

Receptionist Console

User Guide | Version 1

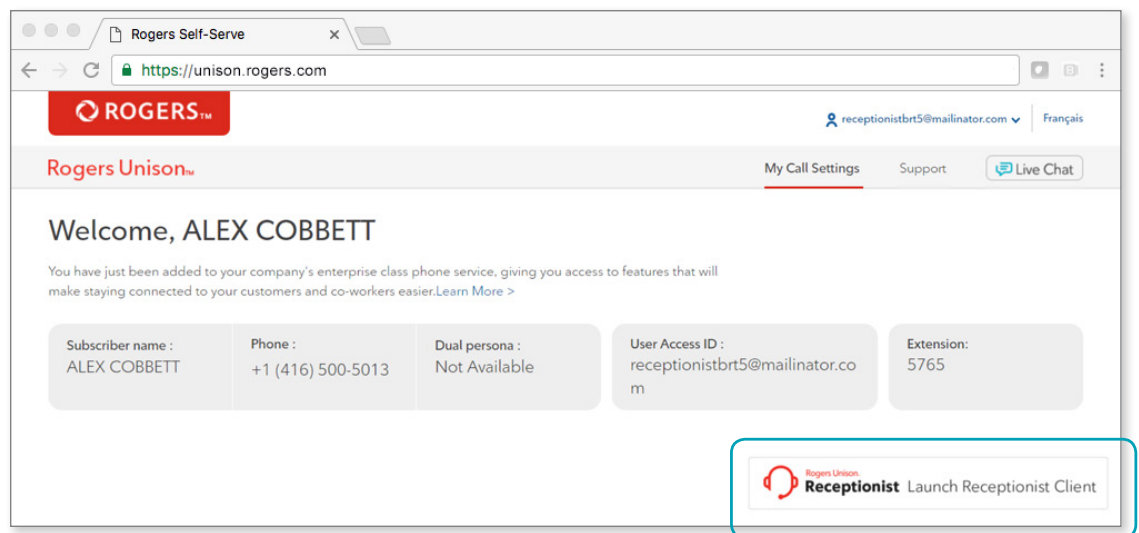


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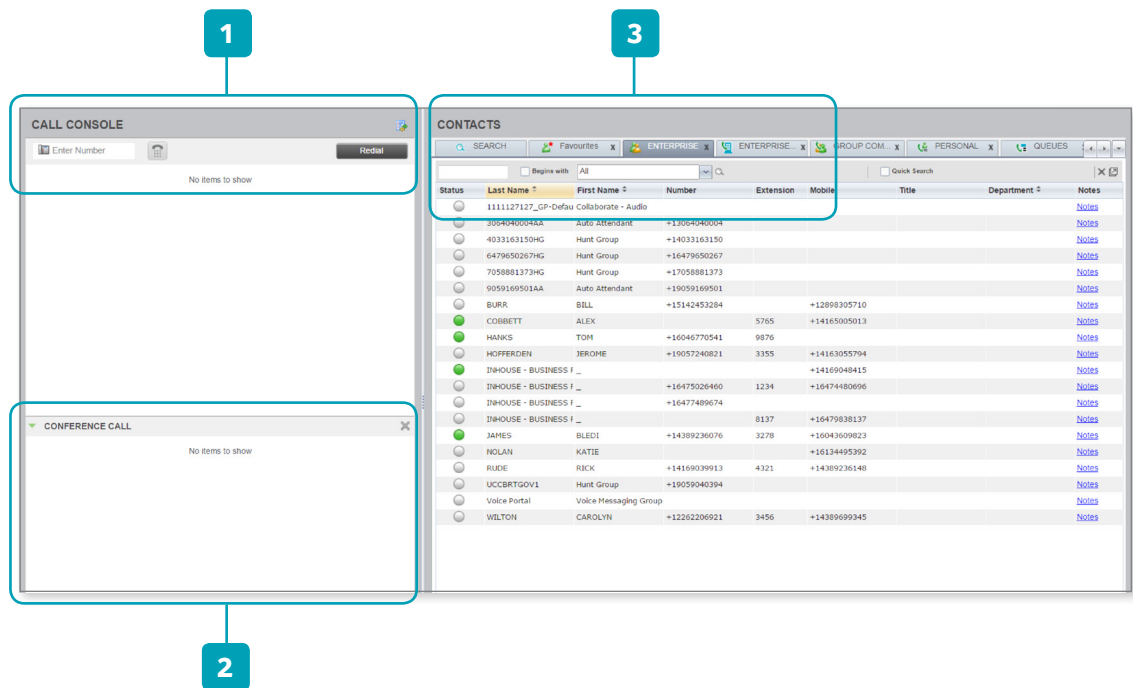
01 How to access the Receptionist Console

1. Log onto **Rogers Unison™** Portal and click **Launch Receptionist Client**. Please use Chrome as the Internet Browser to use the **Receptionist Client**.



