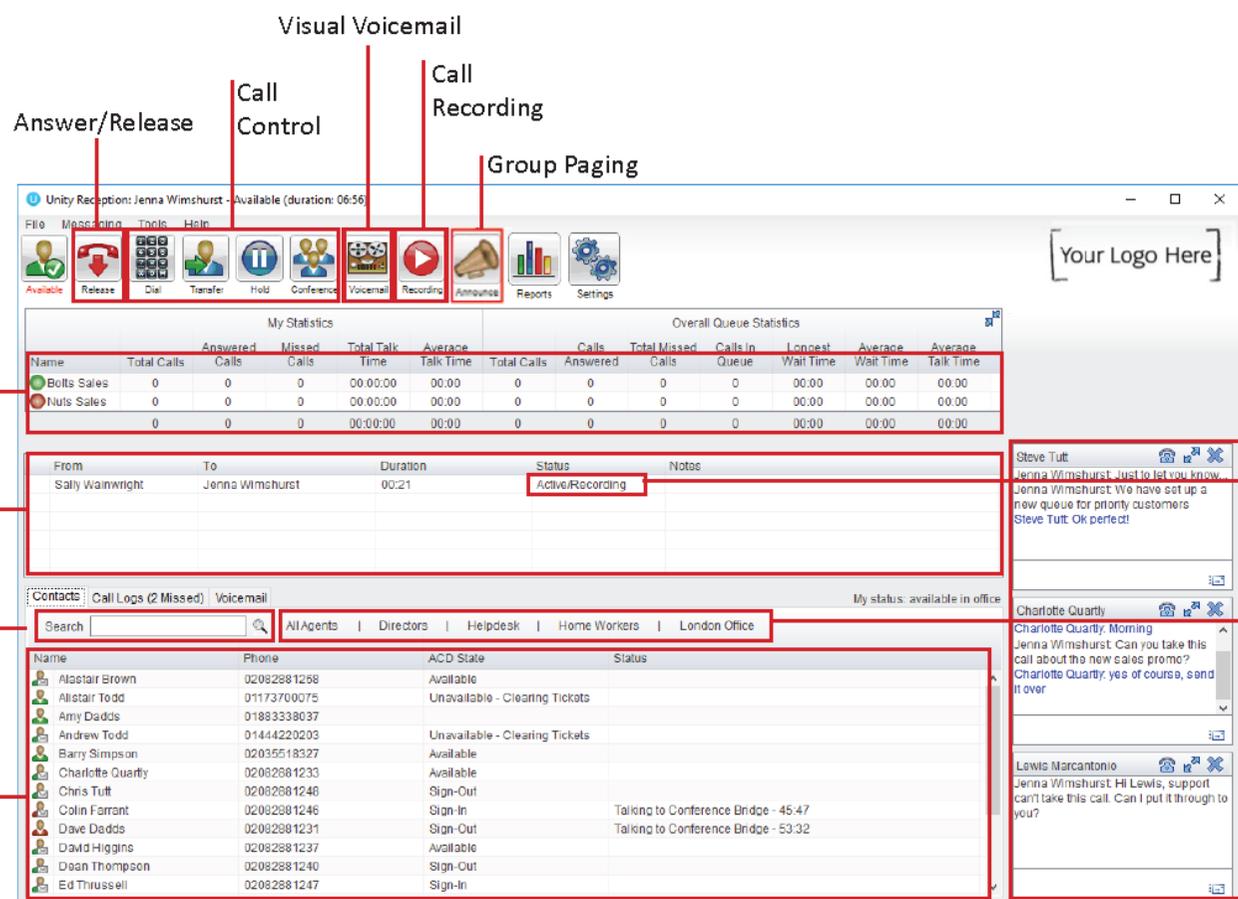


Unity Reception

TURBO CHARGE FRONT DESK CALL HANDLING

Unity Reception is designed to support even the busiest front desk environments. Featuring a modern and user-friendly interface, Unity Reception improves call handling and customer service for customer facing and front desk attendants.

