Click the target contact and click **Barge In** 

 .
   The contact's status must be Busy.
3. You enter an ongoing call establishing a Three-way conference.
   The calls appear in the Conference Call panel.

You can now perform any conference operation on the call.

Chapter 4
Message Contacts

miReception allows you to send e-mail messages to contacts who have messaging configured in the system. You must have the Messaging feature enabled within miReception Settings and the users email address entered intotheir user profile in the TIPT Administration Portal (for TIPT) or Adaptive Collaboration Management Portal (for Adaptive Collaboration: Telstra Cloud Calling).

Send an e-mail to a contact

To send an e-mail message to a contact:

1. In the Enterprise or Favourites directory, click the contact that has an e-mail address configured.
2. Click the **E-mail** 

button for the contact.
This brings up a new e-mail window for the configured Messaging service.
3. Write your message and click **Send.**

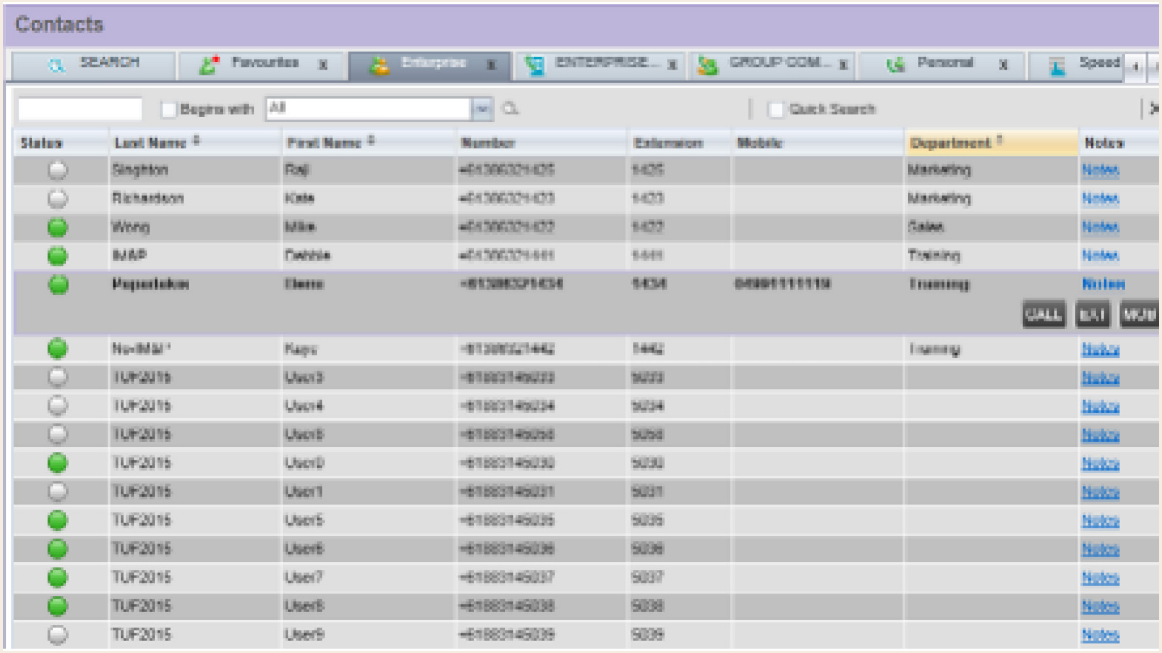
See Chapter 9: Configure miReception, Settings-Messaging, for details on configuring the default e-mail format.

Chapter 5

Manage Contacts

miReception allows you to view, search, and organise your contact directories.

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



Contacts Pane

For the list of contact directories available in your version of miReception, see Chapter 2: Exploring the Workspace.

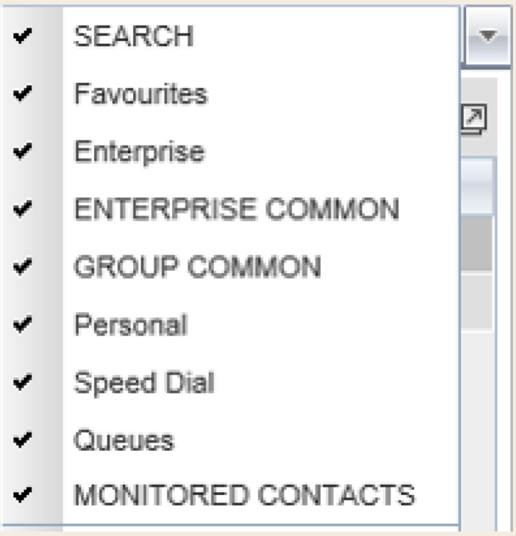
For information on monitoring contacts, see Chapter 6: Monitor Contacts; for more information on call-related functions, see Chapter 3: Manage Calls.

This section describes the directories management functions provided by miReception.

- Show and Hide Directories
- Search Contacts
- View Contact Details and Make Notes

Show and hide directories

miReception allows you to specify which directories should be visible in the Contacts pane.



Contacts Pane – Expanded Options Menu

All directories can be displayed individually in the Contacts pane. In addition, you can decide which directories to display.

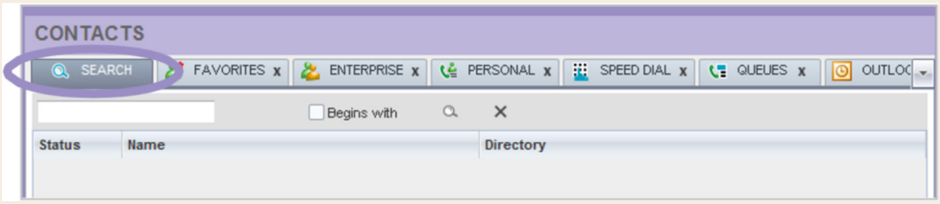
To display or hide a directory in the Contacts pane:

1. At the top right side of the Contacts pane, click the **drop down arrow** . From the menu that appears select the directory to display.
2. To close the directory, click the **Close** button for the directory.

Search contacts

The Search feature allows you to search for contacts in one, several, or all directories.

Use the Search panel located at the top of the **Contacts** pane to perform contact searches.



Search

To search one or more directories:

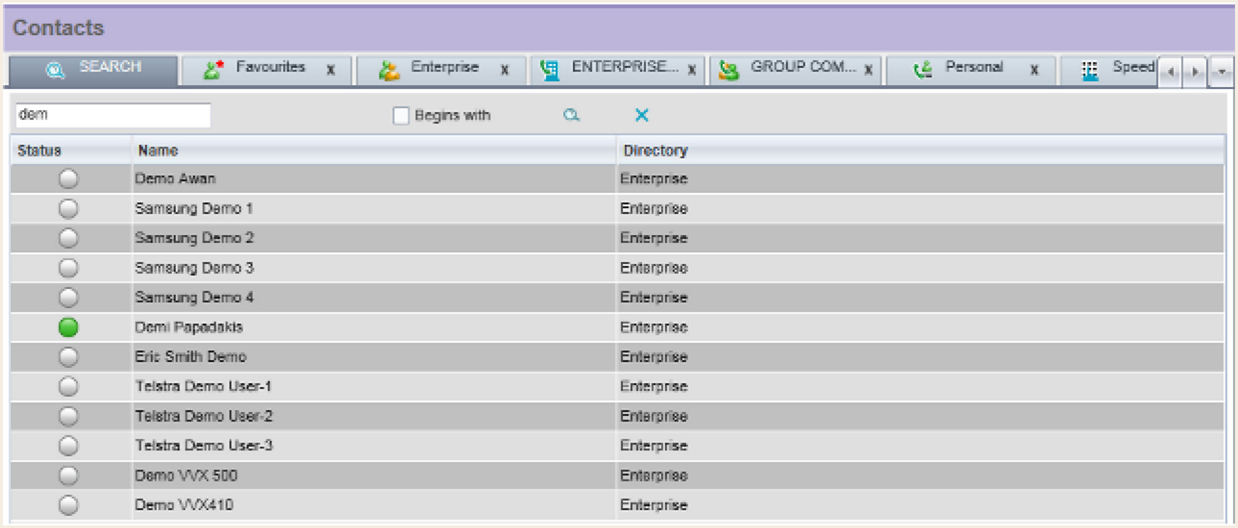
1. In the Search text box, enter the text you want to search for and press **ENTER.**
   You can enter partial information, such as part of a name or phone number.
2. To restrict the search to contacts that start with the entered text, check the Begins with box.
3. From the drop-down list, select the directories to search.
4. Press **ENTER.**

Note: The search is not case-sensitive; the search for “Ann” and “ann” returns the same results.

Search results are displayed in the Search panel, and each contact listed with the name of the directory where they were found.

Search tab directories are searched in the following order: Supervisors, Agents, Enterprise. Duplicate search results in the Search tab directories are not displayed; the first match for a given contact is displayed.

Duplicate search results in other directories are displayed.



