HKT Web Receptionist

User Guide

Updated on 15 Aug, 2016

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1. Introduction

HKT Web Receptionist is a cloud based web client operation portal which not only manages and controls the incoming call from SIP phone but also previews other user's phone status.

2. How to access the Web Receptionist

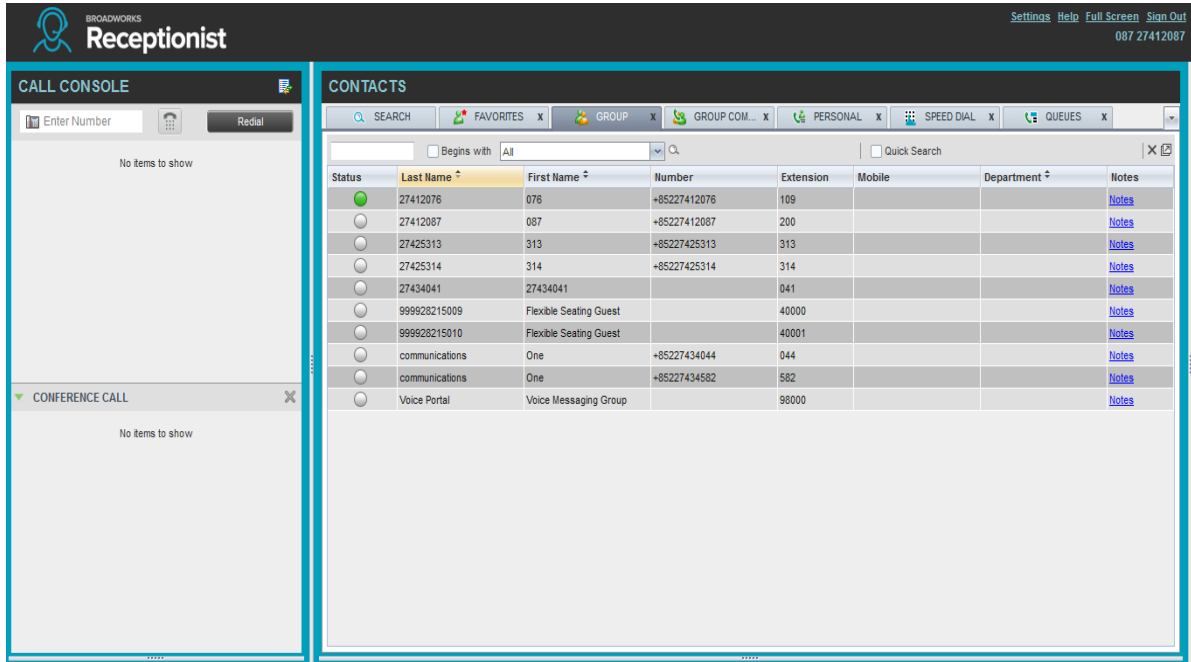Please use the below URL in your Internet browser to access Web Receptionist.

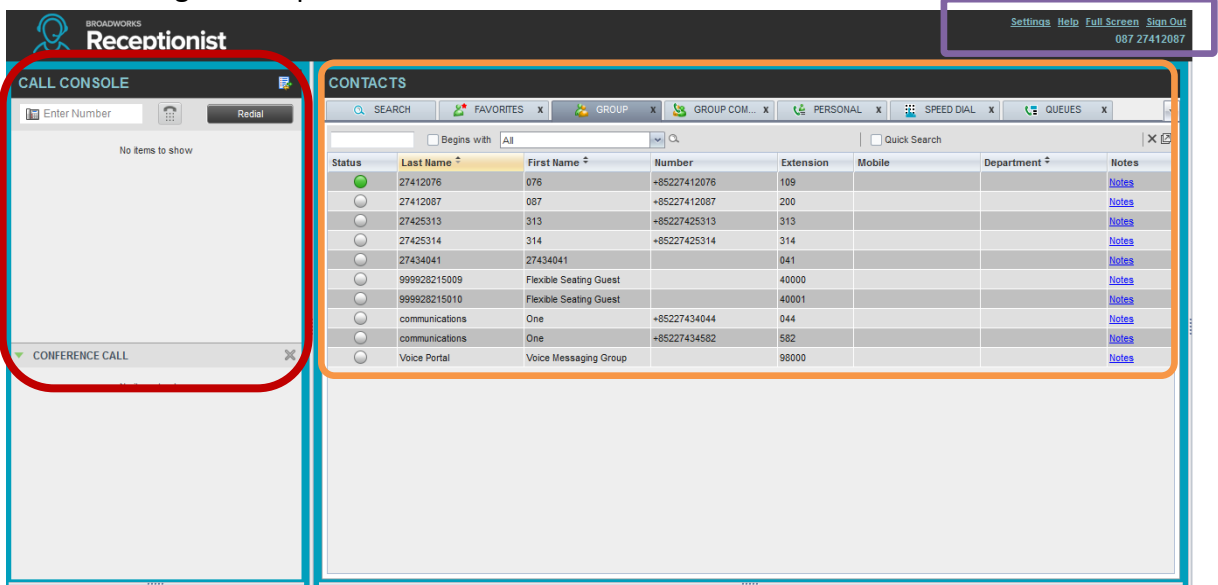https://web.pccwone.com/receptionist/

3. Viewing the Receptionist Interface

The below Receptionist interface should be shown instantly after login.