Featuring a dynamic Busy Lamp Field, the ability to tag callers on hold and “popping” notifications when desired extensions become free, Unity Reception has unique capabilities to efficiently and intelligently manage inbound callers.



Visual Voicemail

Answer/Release

Call Control

Call Recording

Group Paging

Personal Wallboard

Name	My Statistics				Overall Queue Statistics							
	Total Calls	Answered Calls	Missed Calls	Total Talk Time	Average Talk Time	Total Calls	Answered Calls	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time
Bells Sales	0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00
Nuts Sales	0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00
	0	0	0	00:00:00	00:00	0	0	0	0	00:00	00:00	00:00

Active Call Window

From	To	Duration	Status	Notes
Sally Wainwright	Jenna Wimshurst	00:21	Active/Recording	

Dynamic Search

Search: AllAgents | Directors | Helpdesk | Home Workers | London Office

User Presence and Status

Name	Phone	ACD State	Status
Alastair Brown	02082881258	Available	
Alastair Todd	01173700075	Unavailable - Clearing Tickets	
Amy Dadds	01883338037		
Andrew Todd	01444220203	Unavailable - Clearing Tickets	
Barry Simpson	02035518327	Available	
Charlotte Quartly	02082881233	Available	
Chris Tutt	02082881246	Sign-Out	
Colin Farrant	02082881246	Sign-In	Talking to Conference Bridge - 45:47
Dave Dadds	02082881231	Sign-Out	Talking to Conference Bridge - 53:32
David Higgins	02082881237	Available	
Daan Thompson	02082881240	Sign-Out	
Ed Thrusell	02082881247	Sign-In	

Call Recording Status

Contact Groups

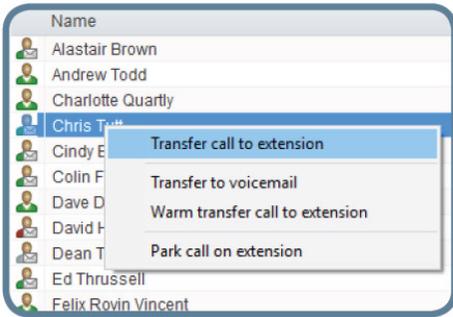
Docked IM Window

Unity Reception has advanced functionality to efficiently manage inbound callers with both announced and blind transfer, the ability to add call notes which transfer with the call and pre-defined contact groups to easily search for specific contacts, e.g. Sales and the Help Desk.

The Busy Lamp Field contacts search dynamically searches all directories including the group, departments, speed dials and Outlook contacts. Reception also allows the user to change the service configuration of other users, e.g. if an employee is sick, the Receptionist can change their call forwarding to another number or employee

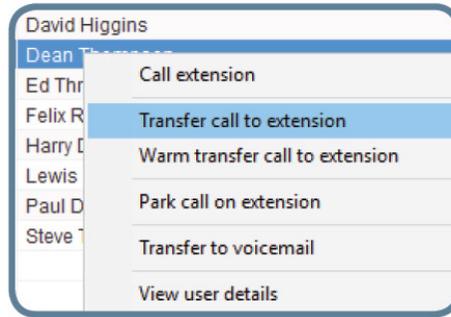
Contacts (Busy Lamp Field)

Unity will display up to 50 colleagues and visually reflect their ringing/ engaged/ available/ unavailable telephone status



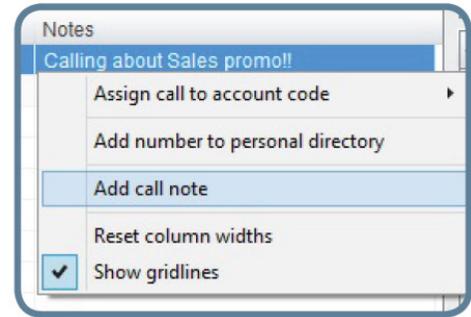
Instant Messaging

IM any Unity colleague on their PC, Mac or mobile and drag a live call onto the IM session to transfer the call for truly fluid communication.



