



Receptionist Console – Small Business

Receptionist Console

The Receptionist Console is a browser-based app that supports line-monitoring status, directory search, and advanced call management functions, including Camp On, Call Park and Conferencing.

Receptionists use it to:

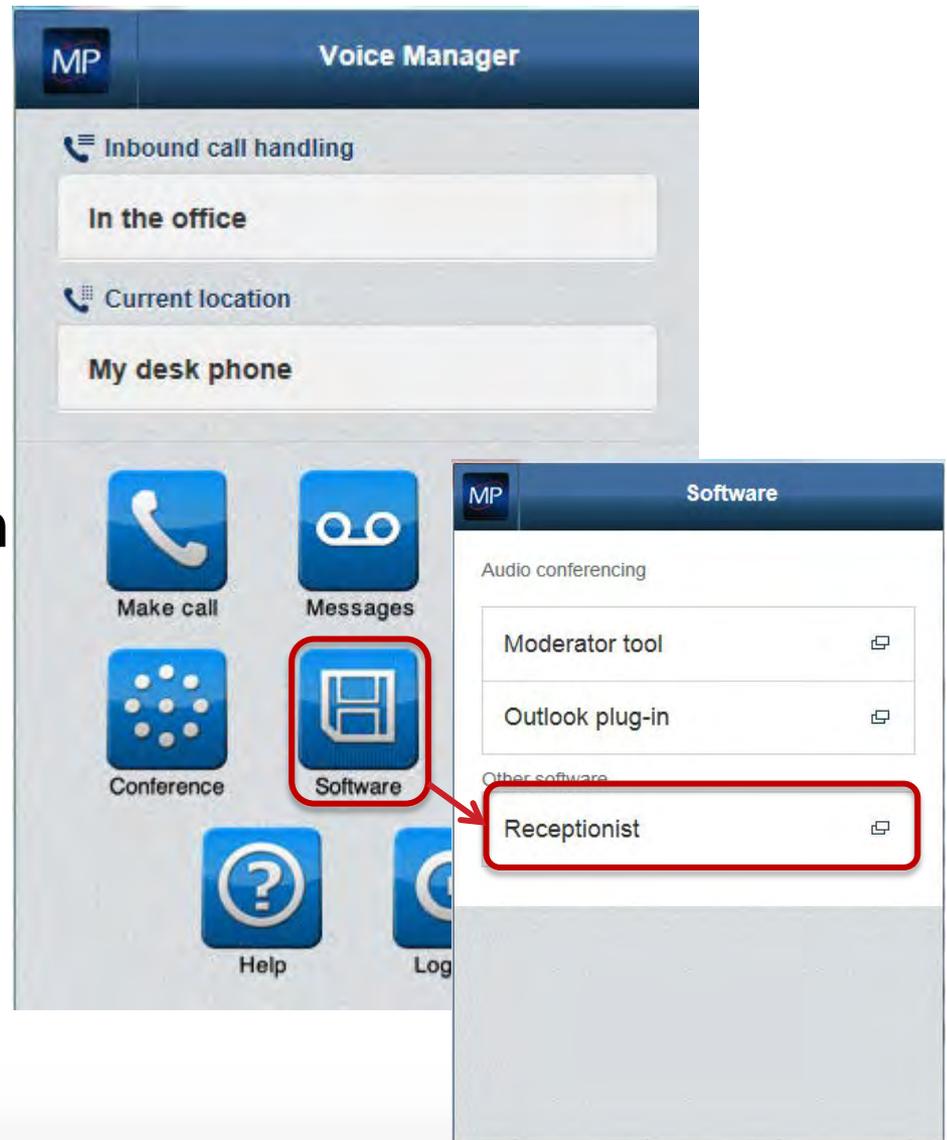
- › Answer and manage incoming calls
- › View the status of Favorites (Monitored Users)
- › Monitor up to 30 lines

