

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 <u>underlined blue</u>, for example <u>www.telstraenterprise.com.au</u>.

Button names on your computer screen are shown in Bold.

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

miReception User Guide, February 2022

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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 <u>Logo</u> 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.

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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 administrator 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:
 - <u>https://mireception.tipt.telstra.com/mireception/</u> (only accessible from MPLS)
 - <u>https://imireception.tipt.telstra.com/mireception/</u> (internet accessible)

For Adaptive Collaboration: Telstra Cloud Calling users:

<u>https://imireception.tipt.telstra.com/mireception/login/telstraid/</u> (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.
- Usemame Password Sign In I Sign In Additional Options •

miReception

8. Click Sign-in.

Adaptive Collaboration: Telstra Cloud Calling login steps

1. Click the <u>Telstra ID Sign-in</u> 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.

•	
	Sign in
	Sign in with your Telstra ID
	Username
	Remember username
	Continue

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.

Sign in Sign in with your Tetstra ID Ueername demo@demo.com Password Show Reset password	
Sign in with your Teistra ID Username demo@demo.com Password <u>Show</u> Reset password Sign in	Sign in
Username demo@demo.com Password Show Reset password Sign in	Sign in with your Telstra ID
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Password Show Reset password Sign in	demo@demo.com
Show Reset password Sign in	Password
Reset password Sign in	Show
Sign in	Reset password
	Sign in

miReception Telstra ID Password sign-in page

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."

T miReception		Settings Help Full Screen Sign Out	
- minteoe	Priori	You have been signed out as you have signed in from another location.	Kate Richardson

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.



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.



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** ¹¹ 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.

	adood Hallo	Total calls Priority 0 Priority 1 Priority 2 Priority 3
~	Reception	10
	Sales	10

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.

Change Password
Old Password :
New Password :
Confirm New Password :
Change Password Reset Cancel

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.

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		10	1172013	ME	+1183114046	1046			MATES T

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 <u>Settings</u> pages contain a <u>Logo</u> 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.



Global message area

The <u>Global Message Area</u>, 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 <u>Logo</u> pane displays links to the Settings pages, where you can configure the client, and the Help and Sign Out links.

τ	miReception		Settings Help Full Screen Sign Out Agent D4
		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.**



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 <u>Busy</u> Call State. If none of the services is enabled and your call state is <u>Idle</u>, 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 <u>Call Console</u> to view and manage your current calls. For information on managing your calls, see Chapter 3: Manage Calls.

CALL CONSOLE	😵 🕱 😼
🖀 Enter Number	Transfer
 Mia Davis (+61 353950512) Reception Main (tel:+61353950505) 	Active 04:27
Call Console	

The <u>Call Console</u> 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 12. This allows you to enable call waiting, if required
- Auto Answer button 😨. This allows you to answer your calls automatically

Dialler

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

Enter Number		Redial
	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 <u>Call Console</u> 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 <u>Conference Call</u> panel at the bottom of the <u>Call Console</u>. The <u>Conference Call</u> panel is described in the following section.

CALL CONSOLE	* 1
0523 📀 😭	Transfer
II Mia Davis (+61 353950512) Reception Main (tel:+61353950505)	Held 09:46 [05:05]
Grant Wilkins (+61 353950523)	Active 04:40
	HOLD PARK CONF TRF END



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 <u>Conference Call</u> 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	END HOLD LEAVE 💥
🖧 Mia Davis (+61 353950512)	Active 10:50
	HOLD
A Grant Wilkins (+61 353950523)	Active 05:44

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	Δ	Conference (Active)
4	Outgoing	All	Conference (Held)
	Active	÷	Ringing in, Call Recalled
11	Held		Parked Call (<dn>)</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.

	Begins w	th Al	<u>~</u> α		Quick Searc	h	3
Status	Last Name ÷	First Name *	Number	Extension	Mobile	Department =	Notes
0	Richardson	Kate	+61386321423	1423		Marketing	Notes
0	Singhton	Raji	+61388321425	1425		Marketing	Notes
0	Wong	Mike	+81388521422	1422		Sales	Notes
	Papadakis	Demi	+61388321434	1434	04991111119	Training	Notes
0	No-IM&P	Kaye	+61386321442	1442		Training	Notes
	IMSP	Debbie	+61366321441	1441		Training	Notes
0	TUF2015	User2	+61883145032	5032			Notes
0	TUF2015	User3	+61883145033	5033			Notes
0	TUF2015	User4	+81883145034	5034			Notes
0	TUF2015	User8	+61883145058	5058			Notes
	TUF2015	User0	+61863145030	5030			Notes
•	TUF2015	User5	+61863145035	5036			Notes
	TUF2015	User6	+61883145036	5036			Notes
	TUF2015	User7	+61883145037	5037			Notes
0	TUF2015	User8	+81883145038	5038			Notes
0	TUF2015	User9	+61883145039	5039			Notes
0	TUF2015	User0	+61883145040	5040			Notes
0	TUF2015	User1	+61863145041	5041			Notes
0	TUF2015	Useri	+61883145031	5031			Notes
0	TUF2015	User7	+61883145057	5057			Notes
0	TUF2015	Usar6	+61883145058	5058			Notes
0	TUF2015	User5	+81883145055	5055			Notes
0	TUF2015	User2	+61883145042	5042			Notes
0	TUP2015	User3	+61863145053	9053			Notes
0	TUF2015	User2	+61883145052	9052			Notes
0	TUF2015	User1	+61883145051	5051			Notes
0	TUF2015	User0	+61883145050	5050			Notes
0	TUF2015	User9	+81883145049	5049			Notes
0	TUF2015	User8	+61883145048	5048			Notes
0	TUP2015	User7	+61663145047	5047			Notes

miReception Enterprise Contacts Pane

The <u>Contacts</u> 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.