There are four main elements in the Receptionists interface.

- Call Console
- Contacts Pane
- Queued Call Pane
- Setting and Help Links

4. Managing Call

The main purpose of Call Console is to manage your current calls. For each call, the name and the phone number of the remote party (if available), the call state, the duration of the call and, for held calls, the time of the call being on hold are all displayed.
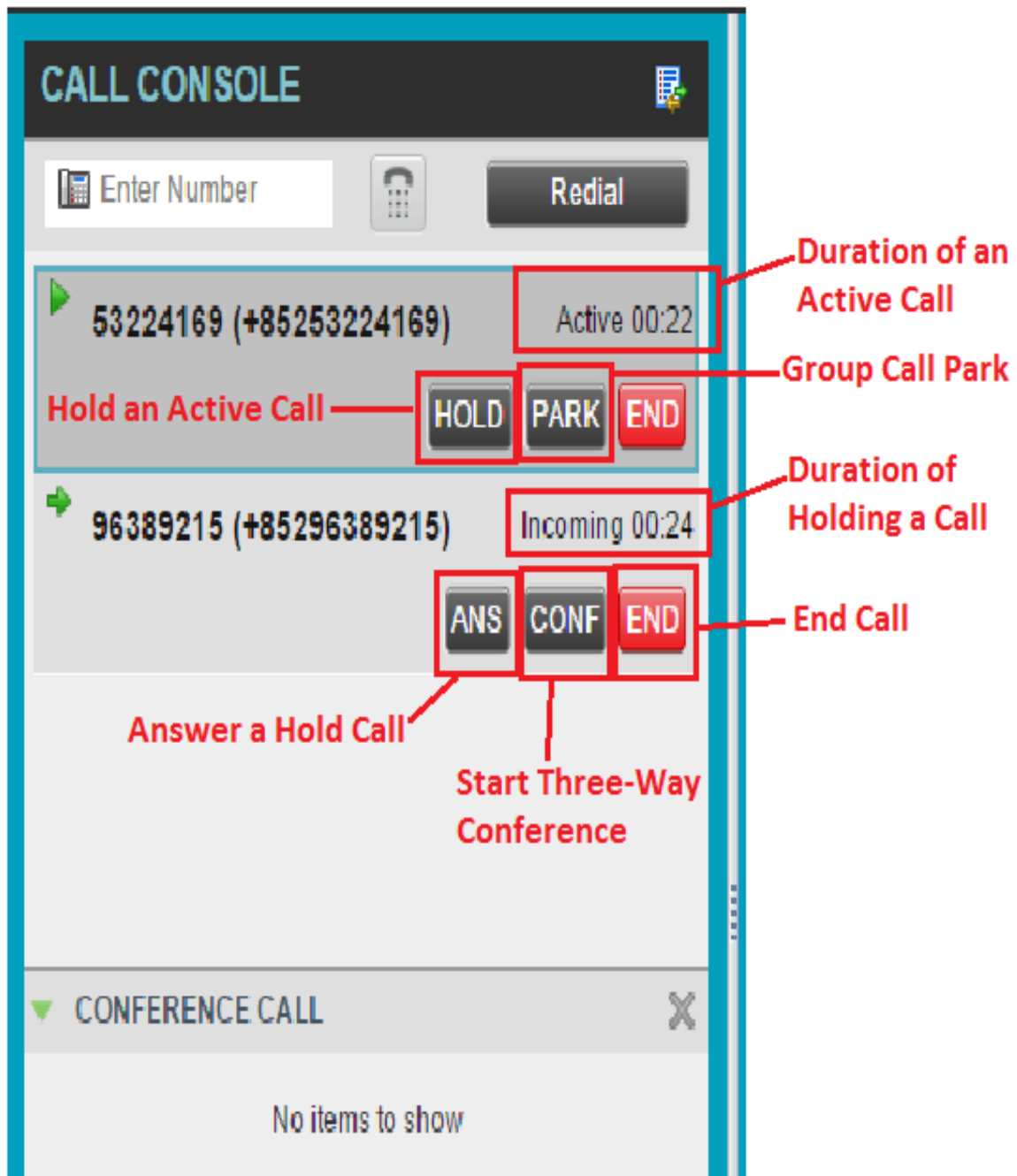
4.1   Answer Call

In the Call Console, you can move the mouse over an incoming call and then click ANS for that call.

4.2   End Call

In the Call Console, click END for the call to end. The call will be removed from the call console.

4.3   Hold Call

In the Call Console, move the mouse over the call and then click HOLD for that call. (This function is not available form a remote office.)

4.4   Resume Call

In the Call Console, move the mouse over the call and then click ANS. (This function is not available form a remote office.)