Contacts Pane – Search Results

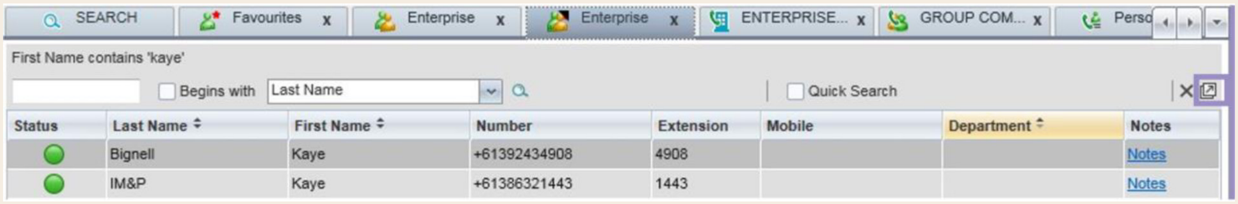
The search returns either all the contacts (in the selected directories) that contain the entered keyword or all the contacts that start with the entered keyword.

In the example above, entering “dem” returns all contacts from all directories with the letters “dem” in the name.

1. To clear the search results, click **Reset** ×.

Pullout search directories

1. Search results can be pulled out into a new tab using the **Pullout** button.

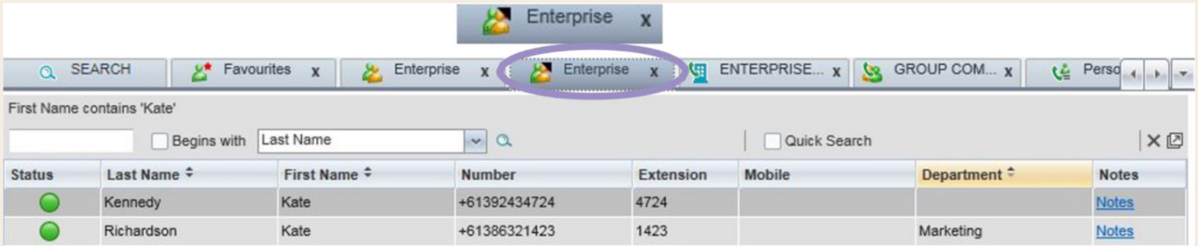


Pull button location

2. The Pullout button is enabled after a search on a single field, i.e. Last Name.
   The Pullout button will **NOT** appear if the “All” option is selected.
3. The Pullout button is disabled (greyed out) if the Quick Search option is selected, if the search returns no results, or if search results are cleared in the directory.

The following actions are performed when the Pullout button is clicked:

- A pullout search directory is added next to the directory on which the pullout is performed.
- A search is performed and the results are placed in the pullout search directory.
- The pullout search directory has a title that shows the directory name (on which search was performed) with a Pullout button similar to the main directory icon; however, it is annotated with an arrow as shown below.
- When a search result has been “Pulled out”, the tab appears along the top control header row.



Enterprise director

4. The pullout search tab is not saved in the user settings.

Note: Contact entries displayed in search results 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.

View contact details and make notes

miReception Enterprise allows you to view contact information. You can also make notes about the contacts in your Enterprise directory.

To view contact details:

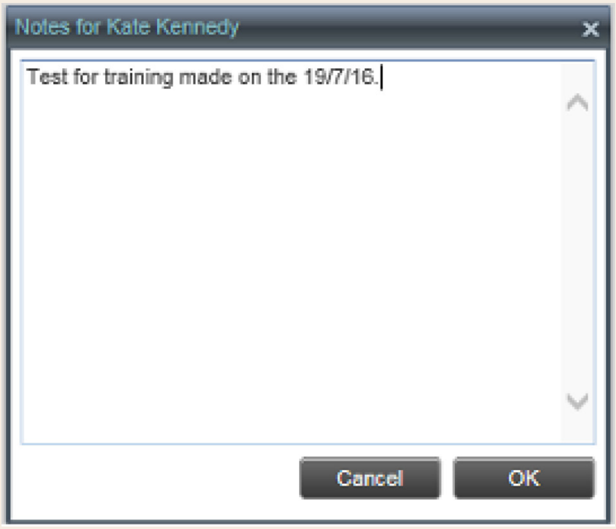
1. Expand the target directory panel.
2. Click the contact to view.
   This expands the row for the contact displaying additional information about the contact, which includes the contact’s phone numbers. If a call is parked against the contact and if you are monitoring, the information about the parked call is also displayed.

Enterprise Contact Details and Notes

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.

To view or make a note about a contact:

1. In the <u>Enterprise</u> directory, click the contact.
2. Click the **Notes** link.
   The <u>Notes for <Contact Name></u> dialog box appears.

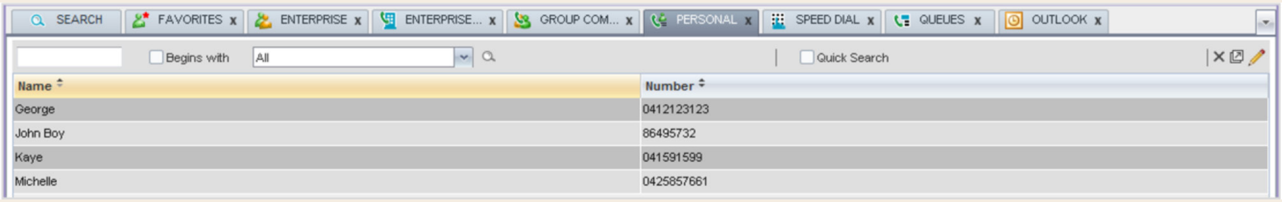


Notes for Kate Kennedy Dialog Box

3. Enter the desired text or view or modify the existing text in the <u>Notes</u> text box.
4. To save your changes and close the dialog box, click **OK.**
5. To close the dialog box without saving, click **Cancel.**

Manage personal contacts

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



Personal contacts Panel

You can perform the following operations on personal contacts:

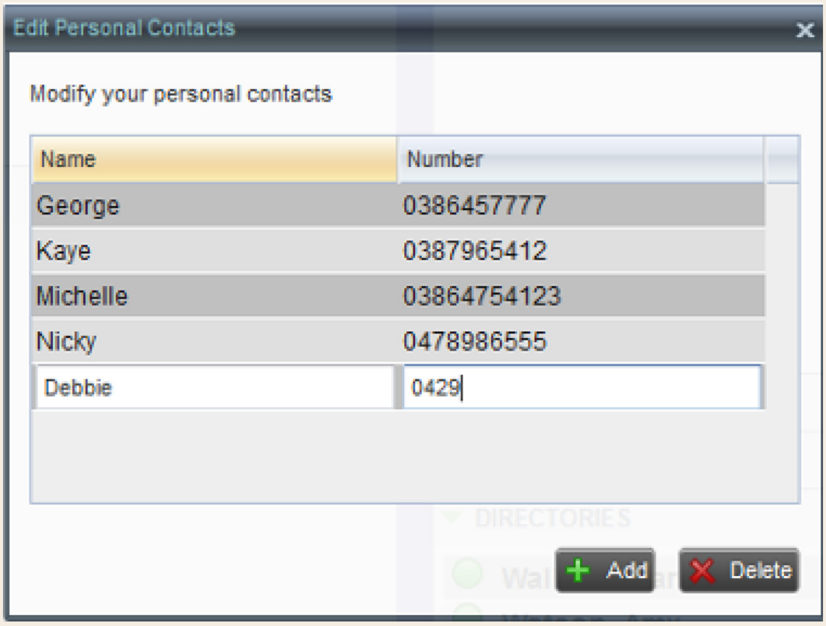
- Add Personal Contact
- Delete Personal Contact

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

Add personal contact

To add a personal contact:

1. In the Personal panel, click **Edit** .
2. Click **Add.**
   A new line is added below the existing entries, allowing you to define a new entry.



Edit Personal Contacts Dialog Box – Add Entry

3. In the Name text box, enter the contact's name or description, as you want it to appear.
4. In the Number text box, enter the phone number of the contact.
5. To save the changes, click anywhere in the dialog box outside the entry.
6. Click **X** (close) to close the dialogue box.

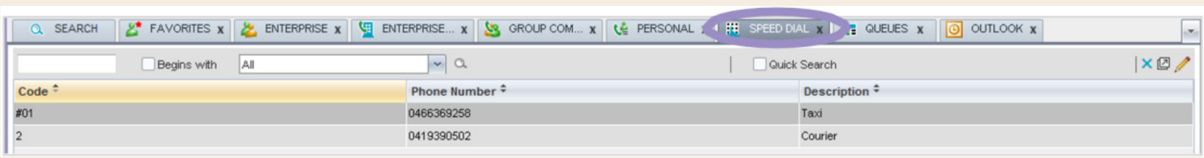
Delete personal contact

To delete a speed dial entry:

1. 1. In the Personal panel, click **Edit** .
2. 2. Select the entry to delete and click **Delete.**
3. 3. Click **X** (close) to close the dialogue box.

Manage speed dial entries

The Speed Dial directory 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/Speed Dial 100 service assigned.