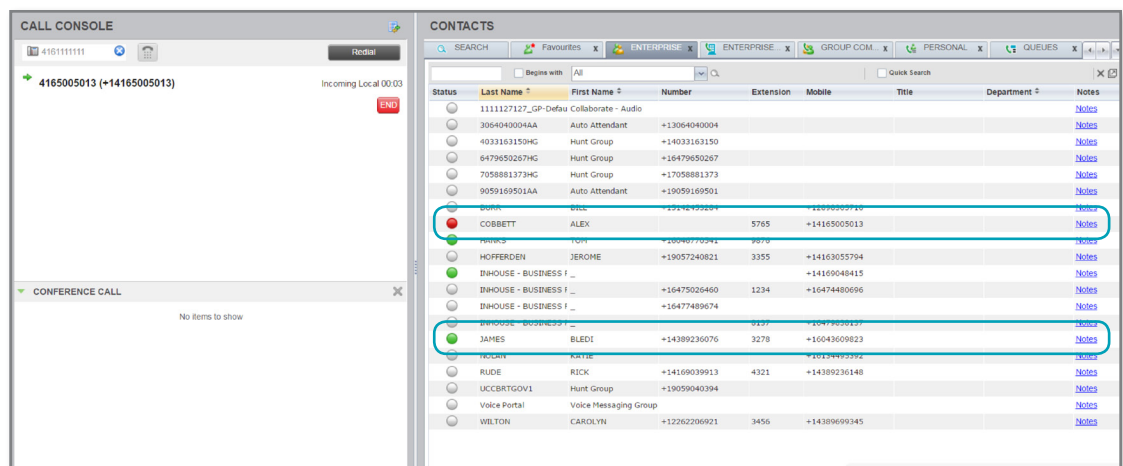
02 Overview of the Receptionist Console

1. **Call Console** for outgoing calls, placing calls on hold and transferring calls.
2. **Conference Call** panel.
3. **Contacts**. Search employees, add to favourites and display all monitored employees.



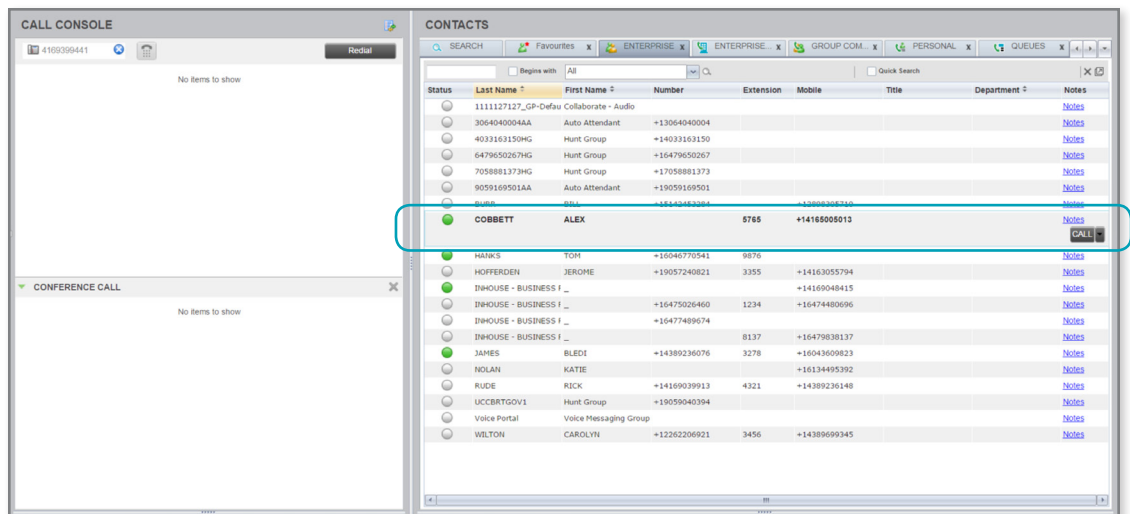
03 Check calling status of monitored employees

1. Under the **Contacts** panel, check status of employees. Highlighted examples shows **red** for the employee to be in a call and **green** for an employee available.



