



Receptionist

Admin Guide

Release 17.sp2
Document Version 1.6

BroadCloud® Guide

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Document Revision History

Release	Version	Reason for Change	Date	Author
17.sp2	1	Created document.	June 15, 2012	Loren Lovell
	1.1	Clarified Call Queue Requirements	December 19, 2012	Eric Strickland
	1.2	BroadCloud PBX Branding, Release 12	February 18, 2013	Charles Mather
	1.3	My Phone, Release 14	November 6, 2013	Charles Mather
	1.4	My Site update, Release 15	May 22, 2014	Charles Mather
	1.5	Added supported station types	July 2, 2014	Clint Banner
	1.6	Updated logo and renamed BroadCloud PBX to BroadCloud.	October 24, 2014	Jay Cleveland

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1. Summary of Changes

This section describes the changes to this document for each release and document version.

1.1. Release 17.sp2, Document Version 1.6

Updated logo and renamed BroadCloud PBX to BroadCloud

1.2. Release 17.sp2, Document Version 1.5

Added supported Station types

1.3. Release 17.sp2, Document Version 1.4

Revised screenshots from My Site \ Site Services \ Receptionist based on BroadCloud PBX Release 15 updates.

1.4. Release 17.sp2, Document Version 1.3

Updated My Phone, Barge In settings based on BroadCloud PBX Release 14 updates.

1.5. Release 17.sp2, Document Version 1.2

Updated with BroadCloud PBX branding, BroadCloud PBX Release 12.

1.6. Release 17.sp2, Document Version 1

This is a new document.

2. About This Document

BroadCloud Receptionist Release 17.sp2 is a customized version of the BroadWorks Receptionist Hosted Thin Client. This guide provides step-by-step procedures and reference information for the administration of the BroadCloud Receptionist client.

The document applies to software versions 17.2.121 or later.

BroadCloud Receptionist herein is referred to as Receptionist, Receptionist client, or client.

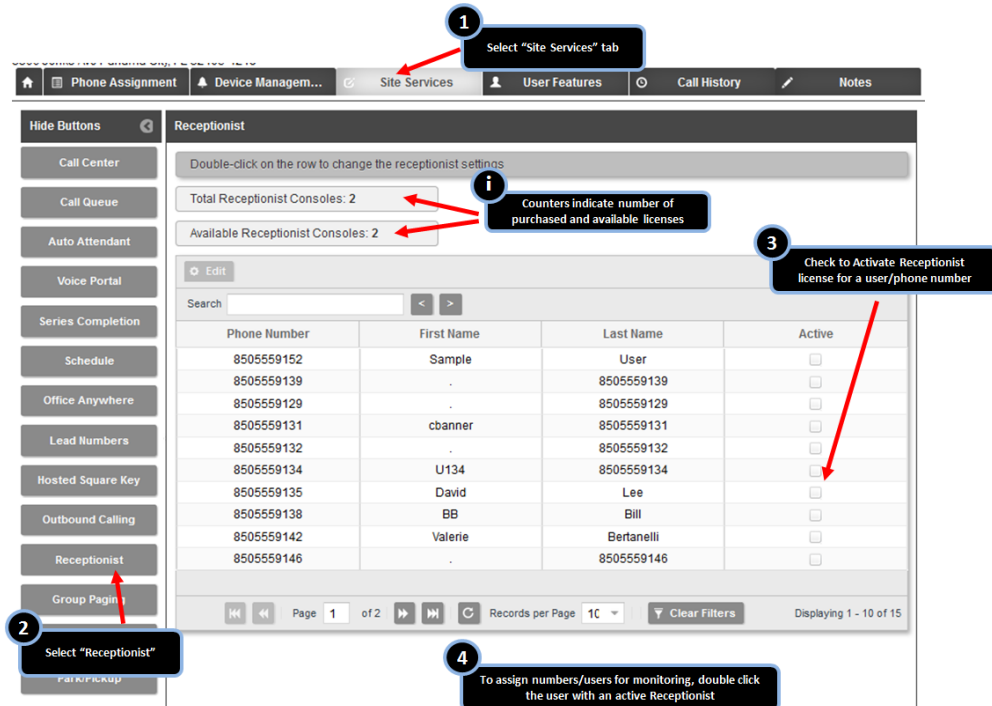
This document is intended for Site Admins have subscribed to the BroadCloud Receptionist client.

3. Activating Receptionist for Use

In order to enable the Receptionist client for an end user, an admin account needs to assign a license.

The Receptionist client can only be assigned to Premium and Hosted PRI User stations.

Within the My Site dashboard, follow the steps below:



Clicking the checkbox by a phone number / name assigns a Receptionist license and activates the user. An email is automatically sent to the user, containing a link to log into the My Phone dashboard to view credentials and launch the Receptionist. The Master Agent can edit the email branding and content.

The Admin then assigns the numbers/names available for monitoring in the Receptionist client for each activated user:

Edit Receptionist

Choose the numbers that are monitored in the receptionist console

Filter by site: Main

Available for assignment			Assigned to console		
Phone Number	First Name	Last Name	Phone Number	First Name	Last Name
+1850555...	.	85055591...	+18505551...	Pepper	POTS
+1850555...	.	85055591...	+18505559...	U134	8505559134
+1918555...	.	91855590...			
+1850555...	.	85055591...			
+1850555...	.	85055591...			
+1850555...	.	055591...			
+1850555...	Sample				

1 Search for specific users by site, number, or name or use the entire user list

2 Assign numbers for the receptionist to monitor. Drag from the Available list & drop on the Available list

Cancel

4. Receptionist Users

Users with Receptionist access must login to the MyPhone dashboard and download the receptionist client.



For step-by-step procedures and reference information on the Receptionist client, please see the *BroadCloud Receptionist Client User Guide*.