Speed Dial Panel

You can add or remove entries via the web portal or the miReception 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 miReception.

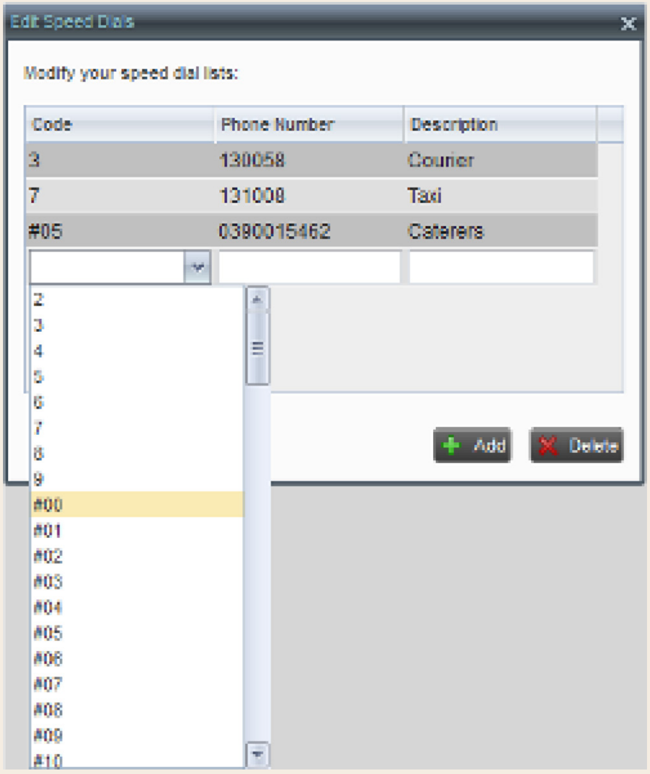
To update speed dial entries using the client, perform the following operations:

- Add Speed Dial Entry
- Modify Speed Dial Entry
- Delete Speed Dial Entry

Add speed dial entry

To add a speed dial entry:

1. In the Speed Dial panel, click **Edit** .
2. Click **Add.**
   A new line is added below the existing entries, allowing you to define a new entry.



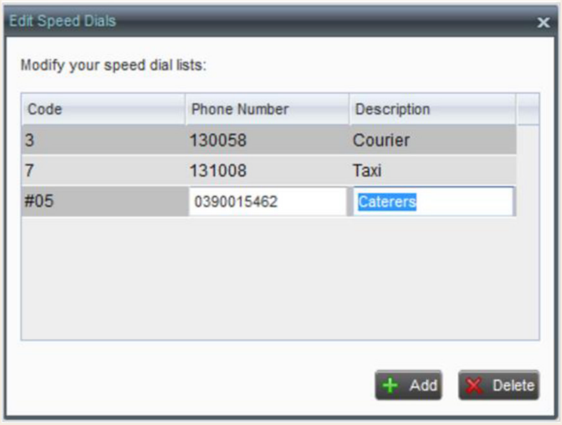
Edit Speed Dials Dialog Box – Add Entry

3. From the Code drop-down list on the left, select a speed dial code.
4. In the Phone Number text box, enter the phone number to assign to the code.
5. In the Description text box, enter a description that allows you to identify the entry.
6. To save the entry, click anywhere in the dialog box outside the entry.
7. Click **X** (close) to close the dialogue box.

Modify speed dial entry

To modify a speed dial entry:

1. In the Speed Dial panel, click the **Edit** button. The Edit Speed Dials dialog box appears.
2. Double-click the entry to modify.



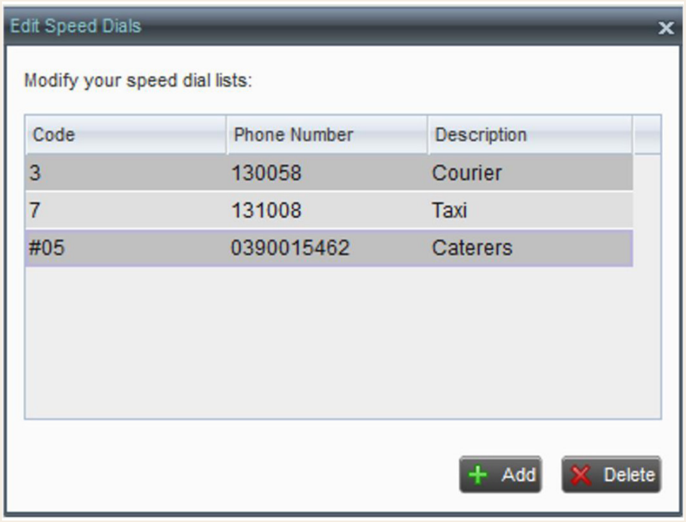
Edit Speed Dials Dialog Box – Modify Entry

3. Modify information as required.
4. To save the changes, click anywhere in the dialog box outside the entry.
5. Click **X** (close) to close the dialogue box.

Delete speed dial entry

To delete a speed dial entry:

1. In the Speed Dial panel, click **Edit** .
2. Select the entry to delete and click **Delete.**
3. Click **X** (close) to close the dialogue box.



Edit Speed Dials Dialog Box – Delete Entry

Chapter 6
Monitor Contacts

miReception allows you to monitor the call status of selected contacts. Contacts configured through the TIPT Administration Portal and Adaptive Collaboration Management Portal are referred to as static monitoring. A maximum of 200 contacts can be monitored this way.

In addition, miReception allows you to monitor selected contacts dynamically. A maximum of 99 contacts can be configured dynamically and is configured by your administrator with a default of 50.

You can use the Favourites panel to view the phone state of statically monitored contacts and the Enterprise panel to view the phone state of dynamically monitored contacts.

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:

Icon	Phone State	Description
	Idle	The contact’s phone is on-hook (available to receive a call).
	Busy	The contact’s phone is off-hook (on a call, busy).
	Ringing	The contact’s phone is ringing.
	Do Not Disturb	The contact has the Do Not Disturb service turned on.
	Call Forwarding Always	The contact has the Call Forwarding Always service turned on.
	Unknown	The contact is not monitored. **Note**: Virtual users cannot be monitored.

Monitoring

miReception allows you to monitor the call state of selected contacts. Static monitoring is configured through the TIPT Administration Portal or Adaptive Collaboration Management Portal and allows you to monitor up to 200 contacts in your miReception console. You can also choose to dynamically monitor a contact. This is done by clicking the status icon of the contact in your miReception console to monitor.

Static monitoring

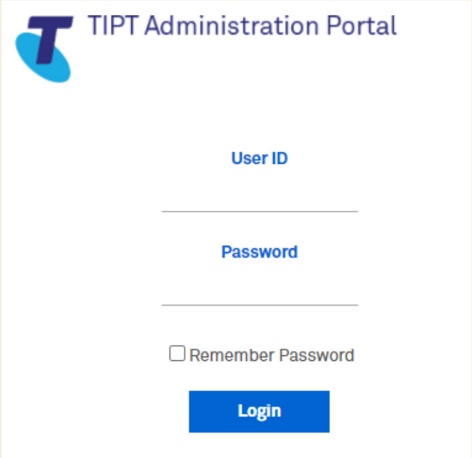
To statically monitor contacts, the list of contacts to monitor must be configured via the TIPT Administration Portal or Adaptive Collaboration Management Portal. Once configured, the selected contacts appear in your Favourites directory. However, the updates made to the list of contacts to monitor will only appear in miReception at the next sign-in.

Note: Your adminstrator can select up to 200 contacts for a receptionist to monitor.

TIPT static monitoring

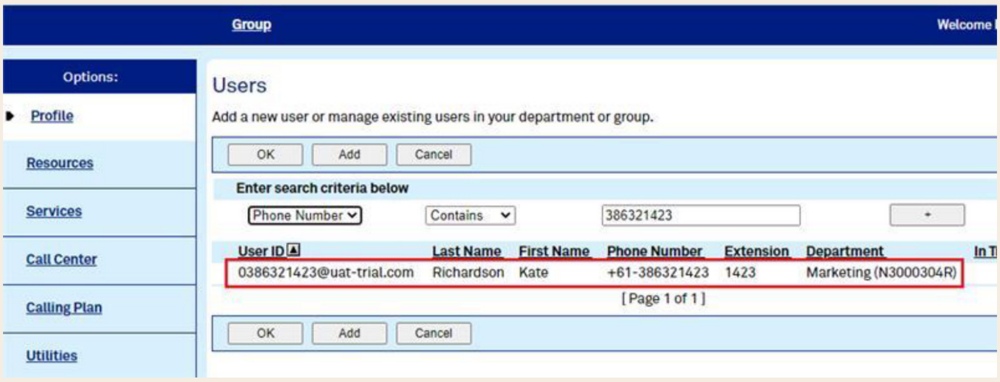
For TIPT users:

