



# Clearspan Receptionist

## Product 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.

Receptionist requires no special hardware and is entirely web-based maximizing the geographic distribution capabilities of Clearspan.

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

Clearspan Receptionist allows for integration to 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

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 visa 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 provides an easy-to-adapt, intuitive workflow, simplified business processes and access to real-time contact information empowering the enterprise receptionist to boost productivity and customer satisfaction.

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.

[www.aastraclearspan.com](http://www.aastraclearspan.com)  
1.800.468.3266

## Clearspan Receptionist Key Capabilities

Capability	Description
<b>Call Control</b>	
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
<b>Call Services</b>	
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 present 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
<b>Directory</b>	
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

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