4.5   Start Three-Way Conference

In the Call Console, select one of the calls to conference and move the mouse over a non-selected call and then click CONF. The calls will be moved to the Conference Call panel. If necessary, please calls another participants to join the conference call.

4.6   Group Call Park

This feature searches within a predefined hunt group for an available line to park a call.

- In the Call Console, click an active or held call and then click PARK for that call. The call will be parked on an available extension and then removed from the Call Console.
- If the call timer expires before the call is answered, the call is recalled to your device and reappears in the Call Console.
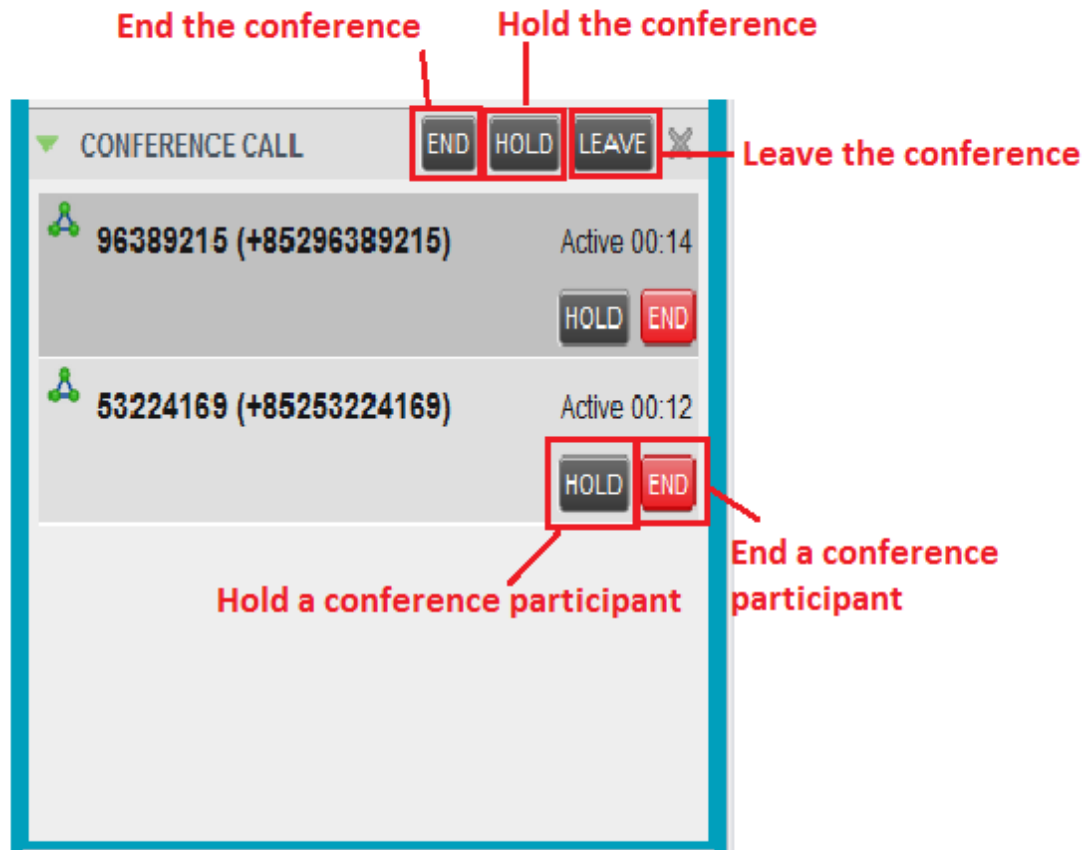
4.7 Hold Conference

To hold the conference, in the Conference Call panel header, click HOLD.

4.8 Resume Conference

To resume the conference, in the Conference Call panel header, click ANS.

4.9 End Conference

To end the conference, click END in the Conference Call panel header. The calls are terminated and removed from the Conference Call panel.

4.10 Leave Conference

To leave the conference, click LEAVE in the Conference Call panel header. The other parties stay connected but the calls are removed from the Conference Call panel. (The leave function is only enabled in a three-way conference.)

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4.11 Hold a Conference Participant

To place a participant on hold, click HOLD for the target call.

