

PeterConnects  
Receptionist

# Receptionist for Microsoft Teams

Enabling Meaningful Connections

## Introduction

PeterConnects Receptionist is a powerful state-of-the-art telephone operator console – one that's designed to work flawlessly with the Microsoft Teams platform. It provides a range of smart features – enabling fast, easy, and efficient call handling and distribution for organisations of all types and sizes.

## PeterConnects Receptionist

PeterConnects Receptionist for Microsoft Teams is a browser-based Software-as-a-Service solution. Its modern, intuitive user interface and simple-to-use widgets make managing, answering, processing, and forwarding multiple incoming calls easier, faster, and more efficient.

PeterConnects Receptionist displays detailed caller information so that the operator can instantly see who's calling. In addition, operators can quickly send call-back reminders to colleagues. Keyboard shortcuts are also available. Our Receptionist is available in several languages.



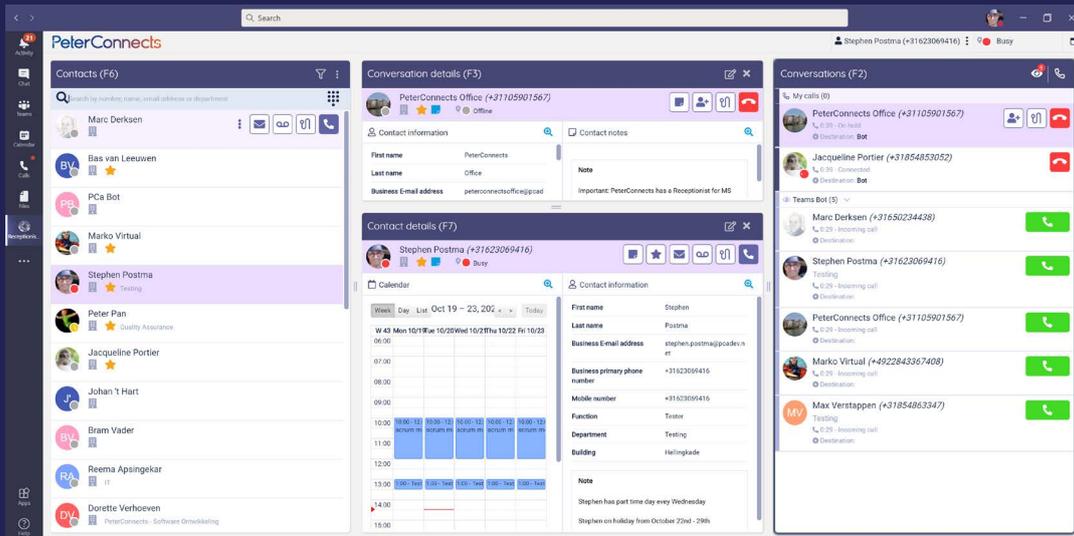


PeterConnects Receptionist is available in three different versions.

- **Essentials** – everything you need for fast and easy call handling includes the basic receptionist features
- **Advanced** – additional functionality for any organisation, includes standard call management features
- **Premium** – unlimited call handling power for your business

The application is ideal for small offices with a single telephone number or a ‘solo user’ as well as for larger organisations with multiple users and telephone numbers. Below you can compare pricing plans:

Functionality / Feature	Essentials	Advanced	Premium
Browser-based interface	✓	✓	✓
Standard call control	✓	✓	✓
Microsoft phone support	✓	✓	✓
Personal contacts	✓	✓	✓
Favorites	✓	✓	✓
Contact notes	-	✓	✓
Call-back reminders	-	✓	✓
Queue support	-	✓	✓
Messaging integration	-	✓	✓
Web page widget	-	✓	✓
Calendar integration	-	✓	✓
Custom Widgets (SDK)	-	-	✓
Dynamics CRM widget	-	-	✓
Salesforce widget	-	-	✓



## Key benefits PeterConnects Receptionist has to offer:

- **Intuitive & modern user Interface**

PeterConnects Receptionist's screen layout and colour schemes are very easy to adjust. The call screen offers a uniform view of all direct and waiting calls. Calls can be easily transferred via drag-and-drop.

- **Customizable widgets**

Create your own workspace by adding and customising your preferred widgets including: Contact Information, Conversation History, Web Page, Total Calls, Microsoft Dynamics CRM, Calendar, Chart, Contact Notes, Agent Status, Queue Statistics, Google Maps, TopDesk, Salesforce, and Twitter. It also supports the integration of third party widgets and applications.

- **User-friendly with a focus on productivity**

PeterConnects Receptionist also offers a number of user-friendly functions, such as callback reminders, contact notes, and automatic monitoring of hook state and presence.

- **A stable browser-based application hosted in the cloud**

Thanks to its cloud architecture, the solution can be used at any location and on any web-enabled device with an Internet connection.

- **Futureproof**

New features are added regularly. Our futureproof software solution is regularly updated and improved. New developments and technologies are constantly being planned and integrated.

*I like what I'm reading! What's next?*

- Visit our product page and start a free trial – [www.peterconnects.com/receptionist-for-microsoft-teams](http://www.peterconnects.com/receptionist-for-microsoft-teams)
- Speak to a member of our Sales Team and get a personal demo, simply email [marketing@peterconnects.com](mailto:marketing@peterconnects.com)

## About PeterConnects

Receptionists, switchboard operators, and service desk employees have a key role in the success of your business. Every time they pick up the phone or respond to a message, they shape the way customers perceive your company.

PeterConnects enables meaningful connections by adding customer insight, reachability context, and control to every omnichannel conversation in a single pane of glass. We offer a suite of software solutions that enhances your organization's communication.

This rich functionality is available for attendants, receptionists, contact centers, or any employee who uses a telephone:

- **Automatic Call Distribution (ACD)** – Handle and distribute large volumes of inbound conversations in an efficient way.
- **Customer Insight** – On the spot information from various lines of business systems like Dynamics CRM, Salesforce and others.
- **Reachability Context** – View relevant customer information during every omnichannel conversation as well as employee availability, conversation history and reachability reporting.
- **Control** - Enable your employees to handle conversations quickly and efficiently.
- **Single pane of glass** – Display information from multiple sources in a single, integrated view.
- **Monitoring and Reporting** – Provide real-time statistics and performance information to maximise customer interaction and satisfaction.