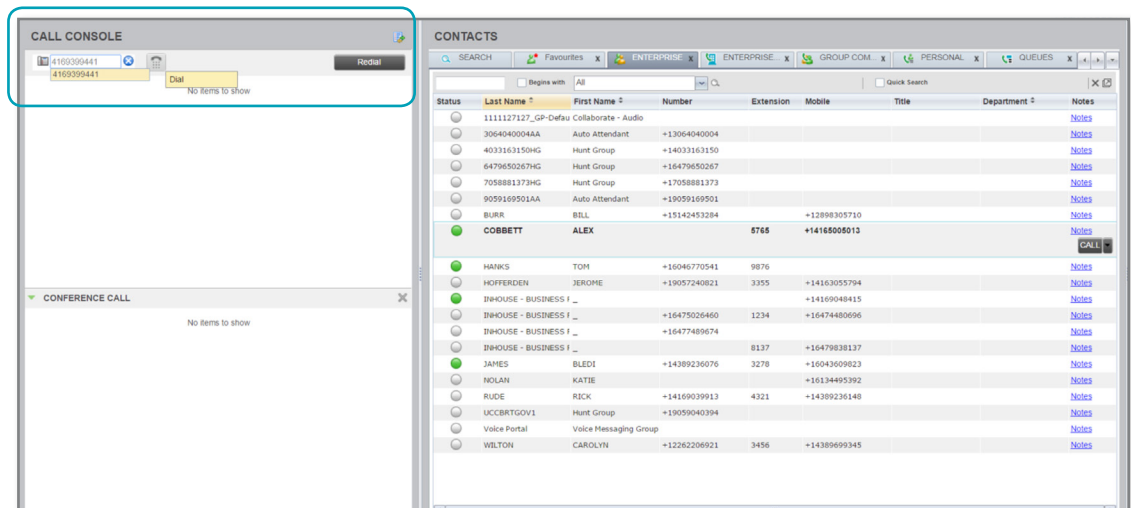
04 How to place calls to directory users