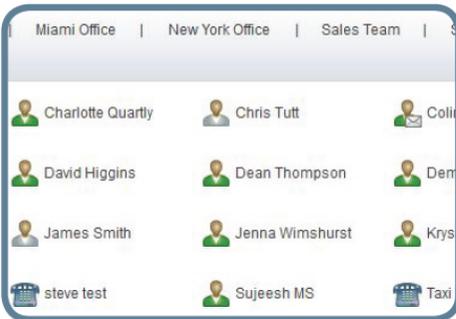
Hold and Link

This essential feature allows the Receptionist to hold and link a call to a busy user. Once the user is available Unity will notify them or automatically transfer the call.



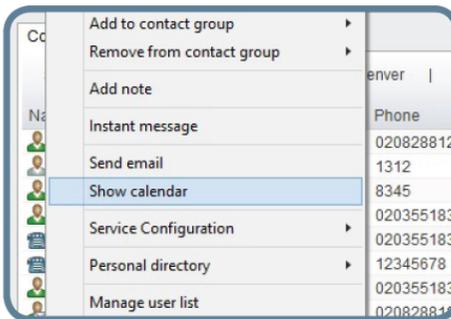
Drag & Drop

Drag and drop calls and contacts to perform call and message management. Designed for simplicity and ease of use, Unity offers choice on call handling to suit individual user preference.



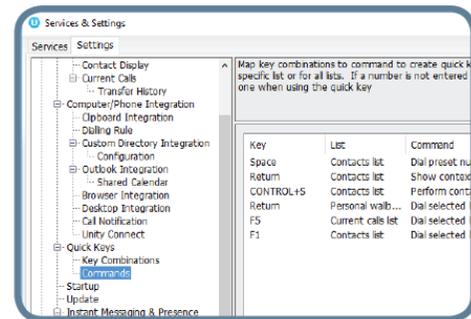
Blind, Announced & Warm Transfer

Unity Reception allows the user to perform a blind, announced or warm transfer to a user's phone, mobile or voicemail if these settings have been configured.



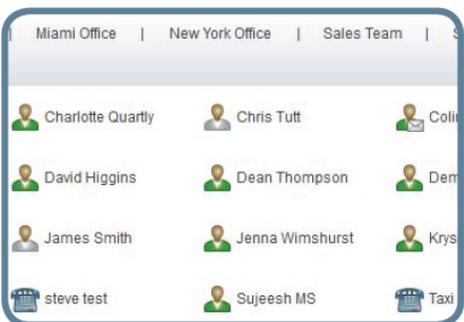
Adding Call Notes

Users can add a note to a call and when the call is transferred, either to other users or to call centers, the note is transferred as well.



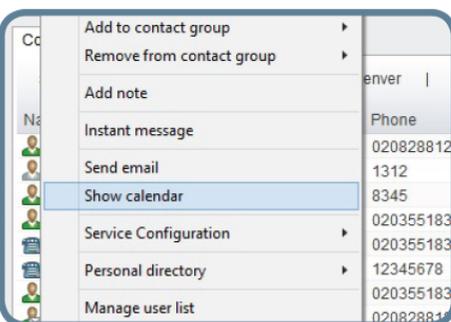
Contact Groups

Pre-defined contact groups of internal and external contacts can be pinned to the contacts tab making it easier for the Receptionist to quickly find and load specific



Outlook Calendars

Unity brings all your contacts together, including Personal and Group Outlook Contacts. The BLF can also display any Outlook Calendar events for today and tomorrow for the selected user.



Quick Keys

Unity Reception's intuitive and dynamic usability means that all actions can be assigned user defined quick keys for fast, mouse-free use. For example ESC to Release and F1 to Transfer.