1. Log into the TIPT Administration Portal.



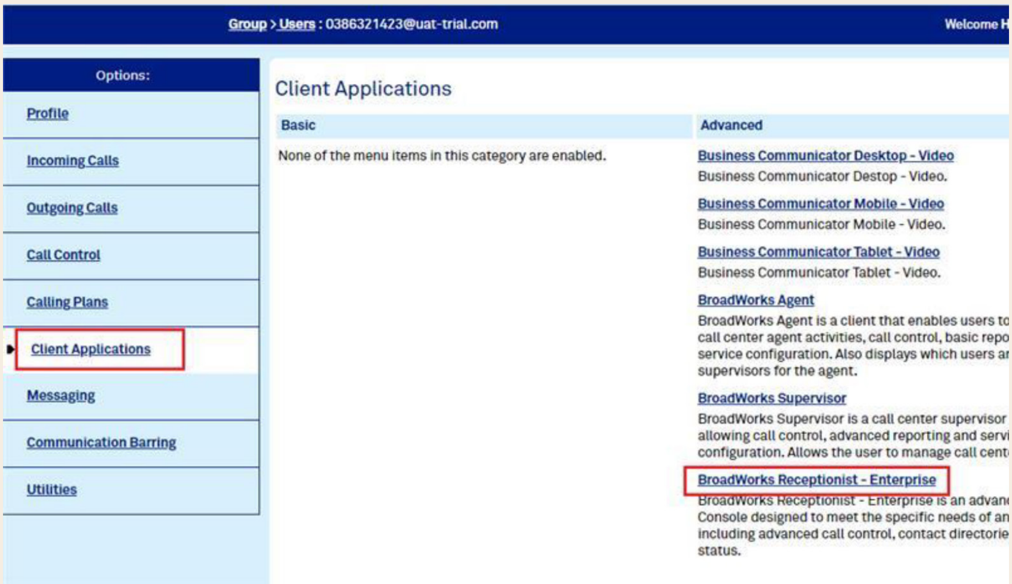
TIPT Administration Portal login

2. From the Group level, select the user that has a miReception license allocated to them.



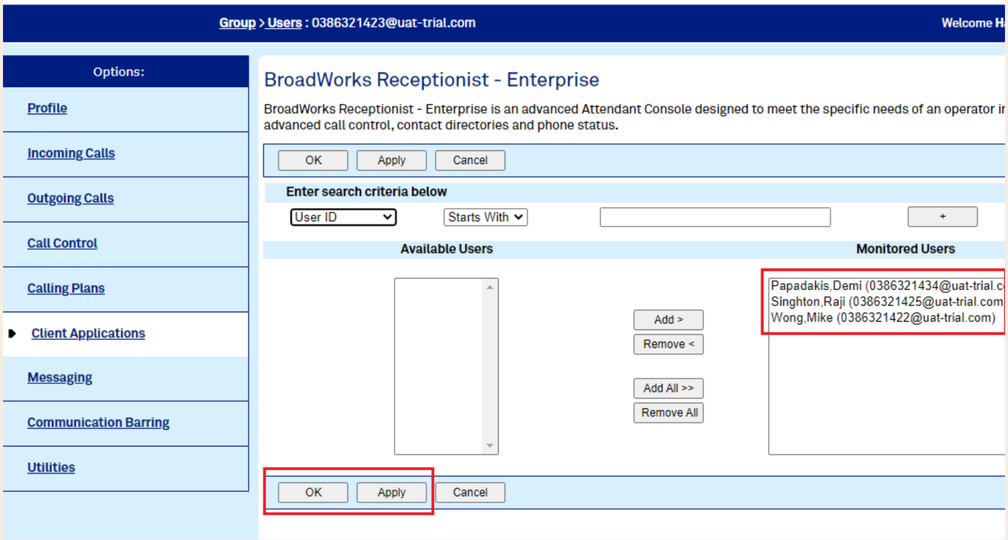
Select user with miReception license

3. Select **Client Applications** from the <u>Options Menu</u>, then click on **Broadworks Receptionist- Enterprise**



Select Client Application > Broadworks Receptionist - Enterprise

4. Search for users and add them to the monitored users list.



Select users to be monitored

5. Click **Apply**, then **OK.**
6. Log back into miReception and select **Favourites** directory to view **Statically Monitored** contacts.

Favourites directory with monitored contacts

Adaptive Collaboration: Telstra Cloud Calling static monitoring

For Adaptive Collaboration: Telstra Cloud Calling users, your administrator will need to set this up on your behalf in the Adaptive Collaboration Management Portal:

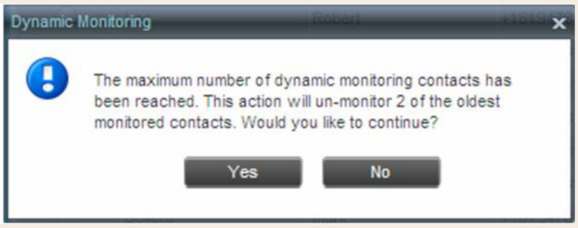
1. Log into Adaptive Collaboration Management Portal.
2. Find and navigate to the profile page of the user with the Receptionist client pack.
3. Under the Incoming calls tab, scroll down to the Receptionist section and select Edit.
4. Add and/or remove users to be monitored.
5. Click Close when done.
6. Have the receptionist client user log back into miReception and select **Favourites** directory to view **Statically Monitored** contacts.

Dynamic monitoring

Dynamic Monitoring allows you to view the call state of selected contacts in your Group/Enterprise directory. You can also view Monitored contacts in the Monitored Directory 

, which will only display contacts that have been selected to monitor. When the number of monitored contacts reaches the maximum limit of 99, you will receive one of the following message dialog boxes depending on your client configuration:

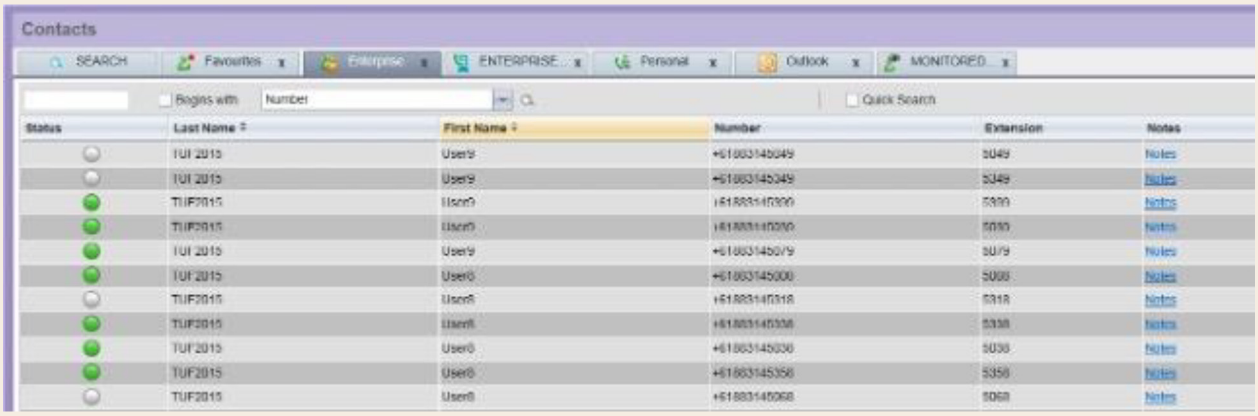
Dynamic Unmonitoring Dialog box



Dynamic Monitoring Dialog box

The state of a contact that is not monitored is shown as Unknown.

Once you have selected a contact to monitor, you are unable to deselect to stop monitoring.



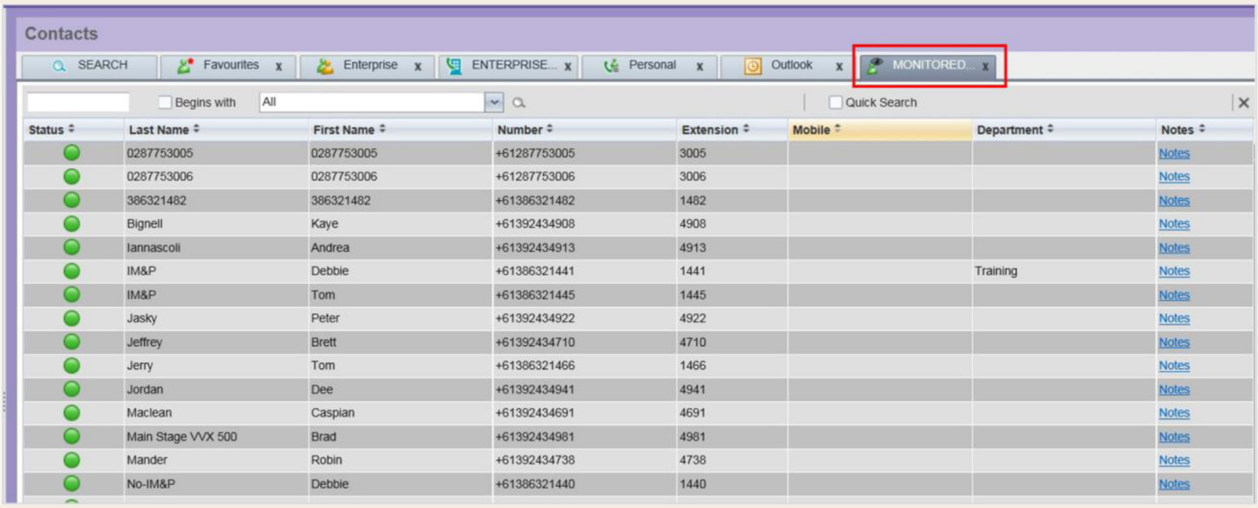
Enterprise directory displays monitored and unmonitored contacts

Request dynamic 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. The icon will change from grey (unknown status) to a colour which will indicate the contacts current phone status.



Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
	0287753005	0287753005	+61287753005	3005			Notes
	0287753006	0287753006	+61287753006	3006			Notes
	386321482	386321482	+61386321482	1482			Notes
	Bignell	Kaye	+61392434908	4908			Notes
	Iannascoli	Andrea	+61392434913	4913			Notes
	IM&P	Debbie	+61386321441	1441		Training	Notes
	IM&P	Tom	+61386321445	1445			Notes
	Jasky	Peter	+61392434922	4922			Notes
	Jeffrey	Brett	+61392434710	4710			Notes
	Jerry	Tom	+61386321466	1466			Notes
	Jordan	Dee	+61392434941	4941			Notes
	Maclean	Caspian	+61392434691	4691			Notes
	Main Stage VVX 500	Brad	+61392434981	4981			Notes
	Mander	Robin	+61392434738	4738			Notes
	No-IM&P	Debbie	+61386321440	1440			Notes

Monitored directory only displays monitored contacts

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

Chapter 7

Manage Call History

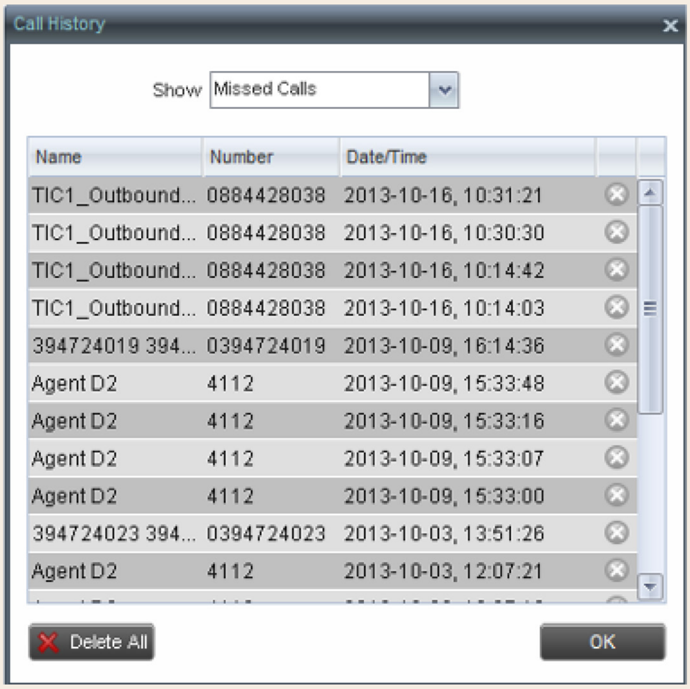
You can organise call logs and delete selected call logs or all call logs from Call History.

View call history

miReception allows you to view your call history. By default, the calls are grouped into Missed, Received, and Dialled calls.

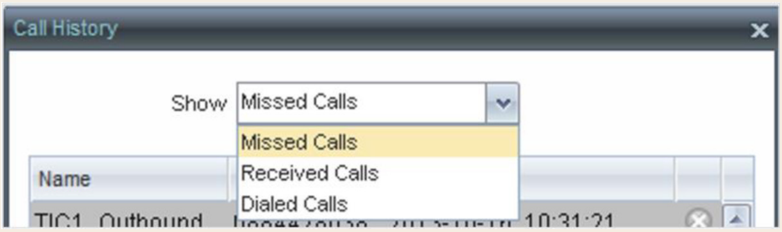
To view your call history:

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



Call History Dialog Box

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



Call History - Show

Delete call history

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

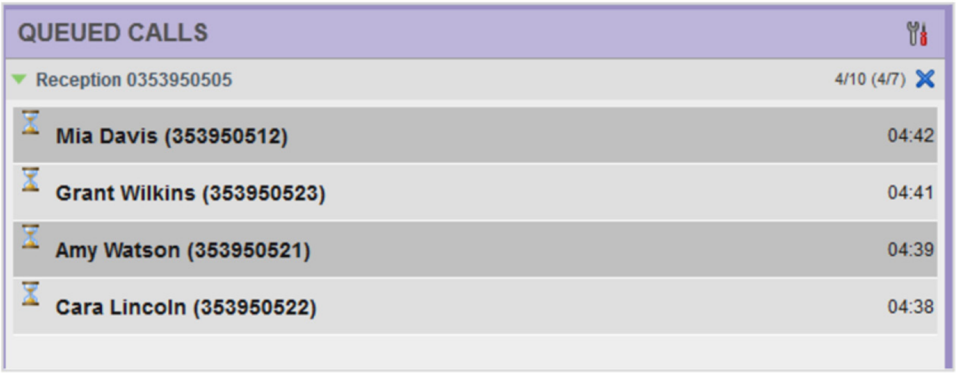
To delete call logs from Call History:

1. In the Call Console, click the **Call History** button . The Call History dialog box will appear.
2. To delete all call logs, click Delete All .
3. From the Show drop-down list, select a grouping.
4. To delete a selected log, click Delete Call Log for that log.

Chapter 8

Manage Queued Calls

miReception allows you to manage calls in selected call centres (up to five) and monitor calls in real time. You can manage queued calls using the Queued Calls pane.



Queued Calls Pane

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

- Select Call Centres to Manage
- View Queued Calls
- Retrieve Call from Queue
- Transfer Call to Ad Hoc Number
- Transfer Call Between Queues
- Change Position of Call in Queue
- Group Calls
- Order Queued Calls

Select call centres to manage

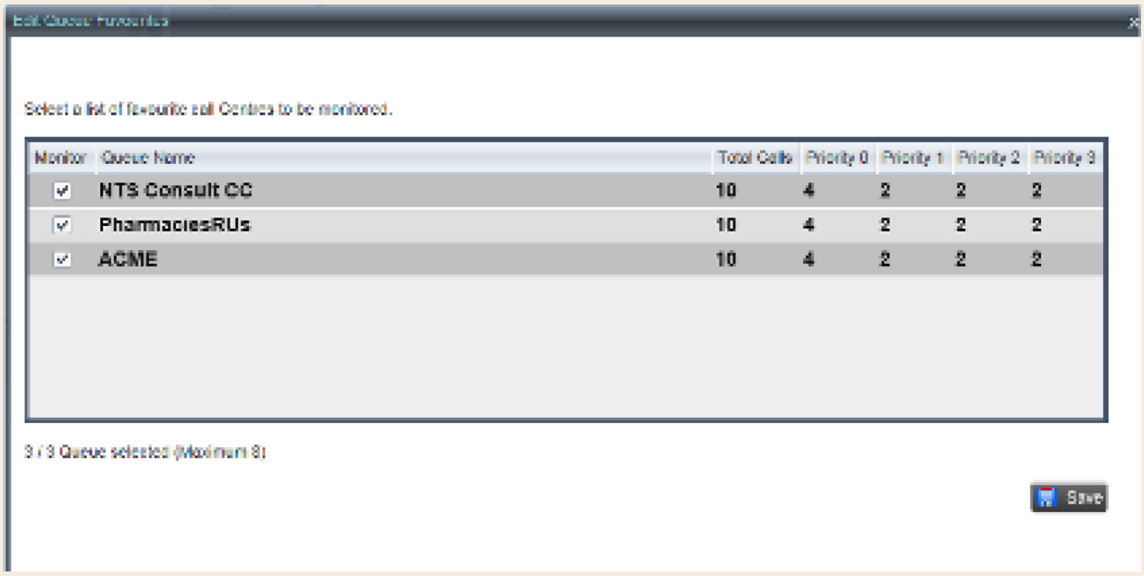
After you sign-in to miReception, select the call centres you want to manage (up to five).

To select call centres:

1. In the Queued Calls pane, click **Options** and select the Edit Queue Favourite Dialog option.

Queued Calls – Options – Edit Queue Favourite Dialogue

2. The Edit Queue Favourites dialog box appears.



Edit Queue Favourites Dialog Box

3. Select the check boxes for the call centres you want to monitor.
4. Click **Save.**

View queued calls

To view calls in a queue:
1. Click the **Expand** button for that queue.