1. Click the employee under **Contacts** you want to call and place a call by clicking the **CALL** icon.



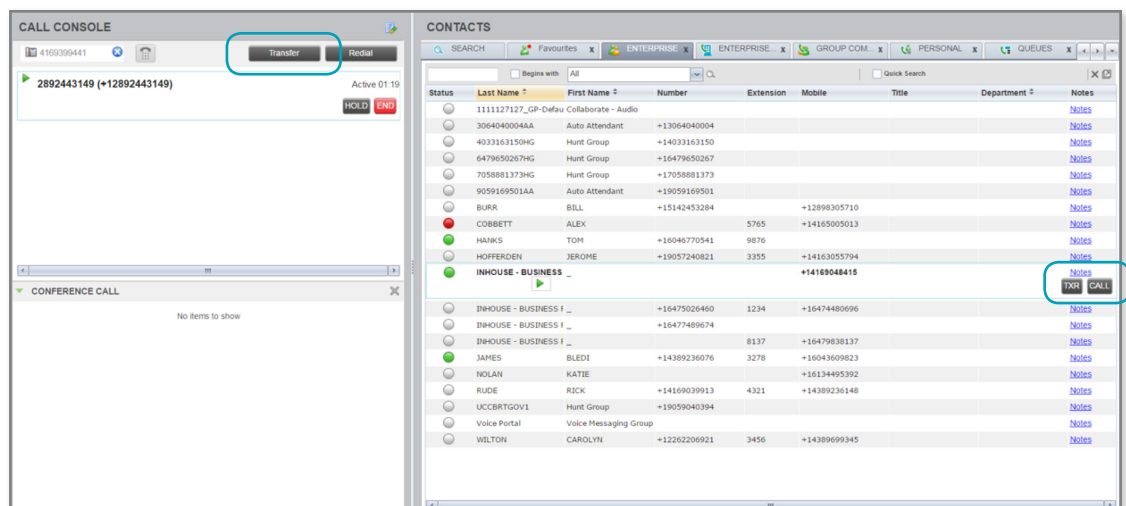
05 How to place calls to other numbers

1. Enter the phone number in the **Call Console** and dial.



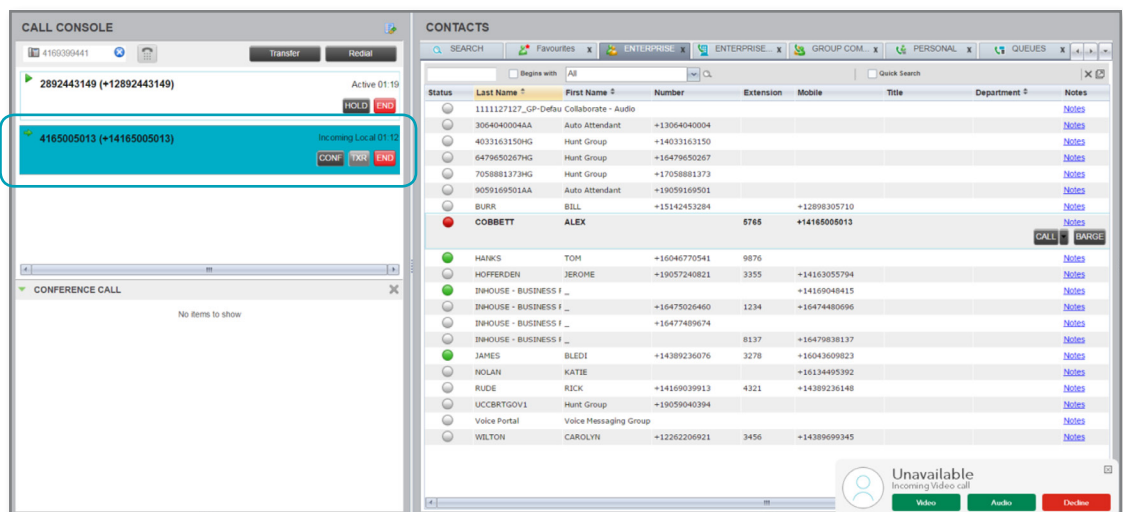
06 How to transfer calls (Cold Transfer)

1. When on a call, you can transfer them by either clicking the **Transfer** option in **Call Console**, or click the employee in the **Contacts** pane you want to transfer the call too and click **“TXR”**, or simply click the call in call console and drag it to the employee in the contact list.



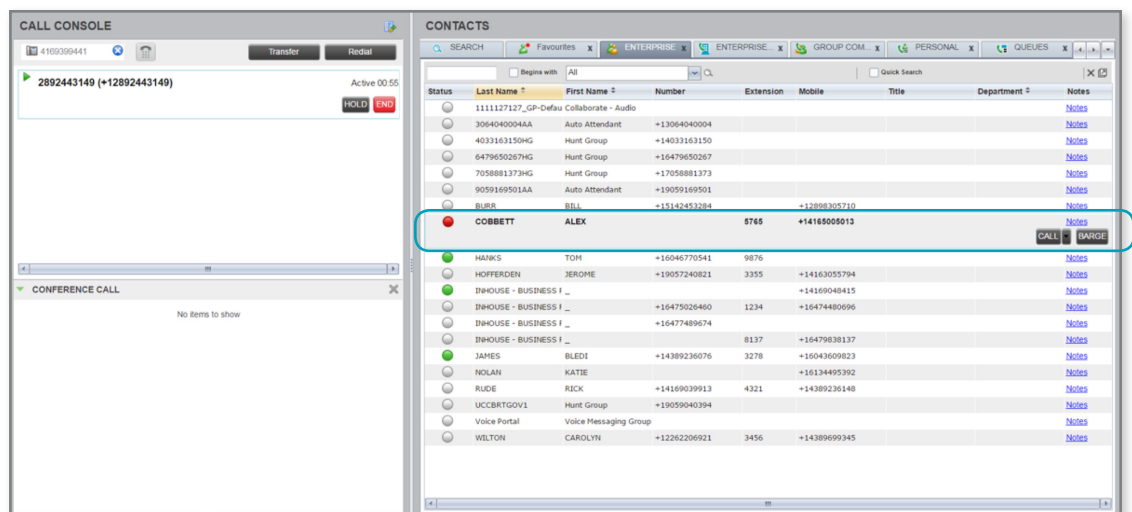
07 How to transfer calls (Warm Transfer)

1. You can place an existing call on hold for a warm transfer by calling another number and then click the **“TXR”** Consultative Transfer option.



