



# Cloud collaboration – TIPT miRECEPTION

## miRECEPTION Features

### Call Control Features

- **Call Management** – Answer, dial, hold, conference, blind and attended transfer, move to queue.
- **Drag and Drop Call Transfer** – Use the mouse to easily manage calls.
- **Line Monitoring** – Line states include On-hook, Off-hook, Ringing, Do Not Disturb, Privacy and Call Forwarding Always.
- **Camp On with Recall** – Perform a directed hold when called party is busy.
- **Directed Call Pickup** – Pick up a ringing extension from another terminal (available when contact state indicates ringing)
- **Group Call Park** – Initiate line hunting on incoming calls directed to a department or group.
- **Day/Night Mode** – Operators can automate the switch from “day” to “night” mode.
- **Messaging** – Send emails to contacts from desktop screen.
- **Call Statistics** – Shows basic call statistics including transfers and average hold time for a given time period.
- **Caller ID** – Identification of calling party for incoming calls.
- **Callee ID** – Identification of called party for outgoing calls.
- **Call Control – Dial** – Dial a number.
- **Call Control – Accept** – Accept an incoming call.
- **Call Control – Hold** – Place a call on hold and retrieve it.
- **Call Centre Queue** – Monitor, manipulate and disperse queued calls coming to your phone.
- **Last Redirected Support** – Identification of last redirected number for incoming calls for serviced or executive offices.
- **Transfer Control** – Distribute call to contacts using blind and/or announced transfer methods.

miRECEPTION is an advanced web based attendant console for use by front-of-house receptionists or telephone attendants. It provides new ways of managing and screening large volumes of inbound calls, providing greater power, control and flexibility for small, medium and large enterprises.

The miRECEPTION design follows the natural workflow of a call, from call queuing to contact lookup and one click transfer. It integrates with TIPT call centre to queue calls in busy periods (agent pack required). It also integrates with your local directories to retrieve contacts, as well as Telstra Business Connect for instant messaging and presence.

The screenshot displays the miRECEPTION web interface. On the left is the 'CALL CONSOLE' with a 'CALL CENTER' section showing an active call for 'Angela Guo' and a 'CONFERENCE CALL' section. Below that is a 'QUEUED CALLS' section listing various call centers and a desk. On the right is the 'CONTACTS' section, which includes a search bar and a table of contacts.

Status	Last Name	First Name	Number	Extension	Mobile	Notes
●	Barnard	Richard				Notes
●	Cross	Steve				Notes
●	Davidson	John				Notes
●	Evans	David				Notes
●	Ford	Laureen				Notes
●	Gibson	Janice				Notes
●	Ison	Robert				Notes
●	Kelly	Brad				Notes
●	Paramanathan	Charles				Notes
●	Rods	Tony				Notes
●	Shanahan	Brendan				Notes
●	Smith QLD	Eric				Notes
●	Stevenson	Darren				Notes

- **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 DND contact states.
- **Index Contacts Search** – Search filter using an alphabetised index.
- **LDAP** – Support for Lightweight Directory Access Protocol corporate directory standard.
- **Call Length** – Shows time of call in active and held states.
- **Call History** – History of missed, received and dialled numbers.
- **Customise Panel Sizes** – Modify the height of switchboard, contacts directory, and table column widths.
- **Multiple Input Devices** – Use combinations of mouse or touch screens to input information.
- **Help** – Access integrated application HTML.

## Directory Features

- **Supports Multiple Directories** – Group, Monitored, Custom, LDAP, Outlook and Speed Dials.
- **Custom Contact Directories** – Define multiple custom directories that contain a subset of group-wide directories.
- **Outlook Calling Name ID** – Use Outlook Directory for incoming Caller ID name.
- **Speed Dials** – Search and call numbers from a list of up to 100 speed dials.
- **Keywords Contacts Search** – Search by name, number (extension or mobile), title or department.
- **Contact Directory Filtering** – Directory filtering of enterprise groups, departments and user details.
- **Company Notes/Profile** – Shows organisational notes and profile.
- **Contact Notes** – Shows contact-specific notes.
- **Mass Contacts** – Support up to 40,000 contacts in a directory.

## Customisation Features

- Queue Monitoring and Management options.
- Day/night mode call settings.
- Configure which directory is visible on startup of Receptionist.
- Outlook Integration tab to enable and disable the use of Microsoft Outlook with Receptionist.

## miRECEPTION Scenarios

- miRECEPTION may be used in various scenarios:
- **After Hours** – Operators can automate the switch back and forth between day and night modes.
- **Hoteling** – Multiple part-time operators can share a single login sequence when they change shifts.
- **Low Traffic** – A single receptionist can answer one or more dedicated main numbers.
- **High Traffic** – More than one instance of miRECEPTION can manage multiple dedicated mainline numbers.
- **Network Attendant Console** – Geographically dispersed operators can support each other in an enterprise configuration.
- **Multi-Tenant Offices** – One or more operators can answer calls on behalf of different organisations.
- **Optional Voicemail Transfer** – Calls can be transferred to voicemail for contacts in a group/enterprise who are unavailable.

## miRECEPTION Specifications

- Runs in a web browser. Chrome is recommended – Internet Explorer, Firefox and Safari also supported
- The main elements of the console are Logo Pane, Call Console, Queued Call Pane, Contacts Pane, Settings and Help Links.
- For relevant URLs, links and the latest information about TIPT, visit the TIPT Online Resource Centre [www.telstra.com/tiptresources](http://www.telstra.com/tiptresources)
- Currently not available for TIPT over the internet.

## About Telstra

We provide network services and solutions to more than 200 of the world's top 500 companies. They rely on us to do business across 240 countries and territories and to enable greater productivity, efficiency and growth.

Our solutions offer the best of all worlds – skilled people and a rich portfolio of services delivered on our world-class Telstra Next IP<sup>®</sup> network and the Telstra Mobile Network. To ensure reliable performance, they're monitored and maintained from our dedicated centres using advanced management and operational systems. And they're backed by Telstra Enterprise-grade Customer Service<sup>®</sup> and one of Australia's largest and most qualified field and technical workforce.

 [contact your Telstra account executive](#)

 [call 1300 telstra](tel:1300telstra)

 [telstra.com/tipt](http://telstra.com/tipt)

