

Telstra IP Telephony miRECEPTION Managing Calls Feature Guide









1. Overview

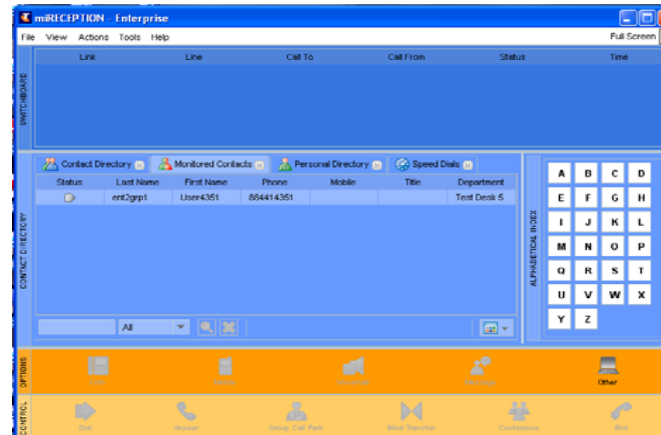
miRECEPTION is a PC based IP Telephony Attendant Console application, specifically developed for receptionists and telephony attendants, who screen inbound calls.

The miRECEPTION screen is divided into 4 major panels

- The **Switchboard** panel
All calls to and from your phone are displayed in this panel
- **Contact Directory** panel
Your contacts (company users that you are assigned to monitor) are listed in this panel. You can view their phone status
- **Options** panel
Relevant options for each user, such as; Extn, Mobile and Voicemail are displayed in this panel
- **Control** panel
Call control options, such as; Dial, Hold, Transfer and End are displayed in this panel.

The **Status** column displays the users call status. The icons displayed are:

-  Contacts phone is on-hook (available to receive a call)
-  Contacts phone is off-hook (on a call, busy)
-  Contacts phone is ringing
-  Contacts phone state is currently unavailable or unknown
-  Contacts phone has status set to DND (Do Not Disturb)
-  Contacts phone has status set to Call Forward Always



Managing Calls

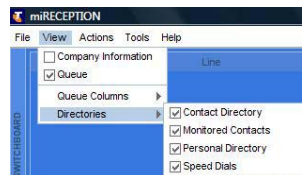
2. Making Calls

Dialling Company Contacts

Users can be dialled from a number of areas within miRECEPTION, such as; Contact Directory, Monitored Contacts, Personal Directory or Speed Dials.

To display the relevant Directories

- Select **Directories** from the **View** menu
- Click the relevant checkboxes for the directories you want to view. The selected directories will appear as tabs at the top of the Contact Directory panel

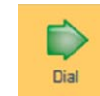


To search for a contact

- Type a name in the “Enter Search keyword” field (at the bottom of the Contact Directory pane) and press Enter OR
- Click on a letter in the Alphabetical Index pane

To dial a contact

- **Double-click** the contact (row) OR
- Click the contact, then click **Dial** in the Control panel, or press Enter

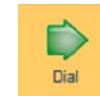


To dial the contact's mobile number,

- Select the contact
- Click **Mobile** in the Options panel



- Click **Dial** in the Control panel, or press Enter



Note: A user's mobile number must be configured in CommPilot under their User Profile. The call is displayed in the Switchboard panel as 'Ringing Out'.

Dialling Other Contacts

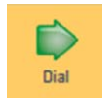
This is typically for calls made to someone not listed in the Contact Directory.

3. To make a call

- Click **Other** in the Options panel and use your mouse to select each digit from the dial pad



- OR enter the numbers using the keyboard
- Click **Dial** in the Control panel, or press Enter



The call status is shown in the Switchboard panel as 'Outgoing'.

When the call is answered, the call is connected and the call status changes to 'Active'.

4. Dialling Speed Dials

- Ensure the **Speed Dials** tab is displayed at the top of the Contact Directory panel
- Click the **Speed Dials** tab in the Contact Directory panel to display the configured speed dials



To dial a name from the list

- Double-click** the contact (row), OR
- Click the contact
- Click **Dial** in the Control panel, or press Enter



The call status is shown in the Switchboard panel as 'Outgoing'.

When the call is answered, the call is connected and the call status changes to 'Active'.

5. Answering Calls

To answer a call

- Double-click** the row for the incoming call in the Switchboard panel, OR
- Select the row for the incoming call
- Click **Answer** from the control panel



The Call Status is shown in the Switchboard panel as 'incoming'.

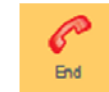
When the call is answered, the Call Status changes to 'Active'.

Note: If your phone is not in the supported phones list, the call behaviour may not match what is described above.

6. Ending Calls

To end a call

- Click the row in the Switchboard panel for the call you want to end
- Click **End** in the Control panel



The calling party is disconnected and the call is removed from the Switchboard panel.