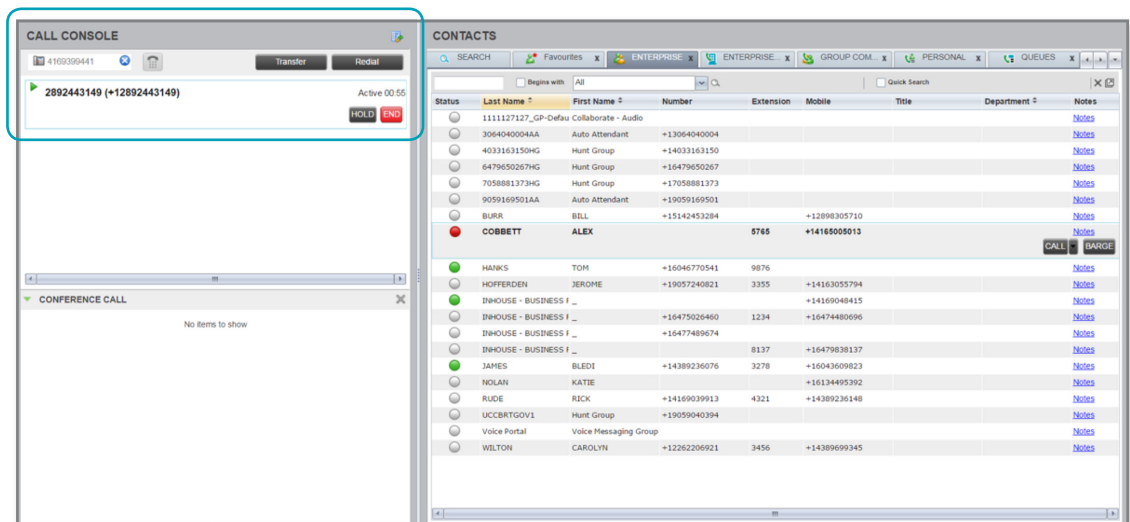
08 How to interrupt calls

1. When a monitored employee is on a call, you can go under **Contacts**, click the employee in an “on a call status”, and click **BARGE**.



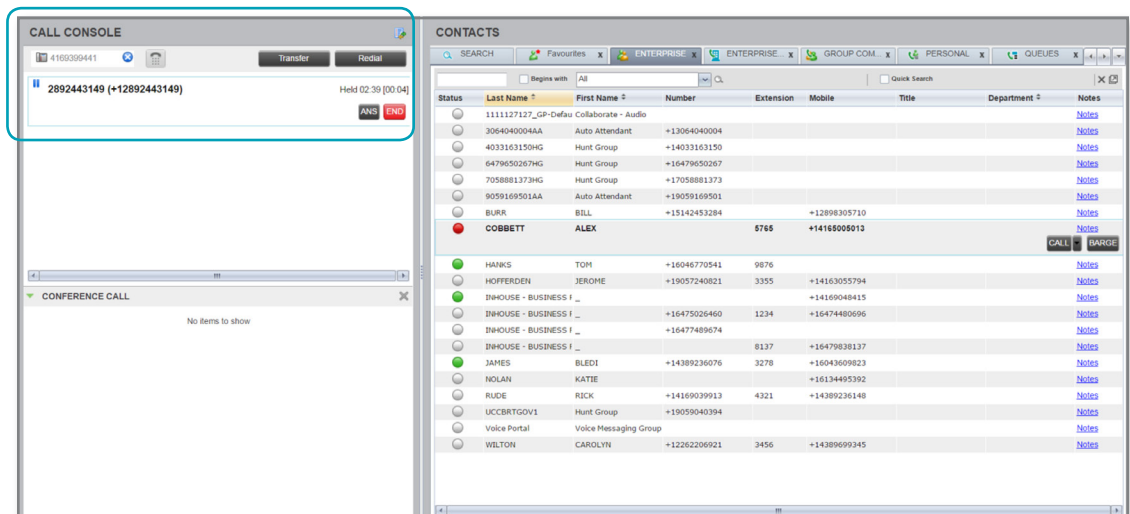
09 How to place calls on hold

1. Click the **Hold** option on an active call in the **Call Console**.



10 How to retrieve held calls

1. Click the **ANS** option



11 How to initiate a Conference Call

1. When on a call and receiving an incoming call, you can click the **CONF** option to initiate a conference call.