4.12 Resume a Conference Participant

To resume a participant, click ANS for the target call.
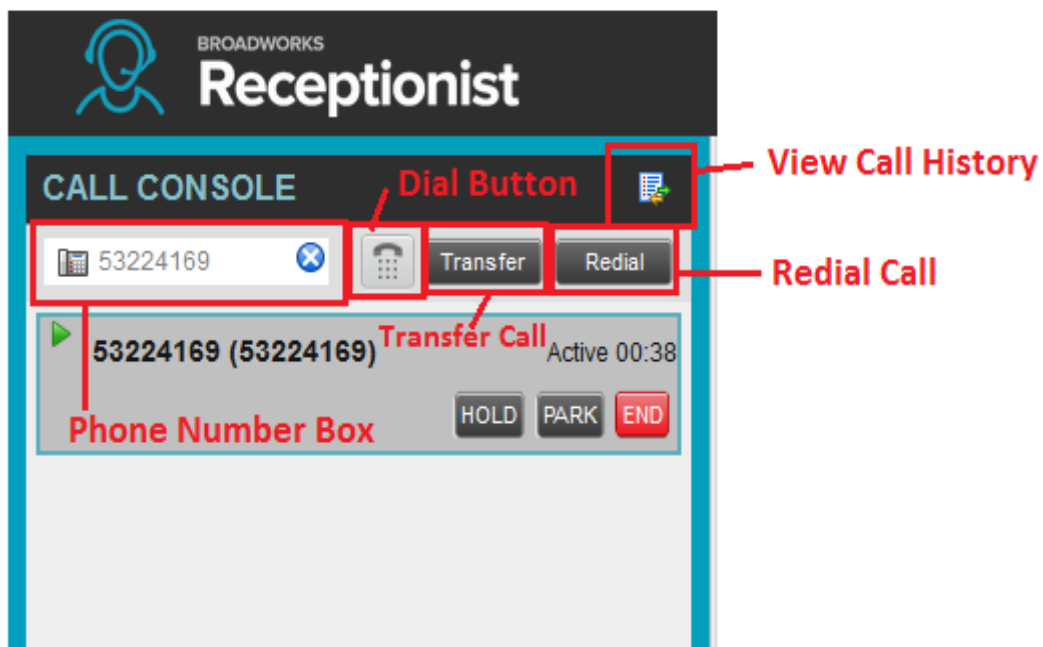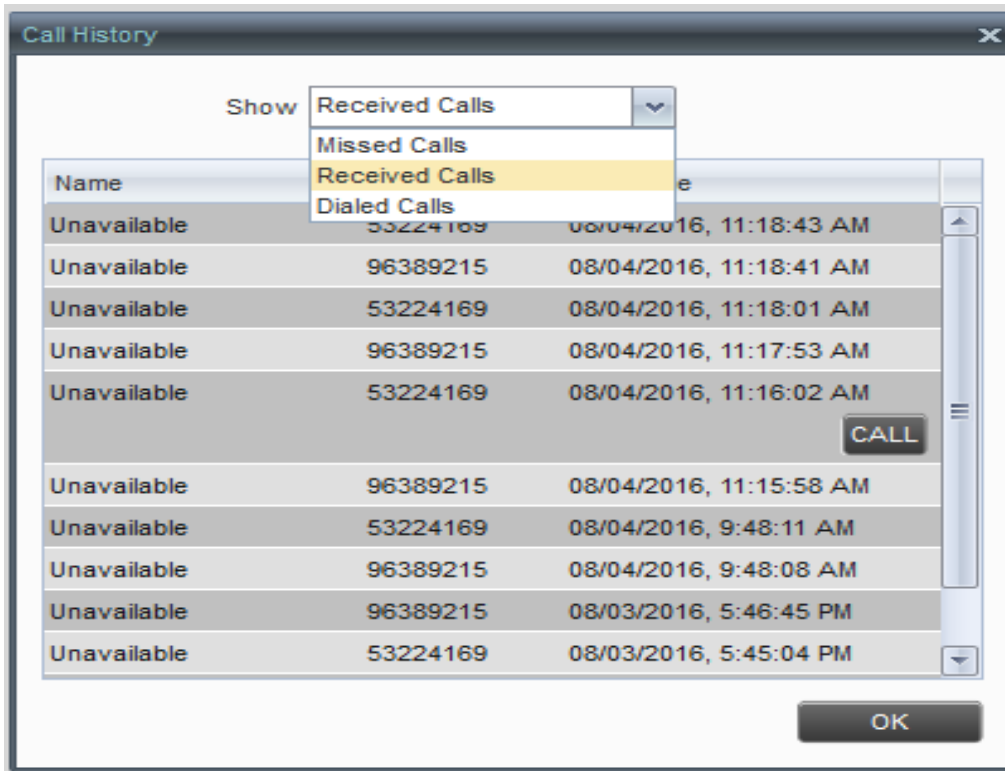

4.13 Dial Ad hoc Number

In the Dialer, enter the number and click DIAL.

4.14 Redial Number

Up to 10 previously dialed number are available.

- In the Dialer, click Redial. A list of recently called numbers appears.
- From the list, select the number to call.