•	Papadak/s	Demi	+61386321434	1434	04991111119	Training	Notes CALL EXT MOR
		Gro	up Panel – Contact in F	ocus with A	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	5						
Q SE	ARCH Z Favo	urites x 😕 Ente	rprise 🗴 🦉 ENTE	RPRISE x 🍇 🤇	BROUP COM x		Speed + +
	Begins with	All	- a		Quick Search	h	ר
Status ÷	Last Name ÷	First Name +	Number \$	Extension \$	Mobile \$	Department +	Notes ‡
		(Contacts Pane -	- Favourites P	anel		

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.

	Begins w	ith All	v a		Quick Search	1	13
tus	Last Name ≎	First Name *	Number	Extension	Mobile	Department *	Notes
0	Richardson	Kate	+61386321423	1423		Marketing	Notes
0	Singhton	Raji	+61386321425	1425		Marketing	Notes
0	UM/ann	Mike	+61386321422	1422		Sales	Notes
0	Papadakis	'emi	+61386321434	1434	04991111119	Training	Notes
-							CALL EXT MOR
0	No-IM&P	Kaye	+61386321442	1442		Training	Notes
•	IM&P	Debbie	+61386321441	1441		Training	Notes
0	TUF2015	User2	+61883145032	5032			Notes
0	TUF2015	User3	+61883145033	5033			Notes
0	TUF2015	User4	+61883145034	5034			Notes
0	TUF2015	User8	+61883145058	5058			Notes
\bigcirc	TUF2015	User0	+61883145030	5030			Notes
•	TUF2015	User5	+61883145035	5035			Notes
\bigcirc	TUF2015	User6	+61883145036	5036			Notes
•	TUF2015	User7	+61883145037	5037			Notes
\bigcirc	TUF2015	User8	+61883145038	5038			Notes
0	TUF2015	User9	+61883145039	5039			Notes
0	TUF2015	User0	+61883145040	5040			Notes
0	TUF2015	User1	+61883145041	5041			Notes
0	TUF2015	User1	+61883145031	5031			Notes
0	TUF2015	User7	+61883145057	5057			Notes
0	TUF2015	User6	+61883145056	5056			Notes
0	TUF2015	User5	+61883145055	5055			Notes
0	TUF2015	User2	+61883145042	5042			Notes
0	TUF2015	User3	+61883145053	5053			Notes
0	TUF2015	User2	+61883145052	5052			Notes
0	TUF2015	User1	+61883145051	5051			Notes
0	TUF2015	User0	+61883145050	5050			Notes
0	TUF2015	User9	+61883145049	5049			Notes
0	TUF2015	User8	+61883145048	5048			Notes

Contacts Pane – Enterprise Panel

Enterprise Common Panel

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

🕹 Enterprise 🗴 🤄 ENTERPRISE 🗴	GROUP COM x 🕻 🧯 Person	al x 🔛 Speed Dial x 🕻 🕻 Queues	X Outloc
Begins with All	✓ Q.	Quick Search	× 🛛

Personal Panel

The <u>Personal</u> 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.

🔍 SEARCH 🛛 🌋 FAVORITES 🗴 🕹 ENTERPRISE 🗴 🖳 E	INTERPRISE X 😪 PERSONAL X 🕅 🔛 SPEED DIAL X	📢 QUE 🗸
Begins with All	Quick Search	× 🛛 🥖
Name 🕈	Number ‡	
John Boy	86495732	

Contacts Pane – Personal Panel

Speed Dial Panel

The <u>Speed Dial</u> 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.

🕹 Enterprise 🗴 🖳 ENTERPRISE 🗴 🍇 G	ROUP COM x C Personal x E Speed Di	ial x C Queues x O Outlod
Begins with All	✓ Q. Quic	k Search X 🛛 🖊
Code ‡	Phone Number +	Description +
2	0392434996	Survey
3	0413999222	Test
5	0413595583	Joe

Contacts Pane – Speed Dial Panel

Queues Panel

The <u>Queues</u> 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.

ivourites 🗙 🎎 Enterprise 🗙 🕎 E	ENTERPRISE X SGROUP COM X	Ce Personal X Speed Dial X	Queues X 4 D
Favourites Begins with All	✓ Q.	Quick Search	× 🛛 🖬
Name 🗘	Number ‡	Extension +	Department +
ACME	0392966330	6330	
NSW-Cosmetic	0392966306	6306	
NSW-Medical	0392966305	6305	
NSW-Skin Care	0392966308	6308	
NSW-Vitamins	0392966307	6307	
NTS Consult CC	0392966325	6325	

Contacts Pane – Queues Panel

Monitored (Contacts) Panel

The <u>Monitored</u> 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.

	Begins with A	1	✓ Q		Quick Search		
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
	lannascoli	Andrea	+61392434913	4913			Notes
	IM&P	Debbie	+61386321441	1441		Training	Notes
	IM&P	Tom	+61386321445	1445			Notes
\bigcirc	Jasky	Peter	+61392434922	4922			Notes
	Jeffrey	Brett	+61392434710	4710			Notes
	Jerry	Tom	+61386321466	1466			Notes
0	Maclean	Caspian	+61392434691	4691			Notes
\bigcirc	Main Stage VVX 500	Brad	+61392434981	4981			Notes
	Mander	Robin	+61392434738	4738			Notes
\bigcirc	No-IM&P	Kaye	+61386321442	1442		Training	Notes
	TUF2015	User0	+61883145030	5030			Notes
\bigcirc	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 <u>Queued Calls</u> 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	۳i
 Reception 0353950505 	4/10 (4/7) 🗙
🔀 Mia Davis (353950512)	04:42
I Grant Wilkins (353950523)	04:41
Amy Watson (353950521)	04:39
🛣 Cara Lincoln (353950522)	04:38

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 <u>Message Waiting</u> 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	បីនំ
 Reception 0353950505 	4/10 (4/7) 🗙
🗥 Mia Davis (353950512)	06:06
⁽⁵⁾ Cara Lincoln (353950522)	05:50
Position 2 Reception (353950505)	REORDER
🖾 Grant Wilkins (353950523)	06:01
Amy Watson (353950521)	05:55

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** \triangle . 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		
Ϋ́å	Options	This allows you to organise items in lists.
A	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.
X	Call Waiting	This allows you to turn Call Waiting on or off.
Ŷ	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.