7. Putting Calls On Hold

To place a call on hold

- Double-click** the row in the Switchboard panel for the call you want to place on hold OR
- Click the row in the Switchboard panel for the call you want to place on hold
- Click **Hold** in the Control panel



The call is on hold (typically indicated by music-on-hold being played to the caller) and the Call Status in the Switchboard panel changes to 'On Hold'. An 'On hold' timer will be displayed in the Status column of the Switchboard panel.

8. Taking Calls Off Hold

To take a call off hold

- **Double-click** the row in the Switchboard panel for the call you want to take off hold
OR
- Click the row in the Switchboard panel for the call you want to take off hold
- Click **Unhold** in the Control panel



The call is no longer on hold and the Call Status in the Switchboard panel changes to 'Active'.

9. Transferring Calls - Blind transfer

A blind transfer occurs when a call is transferred without an introduction

- Click the row in the Switchboard panel for the call you want to transfer

To transfer the call to a Company contact

- Select the contact to transfer the call to, from the Contact Directory
- Click the option from the Options panel (Extn is selected by default, other available options are Mobile or Voicemail)
- Click **Blind Transfer** from the Control panel



The call is transferred and is removed from the Switchboard panel

To transfer the call to a speed dial name

- Click the row in the Switchboard panel for the call you want to transfer
- Click on the **Speed Dial** tab
- Select the Speed dial entry (row) you want to transfer the call to
- Click **Blind Transfer** in the Control panel



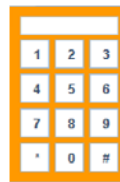
The call is transferred and is removed from the Switchboard panel.

To transfer the call to another number

- Click the row in the Switchboard panel for the call you want to transfer
- Click on the **Other** icon in the Control panel



- Enter a number of your choice using the Other dial pad in the Options panel



- Press **Enter** or click on the **Dial** icon in the Control panel
- Click **Blind Transfer** in the Control panel
The call is transferred and is removed from the Switchboard panel

10. Transferring Calls - Consulted Transfer

A consulted transfer allows you to announce or introduce the call to the called party prior to transferring the call.

- With an active call in the Switchboard panel,
- Press **Hold** (to place the call on hold)
- **Double click** on the contact you wish to transfer the call to

The call can now be announced to the contact (the active call and the contact are automatically linked)

- Click **Consulted Transfer** in the Control panel



The calls are transferred and removed from the Switchboard panel.

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11. Transferring Calls to Voicemail

Calls can be transferred directly to a user's voicemail

- In the **Switchboard** panel, select the call you want to transfer
- Select a contact to transfer the call to
- In the **Options** panel, click the **Voicemail** icon



- In the **Control** panel, the Blind Transfer icon changes to Voicemail Transfer
- Click the **Voicemail Transfer** icon



The call is transferred directly to the user's voicemail and is removed from the switchboard

12. Transferring Calls to a Queue

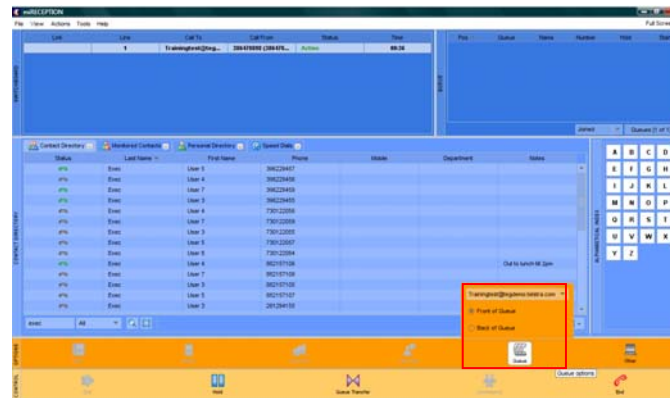
Before a call can be transferred to a Call Centre queue, the queue panel needs to be open, you need to be logged into a queue and a queue needs to be available

- In the **Switchboard** panel, select the call you want to transfer to a queue
- In the **Options** panel, click the **Queue** icon

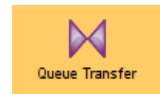


A dialogue box appears prompting you to select where you want the call to be placed, select either

- *Front of queue* (to move the call to the front of the queue), OR
- *Back of queue* (to move the call to the back of the queue)



- Click the **Queue Transfer** icon in the **Control** panel



The call is transferred to the Call Centre and removed from the Switchboard panel.

13. Call Transfer Recall

Call Transfer Recall is a feature that enhances the call transfer service. This feature allows for a call to be reconnected to the transferring party (receptionist), should the intended recipient (the user you are transferring to) not answer or if there is a call failure.

When the call is re-directed back to the Receptionist, it is displayed in the Switchboard panel.

Call Transfer Recall is a feature that is required to be configured by your Customer Group Administrator for each company contact in their CommPilot User profile. Once configured, should a receptionist attempt to transfer a call to a user and the call fails or there is no answer after the specified number of rings, the call is directed back to the receptionist.