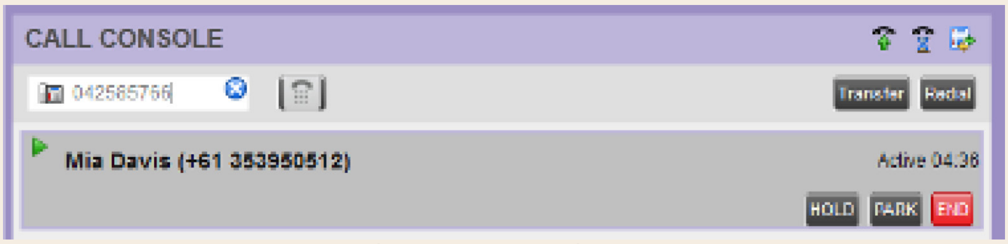
Retrieve call from queue

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

To retrieve a call from the queue:
1. In the Queued Calls pane, click the call to expand it and click **Retrieve** RETRIEVE for that call.
2. Once you retrieve the call, the call appears in the Call Console, and you treat it as any other call.

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 Dialler, enter the destination number and click **Transfer** Transfer.



Ad Hoc Queue Transfer

3. The call is transferred and removed from the queue.

Transfer call between queues

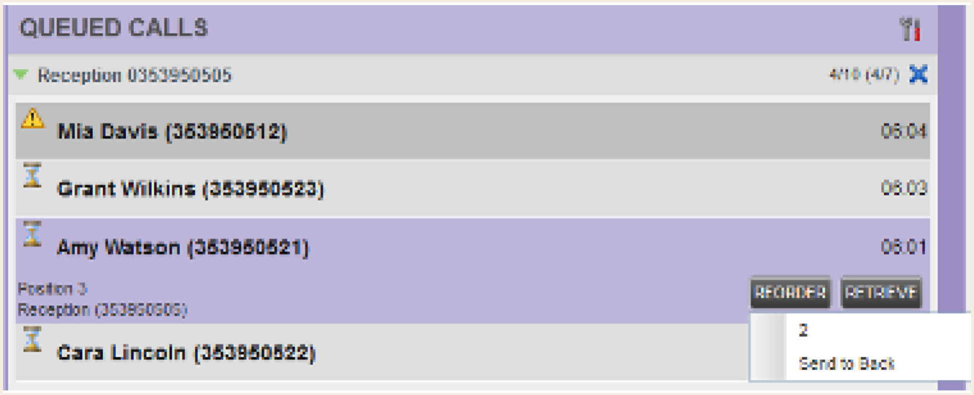
To transfer a call to another queue:

1. In the Queued Calls pane, select the call.
2. In the Contacts pane, expand the Queues panel, to find the queue you need to transfer the call to.
3. Click the target queue and click **Transfer** TRF for that queue.
4. The call is transferred and removed from the original queue.

Change position of call in queue

To change the position of a call in the queue:

1. In the Queued Calls pane, click the call and click **Reorder** REORDER.



Reordering Queued Call

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

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.

Group calls

You can group queued calls by their priority.

To group or ungroup queued calls:

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

Queued Calls – Options – Group

2. To ungroup calls, unselect the Group by priority option.

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:In the Queued Calls pane, select the call.

1. In the Queued Calls pane, select the call.
2. In the Queued Calls pane, click **Options** .
3. Select **Sort** and then the ordering option you want. This operation applies to all monitored call centres.

Queued Calls – Options – Sort

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

Chapter 9

Configure miReception

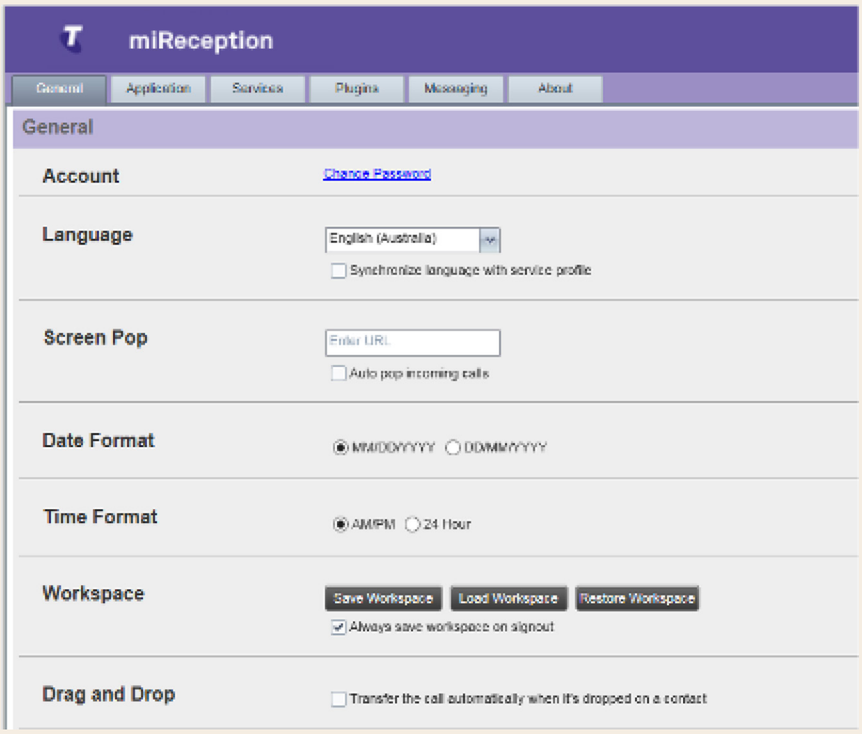
You can use the Settings link at the top right corner of the Logo pane to access the Settings page, where you can configure various aspects of the miReception application.

Note: Do not use the internet browser's back button to return to the main interface.

This section describes the Settings pages that you can use to configure miReception:

- Settings – General
- Settings – Application
- Settings – Services
- Settings – Services Plugins (disabled)
- Settings – Messaging
- Settings – About

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



Settings – General

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

Settings – General

Account

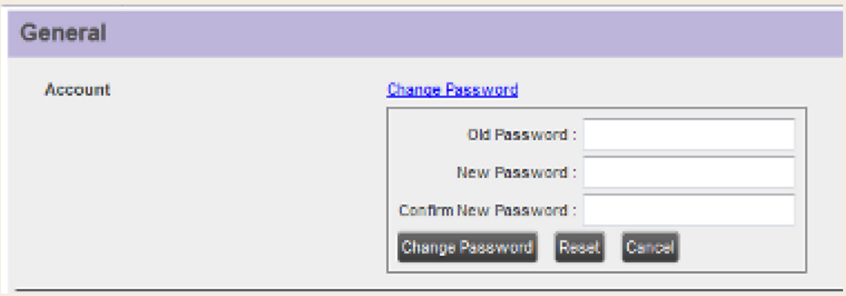
You can use this area to change your user password (TIPT only).

miReception shares login credentials with the TIPT Administration Portal. When you change your password here, remember to use this new password when accessing the TIPT Administration Portal.

Note: The password you enter must meet password requirements set in the TIPT Administration Portal.

To change your password:

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



Account – Change Password

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

Note: The Reset button does not reset your password, it only clears the input boxes.

Language

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

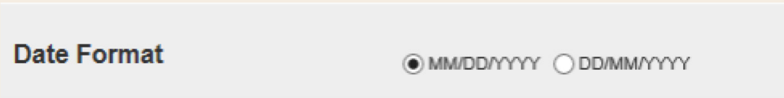
1. The drop-down list identifies the languages available in your edition of miReception. To change the language, select a new language from the list.
2. Synchronise language to my profile – When this option is checked, miReception synchronises the language with your profile and ignores the language selection on this page.

Screen pop

This feature is currently not supported.

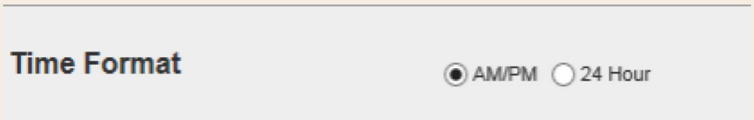
Date format

This option allows you to change or select the date format. Select from MM/DD/YYYY or DD/MM/YYYY.



Time format

This option allows you to change or select the time format. Select from AM/PM or 24 Hour.



Workspace

miReception allows you to customise 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 customised:

- 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).

Buttons:

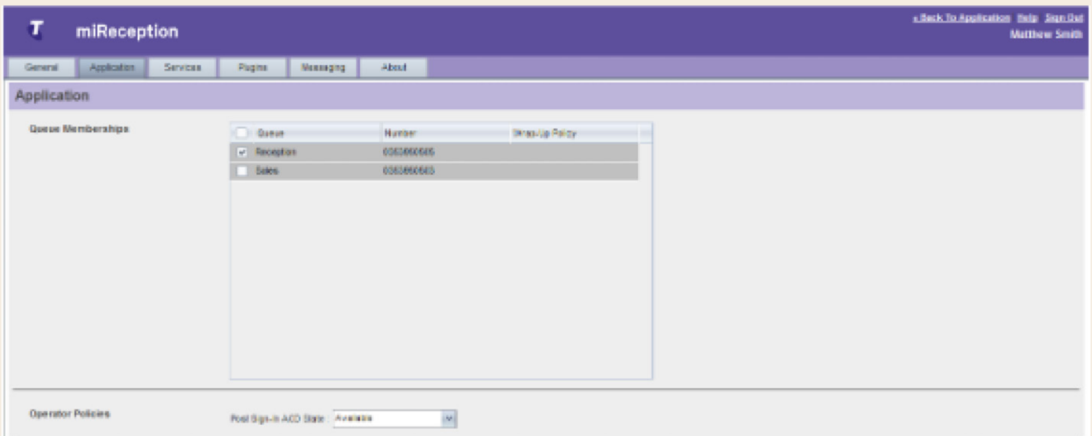
- **Save Workspace**. This button, when clicked, saves the current workspace.
- **Load Workspace**. This button, when clicked, arranges your workspace according to the last saved configuration.
- **Restore To Default**. This button, when clicked, restores the workspace to the system default configuration.
- **Always save workspace on sign out.** When you sign out from the client, miReception 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 sign-out box.

