Clearspan Receptionist

Application Overview

Clearspan® Receptionist is an integrated, desktop client application that provides an IP telephony attendant console for use by enterprise receptionists.

The objective of Clearspan Receptionist is to simplify business processes and deliver critical information in real time to accommodate professional call handling.

Clearspan Receptionist requires no special hardware and is entirely web-based, maximizing the geographic distribution capabilities of Clearspan. In fact, it can be accessed from any Microsoft® Windows® based platform including a desktop PC or a tablet computer for receptionists who need to be mobile within the office environment.

The interface can be customized in several ways including choosing a language and changing key visual elements such as logos and panel colors for corporate branding. Users can also modify the height of the switchboard and contacts directory, as well as table column widths.

Clearspan Receptionist allows for integration to a touch screen to accommodate high volume call handling environments, as well as keyboard shortcuts and some softphone capabilities. The enterprise receptionist has the ability to use combinations of devices to manage call functions.

Common Receptionist Business Applications

Clearspan Receptionist can either be used as a stand-alone application, or be combined with other Clearspan applications such as Clearspan Call Center to create customized solutions that address specific business needs. The following are examples of common receptionist operational scenarios:

- **After Hours** – Operators can automate the switch from day to night mode and vice versa.
- **Hoteling** – Multiple part-time operators can share a single logon in sequence when they change shifts.
- **Low Traffic** – Single receptionist answering one or more dedicated main numbers.
- **High Traffic** – More than one instance of Receptionist managing multiple dedicated main numbers.
- **Network Attendant Console** – Geographically dispersed operators supporting each other in an enterprise configuration.
- **Multi-Tenant Offices** – One or more operators can answer calls on behalf of different organizations.
- **Optional Voicemail Transfer** – Transfer calls to voicemail for contacts in a group or enterprise who are busy or unavailable.
- **Mobile Receptionist** – Provides the features and functions of the Clearspan Receptionist client application with mobile phones.
Clearspan Receptionist Key Capabilities

Call Control

- **Dial** - Dial a number.
- **Accept** - Accept an incoming call.
- **Hold** - Place a call on hold and retrieve it.
- **Three-Way Call Conferencing** - Add a third party to an active call.
- **Camp On** - Perform a directed hold when the receiver is busy.
- **Directed Call Pickup** - Pick up a ringing extension (available when contact state indicates “ringing”).
- **Blind/Consultative Transfer** - Distribute call to contacts using blind and/or announced transfer methods.

Call Services

- **Caller ID** - Identification of calling party for incoming calls only.
- **Called ID** - Identification of called party for outgoing calls only.
- **Call Center Queue** - Monitor, manipulate, and disperse queued calls.
- **Call Center Statistics** - Basic call and queue-related call center statistics.
- **Last Redirected Support** - Identification of last redirected number for incoming calls only for serviced or executive offices.
- **Operator Barge-In** - Operator intrusion on a busy line for emergency or special instances.
- **Contact Status** - View presence information of contacts.
- **Enhanced Contact Monitoring** - Additional on-hook, off-hook, ringing, and do not disturb (DND) contact states.
- **Enhanced Speed Dials** - Search and call numbers from a list of up to 100 speed dial numbers.
- **Call Length** - Shows time of call in active and held states.
- **Call History** - History of missed, received and dialed numbers.
- **E-mail Messaging** - Send voice messages to called party’s email.

The Clearspan solution embodies the true meaning of Unified Communications, combining all end-user communication tools into a single, integrated, enterprise-wide infrastructure accessible from any device for dramatically increased productivity.

Add Receptionist to the network through a simple software license file with no costly hardware upgrades. All Clearspan applications run on the same platform, use a common interface, and can be added to the network at anytime. Easily deployed and managed, it provides immediate impact.

Directory

- **Agent Monitoring** - Statistics generated on individual agents (average time on call, amount of time logged in and idle, etc.).
- **Index Contacts Search** - Search filter using an alphabetized index.
- **Keyword Contacts Search** - Search by name, extension number, or department.
- **Mass Contacts** - Supports up to 40,000 contacts in a directory.
- **Corporate Directory (LDAP)** - Support for LDAP corporate directory standard.
- **Directory Plug-In Architecture** - Extendable directory interface for third-party plug-ins.
- **Company Notes/Profile** - Shows organizational notes and profile.
- **Contact Notes** - Shows contact-specific notes.