4.15 Dial from Call History

In the Call Console, click Call History. In the dialog box that appears, select Dialed Calls, Received Calls, or Missed Calls from the Show drop-down list.
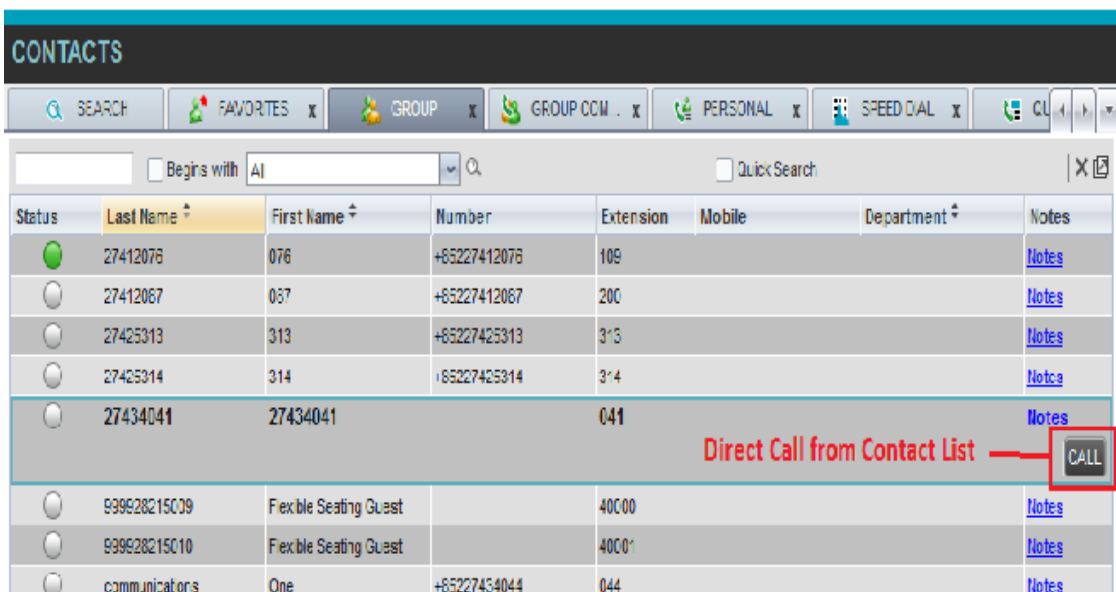
4.16 Dial Contact

In the Contacts pane, click the tab for the target directory. Click the contact and then click CALL for that contact. To dial an extension, click EXT, or dial a mobile number, click MOB. The call appears in the Call Console.

4.17 Transfer Call

Calls can be transferred while active, held, or ringing in. There are four methods to transfer a call, namely transferring the call to an ad hoc number, transferring the call to a contact, transferring a call to a contact with voice message and transferring the call to Queue.
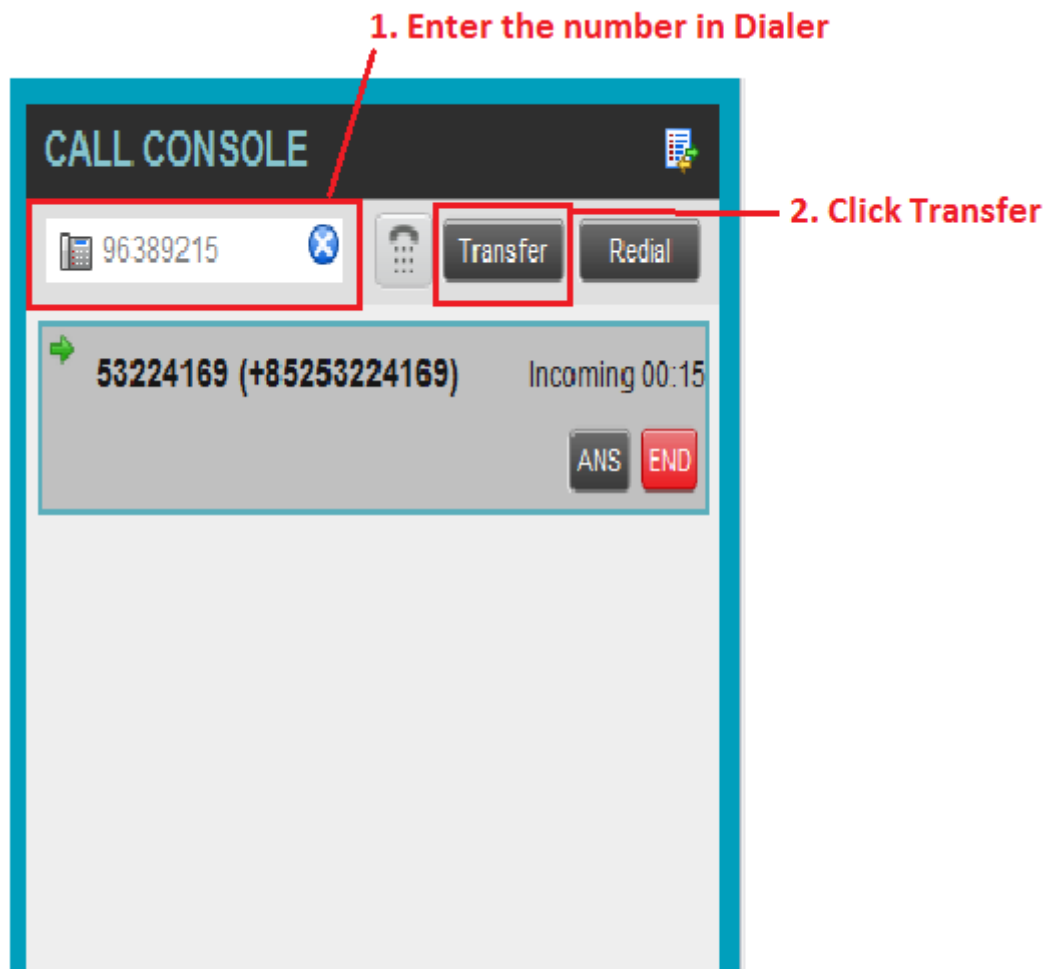
4.18 Transfer the call to an ad hoc number (Blind Transfer)

In the Call Console, select the call to transfer. To transfer the call to an ad hoc number, enter the number in the Dialer and then click Transfer.