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		Group I	Panel – Contact in F	ocus 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	Call	Places a call to the selected contact or to a number from Call History.
Redial	Redial	Redials the last dialled number.
EXT	Extension	Dials the contact's extension.
мов	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.
ТОР	Тор	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.
RETREVE	Retrieve	Retrieves a selected call from the queue to the supervisor's device.
REORDER	Reorder	Changes a selected call's position in the queue.
0	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	🕈 🕱 🦻
0523 📀 😭	Transfer
II Mia Davis (+61 353950512) Reception Main (tel:+61353950505)	Held 09:46 [05:05]
Grant Wilkins (+61 353950523)	Active 04:40

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 <u>Conference Call</u> 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 <u>Auto Answer</u> 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 <u>Answer</u> ANS. The call state changes to <u>Active.</u>

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

To answer calls automatically:

 In the <u>Call Console</u>, click the Auto Answer ³ button. The button changes to this ³ 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 <u>Enterprise</u> or <u>Favourites</u> 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:

Move the mouse over the call and click <u>Answer</u> ^{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 <u>Dialler</u> to place a call to an ad hoc number.

Enter Number		Redial
	Dialler	

To dial an ad hoc number:

- 1. In the <u>Dialler</u>, 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.



2. Alternatively, in the <u>Dialler</u>, 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.

CALL CONS	BOLE			🕈 😧 🖟
05	<mark>0</mark> (Redial
0523		N	o items to show	
0501				

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

•	Papadakis	Demi	+6	1386321434	1434	04991111119	Training	Notes CALL EXT MOR

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

3. Alternatively, to dial the contact's extension, click Extension are 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 <u>Contacts</u> pane, expand the <u>Speed Dial</u> panel.
- 2. Click the contact to expand it and click Call 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 <u>Call Console</u>, click the **Call History** button . The Call History dialog box appears.

Shov	Wissed Calls	~	
Name	Number	Date/Time	
Debbie Sekler	0386492921	06/24/2016, 11:22:24 AM	8
0408784885	0408784885	06/20/2016, 2:17:21 PM	8
Demi Papadakis	1434	06/20/2016, 1:57:24 PM	۲
Demi Papadakis	1434	06/20/2016, 1:55:04 PM	0
Demi Papadakis	1434	06/17/2016, 2:26:46 PM	۲
0413595582	0413595582	04/05/2016, 2:46:58 PM	\odot
PharmaciesRUs	0413595582	04/05/2016, 2:33:49 PM	8
PharmaciesRUs	0413595582	04/05/2016, 2:32:18 PM	\odot
0413595582	0413595582	04/05/2016, 2:17:49 PM	8
Demi Papadakis	1434	04/05/2016, 1:52:21 PM	\odot
Demi Papadakis	1434	04/05/2016, 12:53:53 PM	8

Call History Dialog Box

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

Call History	_			×
Show	Missed Calls	~		
	Missed Calls			
Name	Received Calls			
TIC1 Outhound	Call History - S	how	10.01.01	

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 <u>Call Console</u> 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.

T miReception							<u>Settings</u> He	t <mark>ip Full Screen Sign Out</mark> Agent D4
CALL CONSOLE	r 🖸 🎍	CONTACT	S					
	Transfer Redial	Q SEARCH	FAVORITES X	👌 ENTERPRISE 🗴 🦉	ENTERPRISE x 🍇 GROU	IP COM x 🌿 PE	ERSONAL X 🔛 SPEED DI	AL X 🥞 QUEUES 💽
TIC1_Outbound_test_phones	Active 00:07		Begins with All		™ a	Quick	Search	× 🖾
8038 (+61884428038)		Status L	ast Name *	First Name *	Number	Extension	Mobile	Notes
	HOLD PARK END	O SF	A 2102	Linksys	+61884414115	4115		Notes
		O SI	nekhar	Supervisor	+61884414167	4167	0425852741	Notes
CONFERENCE CALL	×	43					TXR CALL	EXT MOB EMAIL
		O Se	condStandardCallCentre	Call Center	+61884414129	4129		Notes
No items to show		O Pr	emiumCallCentre	Call Center	+61884414116	4116		Notes
		O NI	hrehnet?eth	Call Center	+61884414163	4163		Notes

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 <u>Call Console</u>, 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 to** for that contact. The call is transferred and removed from the <u>Call Console</u>.

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

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

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 <u>Call Console</u>, 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 <u>Call Console</u> 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 <u>Call Console.</u>

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 <u>Call Console</u>, select the call to transfer.
- 2. In the <u>Contacts</u> pane, expand the <u>Enterprise</u> or <u>Favourites</u> directory and find the contact.
- Click the contact and click Transfer to Voicemail W for that contact.
 Alternatively, drag the call onto the target contact and click Transfer to Voicemail W 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 <u>Queues</u> panel. The call is placed at the bottom of the new queue.

To transfer a call to a queue:

- 1. In the <u>Call Console</u>, select the call to transfer.
- 2. Expand the <u>Queues</u> panel.
- 3. Click the destination queue and click Transfer **III**.
- 4. The call is transferred and removed from the <u>Call Console.</u>
- 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 <u>Queues</u> panel.

