

## “UniVoIP’s Receptionist IP Console’s call handling and calendar mining capabilities will enable your attendants to manage their phone calls more efficiently”

UniVoIP OfficeConnect’s innovative screen based Receptionist IP Console puts the benefits of a hardware console on the attendant’s PC screen. Encompassing both keyboard and mouse call control, the console is equally beneficial for the frequent or occasional user.



My Workgroup enables the console operator to easily monitor and contact the people who they deal with most frequently in their organization. Simply click once to dial, or right-click to Email the contact. There is provision for 32 contacts to be included.

UniVoIP’s IP Console incorporates the “traditional” telephony touch and feel, including LED’s for simulated Busy Lamps, and software buttons that can be “pressed.” The familiar features ensure a smooth transition path to the software console, and the intuitive design means there is no need for costly, time-consuming training sessions.

### Directories

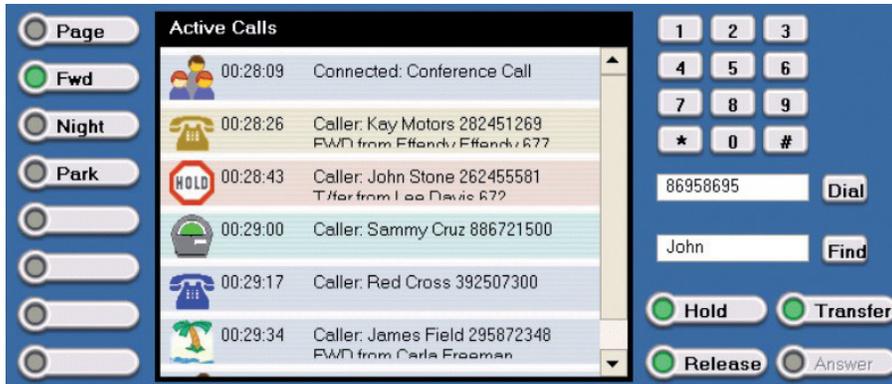
All company wide contacts are listed in the Internal, External and Emergency directories. The user can also access any contacts in their Outlook folder, and add personal contacts to their Favorites directory.

### Quick Search Facility

Retrieving details of your contacts has never been easier. Search the centralized database using any of the fields e.g. Last Name, Department- or any combination. Results are filtered instantaneously as you type, allowing you to locate the desired record. With a simple point and click you can contact the person via telephone or e-mail.

## Active Calls

The Active Calls section represents the user's telephone. Using their keyboard or mouse the user can manage their calls, e.g. make a call, transfer a call, etc. The Active Display Icons allow the user to see at a glance the status of their calls, for e.g. calls on hold.



## Simulated Busy Lamp Fields

The Busy Lamp Fields allow the operator to make more informed choices when determining how to handle a call. At a glance the user can see:

- Who is free to take a call (no color)
- Whose extension is ringing (quick flashing blue); who is on a call (solid blue); and who is on a call, and has another call waiting (slow flashing blue)
- Who has forwarded their phone to voicemail or another number (solid yellow)
- Who has put their phone on Do Not Disturb (solid red)

Outlook mining enables the operator to see:

- Who is in a meeting (flashing black)
- Who is away (solid black)

## Time-saving Tools

Drag and drop contacts into the Call Stack and it will automatically dial the numbers in sequence. If your call goes unanswered, simply click to send an email direct from your PC keyboard.

## Call Scheduler

Never forget to make that important call again. Drag and drop a contact into the Call Scheduler and a 'pop up' window will remind you when the call is due, and your reason for calling.

## Conference Calls

Easy! With the 'drag & drop' interface you can initiate a conference call, or extend an existing conversation to incorporate other parties, effortlessly.

Transfer announced and unannounced calls with ease. Simply drag and drop the phone number from any directory into the transfer box, or enter the number manually. The Activity Log stores a record of calls received, made and missed. Save time by double-clicking on any number to dial, or queue missed call.