



Remodel Your Front Office - With Hosted Receptionist Console from Telesystem

Your callers want to reach you quickly and easily, but as inbound calls are presented to your receptionist, without visibility into the office, it is almost impossible to tell if you're available. That generates unnecessary transfers, extended hold times, and repeat calls – in other words, unhappy customers!

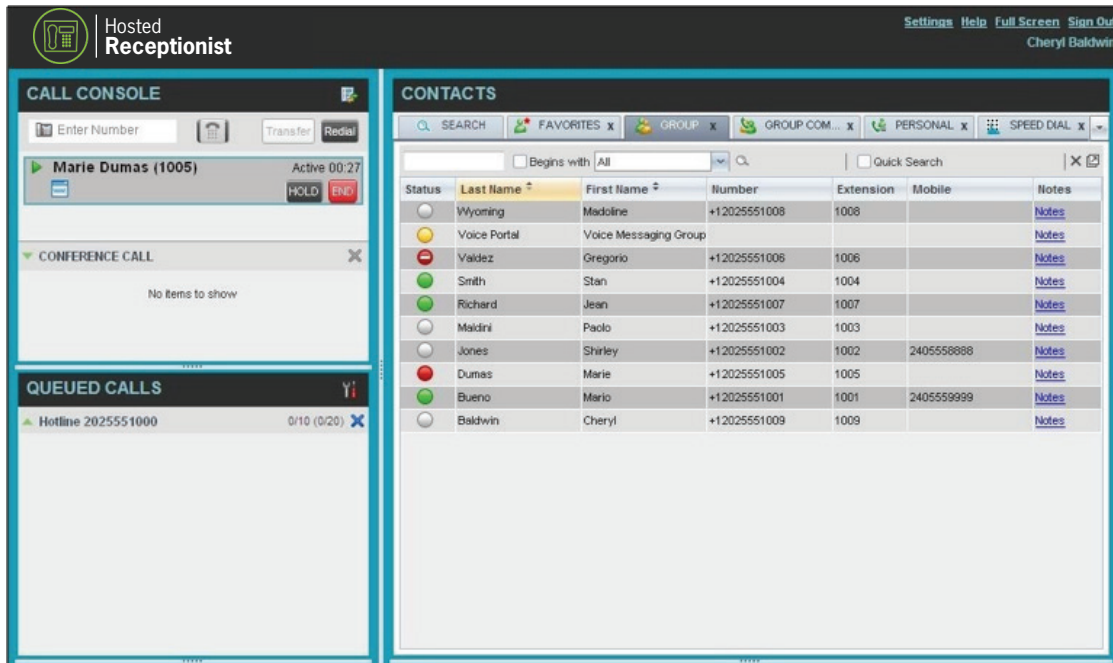
Telesystem's Hosted Receptionist Console empowers your front office managers to get callers where they need to go - quickly and efficiently. With a streamlined interface, Telesystem's Hosted Receptionist Console revolutionizes inbound call management.

Use the Portal to Handle Incoming Calls – From Anywhere With an Internet Connection!

- Make and answer calls.
- Transfer calls, blind or consultative.
- Place callers on hold.
- Monitor users to determine a caller's availability before transferring a call.

Expanded Front Office Management Tools.

- Initiate and manage conference calls.
- View queued calls.
- Route waiting calls to available staff.
- Multiple searchable directories including favorites, enterprise, and speed dial.
- Customizable directories.



● - Available ● - Unavailable ● - Do Not Disturb ● - Ringing

Software Requirements

- Windows, Mac OSX, or Citrix operating system.
- Sun Microsystems Java, Runtime edition.
- Outlook - Required for the Outlook contact directory.
- Excel (optional).
- Web browser, such as Internet Explorer, Firefox, Chrome, or Safari.

Browser JavaScript Requirements

JavaScript must be enabled on Internet Explorer.

1. Open Internet Explorer.
2. Click the **Tools** button.
3. From the drop-down list, select **Internet Options**.
4. Select the *Security* tab.
5. Select the **Internet Zone**.
6. Click the **Custom Level...** button.
7. In the *Scripting* category, select the **Enable** button for the *Active Scripting* subcategory.
8. In the *Scripting* category, click the **Enable** button for the *Allow status bar updates via script* subcategory.
9. Click the **Yes** button when prompted with a message box asking, *Are you sure you want to change the settings for the zone?*
10. Click **OK** in the *Internet Options* dialog *Security* tab.
11. Close and restart Internet Explorer.

Telesystem recommends using the latest available service pack/update for Windows, Mac OS X, Internet Explorer, Firefox, Safari and Outlook.