To transfer a call to the top of a queue:

- 1. In the <u>Call Console</u>, select the call to transfer.
- 2. Expand the <u>Queues</u> panel.
- 3. Click the destination queue and click **Top** ^{TOP}.
- 4. The call is transferred and removed from the <u>Call Console.</u>

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 <u>Call Console</u>.

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 <u>Busy</u> or <u>Ringing</u>.

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 <u>Call Console</u>, select the call to camp.
- 2. In your <u>Enterprise</u> or <u>Favourites</u> directory, click a <u>Busy</u> or <u>Ringing</u> contact and click **Camp** ^{CAMP}. Once the call is camped, it is removed from the <u>Call Console</u>.

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 <u>Call Console</u>.

To perform a Group Call Park:

- 1. In the <u>Call Console</u>, move the mouse over an active or held call and click **Park**. The call is parked against your extension and removed from the <u>Call Console</u>.
- 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 <u>Call Console.</u>
- 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 <u>Call Console</u>.

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

CONFERENCE CALL	END HOLD LEAVE 💥
Å Mia Davis (+61 353950512)	Active 10:50
Å Grant Wilkins (+61 353950523)	Active 05:44

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.



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 <u>Call Console</u>, select one of the two calls.

CALL CONSOLE	? 2 ₿
🖬 0523 😢 😭	Transfer Redial
Mia Davis (+61 353950512)	Held 05:38 [04:37]
Grant Wilkins (+61 353950523)	Active 04:34
CONFERENCE CALL	Conference

Call Console – Conference Call Panel

 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 <u>Conference Call</u> 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 <u>Call Console</u>, move the mouse over the call to add and click **Conference** CONF. The caller is added to the conference

Hold conference

To put an active conference on hold:

1. In the <u>Conference Call</u> panel, click **Answer** ANS. 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 <u>Conference Call</u> panel.
- 2. Move the mouse over the target call and click **Answer** ANS.

Leave conference

To leave the conference:

1. In the <u>Conference Call</u> panel, click the Leave Conference LEAVE button.

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

▼ CONFERENCE CALL	END HOLD LEAVE 🗙
🖧 Mia Davis (+61 353950512)	Adive 08:19 HOLD ERD
🖧 Grant Wilkins (+61 353950523)	Active 07:15 HOLD END

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

CONFERENCE CALL	END ANS 🗙
Å Mia Davis (+61 353950512)	Active 10:08 HOLD EVE
A Grant Wilkins (+61 353950523)	Active 09:05 HOLD COD
Amy Watson (+61 353950521)	Active 04:25

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

Remove conference participant

To end a selected call in the conference:

- 1. Expand the <u>Conference Call</u> panel.
- 2. Move the mouse over the call and click End 💷.

End conference

To end a selected call in the conference:

1. In the <u>Conference Call</u> panel, click **End Conference END**. 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 <u>Enterprise</u> or <u>Favourites</u> directory.
- 2. Click the target contact and click **Barge In BARGE**. The contact's status must be <u>Busy.</u>
- 3. You enter an ongoing call establishing a Three-way conference. The calls appear in the <u>Conference Call</u> 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 EMAL** 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 <u>Contacts</u> pane to manage your contact directories, to monitor selected contacts, and to use your contacts to make or manage calls.

Contac	ontacts								
0, S	валон 🔏 п	avourtes X 😤 🗄	forprise 🗴 🦉 ENTE	RFRISE_ x 💩	GROUP COM. I	Gi Personal X	Speed 4		
	Begins wi	en Al	<i>∞</i> 0.		Quick Searc		13		
Status	Last Name *	Pirst Name *	Number	Enternation	Mobile	Department ¹	Notes		
0	Singition	Raji	+64306325425	1425		Marketing	Notes.		
0	Richardson	Kate	+64306329423	1423		Marketing	Notes.		
	Wong	Miles	+\$4396329422	9422		Sales	Notes		
	MAP	Debbie	+04306325445	5.641		Training	Notes		
	Papadalos	Dere	-#13083291434	1434	04991111119	Training	Notes		
						24	L EXI MOR		
	No-IMM*	Карх	-01308321442	1442		Lorng	holes		
0	1042015	UserS	-01003145033	9033			history		
0	TUF2015	Uscr4	-61503145034	5034			Nukra		
0	TUF2015	User8	-61883145058	5058			Netro		
	TUF2015	UserD	-61883145030	5030			Netco		
0	TUF2015	User1	+61883149031	9031			Notes		
	TUF2015	User5	+61883145035	5035			Notes		
•	TUF2015	User6	+61883145036	9036			Notes		
	TUF2015	User7	+61883145037	9037			Notes		
	TUF2015	User8	+61883145038	9038			Notes		
0	TUF2015	User9	+61883145039	9039			Notes		

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 <u>Contacts</u> pane. In addition, you can decide which directories to display.

To display or hide a directory in the <u>Contacts</u> pane:

- 1. At the top right side of the <u>Contacts</u> 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 X for the directory.

Search contacts

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

Use the <u>Search</u> panel located at the top of the <u>Contacts</u> pane to perform contact searches.

