

## Avaya IP Office Receptionist Solution

### *Efficient and Professional Call Handling*

Receptionists handle the dozens, even hundreds, of calls that come into your small business every day.

IP Office Receptionist solution is a powerful PC-based application that enables a single operator to manage calls for a single site and even multiple locations to not only ensure prompt and professional handling of calls but also to provide consistent service while controlling costs.

IP Office Receptionist solution was designed to improve operator service by simplifying call handling actions such as answer, transfer, hold, conference, employee availability and more through an intuitive efficient interface. Just click and drag to transfer calls, put calls on hold, or conference in a colleague. Operators see everyone's phone status –busy, on the phone, away from their desk – so calls are routed and managed quickly and accurately. Receptionists can see who has new voice messages and alert executives of their message status.

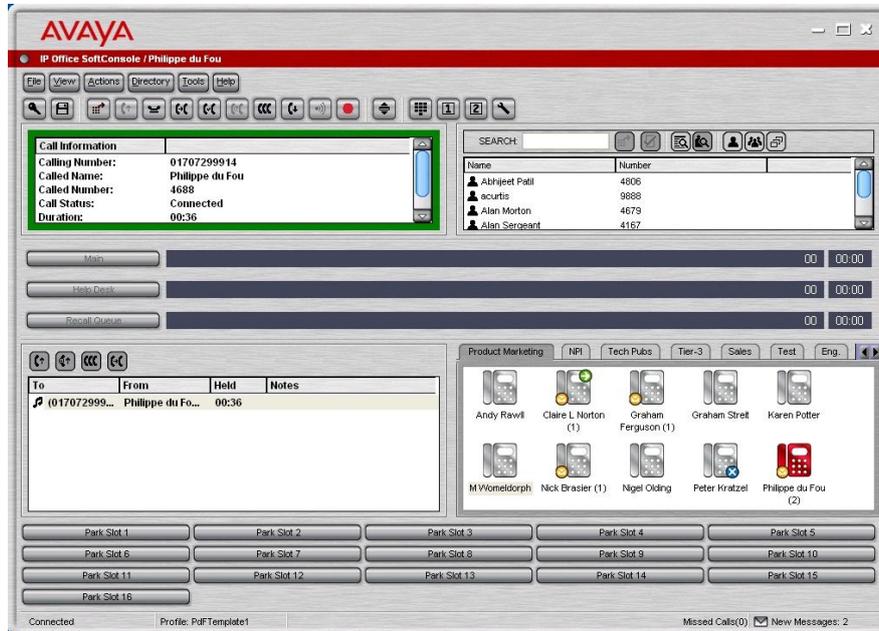


As the “front door” to your business, receptionists continually greet and interact with customers and associates, so it's easy to see how important it is to have a phone application that allows efficient and professional call handling. The IP Office Receptionist solution provides valuable information to make those informed decisions providing callers with the best experience.

## Features and Benefits Summary

- Visual PC interface for call fast handling – the Receptionist application’s PC interface provides efficient call handling control at the click of a mouse. Operators see everyone’s call status. Drag answered call to held panel; single click to return to the longest call holding.

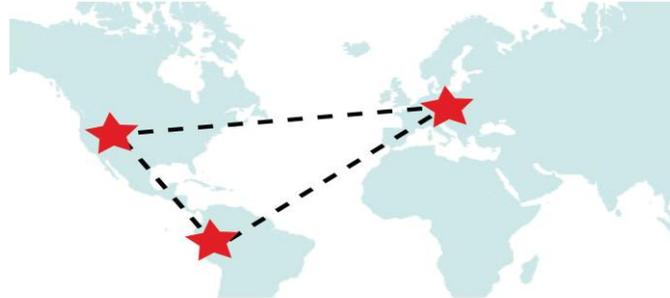
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- *Professional call answering* – customized scripts can be displayed based upon caller identification or called number. Receptionist can answer calls confidently knowing the correct company name, customer name, or with reminder information such as new business hours, directions, or promotions. Ideal for providing personalized service and for temporary or back-up operators.
- *Create conference calls quickly* – simply call parties, place them on hold, and then press the conference button or icon. The Receptionist simply hangs up to be removed from the conference. Creating conference calls is streamlined by using IP Office Receptionist solution with Office Preferred Edition or Advanced Edition. Internal parties are automatically called and ask to join the conference. The internal party Accepts or Declines the invitation through touchtone input. The Receptionist receives delegate status. External parties can simply be transferred into the conference room.



- *Manage calls for multiple sites* – by networking IP Office systems, a single receptionist can handle calls for multiple offices – answering and transferring calls throughout the network. The IP Office internal directory is always up-to-date when users are added and deleted. IP Office Receptionist also shows IP Office remote users across the IP Office network. The internal directory is automatically synchronized between IP Office systems.



*Share receptionist across multiple businesses* -- incoming calls can be identified by business, allowing receptionist answers with the appropriate business name. This allows several businesses to share the operator resource and reducing overhead costs.