Receptionist Console - Benefits

- › Easy-to-use graphical console
- › Customizable directories (show/hide)
- › Intuitive Call Management – options are displayed inline once the target contact is selected (e.g. Transfer, Call, Extension, Mobile)

Voice Manager with Receptionist

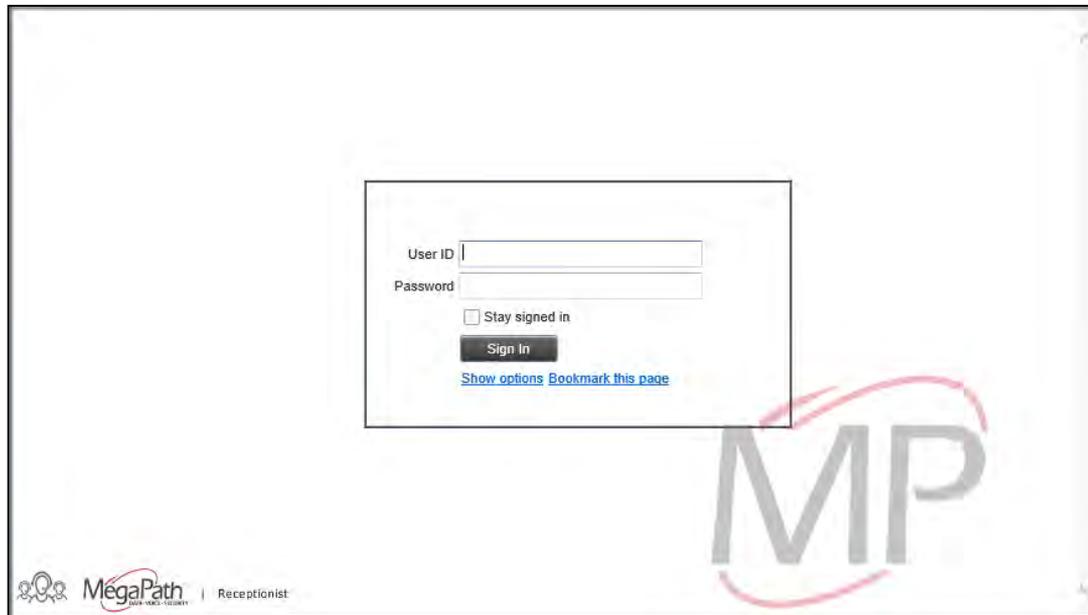
- › If you purchased a Receptionist seat from MegaPath, you will see Receptionist listed under “Software”.
- › Click the Receptionist icon to launch the application.



Receptionist Console – Sign In

Sign in to Receptionist using your Voice Manager credentials:

- › **User ID & Password**
- › Select **Stay signed in** if desired
- › Click **Sign in**



The screenshot displays a web-based sign-in interface. It features a central form with the following elements:

- A text input field labeled "User ID".
- A text input field labeled "Password".
- A checkbox labeled "Stay signed in".
- A dark "Sign In" button.
- Two blue links: "Show options" and "Bookmark this page".

The interface includes a large, faint "MP" watermark on the right side and a footer at the bottom left with the MegaPath logo and the text "Receptionist".

Receptionist Console – Console Components

1. **CALL CONSOLE** – Shows incoming/active calls and Conference calls
2. **CONTACTS** – Search and Contact lists