CONTACTS									
🔍 SEARCH 📝 FAVORITES 🗴	迄 ENTERPRISE 🗴	۷ 4	PERSONAL X	<u></u>	SPEED DIAL X	ر ۲	QUEUES	x	
	Begins with	Q,	×						
Status Name			Directory						



To search one or more directories:

- 1. In the <u>Search</u> 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						
SEARC	H 🛃 Favourites 🗴 🏂 Enterprise 🗴 🕎 ENTE	RPRISE x 🧕 GROUP COM x 🌾 Personal x 🦉 Speed 🕢 🛌				
dem	Begins with Q.	×				
Status	Name	Directory				
0	Demo Awan	Enterprise				
0	Samsung Demo 1	Enterprise				
0	Samsung Demo 2	Enterprise				
0	Samsung Demo 3	Enterprise				
0	Samsung Demo 4	Enterprise				
•	Demi Papadakis	Enterprise				
0	Eric Smith Demo	Enterprise				
0	Teistra Demo User-1	Enterprise				
0	Telstra Demo User-2	Enterprise				
0	Telstra Demo User-3	Enterprise				
0	Demo VVX 500	Enterprise				
0	Demo VVX410	Enterprise				

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** $\stackrel{\times}{\sim}$.

Pullout search directories

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

Q S	SEARCH	ivourites 🗴 👗 Ent	terprise x 🙆 Enter	rprise x 🖳 I	ENTERPRISE x 🖄	GROUP COM X	↓ Perso ↓ ↓ ▼
First Name	e contains 'kaye'						
	Begins wit	h Last Name	~ a		Quick Search		× 🖸
Status	Last Name +	First Name \$	Number	Extension	Mobile	Department *	Notes
	Bignell	Kaye	+61392434908	4908			Notes
0	IM&P	Kaye	+61386321443	1443			Notes

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.

		Enterpri	se x			
EARCH 🛃 Favo	urites 🗴 🛛 🕹 Ent	terprise x	rprise x 🦉 E	ENTERPRISE x	GROUP COM x	Perso 🔒 🕨 🔻
contains 'Kate'						
Begins with	Last Name	- a		Quick Search		ר
Last Name +	First Name \$	Number	Extension	Mobile	Department *	Notes
Kennedy	Kate	+61392434724	4724			Notes
Richardson	Kate	+61386321423	1423		Marketing	Notes
	ARCH 2 Favo contains 'Kate' Begins with Last Name Kennedy Richardson	ARCH Arch Envourites x Envourit	ARCH Arch Favourites x Enterprise x Enterpri	ARCH Arch Favourites x Enterprise x Enterpri	EARCH Start	Enterprise X Enterprise X

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 <u>Enterprise</u> 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.

0	Papadakis	Clemi	+61386321434	1434	0499111119	Training	Notes CALL EXT MOR
			Enternyice Contest	Dataila an	d Nataa		

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.
- Click the Notes link. The <u>Notes for <Contact Name></u> dialog box appears.

Notes for Kate Kennedy	×
Test for training made on the 19/7/16.	
	\cap
	\sim
	_
Cancel OK	

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.

🔍 SEARCH 🛛 🎦 FAVORITES 🗴 🧞 ENTERPRISE 🗴 🕎 ENTERPRISE 🗴 🥸 GROUP COM 🗴	🔮 PERSONAL X 🧱 SPEED DIAL X 🥊 QUEUES X 🙆 OUTLOOK X	
Begins with All 🗸	Quick Search	× 🛛 🥖
Name 🕈	Number +	
George	0412123123	
John Boy	86495732	
Kaye	041591599	
Michelle	0425857661	

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 <u>Personal</u> 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	×
Мо	odify your personal contacts	
N	ame	Number
G	eorge	0386457777
K	aye	0387965412
Μ	ichelle	03864754123
N	icky	0478986555
C)ebbie	0429
		▼ DIRECTORIES
		🕘 Wal 🕂 Add 🔐 X Delete

Edit Personal Contacts Dialog Box - Add Entry

- 3. In the <u>Name</u> text box, enter the contact's name or description, as you want it to appear.
- 4. In the <u>Number</u> 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.

Q SEARCH	AVORITES X	🕹 ENTERPRISE 🗴 💆 ENT	TERPRISE X SROUP COM	X VA PERSONAL X III SPEED D		
	Begins with	All	- a	Quict	Search	× 🖻 🥖
Code [‡]			Phone Number +		Description *	
#01			0466369258		Taxi	
2			0419390502		Courier	

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.

Code	Phone Number	Description
3	130058	Courier
7	131008	Taxi
#05	0390015462	Caterers
	*	
2	-	
3		
4	=	
5		
6		
7		L AND M DATE
8		
9		
#00		
#01		
#02		
#03		
#04		
#05		
#06		

Edit Speed Dials Dialog Box – Add Entry

- 3. From the <u>Code</u> drop-down list on the left, select a speed dial code.
- 4. In the <u>Phone Number</u> text box, enter the phone number to assign to the code.
- 5. In the <u>Description</u> 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 <u>Speed Dial</u> panel, click the **Edit** 🖊 button. The <u>Edit Speed Dials</u> dialog box appears.
- 2. Double-click the entry to modify.

Code	Phone Number	Description
3	130058	Courier
1	131008	Taxi
CON	0390015462	Caterers

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.

it Speed Dials		
lodify your spe	eed dial lists:	
Code	Phone Number	Description
3	130058	Courier
7	131008	Taxi
#05	0390015462	Caterers
		🕂 Add 🔀 Delete

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 <u>Favourites</u> 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.
		The contact is not monitored.
\odot	Unknown	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.

