

PeterConnects  
Receptionist

# PeterConnects Receptionist

for BroadWorks

## 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 and every employee:

- **Automatic Call Distribution (ACD)** – Handle and distribute large volumes of inbound conversations in an efficient way.
- **Customer Insight** – On the spot information from various line of business systems like Dynamics CRM, Salesforce, SAP 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 realtime statistics and performance information to maximize customer interaction and satisfaction.

All PeterConnects products are developed by JDM Software. With over 30 years of experience, JDM Software has the experience and expertise to offer quality solutions with superior real-world performance and world-class support. JDM Software is both Cisco Preferred Solution Partner and Microsoft Partner.

[www.peterconnects.com](http://www.peterconnects.com)

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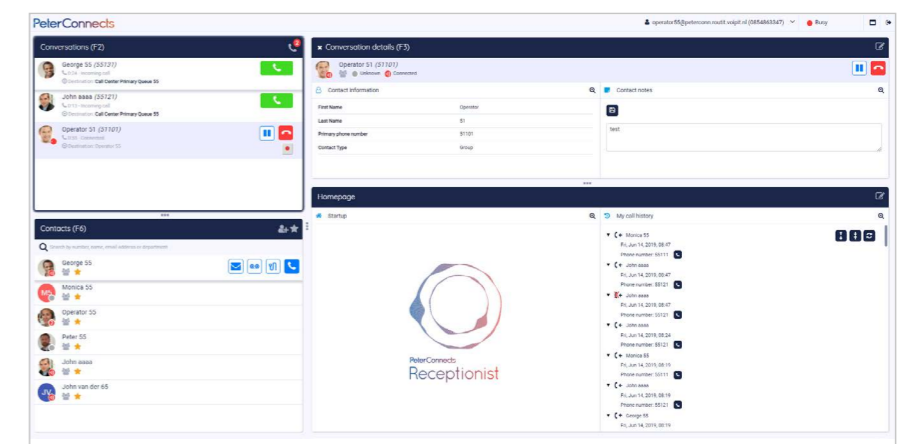
The well-known PeterConnects Attendant is now also available on the BroadWorks platform.

## Optimising connections

PeterConnects Receptionist is a powerful state-of-the-art telephone operator's console for the BroadWorks platform, providing a range of smart features for fast and easy call handling and efficient call distribution for organizations of all sizes.

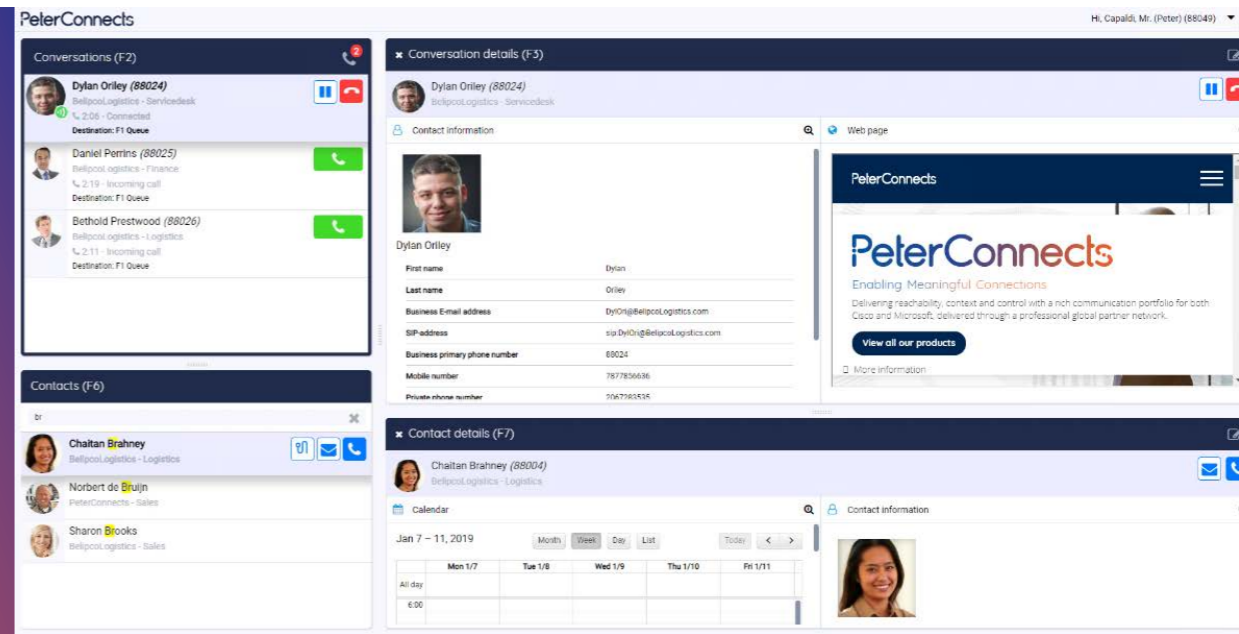
## PeterConnects Receptionist

PeterConnects Receptionist for BroadWorks is a Software-as-a-Service solution that is operated via the web browser. The application is a big step further in user interaction and ergonomics thanks to a modern, intuitive user interface and the use of widgets to easily add extra functionality. This makes answering and forwarding incoming calls easier, faster and more efficient. Managing and processing multiple incoming phone calls has never been easier. It displays extra information about the caller, so that the receptionist or telephone operator always has everything at hand. In addition, he or she can quickly send a callback reminder to a colleague and keyboard shortcuts are also available. Our Receptionist is available in several languages.



PeterConnects

enabling meaningful connections



## PeterConnects Receptionist is suitable for every organization

The application is ideal for small offices with a single telephone number or a single user, but also for larger organisations with multiple users and telephone numbers.

PeterConnects Receptionist for BroadWorks is available in three different editions.

- **PeterConnects Receptionist Essentials** – includes the basic receptionist features for small office environments
- **PeterConnects Receptionist Advanced** – includes standard call management features for small and medium-sized companies
- **PeterConnects Receptionist Premium** – includes a rich set of features for any environment with a few to hundreds of employees
- **PeterConnects Receptionist Ultimate** – Enterprise-class functionality with support for CRM integration and custom integrations

## These are the key benefits PeterConnects Receptionist has to offer:

### • Intuitive and modern User Interface

The screen layout and color schemes of the user interface are very easy to adjust. The call screen offers a uniform view of all direct calls and calls in the queue. Calls can be easily transferred via Drag-and-drop.

### • Keyboard support

Many useful functions are placed behind certain key combinations for quick and easy operation. The application is also very suitable for touchscreens.

### • Customizable widgets

Create your own workspace by adding and customizing your preferred widgets. This way you can see contextual information of the caller and the Contacts at a glance. In addition, there is realtime information for receptionists, including call history. There are, among other things, standard widgets for Calendar, Contact information, Contact notes, Conversation history and a Web page. PeterConnects Receptionist also supports the integration of third-party widgets and applications.

### • Focus on productivity

The Receptionist offers a number of user-friendly functions, such as Callback reminders, Contact notes and automatic monitoring of hook state and presence.

### • A stable web browser based application that is hosted in the Cloud

Thanks to its cloud architecture, this solution can be used at any location and on any web-enabled device with an internet connection. Updates and improvements are also made available automatically at regular intervals, without the need for (manual) installation on the customer system.