Call History

Show hidden tabs

The screenshot displays the Receptionist Console interface. The top navigation bar includes the MegaPath logo, the user role 'Receptionist', and utility links for 'Settings', 'Help', 'Full Screen', and 'Sign Out'. The main area is divided into two primary sections: 'CALL CONSOLE' on the left and 'CONTACTS' on the right. The 'CALL CONSOLE' section features a search input field labeled 'Enter Number', a 'Redial' button, and a status indicator 'No items to show'. A red callout labeled '1' points to a small icon in the top right corner of the 'CALL CONSOLE' header. The 'CONTACTS' section includes a search bar, a 'SEARCH' button, and several active tabs: 'FAVORITES', 'ENTERPRISE', 'ENTERPRISE', 'GROUP COM.', 'PERSONAL', and 'SPEED DIAL'. A red callout labeled '2' points to a small icon in the top right corner of the 'CONTACTS' header. Below the tabs is a search filter 'Begins with All' and a 'Quick Search' field. The main content of the 'CONTACTS' section is a table with columns for 'Status', 'Last Name', 'First Name', 'Number', 'Extension', and 'Mobile'. The table contains a list of contacts, each with a green status indicator and a red minus sign in the first column. A red arrow labeled 'Show hidden tabs' points to a small icon in the top right corner of the 'CONTACTS' table area.

Status	Last Name	First Name	Number	Extension	Mobile
	0057927290	Receptionist	+12067927290		
	7039399295	NGC1	+17039399295	9295	
	7039399179	Gene1	+17039399179	9179	
	7039399180	Gene2	+17039399180	9180	
	7039399181	GeneSCA	+17039399181	9181	
	7039399267	XSPCent	+17039399267	9267	
	7039399275	CCAgent	+17039399275	9275	4086135378
	7039399276	CCSupervisor	+17039399276	9276	4086135378
	7039399279	Valid	+17039399279	9279	
	7039399280	Valid	+17039399280	9280	
	7039399291	Valid	+17039399291	9291	
	7039399295	JoeMalinas	+17039399295	9295	
	7039399296	Valid	+17039399296	9296	
	7039399297	Gene	+17039399297	9297	
	Receptionist	Enterprise	+17039399277	9277	

Receptionist Console – Contact Directories

Directory Name	Contents	Comments
Favorites	Contacts whose phone status you are currently monitoring. The list of contacts must be configured for you or by you in the Customer Portal (Voice Administration).	Monitor up to 30 contacts enterprise-wide
Group/Enterprise	All contacts in your Group or Enterprise directory. You can access your Enterprise Directory in the Customer Portal (Voice Administration).	Dynamically monitor up to 100 contacts in your Group/Enterprise directory.
Group/Enterprise Common	All contacts in your Group or Enterprise's common phone list configured by your Voice Administrator in the Customer Portal (Voice Administration).	This directory may be empty if your Voice Administrator has not configured any contacts.
Personal	Contacts configured by you in the Customer Portal (Voice Administration).	
Speed Dial	Consists of all speed dial codes configured for you or by you for your Speed Dial service.	Speed Dial 100 service needs to be assigned.

Receptionist – Phone Status

The *Phone Status* icon is available in some directories, in both *List* and *Details* view, and shows the contact's phone state.

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

Receptionist Console – Action Buttons

Button	Description
 Dial	This dials the number you entered in the <i>Dialer</i> .
	This places a call to the selected contact or to a number from Call History.
 Redial	This redials the last dialed number.
 Extension	This dials the contact's extension.
 Mobile	This dials the contact's mobile number.
 Park	This parks a call on a contact.
 Transfer	This transfers a call to an ad hoc number entered in the Dialer.
 Transfer	This transfers a call to a selected number or contact.
 Transfer to Voice Mail	This transfers a call to the selected contact's voice mail.
 Answer	This answers an incoming call, answers an unanswered call for a contact, or resumes a held call.
 Hold	This places a call on hold.
 End	This ends a call.
 Conference	This establishes a conference call or adds a call to a conference.
 Camp	This camps the call on a busy contact.
 Barge In	This barges in on a contact's call.

Receptionist Console - Controls

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

Receptionist – Call States

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

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

Receptionist – Console Call Control Features

- › **Call Management** – Answer, dial, hold, conference, blind and attended transfer.
- › **Drag and Drop Call Transfer** – Use mouse to manage calls.
- › **Line Monitoring** – Line states include on-hook, off-hook, ringing, DND, Privacy and Call Forwarding Always.
- › **Camp On with Recall** – Perform a directed hold when called party is busy.
- › **Directed Call Pickup** – Pickup any ringing extension.
- › **Voicemail Transfer** – Transfer calls directly to voicemail.
- › **Call Barge-In** – Operator intrusion on a busy line.
- › **Call History** – Logs outgoing, received and missed calls.
- › **Call Statistics** – Average hold time, transfer count.