T	TIPT Admin	nistratior	n Portal
		User ID	
		Password	
	Ren	nember Pass Login	word

TIPT Administration Portal login

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

	Group Welcom	nel
Options:	Users	
Profile	Add a new user or manage existing users in your department or group.	
Resources	OK Add Cancel	
Services	Enter search criteria below Phone Number Contains 386321423 +	
Call Center	User ID Last Name First Name Phone Number Extension Department	n T
Calling Plan	0386321423@uat-trial.com Richardson Kate +61-386321423 1423 Marketing(N3000304R) [Page 1 of 1]	
Utilities	OK Add Cancel	

Select user with miReception license

3. Select Client Applications from the Options Menu, then click on Broadworks Receptionist- Enterprise

<u>Gr</u>	oup > <u>Users</u> : 0386321423@uat-trial.com	Welcome H
Options:	Client Applications	
Profile	Basic	Advanced
Incoming Calls	None of the menu items in this category are enabled.	Business Communicator Desktop - Video Business Communicator Destop - Video.
Outgoing Calls		Business Communicator Mobile - Video Business Communicator Mobile - Video.
Call Control	_	Business Communicator Tablet - Video Business Communicator Tablet - Video.
Calling Plans Client Applications	-	BroadWorks Agent BroadWorks Agent is a client that enables users to call center agent activities, call control, basic repo service configuration. Also displays which users ar supervisors for the agent.
Messaging Communication Barring	-	BroadWorks Supervisor BroadWorks Supervisor is a call center supervisor allowing call control, advanced reporting and servi configuration. Allows the user to manage call cent
Utilities]	BroadWorks Receptionist - Enterprise BroadWorks Receptionist - Enterprise is an advance Console designed to meet the specific needs of an including advanced call control, contact directorie status.

Select Client Application > Broadworks Receptionist - Enterprise

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

Grou	Group > Users : 0386321423@uat-trial.com Welcome Welcome				
Options: <u>Profile</u>	BroadWorks Receptionist - Enterpris BroadWorks Receptionist - Enterprise is an advanced	S e Attendant Console designed t	o meet the specific needs of an operator ir		
Incoming Calls	advanced call control, contact directories and phone s OK Apply Cancel	status.			
Outgoing Calls	Enter search criteria below User ID		+		
Call Control	Available Users		Monitored Users		
Calling Plans	A	Add	Papadakis,Demi (0386321434@uat-trial.c Singhton,Raji (0386321425@uat-trial.com) Woon Mike (0386321422@uat-trial.com)		
<u>Client Applications</u>		Remove <	rong, mile (coocer rizz@aat dialicom)		
<u>Messaging</u>		Add All >>			
Communication Barring		Remove All			
<u>Utilities</u>	OK Apply Cancel				

Select users to be monitored

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

Contacts	CH 🛃 Favourites 🗴	Enterprise 🗴 🦉 f	enterprise 🗴 🔽 grou	UP COM 🗴 🌾 Pe	rsonal 🗴 🔛 Speed Dial	X Queues X	o ^e app.con ← → ←
	Begins with All		• a		Quick Search		ר
Status =	Last Name ÷	First Name \$	Number ‡	Extension *	Mobile ‡	Department ‡	Notes ‡
0	Wong	Mike	+61386321422	1422		Sales (N3000304R)	Notes
0	Singhton	Raji	+61386321425	1425		Marketing (N3000304R)	Notes
	Papadakis	Demi	+61386321434	1434	04991111119	Training (N3000304R)	Notes

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 <u>Receptionist</u> section and select <u>Edit.</u>
- 4. Add and/or remove users to be monitored.
- 5. Click <u>Close</u> 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 <u>Group/Enterprise</u> directory. You can also view Monitored contacts in the Monitored Directory <u>MONTORED</u>, 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	× Dyn	amic Monitoring	Robert	- ioio x
The maximum number of dynamic monitoring contacts has been reached. Please un-monitor one or more contacts to continue.		The maximum numb been reached. This monitored contacts	er of dynamic monitoring contac action will un-monitor 2 of the o . Would you like to continue? Yes No	cts has Idest
Description of the Distance in		D		

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.

Contacts					
A SEARCH	🛃 Favourites 👔 况 🖓	🔿 x 🦉 ENTERPRISE x 📢	Personal 🗴 🧕 Outlook 🗴 🔮	MONITORED x	
	Bogins with Number	- a	Guick	Search	
Status	Last Name =	First Name -	Number	Extension	Notes
0	TUI 2015	User9	+61003145049	5049	Notes
0	1012015	User9	+61003145349	5349	Nutra
۲	TUF9015	lison9	161883145300	5339	Notes
•	TUP2015	User5	161803110030	5030	NOTES .
	1012015	User9	+61883145679	50/9	tilukes
•	TUF2015	Userő	+61803145000	5098	Notes
0	TUF2015	UserS	+61883146318	5318	Notes
9	TUF2015	Lisev%	+61803140308	5338	tienten.
	TUP2015	Userő	+61803145030	5038	190 trai
•	TUF2015	Userð	+61803145358	5358	NOTES
0	TUF2015	User®	+61883145068	1060	Notes

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 <u>Group/Enterprise</u> 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.

Contacts	0						
Q SEA	RCH 🛃 Favourites	x 🕹 Enterprise x	🖳 ENTERPRISE x 😪	Personal x	Outlook x 🧷 MC	DNITORED X	
	Begins with A	1	~ a		Quick Searc	:h	×
Status ‡	Last Name =	First Name +	Number +	Extension *	Mobile *	Department 0	Notes ‡
0	0287753005	0287753005	+61287753005	3005			Notes
•	0287753006	0287753006	+61287753006	3006			Notes
	386321482	386321482	+61386321482	1482			Notes
•	Bignell	Кауе	+61392434908	4908			Notes
	Iannascoli	Andrea	+61392434913	4913			Notes
0	IM&P	Debbie	+61386321441	1441		Training	Notes
	IM&P	Tom	+61386321445	1445			Notes
	Jasky	Peter	+61392434922	4922			Notes
	Jeffrey	Brett	+61392434710	4710			Notes
0	Jerry	Tom	+61386321466	1466			Notes
	Jordan	Dee	+61392434941	4941			Notes
	Maclean	Caspian	+61392434691	4691			Notes
0	Main Stage VVX 500	Brad	+61392434981	4981			Notes
0	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 <u>Call Console</u>, click the **Call History** button . The <u>Call History</u> dialog box appears displaying your past calls. The calls are grouped into dialled, received, and missed calls. By default, missed calls are displayed.