4.19 Transfer the call with Consultation

Dial the number or contact to transfer the call over to. When the call is answered, speak to party. If the number is busy, wither retry or dial another number. In the Call Console, select the call to transfer. Move the mouse over the new call and then click TXR.

4.20 Transfer the call to a contact

In the Call Console, select the call to transfer. To transfer the call to a contact, click a contact in one of the Contacts directories and then click TXR for that contact.

4.21 Transfer to Voice Mail

In the Call Console, select the call to transfer. In the Contact pane, click a contact with voice mail (in the Group/Enterprise or Favorites directory) and then click VM for that contact. To transfer the call to your own voice mail, select yourself.

4.22 Transfer to Queue

In the Call Console, select the call to transfer. In the Contact pane, click the Queues tab. Click a queue and then click TXR for that queue.

4.23 View Call History

In the Call Console, click Call History. The Call History dialog box displays your missed, received, dialed calls
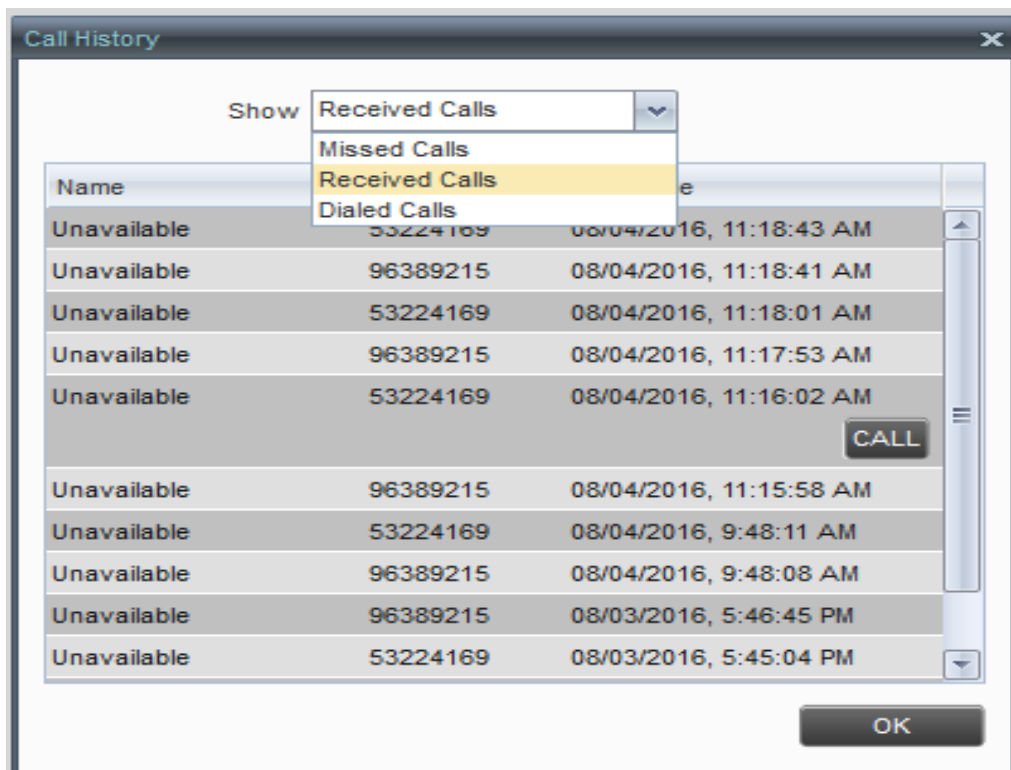
5. Managing Contacts

You use the Contacts pane to call, monitor and manage your contacts. The pane contains your contact directories, which can be as follows.

- Group/Enterprise- Contacts in your enterprise or group
- Group/Enterprise Common- Contacts in your group/enterprise's common phone list
- Personal- Contacts in your Personal directory
- Favorites- Contacts whose status you are (statically) monitoring, which are configured on the web portal
- Speed Dials- Speed dial numbers configured for your Sped Dial 8 and/or Speed Dial 100 service

5.1 Show Directories

At the top of the Contacts pane, click the drop-down arrow to the tight of the directory tabs. From the list that appears, select the directory to display. The directory tab is displayed at the top of the Contacts pane and its contents appear in the Contacts pane.

