CONTINEO
VIRTUAL COMMUNICATIONS

RECEPTIONIST
Console

01 | First impressions, last

The first impression created when someone calls into your business is the first step to building long lasting relationships with your customers.

Gone are the days of phone call ping-pong to users who are not available to take a call.

The Contineo Reception Console is a PC based full-screen receptionist console that manages the distribution of inbound calls and empowers your reception to control the flow of high volumes of incoming calls so they reach their intended recipients professionally.

02 | Be informed

The intuitive graphical interface provides all the functionality required to make intelligent decisions for every call.

03 | Know who you are talking to so you know what to talk about

Screen popping for incoming calls notifies you of who is calling, allowing you to greet the caller in a more personal way.

When receiving a call it is very easy to store the caller's name to the address book for future use. The address book can be enhanced when using CRM integration.

For more information, visit **www.contineo.co.za**

04 | Transferring calls, not shifting responsibility

Transferring calls to the desired recipient is sorted with the click of a mouse.

The Presence window allows reception users to see the availability status of their colleagues across the organisation and make intelligent decisions before blindly transferring calls.

The Contineo Receptionist Console leverages the power of the Contineo cloud-based hosted PBX to monitor the presence status of up to 250 users across multiple sites or home offices.

05 | The ins and outs

The Receptionist Console interface provides a range of productivity enhancing features:

- Fast and efficient call handling of incoming calls
- Realise the full potential of your hosted telephony solution by monitoring up to 250 users
- Use it to manage users across multiple sites
- Easily answer, transfer, hold, consult and make calls
- View all waiting calls and answer in any order
- Use a wallboard-type view to check if co-workers are available to take a call, are already on a call, are set as DND or if call forward has been set

- Add custom greetings/scripts for multiple tenants
- Call control from the PC environment using mouse, keyboard or touch screen capability
- Click-to-dial capability increases productivity and reduces the number of misdialled numbers
- Screen popping for incoming calls
- View call history, allowing the operator to easily review and return calls

To further enhance your business, Contineo offers these great complementary services:

☑ AUTOMATED ATTENDENT

Streamline your inbound calls with an automated attendant to get routed to the most appropriate department, with different routing options for both business hours and non-business hours.

☑ CALL RECORDING

Ensure that your business is compliant with regulatory requirements and manage your customer experience with agent review and quality control capabilities.