all History	_	_	د
Show	Missed Calls	*	
Name	Number	Date/Time	
TIC1_Outbound	0884428038	2013-10-16, 10:31:21	8 🔺
TIC1_Outbound	0884428038	2013-10-16, 10:30:30	8
TIC1_Outbound	0884428038	2013-10-16, 10:14:42	8
TIC1_Outbound	0884428038	2013-10-16, 10:14:03	⊗ =
394724019 394	0394724019	2013-10-09, 16:14:36	8
Agent D2	4112	2013-10-09, 15:33:48	8
Agent D2	4112	2013-10-09, 15:33:16	8
Agent D2	4112	2013-10-09, 15:33:07	8
Agent D2	4112	2013-10-09, 15:33:00	8
394724023 394	0394724023	2013-10-03, 13:51:26	8
Agent D2	4112	2013-10-03, 12:07:21	8
🗙 Delete All			ОК

Call History Dialog Box

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

Call History	_	-	_	×
Show	Missed Calls	~		
	Missed Calls			
Name	Received Calls Dialed Calls			
TIC1_Outhound			10.31.21	

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 🗡 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 <u>Queued Calls</u> pane.

QUEUED CALLS	۳i
 Reception 0353950505 	4/10 (4/7) 🗙
I Mia Davis (353950512)	04:42
🛣 Grant Wilkins (353950523)	04:41
Amy Watson (353950521)	04:39
Z Cara Lincoln (353950522)	04:38

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 <u>Queued Calls</u> pane, click **Options** and select the <u>Edit Queue Favourite Dialog</u> option.

QUEUED CALLS	View
Reception 0353950505 0/10 (0/7) X	Group
No items to show	Son
	Edit Queue Favourite Dialog

Queued Calls – Options – Edit Queue Favourite Dialogue

2. The Edit Queue Favourites dialog box appears.

n Cocce i	Furveriles		-	-	-	-	
Select a lis	it of fevourite sell Centres to be monito	red.					
Monitor	Queue Name		Total Calls	Priority 0	Priority 1	Priority 2	Priority 9
4	NTS Consult CC		10	4	2	2	2
$\overline{\mathbf{v}}$	PharmaciesRUs		10	4	2	2	2
₹.	ACME		10	4	2	2	2
12.000	a solasted Stanlarson ()						
	e sereezes (maximum a)						
							📕 Save
		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 **T** 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 <u>Queued Calls</u> pane, click the call to expand it and click **Retrieve** for that call.
- 2. Once you retrieve the call, the call appears in the <u>Call Console</u>, 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 <u>Queued Calls</u> pane, select the call.
- 2. In the <u>Dialler</u>, enter the destination number and click **Transfer**.

CALL CONSOLE	T 2 🕏
042585766 🛛 🕄	Transfer Recial
Mia Davis (+61 353950512)	Active 04:36
	HOLD FARK END

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 <u>Queued Calls</u> pane, select the call.
- 2. In the <u>Contacts</u> pane, expand the <u>Queues</u> panel, to find the queue you need to transfer the call to.
- 3. Click the target queue and click Transfer \mathbb{T} 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 <u>Queued Calls</u> pane, click the call and click **Reorder** Reorder.

QUEUED CALLS	"I
 Reception 0353950505 	4/10 (4/7) 🗙
🗥 Mia Davis (363960512)	06:04
I Grant Wilkins (353950523)	06.03
Amy Watson (353950521)	08.01
Position 3 Reception (353850505)	REORDER RETREVE
I Cara Lincoln (353950522)	2 Send to Back

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 <u>Queued Calls</u> pane, click **Options iii**, select <u>Group</u>, and then select or deselect <u>Group by priority</u>. This action applies to all monitored call centres.

OUFLIED CALLS	91			
QUEUED CALLS	08	View	•	
 Reception 0353950505 	4/10 (4/7) 🔰	Group	4	Group by priority
		Sort		
		Edit Queue Favourite Dialog		
Queued Calls –	Options – Group			

2. To ungroup calls, unselect the <u>Group</u> 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 $rac{1}{14}$.
- 3. Select **Sort** and then the ordering option you want. This operation applies to all monitored call centres.

QUEUED CALLS	Vi		View	•	
 Reception 0353950505 	4/10 (4/7) 💃		Group	•	
			Sort	•	Longest wait
	-	-		-	Longest wait in priority
			Edit Queue Fevourite Dialog		
C	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.

T miReception						
Consul Application Services	Plugina Masaaging About					
General						
Account	Chance Password					
Language	English (Australia)					
Screen Pop Enter URL Alto pop incoming calls						
Date Format	© MMDD/YYYY () DDMM/YYYY					
Time Format	● AM/PM ○ 24 Hour					
Workspace	Save Workspace Load Workspace Restore Workspace					
Drag and Drop	Transfer the call automatically when it's dropped on a contact					
	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.



To change your password:

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

General	
Account	Change 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. <u>Synchronise language to my profile</u> 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.

Date Format

● MM/DD/YYYY ○ DD/MM/YYYY

Time format

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

Time Format

AM/PM
 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 <u>Always save workspace on sign-out</u> 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 <u>Operator Policies</u> 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.

τ miR	eception	<u>« Back To Application Help Sign Out</u> Matthew Smith
General Appli	ication Services Plugins Messaging About	
Services		
📁 Default	User Services	
	Inactive	
	Do Not Disturb Blocks all calls and sends them to voicemail	
	Call Forwarding Always Forwards all calls to a destination	
	Service Settings	

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 <u>Active</u> box. The service is moved from the <u>Inactive</u> to <u>Active</u> category.
- 2. If you enabled the Call Forwarding Always service, in the <u>Forward To</u> 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**.