5.2 Monitor Contacts Statically
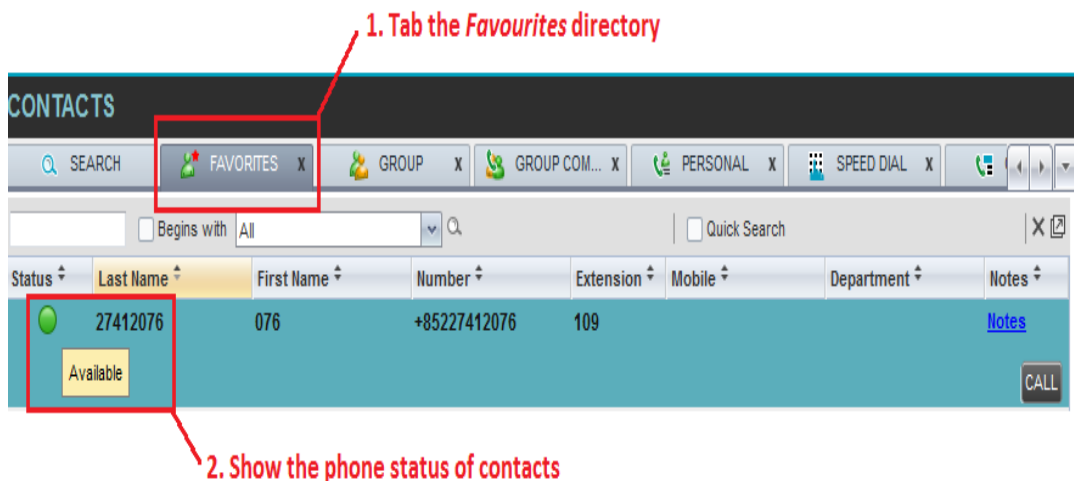
The Favorites directory, configured on the web portal, displays the phone status of contacts. This is called static monitoring.

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a **PCCW** Group member

5.3 Monitor Contacts Dynamically
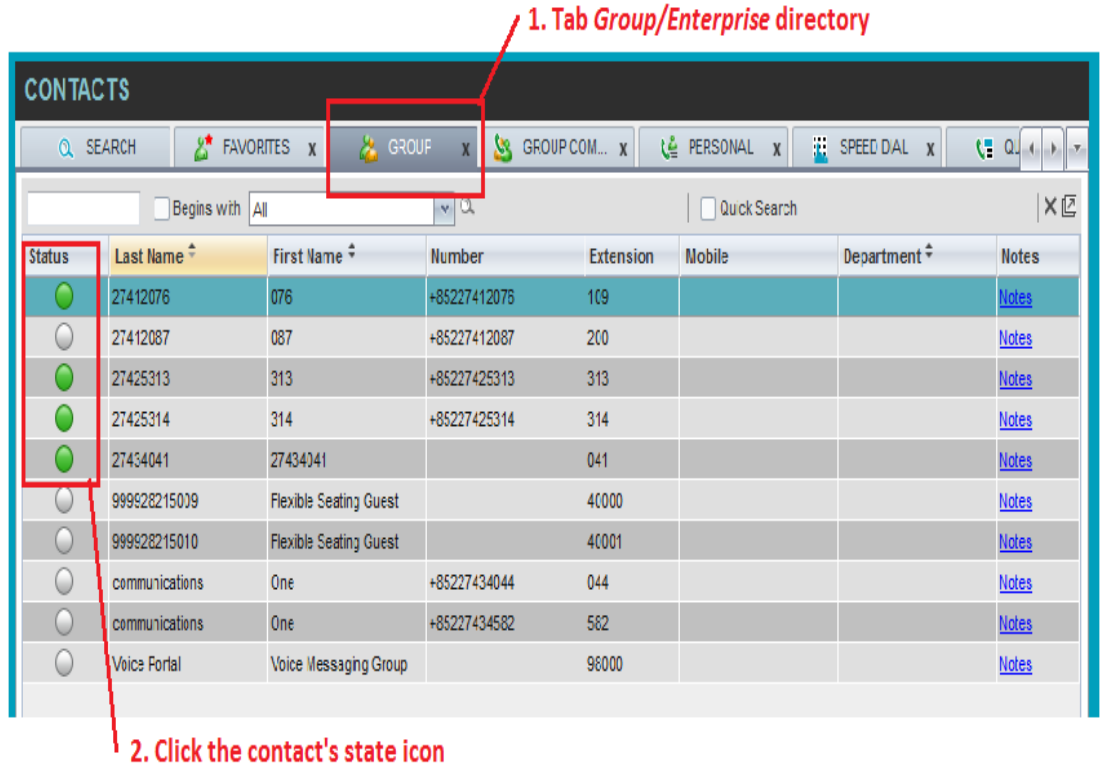
In the group/Enterprise directory, click the contact's state icon to the left of the contact's name to have the contact's state displayed. This referred to as dynamic monitoring.

5.4 Phone States

There are seven possible phone states.

- Idle 🟢
- Busy 🔴
- Ringing 🟡
- Do Not Disturb ⛔
- Private 🔒
- Unknown ⚪

5.5 Make Notes about Contact

You can make notes about contacts in the Group/Enterprise directory.

- Expand the Group/Enterprise panel.
- Click a contact to expand it.
- Click the Notes link for the contact.
- Enter or modify information in the Notes for <Contact Name> dialog box.
- To save your changes and close the dialog box, click OK.
- To close the dialog box without saving, click Cancel.

