

UNITY RECEPTION

Turbo Charge Front Desk Call Handling

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.

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.

The screenshot shows the Unity Reception software interface with several key components labeled:

- ACD State:** Located at the top left, it displays the user's name and availability: "Unity Reception: Jenna Winshurst - Available (duration: 39:48)".
- Call Control Buttons:** A row of icons for various call functions like Hold, Transfer, and Conference.
- Company Logo:** A placeholder for the organization's logo, shown in a red box on the right side.
- Personal Wallboard:** A statistics dashboard showing performance metrics for different departments:

Name	Total Calls	Web Chats Answered	Answers d Calls	Total Talk Time	Missed Calls	Average Talk Time	Emails Answered	Web Chats Receive	Total Calls	Calls Answered	Total Missed Calls	Calls In Queue	Longest Wait Time	Average Wait Time	Average Talk Time	Calls Abandoned	Web Chats Queued	Web Chats Answered
Kakapo Systems	0	0	0	00:00	0	00:00	0	0	0	0	0	0	00:00	00:00	00:00	0	0	1
Bolts Sales	0	0	0	00:00	0	00:00	0	0	0	0	0	0	00:00	00:00	00:00	0	0	0
Nuts Sales	0	0	0	00:00	0	00:00	0	0	0	0	0	0	00:00	00:00	00:00	0	0	0
- Active Call Window:** Shows the current call details: "Call" from "Natalie Maines (Salesforce Contact)" to "Jenna Winshurst" with a duration of "00:14" and status "Active/Not recording".
- Busy Lamp Field/ Contacts Tab:** A list of contacts with columns for Name, Phone, ACD State, and Status.

Name	Phone	ACD State	Status
Abin Joseph	8335	Sign-In	I am out to lunch from 17 September 23:2 until further notice.
Alastair	020828812	Available	Talking to James Turner (Customer Support) - 00:10
Amy Earl	020828812	Sign-Out	
Charlotte Thompson	020828812	Sign-Out	
Chris Tutt	020828812	Sign-Out	
Cindy Brown	020828812	Sign-Out	
Colin Houston	020828812	Sign-Out	
Dave Swiatek	020828812	Unavailable - Paperwork	Do not disturb / In a meeting
David Hig	020828812	Sign-In	
Dean	020828812	Sign-In	
Ed Thuss	020828812	Sign-In	Currently away
Gophrishnan V	8332	Available	
Iain Sin	020828812	Sign-Out	
Krysta Brown	020828812	Available	In a meeting
Lee Houst	020828812	Sign-In	
Lewis Marcan	020828812	Unavailable - Training	
Paul Dewey	020828812	Unavailable - Comfort Break	
- Docked IM Window:** A chat window showing a message from "Steve Wardle" to "Jenna Winshurst" asking for a call transfer.

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.

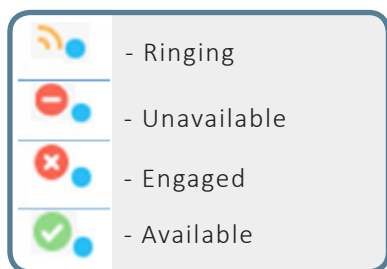
The Busy Lamp Field contacts search dynamically searches all directories including the group, departments, speed dials and Outlook contacts. Reception also allows the user to change the service configuration of other users, e.g. if an employee is sick, the Receptionist can change their call forwarding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



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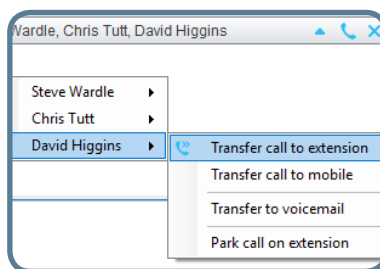
Contacts (Busy Lamp field)

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



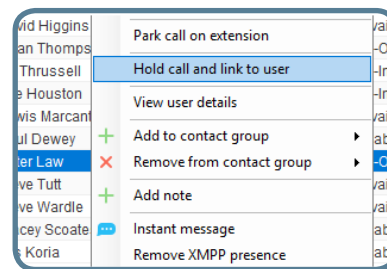
Instant Messaging

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.



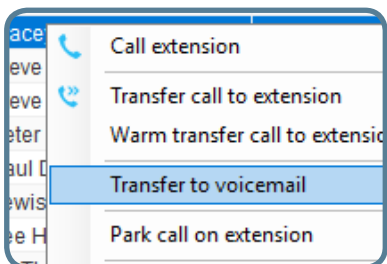
Hold and Link

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.



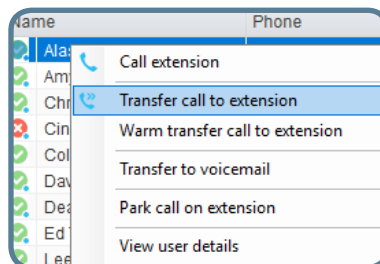
Drag & Drop

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.



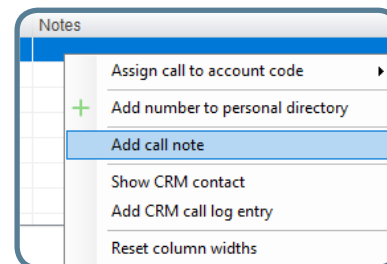
Blind, Announced and Warm Transfer

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 contacts.

Phone	ACD State
020828812	Sign-Out
020828812	Sign-Out
020828812	Available
020828812	Sign-In
020828812	Sign-In
020828812	Sign-In
8332	Available
020828812	Sign-Out

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.

Today	Tomorrow
	Update LH entrance message for all IVR
	rebuild packages

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.

Key	List
Space	Contacts list
Return	Contacts list
CONTROL+S	Contacts list
Return	Personal wallb...
F5	Current calls list
F1	Contacts list