Receptionist Console – Answer & End Calls

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

To answer an incoming call:

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

To end a call:

- › Click **End**  for that call.

Receptionist Console – Incoming Call

The screenshot displays the MegaPath Receptionist interface. The top left shows the MegaPath logo and 'Receptionist' title. The top right has links for 'Settings', 'Help', 'Full Screen', and 'Sign Out', along with the phone number 'GlobalRecep 7039399278'. The main interface is divided into two panels: 'CALL CONSOLE' on the left and 'CONTACTS' on the right. The 'CALL CONSOLE' panel shows an incoming call from 'MEGAPATH (+1 703 939 4095)' with a duration of '00:03'. Below the call information are 'ANS' and 'END' buttons. The 'CONTACTS' panel features a search bar and a table of contacts. A callout box points to the 'ANS' and 'END' buttons, stating: 'Incoming Call – Click **ANS** to answer or **END** to send the call to Voicemail.' In the bottom right corner, a small window displays 'Incoming Call: MEGAPATH (+1 703 939 4095)'.

Status	Last Name	First Name	Number	Extension	Mobile
●	2067927290	ReceptionENT	+12067927290		
●	703939295	NGC1	+1703939295	9265	
●	7039399179	Gene1	+17039399179	9179	
●	7039399180	Gene2	+17039399180	9180	
●	7039399181	GeneSCA	+17039399181	9181	
●	7039399267	GeneSCA	+17039399267	9267	
●	7039399275			9275	4086135378
●	7039399276			9276	4086135378
●	7039399279			9279	
●	7039399280			9280	
●	7039399291			9291	
●	7039399295			9295	
●	7039399296			9296	
●	7039399297			9297	
●	Receptionist			9277	
●	Vlad			9268	

Receptionist Console – Active Call

The screenshot displays the MegaPath Receptionist interface. On the left, the 'CALL CONSOLE' section shows an active call from 'MEGAPATH (+1)' with a duration of 'Active 00:17'. Below this is a 'CONFERENCE CALL' section with 'No items to show'. On the right, the 'CONTACTS' section features a search bar and a table of contacts. A call log entry for the number 7039399295 is highlighted with a red minus sign, indicating an answered incoming call. A callout box points to this entry with the text 'Answered Incoming Call.'.

Status	Last Name	First Name	Number	Extension	Mobile
●	2067927290	ReceptnstENT	+12067927290		
●	703939295	NCG1	+17039399265	9265	
●	7039399179	Gene1	+17039399179	9179	
●	7039399180	Gene2	+17039399180	9180	
●	7039399181	GeneSCA	+17039399181	9181	
●	7039399267	XSPCert	+17039399267	9267	
●	7039399275	CCAgent	+17039399275	9275	4086135378
●	7039399276			9276	4086135378
●				9273	
●				9280	
●				9291	
●				9295	
●				9296	
●				9297	
●				9277	
●				9265	5713317551

Receptionist Console – Active Call Treatment Options

The screenshot displays the MegaPath Receptionist Console interface. On the left, the 'CALL CONSOLE' section shows an active call to 'MEGAPATH (+1 877.806.4088)' with a duration of 00:07. Below this, a 'CONFERENCE CALL' section indicates 'No items to show'. The main area is the 'CONTACTS' list, which includes a search bar and tabs for 'FAVORITES', 'ENTERPRISE', 'GROUP COM...', 'PERSONAL', and 'SPEED DIAL'. The contacts table has columns for Status, Last Name, First Name, Number, Extension, and Mobile. A red box highlights the 'TRF', 'CALL', 'EXT', and 'VM' buttons located in the right-hand side of the contact rows.

