



IP OFFICE RECEPTIONIST

Efficient and Professional Call Handling

With the IP Office Receptionist Solution, a single operator can manage calls in one office or multiple locations for prompt, professional call handling.

Overview

Receptionists can handle dozens, even hundreds of calls daily, so it's easy to see how important it is to deploy a phone application that allows for efficient call handling. IP Office Receptionist offers a visual display of incoming calls and call status throughout the business on an easy-to-use PC interface. With visual access to everyone's phone status – who's busy, on the phone, away from their desk – receptionists can route calls quickly and accurately with a mouse click.

The Receptionist Solution includes the IP Office SoftConsole application, which allows a single receptionist or operator to manage calls for single site offices and even multiple locations, to help ensure prompt and professional handling of all calls.

Capabilities

Fast, accurate call handling – With its intuitive PC interface, IP Office Receptionist allows for convenient click-and-drag call handling that helps improve the efficiency and effectiveness of the operator, even with large call volumes.

Visual call status – With Avaya IP Office Receptionist call handlers can see the status and availability of all associates on the network – whether staff members are on the phone, away from their desks or do not want to be disturbed, which means calls can be routed more quickly and accurately.

Centralized call management – With Receptionist, a single operator can handle calls for multiple offices – transferring calls between locations, adding people to conferences, managing voicemail messages for associates. The result: streamlined

operations, consistency of service and cost savings.

Call handling for multiple businesses – When an operator manages calls for multiple businesses (for example, in a shared office environment), IP Office Receptionist enables the operator to quickly and accurately identify callers, greet them appropriately, and route calls to the right business.

Benefits

- **Streamline operations** – Handle large call volumes with just a single receptionist, in standalone or multi-site environments; use a single operator to manage calls for multiple locations
- **Provide professional service to callers** – The intuitive, easy to use interface, gives you the information you need to quickly route calls to the right people

About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit www.avaya.com.

Specifications

Format	IP Office License Key and Software Download
System Requirements	IP Office with <ul style="list-style-type: none">• IP Office Essential or Preferred Edition• IP Office Server Edition or Select
User Requirements	<ul style="list-style-type: none">• Any IP Office telephone• PC running Windows 7 Professional/Enterprise/Ultimate or Windows 8.1 <p>For complete and latest PC and Server specifications, refer to latest Avaya IP Office Technical Bulletin and Technical Tip documents.</p>
Capacities	<ul style="list-style-type: none">• IP Office Essential or Preferred Edition - Up to 4• IP Office Server Edition - up to 32 active across the solution• IP Office Select - Up to 75 active across the solution
Feature Detail	IP Office Receptionist solution provides: <ul style="list-style-type: none">• Inbound & Outbound Call handling• Phone Call Control including Conference Call Control & Conference Rooms; Transfer, Hold, and Park via drag & drop• See user telephony presence• Communicate with users via Instant Message• Up to 16 Park Slots with customized labels• Configuration of Phone Preferences• Receive Caller ID & Name Display (provided by local service provider)• Speed Dial and Busy Lamp Field management of users within and across the enterprise• Local Phone Directory• Separate Call History logs – All, Incoming, Outgoing, Missed Calls, Messages• Ability to create script for incoming call handling• Time on Call display• Monitoring of up to 8 Queues & ability to answer calls in queue• Simple Outlook contact record creation• Distinctive Ringing using WAV file• Centralized receptionist across connected locations


Learn more

For more information about Avaya IP Office Receptionist and other IP Office solutions please contact your Avaya Account Manager or Avaya Authorized Partner. Or visit us at avaya.com/small

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