

Receptionist Console – Managing Contacts

 carrier.webex.com/managing-contacts-end-user/

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What you need to know:

Dynamic Monitoring allows you to view the line status of selected contacts in your company on an as needed basis.

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Introduction

The Receptionist allows you to monitor when other users are on or off the phone. There are two types of monitoring-Static and Dynamic.

Dynamic Monitoring of Contacts

Dynamic Monitoring allows you to view the line status of selected contacts in your company on an as-needed basis.

For example – if you receive a call for a contact that you don't have as a favorite and you want to see the line status of the contact before you transfer the call, you can select to monitor that contact as needed.

To request to dynamically monitor a contact, in the Enterprise or Group directory click the contact. This updates the contact's call state in real-time.

Status	Last Name	First Name	Number	Extension	Mobile	Title	Department	Notes
<input type="radio"/>	1000	.	+18132803147					Notes
<input type="radio"/>	8132612616	Group Paging						Notes
<input type="radio"/>	8132803148	Auto Attendant	+18132803148	3148				Notes
<input type="radio"/>	8132803149	.	+18132803149	3149				Notes
<input type="radio"/>	8132803482	.	+18132803482	3482				Notes
<input type="radio"/>	8132841621	.	+18132841621	1621				Notes
<input type="radio"/>	8132843435	Voice Messaging Group	+18132843435	5000				Notes
<input type="radio"/>	8133793272	Hunt Group	+18133793272	3272				Notes
<input type="radio"/>	8133793274	Meet.Me Conferencing						Notes
<input type="radio"/>	8133793280	.	+18133793280	3280				Notes
<input type="radio"/>	8133793282	.	+18133793282	3282				Notes
<input type="radio"/>	8133793285	BroadWorks Anywhere	+18133793285					Notes
<input type="radio"/>	Austin	Tyler	+18133793278	3000	8133793278			Notes
<input type="radio"/>	Bridge	Collaborate - Audio						Notes
<input type="radio"/>	Customer Service	Call Center	+18133793276	3276				Notes
<input type="radio"/>	Demo	Kate	+18132612616	2616				Notes
<input type="radio"/>	Hayward	Justin	+18132843536	3536				Notes
<input type="radio"/>	Lynk	B	+18132841624	1624	8132841624			Notes
<input type="radio"/>	McNeil	John	+18132843538	3538				Notes
<input type="radio"/>	Melina	Rachel	+18132803146	3146				Notes
<input type="radio"/>	New Car Sales	Call Center	+18133793274	3274				Notes
<input type="radio"/>	Page	Justin	+18132843436	3200				Notes
<input type="radio"/>	Smith	Jane	+18133793275	3275	8133793275			Notes

Click image for large view 

Note: The maximum number of contacts is 100. When that limit is reached, the first contact you monitored is unselected and will stop being monitored. Also, if you check the box to save your workspace when you sign out of the Receptionist, the contacts you selected to dynamically monitor will be saved for subsequent sign-ins.

Static Monitoring of Contacts

Static Monitoring is used if you typically monitor the same contacts each day. These contacts are assigned in your User Portal. Please contact your administrator if you want to configure contacts as favorites.

After you configure favorites, you'll see the line status of these users in the Contact panel. The various line states can be Idle, Busy, Ringing, Call Forward, or Do Not Disturb.