Diversion Inhibitor optionally inhibits further re-direction from the user where the call is transferred to ensure that the calling party is handled by a live person.

Busy Camp On allows the transferring user to camp on a call against a busy destination.

If the destination party becomes idle within a configurable timeframe (set in CommPilot), the camp-on call alerts the transfer-to party. If the camp-on call remains unanswered beyond the configurable timeframe, the camp-on call recalls the transferring party.

14. Conference Calls

Using Conference allows you to participate in 3-Way conference calls with two other parties.

Starting a Conference Call

- With an active call in the Switchboard panel,
- Press the **Hold** icon to place the call on Hold
- **Double click** on the contact you wish to conference the call with

The call can now be announced to the contact (the active call and the contact are automatically linked)

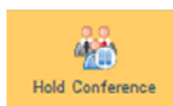
- Click **Conference** in the Control panel



The conference is connected and both calls become 'Active'.

Putting a Conference on Hold

- Click **Hold Conference** in the Control panel



Note: The Conference link icons change colour from green to blue to indicate the calls are on Hold; however, the status of both calls remains 'Active'.

Line	Line	Call To	Call From	Status	Time
2	2	User2011 Telstra A Group 2 (30...	300023023 (30002...	Active	02:39
2	2			Active	00:46

The other participants in the conference can still talk to each other.

Taking a Conference off Hold

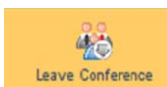
- Click **Unhold Conference** in the Control panel



Leaving a Conference Call

You can also leave a conference call, where you drop out of the conference and the call is removed from your switchboard.

- Click **Leave Conference** in the Control panel



The call is removed from the Switchboard panel.

Ending calls in a Conference Call

You can end one call in a conference or the conference.

To end one call in a conference

- Select the call line you want to end
- Click **End** in the Control panel

To end the conference

- Click **End Conference** in the Control panel



The calls are terminated and removed from the Switchboard panel.

15. Group Call Park

Group Call Park, when assigned and selected, searches within a predefined group of available lines to park a call. After a designated time, the call, if not retrieved, returns to the originating operator. If the parking attempt fails for any reason the call remains on the switchboard panel.

To perform a Group Call Park

- In the **Switchboard** panel, select an active or held call you want to park
- Click the **Group Call Park** button



You will hear an announcement advising you what extension the call is parked against.

The status in the Switchboard panel changes and the parked line displays the following information

Line number: This is dependant on other calls in the switchboard panel

Call To: This field is empty unless the call was previously diverted

Call From: This displays the name and number of the original calling party

Status: This is parked and the extension, that the call is parked on, is in brackets

Time: This is the time in minutes and seconds

If designated there is an announcement

The call is recalled to you, if the call is released after the display time expires, or the parked announcement has finished.

To retrieve a parked call

From a phone within your group

- Lift the handset and **dial *88**
- Enter the extension the call was parked against
- Press #
The parked call is now retrieved and active on the phone.

16. Camp/Uncamp

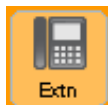
Camping allows the operator to hold and automatically transfer a call to a company contact when the contact becomes available to take the call.

When a call is camped, the calling party is muted. Once the contact is available to take the call, the call is automatically transferred and will be removed from the Switchboard panel.

Call Camping is only available when the destination contact's call status is either 'On the Phone' – red icon or 'Call incoming' – orange icon.

To Camp a call

- In the **Switchboard** panel, select the call you want to camp
- In the **Contact Directory** panel, select the user you want to camp the call against (the user must be busy on a call)
- In the **Options** panel, click **Extn** (this should be selected by default)



- In the **Control** panel, click **Camp-On**



In the Switchboard panel, the status of the call changes to Camped.

To Uncamp a call

- In the **Switchboard** panel, select the call you want to uncamp
- In the **Control** panel, click **Uncamp**



In the Switchboard panel, the status of the call changes to On Hold.

- In the **Control** panel, click **Unhold**



17. Call Pick-Up

Pickup is only available when the destination contact's call status is 'Call incoming' – orange icon



- In the **Contact Directory** panel, select the user you want to pick up a call from
- In the **Control** panel, click the **Call Pick-up** icon
The call is answered and becomes active in the switchboard panel

18. Call Barge-in

Call Barge-in is only available when the destination contact's call status is 'On the phone' – red icon.



Note: This feature needs to be configured in CommPilot by your Customer Group Administrator.

- In the **Contact Directory** panel, select the user you want to Call Barge-in on
- In the **Control** panel, click the **Call Barge-in** icon
The call is connected and effectively becomes a three-way conference call

Important:

The Cisco 7940 and 7960 IP phones DO NOT support the auto-answer functionality. To answer a call in miRECEPTION, use the telephone's answer button.