Status	Last Name	First Name	Number	Extension	Mobile
●	70393927290	Receptionist	+170393927290		
●	703939295	NCG1	+17039399265	9265	
●	7039399179	Gene1	+17039399179	9179	
●	7039399180	Gene2	+17039399180	9180	
●	7039399181	GeneSCA	+17039399181	9181	
●	7039399267	XSPCert	+17039399267	9267	
●	7039399275	CCAgent	+17039399275	8275	4086135378
●	7039399276	CCSupervisor	+17039399276	9276	4086135378
●	7039399279	Vahid	+17039399279	9279	
●	7039399280	Vahid	+17039399280	9280	
●	7039399291	Vahid	+17039399291	8291	
●	7039399295	JoeMalinao	+17039399295	9295	
●	7039399296	Vahid	+17039399296	8296	
●	7039399297	Gene	+17039399297	9297	
●	Receptionist	Enterprise	+17039399277	8277	
●	Vlad	UC	+17039399268	9268	5713317551

Receptionist Console – Call Hold and Resume Held Call

To put a call on hold:

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

To resume a held call:

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

Receptionist Console – Warm Transfer

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

To transfer a call with consultation:

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

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

Receptionist Console – Blind Transfer

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

To blind transfer a call to an ad hoc number:

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

To blind transfer a call to a contact:

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

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

Alternatively, drag the call onto the target contact and click **Transfer**  for that contact.

Receptionist Console – Barge in

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

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

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

To barge in on a call:

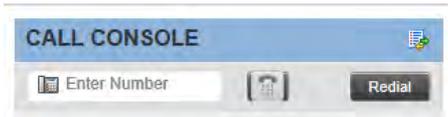
1. Expand the *Group/Enterprise* or *Favorites* directory.
2. Click the target contact and click **Barge** . The contact's status must be *Busy*.

You enter an ongoing call, thereby establishing a Three-Way Conference. The calls appear in the *Conference Call* Pane. You can now perform any conference operation on the call.

Alternatively, drag the call onto the target contact and click **Barge**  for that contact.

Receptionist Console – Placing Calls/Redial

To Place a Call:



1. In the *Dialer*, enter the phone number
2. Click **Dial** . The call appears in the *Call Console* as *Incoming Local* and your phone rings.

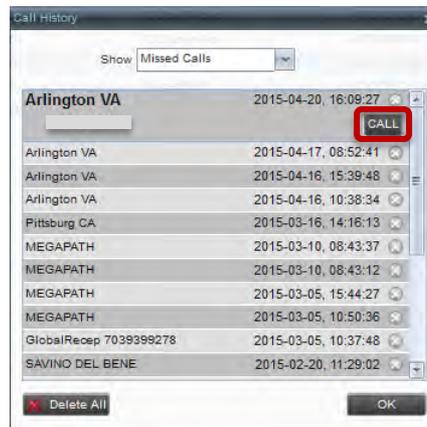
To redial a recently dialed number:



1. In the *Dialer*, place the cursor in the dial box and start entering a number. A list of recently called numbers that start with the entered digits appears.
2. Select the number to dial and click **Dial** . Or click the Redial button , and select a number from the Redial list.

To Place a Call from Call History:

1. Click the Call History icon 
2. Click a number in the list
3. Click Call



Receptionist – Add Personal Contacts

- › You can modify Personal Contacts by clicking on the pencil (edit) icon on the Personal Contacts tab.
- › Click the pencil icon to open the **Edit Personal Contacts** window. Click the **Add** button to add a new contact. Click the **Delete** button to delete a contact.
- › To add a new contact, click the **Add** button, enter the **Name** and **Number** and click **Add** again.