5.6 Mange Speed Dial and Personal Directories
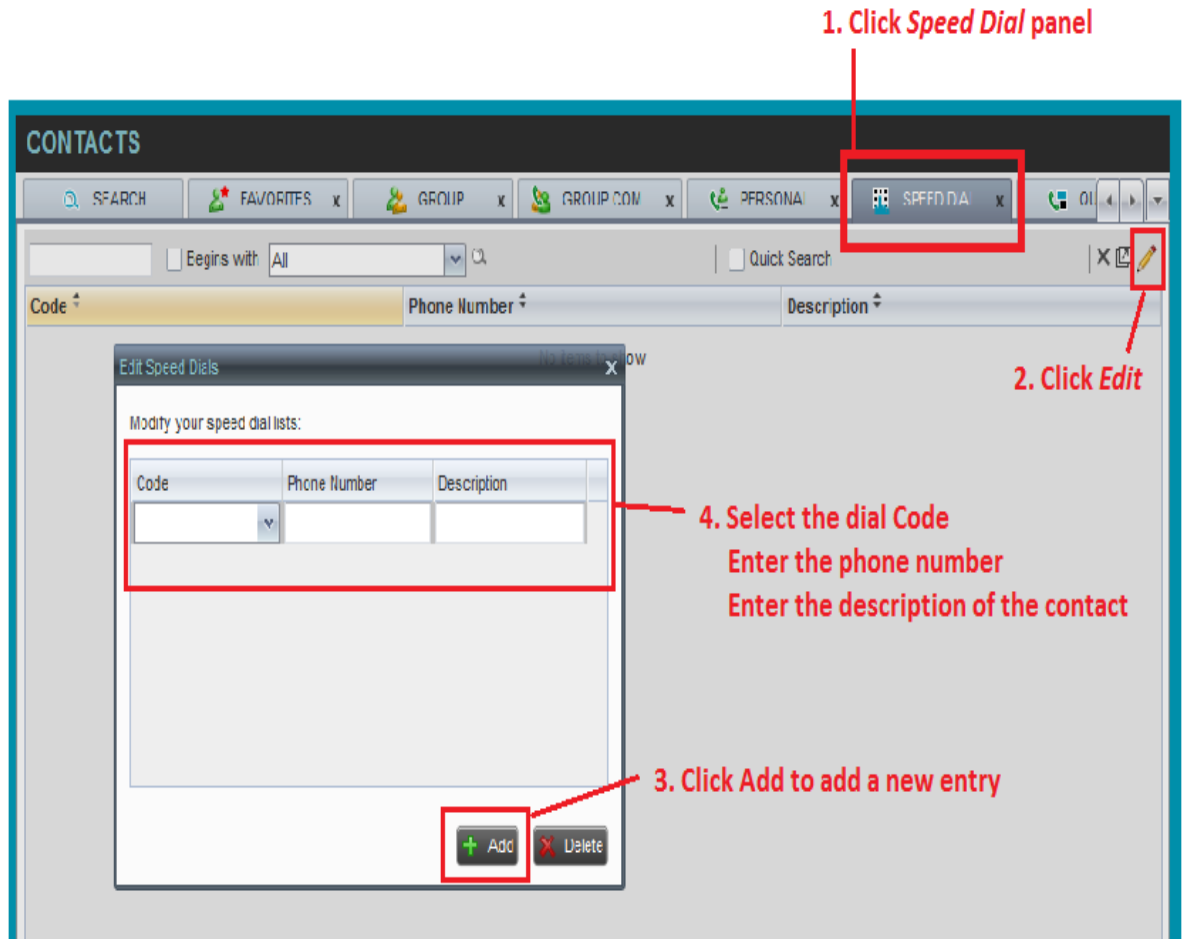
- In the speed Dial or Personal panel, click Edit. The Edit Speed Dials/Edit Personal Contacts dialog appears.
- To add an entry, click Add. A new Row appears.
  - For a speed Dial entry, select the dial code and enter the number and description of the contact.
  - For a Personal entry, enter the name and number.
- To delete an entry, select the entry and then click Delete.
- To modify a Speed Dial entry, double-click the entry to make it editable and then modify it if necessary.
- Personal entry cannot be modified.

6. Searching for Contacts

There are three methods to search for contacts, namely quick search, regular search and creating directory from search results.

6.1 Perform Quick Search

- Select the directory to search and order it by the colum to search.
- Check the Quick Search box.
- From the keypad that appears, select a single character. The contacts that start with the selected character (in the selected column) are displayed in the directory.

6.2 Perform Regular Search

- Select the directory to search or click the Search tab to search in all directories.
- If searching in a specific directory, make sure that the Quick Search box is unchecked.
- In the Search text box, enter the text to search for. You can enter partial information (at least two characters).
- To restrict the search to contacts that start with the entered string, check the Begins with box.
- If searching in a specific directory, select the column to search by from the drop-down list. You can select a specific column or all columns. In the Search tab all the columns are searched.
- Click the Search button