To customise your workspace:

1. Arrange the windows the way you like.
2. Click the **Save Workspace** button to save the current configuration. To restore the system default, click **Restore To Default.**
3. At any time to return to the last saved configuration, click the **Load Workspace** button.

Settings – Application

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



Settings – Application

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

Queue membership

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

To join queues:

1. To join a specific queue, select the check box on the line for the queue.
2. 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.

Operator policies

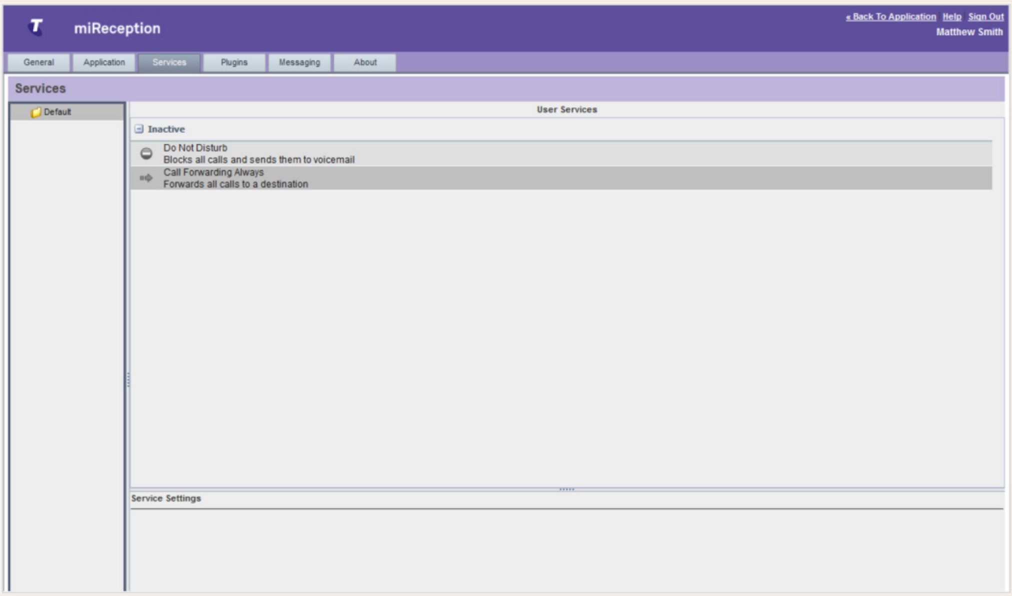
The Operator Policies setting allows you to select your post sign-in state in your queues.

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

Settings – Services

You can use the Services tab to configure various services assigned to you by your administrator, which are applicable to miReception. These settings are only available if you have been assigned such services. If either of the features is activated in the client, it will immediately display on the phone. These features can be enabled or disabled on either the phone or the client.

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



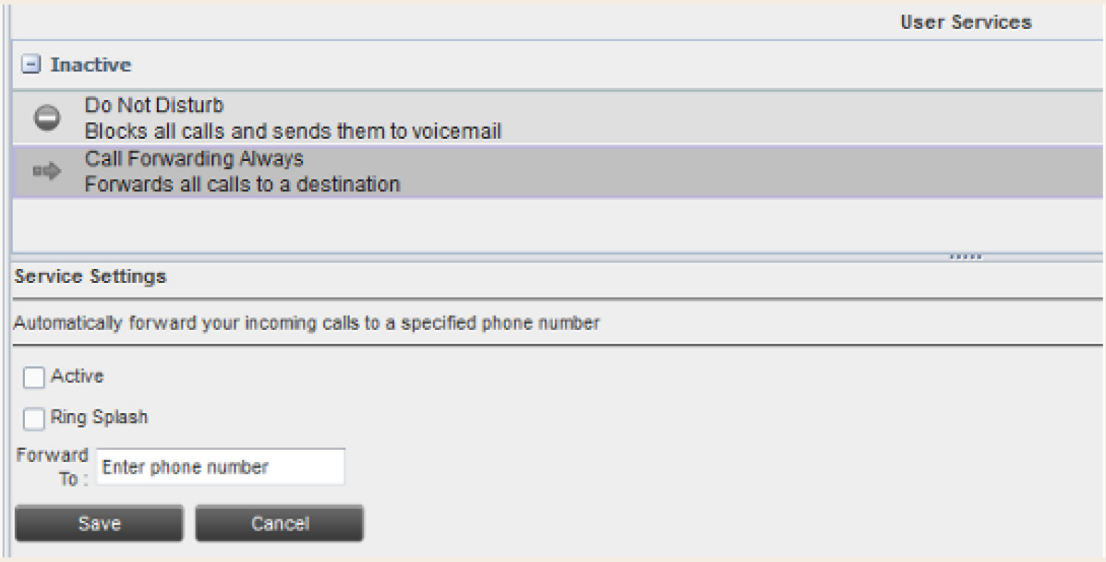
Settings – Services

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

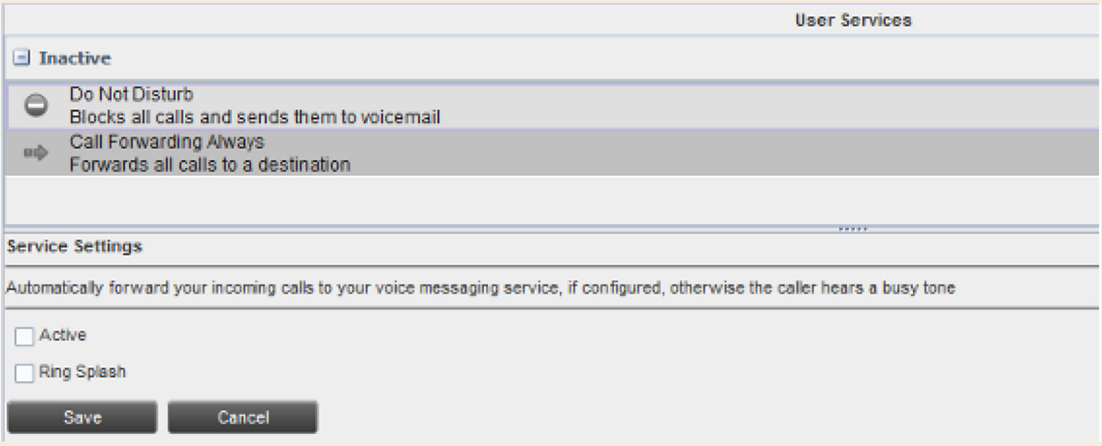
- **Do Not Disturb**. When you activate this service, you are not available to take calls, and all your calls are automatically sent to your voicemail.
- **Call Forwarding Always.** When you activate this service, you need to provide the phone number to forward your calls to. When the service is active, all your calls are forwarded to the specified number.

To activate a service:

1. Select the service and check the Active box. The service is moved from the Inactive to Active category.
2. 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.
3. To generate a ring splash for incoming calls, check the Ring Splash option
4. To save your changes, click **Save.**



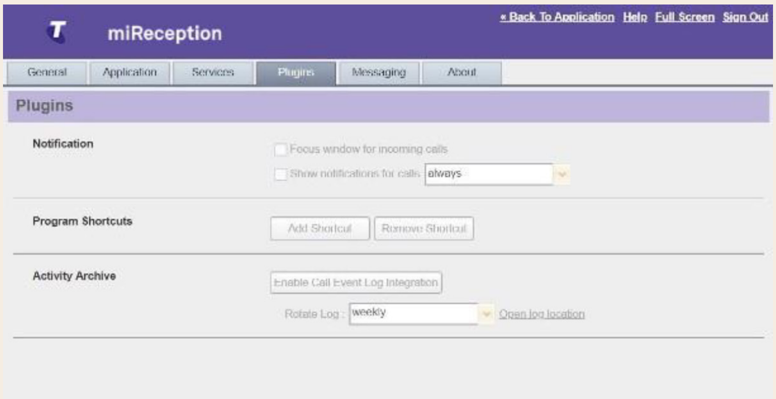
Settings – Services – Call Forward Always Settings



Settings – Services – Do Not Disturb Settings

Settings – Plug-ins

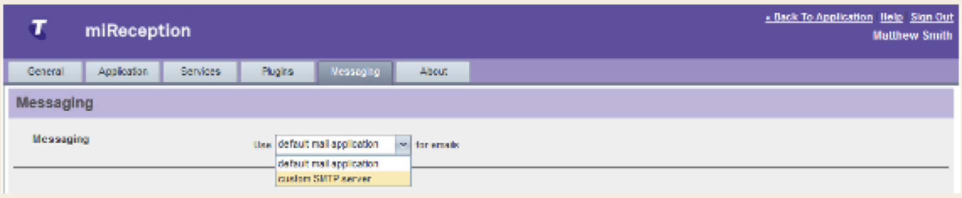
The Plug-ins tab is completely disabled and not available for use.