The screenshot displays the CONTACTS application interface. At the top, there is a blue header with the word "CONTACTS". Below this is a navigation bar with several tabs: SEARCH, FAVORITES x, ENTERPRISE x, ENTERPRISE... x, GROUP COM... x, PERSONAL x, and SPEED DIAL x. The PERSONAL x tab is currently selected. Below the navigation bar is a search area with a "Begins with" dropdown set to "All" and a "Quick Search" checkbox. On the right side of the search area, there is a pencil icon (edit) which is highlighted with a red box. Below the search area, the "Edit Personal Contacts" window is open. This window has a title bar and a close button. The main content area of the window is titled "Modify your personal contacts" and contains a table with two columns: "Name" and "Number". The table has three rows of data: "Joe's Cell" with number "7073306703", "Joe's Desk" with number "4084344802", and "Test Cell" with number "4086135378". Below the table is an empty row with a vertical cursor in the "Name" column. At the bottom right of the window, there are two buttons: a green "+ Add" button (highlighted with a red box) and a red "X Delete" button. A red arrow points from the left towards the "Add" button.

Name	Number
Joe's Cell	7073306703
Joe's Desk	4084344802
Test Cell	4086135378

Receptionist – Contacts (Speed Dials)

You can modify a Speed Dial list by clicking on the edit icon on the Speed Dial tab.

Click the pencil icon to open the **Edit Speed Dials** window. Click the Add button to add a new code. Click the Delete button to delete a speed dial.

To add a new speed dial click the Add button, choose a speed dial code from the dropdown, enter the Phone Number and Description and click Add again.

The screenshot shows the CONTACTS application interface. The top navigation bar includes tabs for SEARCH, FAVORITES, ENTERPRISE, and SPEED DIAL. The SPEED DIAL tab is active, showing a list of speed dial entries with columns for Code and Phone Number. A pencil icon in the top right corner of the Speed Dial tab is highlighted with a red box. An 'Edit Speed Dials' window is open, displaying a table with columns for Code, Phone Number, and Description. The table contains three entries: #00 (Joe's Cell), #01 (Test Cell), and #99 (Avaya Desk Phone). A red arrow points to the empty row below the table. At the bottom right of the window, the 'Add' button is highlighted with a red box.

Code	Phone Number	Description
#00	7073306703	Joe's Cell
#01	4086135378	Test Cell
#99	4084344802	Avaya Desk Phone

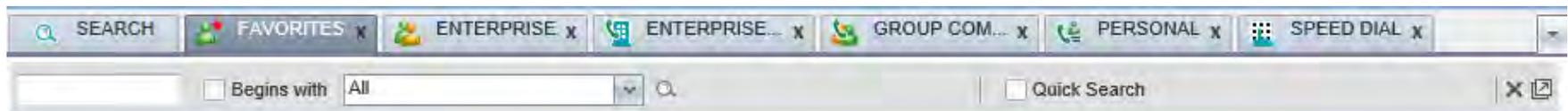
Receptionist Console – Contacts (Search)

To search for contacts, click **Search** on the Contacts panel to display the search panel.

- › Enter search criteria in the search box, and then press enter on your keyboard or the search icon in the panel.
- › To use the “Begins with” option, you will need to enter at least two characters.



You can search in a specific directory selecting the Contact tab.