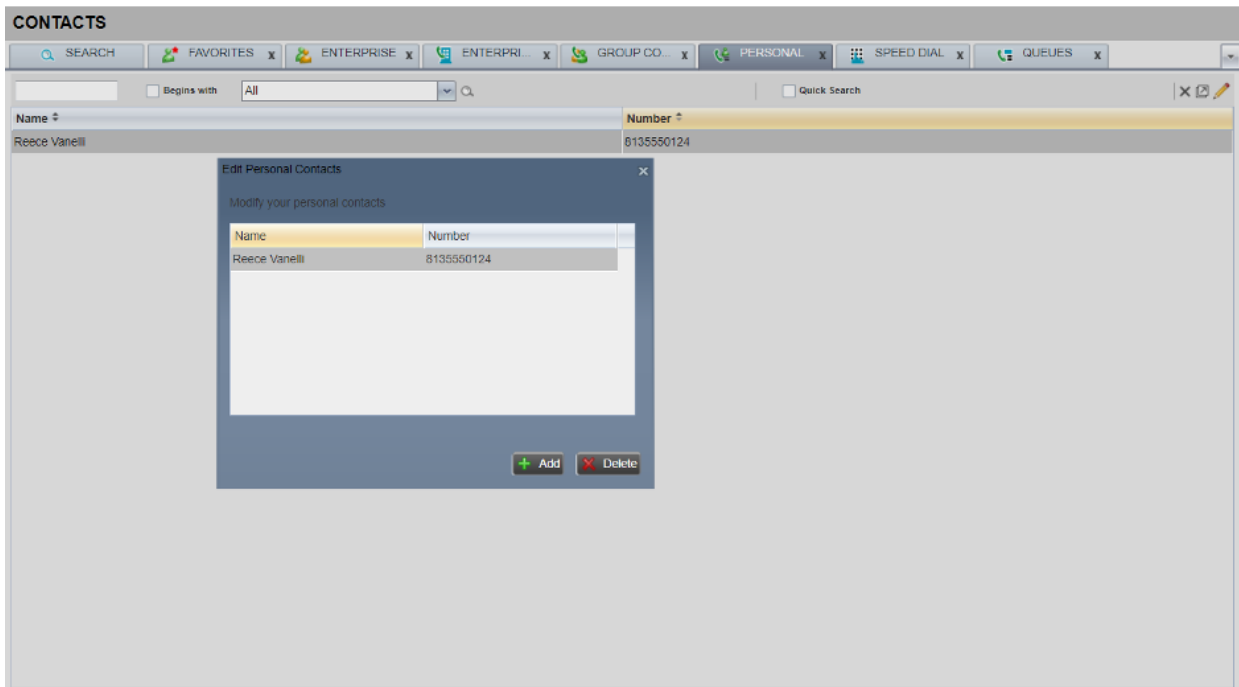
The icon next to the contacts name is:

- Green when that contact is idle
- Red when that contact is busy and on the phone
- Yellow when a call is ringing in on that contact's line
- A red arrow when the contact has enabled Call Forwarding Always on their line
- The Do Not Disturb icon when that contact has enabled Do Not Disturb

Personal Contacts and Speed Dial

To add a personal contact:

1. On the Personal tab, click **Edit**. The Edit Personal Contacts window opens.



Click image for large view 

2. Click **Add**. A new line appears below the existing entries, allowing you to enter a name and phone number.
3. In the Name box, enter the contact's name or description as you want it to appear in the contacts list. In the Number box, enter the phone number of the contact.
4. To save the entry, click anywhere in the dialog box outside the entry.

To update a personal contact:

1. On the Personal tab, click **Edit**. The Edit Personal Contacts window opens.
2. Double-click the entry you want to change. Update the contact information as needed.
3. To save the changes, click anywhere in the dialog box outside the entry.

To delete a personal contact:

1. On the Personal tab, click **Edit**. The Edit Personal Contacts window opens.
2. Select the entry you want to delete, and then click **Delete**.

To add, update, or delete speed dial contacts, follow these same steps.

Adding a Note to a Contact

To add a note to contact:

1. Select the contact you want, and then click the Notes link.
2. Type the note. For example – "On vacation until the 12th."

- When you're finished, click **OK**. Your note is saved.
- To view saved notes, click the Notes link by that contact.

CONTACTS

SEARCH FAVORITES ENTERPRISE ENTERPRI... GROUP CO... PERSONAL SPEED DIAL QUEUES

Begin with All Quick Search

Status	Last Name	First Name	Number	Extension	Mobile	Title	Department	Notes
	1000		+18132803147					Notes
	8132612616	Group Paging						Notes
	8132803148							Notes
	8132803149							Notes
	8132803482							Notes
	8132841621							Notes
	8132843435							Notes
	8133793272							Notes
	8133793274							Notes
	8133793280							Notes
	8133793282							Notes
	8133793285							Notes
	Austin				8133793278			Notes
	Bridge							Notes
	Customer Service	Call Center	+18133793276	3276				Notes
	Demo	Kate	+18132612616	2616				Notes
	Hayward	Justin	+18132843536	3536				Notes
	Lynk	B	+18132841624	1624	8132841624			Notes
	McNeil	John	+18132843538	3538				Notes
	Melina	Rachel	+18132803146	3146				Notes
	New Car Sales	Call Center	+18133793274	3274				Notes
	Page	Justin	+18132843436	3200				Notes
	Smith	Jane	+18133793275	3275	8133793275			Notes

Notes for: 1000

Cancel OK

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