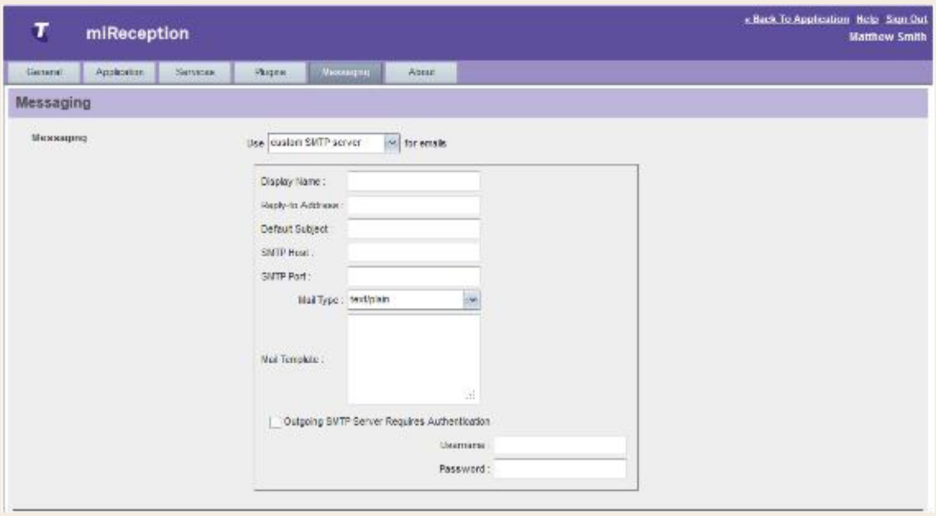
Settings – Plugins

Settings – Messaging

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



Settings – Messaging with default mail application selected



Settings – Messaging with custom SMTP server selected

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 miReception.
- **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.

Settings – About

Use the About tab to view the information about miReception.

Settings – About Page

The following information is provided on this page:

- **Version**. This is the software version of the miReception client.
- **Profile**. This is the miReception client profile used.
- **Disclaimer**. This is the miReception copyright information.

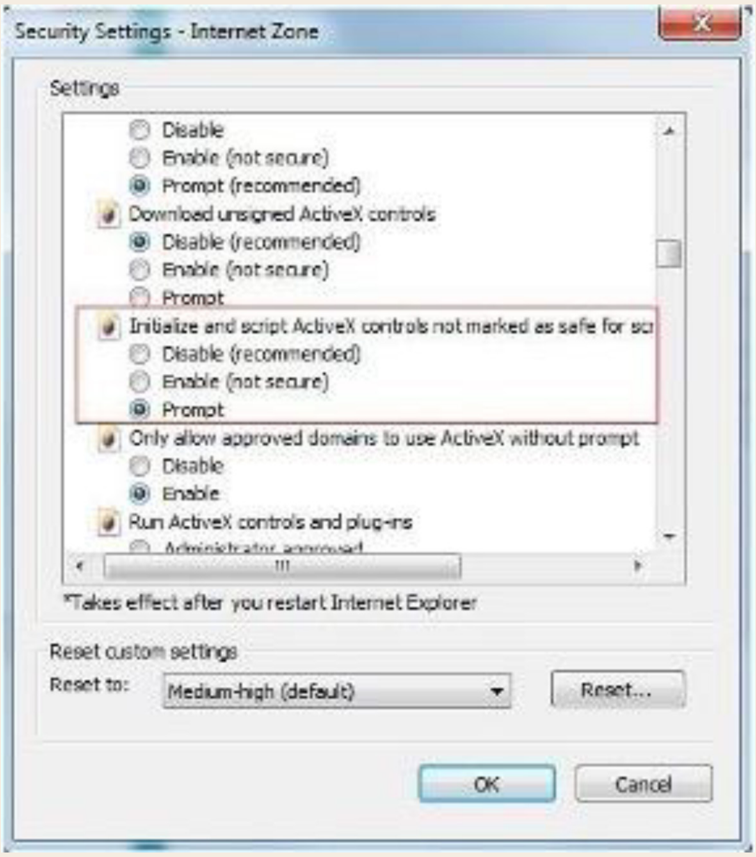
Chapter 10

Configure web browser

Internet Explorer settings for full screen mode

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

1. On the Internet Explorer Menu bar, select the Tools menu and then click **Internet Options.**
2. In the Internet Options dialog box, click the **Security** tab and then click the **Custom level**... button.



Internet Explorer Security Settings- Internet Zone Dialog Box

3. 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.
4. Select Enable or Prompt.
5. Restart Internet Explorer.

Chapter 11

Appendix A: Glossary and Definitions

Phone states

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

Icon	Phone State	Description
	Idle	The contact's phone is on-hook (available to receive a call).
	Busy	The contact's phone is off-hook (on a call, busy).
	Ringing	The contact's phone is ringing.
	Do Not Disturb	The contact has the Do Not Disturb service turned on.
	Call Forwarding Always	The contact has the Call Forwarding Always service turned on.
	Unknown	The contact is not monitored. **Note:** Virtual users cannot be monitored.

Call states

Call states are the states that your current calls can be in.

Icon	Display Name	Call State	Description
	Incoming Local	Ringing In (Local)	This represents a Click-To-Dial call ringing on your phone.
	Incoming	Ringing In (Remote)	The call is coming in and ringing on your phone.
	Call Recalled	Ringing In (Recalled Call)	The call was parked or camped and is being recalled because its timer has expired.
	Outgoing	Ringing Out	The call is outgoing, ringing out. This is equivalent to a phone ringing on the called party's phone

	Active	Active	The call is an active call.
	Held	On Hold	The call is on hold.
	Remote Held	On Hold (Remote Held)	The call is held by the remote party.
	Active	Active (In Conference)	The call is in a conference and active.
	Held	Held (In Conference)	The call is in a conference and onhold.

Chapter 12

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 Close button box.  in a dialog box.	This closes the open dialog box.
	Cancel the changes.	This exits the currently selected editable item, such as a text box.
/	Click the Dialler text box.	This places the cursor in the Dialler text box; it retains the currently selected item (if applicable). **Note:** In Internet Explorer 8, the "/" shortcut key does not always work. Pressing the key clears the default Enter Number text, but does not place the cursor in the input box.
?	Click the Search text box.	This places the cursor in the Search 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 Call Console or Queued Calls pane.
Arrow Up	Click the scroll bar or the previous item in a list.	This selects the previous item in the Call Console or Queued Calls pane.
Page Down	Scroll down one page.	This goes to the next page in the Call Console or Queued Calls pane.
Page Up	Scroll up one page.	This goes to the previous page in the Call Console or Queued Calls pane.
1....9	Select a call in the Call Console.	Pressing "1" selects the first call; pressing "2" selects the second call, and so on.

Key	Equivalent Mouse Action	Description
SPACEBAR	Click **Answer** on the selected incoming call in the Call Console.	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 **End** on a selected call in the Call Console.	This ends the selected call.
ENTER	Click **Dial**.	If the cursor in placed in the Dialler text box, the entered digits are dialled.
ENTER	Click **Search**.	If the cursor is placed in the Search text box, a search is performed.
+	Click **Transfer** in the Dialler	This transfers the selected call to the ad hoc number entered in the Dialler.
SHIFT+1..9	Select a ringing call and click **Answer**.	Pressing **SHIFT+1** selects and answers the first ringing call, pressing **SHIFT+2** selects and answers the second ringing call, and so on.
SHIFT+1..9	Select an active call and click **Hold**.	Pressing **SHIFT+1** selects and places the first active call on hold, pressing **SHIFT+2** selects and answers the second active call, and so on.
SHIFT+1..9	Select a held call and click **Retrieve**.	Pressing **SHIFT+1** selects and retrieves the first held call, pressing **SHIFT+2** selects and retrieves the second held call, and so on.
S or s	Click the **Settings** link.	This opens the Settings page if main window is in focus.
B or b	Click on Back to Application link.	This goes back to the main page from the Settings page.
R or r	Click the **Call History** button.	This opens the Call History dialog box.
H or h	Click the **Help** link.	This opens this guide in a PDF format.
SHIFT+L or SHIFT+	Click the **Sign Out** link.	This signs the user out of the application.