	User Services
Inactive	
 Do Not Disturb Blocks all calls and sends them to voicemail 	
Call Forwarding Always Forwards all calls to a destination	
Service Settings	
Automatically forward your incoming calls to a specified phone number	
Active	
Ring Splash	
Forward To: Enter phone number	
Save Cancel	



	User Services
🖃 Ina	active
٥	Do Not Disturb Blocks all calls and sends them to voicemail
нф	Call Forwarding Always Forwards all calls to a destination
Service	e Settings
Automa	tically forward your incoming calls to your voice messaging service, if configured, otherwise the caller hears a busy tone
Ac	tive
Rin	ig Splash
	Save Cancel

Settings – Services – Do Not Disturb Settings

Settings – Plug-ins

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

τ	miRece	ption				<u> Back To Application </u>	Help	Full Screen	<u>Sian Out</u>
General	Application	Services	Plugins	Messaging	About				
Plugins									
Notificatio	n		Focus w	indow for incoming utilications for calls	calls always	*			
Program \$	Shortcuts		Add Sho	itcul Romovo	Shortcut				
Activity A	rchive		Enable Cal	Event Log Integral	ion]	Open log location			

Settings – Plugins

Settings – Messaging

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

τ	miReception		<u>• Back To Application, Help, Sign Out</u> Matthew Smith
General	Application Services	Plugins Messaging About	
Messagi	ng		
Messagi	ng	taxe default mail application v for emails default mail application	
		custom SMTP server	

Settings – Messaging with default mail application selected

U	miRecep	tion						s. Bas	A To Application Hole Sign Ox Matthew Smit
General	Applement	Serveran	Shipen	Иноканаран	Abear				
Messagi	ng								
Message	ng		Use could not Display Na Reply in A Default Se SWTP Hare SWTP Port	SMTP server	in for email	s 			

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 <u>SMTP server</u> option, you also need to configure the following options:

- **Display Name**. This is the name that is displayed in the <u>From</u> 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.

T miReception	e Sink Zo-Assistation Rela: Dat Storem Sourbalt Aquet D4
General Application Service	n Paper Results Add
About	
Version	7 milleception freatilities ¹⁰ Researcher ¹⁰ R13 83
Profile	100xxxx101_0_0_0_w0_004
Disclaimer	Thereing This compare is produced by the copyright was and intensional trades. Unautorized explorations of debudies of this propert, or any produce of a server of and consultances and within prosecular to macroum electroposition under the two copyright 2020 brandiated [®] and therational [®] decomparised [®] and therational [®] decomparised [®] and therational [®] decomparised [®] and the electropositional [®] decomparised [®] and the electropositional [®] decomparised [®] deco

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 <u>Menu</u> bar, select the <u>Tools</u> menu and then click Internet Options.
- 2. In the Internet Options dialog box, click the Security tab and then click the Custom level... button.

0	Disable		
0	Enable (not secure)		
	Prompt (recommended)		
a Do	while a unsigned Active X controls		
	Disable (recommended)		
0	Promat		
Iri © ©	tialize and script ActiveX controls not Disable (recommended) Enable (not secure) Prompt	marked as	safe for scr
On On O	ly allow approved domains to use Ac Disable Enable	tiveX withou	ut prompt
🧃 Ru	n ActiveX controls and plug-ins		-
	Administrator approval		
Takes eff	ect after you restart Internet Explore	er	
eet a ista	n sattinns		
ont the		21.0	Dent
det wi	Medium-high (default)	I	Reset

Internet Explorer Security Settings- Internet Zone Dialog Box

- 3. In the <u>Security Settings Internet Zone</u> dialog box, scroll down to the <u>ActiveX controls and plug-ins</u> section, and then to the <u>Initialize and script ActiveX controls not marked as safe for scripting</u> 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.

lcon	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.
		The contact is not monitored.
\odot	Unknown	Note: Virtual users cannot be monitored.

Call states

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

lcon	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.
4	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.
A	Active	Active (In Conference)	The call is in a conference and active.
AI	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.

Кеу	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 <u>Dialler</u> text box.	This places the cursor in the <u>Dialler</u> 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 <u>Enter</u> <u>Number</u> text, but does not place the cursor in the input box.	
?	Click the <u>Search</u> text box.	This places the cursor in the <u>Search</u> 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 <u>Call Console</u> or <u>Queued Calls</u> pane.	
Arrow Up	Click the scroll bar or the previous item in a list.	This selects the previous item in the <u>Call Console</u> or <u>Queued</u> <u>Calls</u> pane.	
Page Down	Scroll down one page.	This goes to the next page in the <u>Call Console</u> or <u>Queued Calls</u> pane.	
Page Up	Scroll up one page.	This goes to the previous page in the <u>Call Console</u> or <u>Queued</u> <u>Calls pane</u> .	
19	Select a call in the <u>Call Console</u> .	Pressing "1" selects the first call; pressing "2" selects the second call, and so on.	

Кеу	Equivalent Mouse Action	Description
SPACEBAR	Click Answer on the selected incoming call in the <u>Call Console</u> .	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></period>	Click End on a selected call in the <u>Call Console</u> .	This ends the selected call.
ENTER	Click Dial .	If the cursor in placed in the <u>Dialler</u> text box, the entered digits are dialled.
ENTER	Click Search.	If the cursor is placed in the <u>Search</u> text box, a search is performed.
+	Click Transfer in the <u>Dialler</u>	This transfers the selected call to the ad hoc number entered in the <u>Dialler</u> .
SHIFT+19	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+19	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+19	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 <u>Settings</u> 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 <u>Settings</u> page.
R or r	Click the Call History button.	This opens the <u>Call History</u> 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.