Receptionist Console – Quick Search

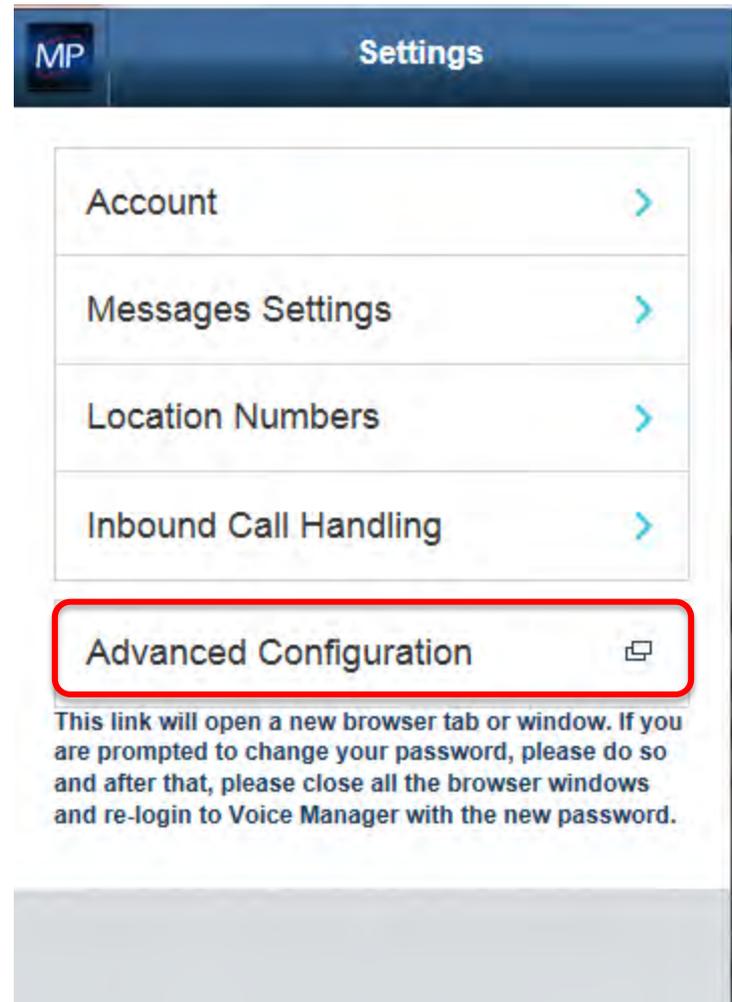
To perform a quick search on a specific directory:

1. Click the directory tab where you want to perform the search.
2. Order the directory by the column that you want to search.
3. Check the *Quick Search* box.
4. From the keypad that appears, select a character (a single letter or digit) that you want to use in the search. The contacts that start with the selected character (in the selected column) are displayed in the directory.
5. To perform another search on the same column, select another character. The new search is performed on the original directory and not on the results of the previous search.

Status	Last Name	First Name	Number	Extension	Mobile
	2067927290	ReceptInstENT	+12067927290		
	703939295	NCG1	+17039399265	9265	
	7039399179	Gene1	+17039399179	9179	
	7039399180	Gene2	+17039399180	9180	

Receptionist – Provisioning Monitored Users (Favorites)

- › Log in to the Voice Manager
- › Select **Settings**
- › Select **Advanced Configuration**
(a new window opens to display your Calling Features page)



Receptionist – Provisioning Monitored Users (Favorites)

- › Locate **Client Applications>Receptionist** (scroll down or use the Service type dropdown)
- › Click **Edit**
- › Add users to **Monitored Users** list

Note: Monitored Users display in the **Favorites** directory.

Profile Calling Features Utilities

View and update your call services settings

Service type: Client Applications

Save

 Busy Lamp Field	Edit
 CommPilot Call Manager	<input checked="" type="checkbox"/> Launch On Login Start
 Receptionist	Edit

Save

Receptionist – Provisioning Monitored Users (Favorites)

- › Use the search boxes to locate individual users *OR*
- › Click **Search** to display all users in the **Available Users** list
- › Add Users to the **Monitored Users** list – these will display in the Receptionist under Favorites
- › Click **Save**

The screenshot displays the 'Receptionist' application window. At the top, there are search filters: 'Group ID:' with a dropdown menu set to 'All Groups', 'Department:' with a dropdown menu set to 'Any', 'Last Name:' with a text input field, and 'First Name:' with a text input field. A 'Search' button is highlighted with a red rectangle. Below the filters are two main sections: 'Available Users' on the left and 'Monitored Users' on the right. Between these sections is a central area containing four buttons: 'Add >', '< Remove', 'Add All >>', and '<< Remove All'. This central area is circled in red. At the bottom right of the window are 'Cancel' and 'Save' buttons.