

## PeterConnects Receptionist for BroadWorks functional overview

Functionality / Feature		Ultimate	Premium	Advanced	Essentials	Functionality PeterConnects Receptionist
<b>Manage calls</b>						
Dial Contact		V	V	V	V	Select contact in Omnidirectory en press Dial button
Support for multiple directories		V	V	V	V	Data provided by Broadsoft API will be combined in a single view. Actual Content depends on data provided by Broadsoft APIs
Call logs		V	V	V	V	Administration of inbound, outbound and missed calls
Dial alternate number		V	V	V	V	Dial alternate number listed in contact details
Dial Ad Hoc Number		V	V	V	V	Enter number in searchbox and press dial
Dial pad		V	V	V	V	Dial number or emit DTMF tones from a dial pad
Dial from History		V	V	V	V	Click contact in history to dial.
View current Calls		V	V	V	V	Call are shown in the conversation pane
View incoming call details		V	V	V	V	Click on a call to display context info
Open URL		V	V	-	-	Generic web page widget
Answer call		V	V	V	V	Answer a call
Pick up call		V	V	V	V	Answer a call incoming for someone else
Enable call waiting		V	V	V	V	Implement as a setting in the user preferences
Hold call		V	V	V	V	Hold a call, caller cannot speak
Resume call		V	V	V	V	Resume a call, caller can speak again
Decline call		V	V	V	V	Decline a call ringing on agent's phone
End call		V	V	V	V	Terminate a call
<b>Transfer calls</b>						
Supervised transfer		V	V	V	V	At PeterConnects, we name this blind transfer
Consulted transfer		V	V	V	V	Call destination, then transfer call to this destination
Transfer to voice mail		V	V	V	V	Display voicemail as a OmniDir entry, make it selectable as a destination
Transfer to Queue		V	V	V	V	Queue will be visible in OmniDir, make it selectable as a destination
Indicate recalled calls		V	V	V	V	Calls recalled to the Receptionist are indicated (fallback)
<b>Manage Conference calls</b>						
Three-way call		V	V	V	V	Answer a call, put caller on hold, dial destination, add caller to the active call
<b>Park and Camp calls</b>						
Camp on busy contact		V	V	V	-	If destination is busy, as for confirmation to camp call or cancel the transfer. Call will be removed from conversation area
<b>Recording</b>						
Record call		V	V	V	V	Record a call
Pause recording a call		V	V	V	V	Pause recording a call
Stop recording a call		V	V	V	V	Stop recording a call
Support for call recording modes		V	V	V	V	Supported recording modes: On Demand with User Initiated Start, Always, Always with Pause/Resume, On Demand, On Demand with User Initiated Start, Never
<b>Email and Calendar</b>						
Send e-mail to contact	<i>Improved!</i>	V	V	-	-	Send a call-back reminder email
Support for email templates		V	V	-	-	Choose language by selecting one of the predefined mail templates
View Office 365 calendar		V	V	-	-	Display calendar information from Office 365
View Google Suite calendar		V	V	-	-	Display calendar information from Google Suite
<b>Manage Contacts</b>						
Monitored group contacts		all visible	all visible	all visible	all visible	Visible group contacts will automatically be monitored
Supported group contacts		Unlimited	Unlimited	up to 30	up to 8	Number of visible contacts in OmniDirectory is limited in Essentials and Advanced edition
View directory content		V	V	V	V	Combined list of contacts named OmniDirectory
Search contacts		V	V	V	V	Search in OmniDirectory
Contact notes		V	V	-	-	Create, edit and delete personal notes for a contact
Personal contacts		V	V	V	V	Create/delete personal contacts
Edit personal contact		V	V	V	V	Edit personal contact
Display and sort favorites	<i>Improved!</i>	V	V	V	V	Mark contacts as favorites, display and sort favorites
Most recently used contacts	<i>New!</i>	V	V	V	V	Display most recently used contacts
Filter by contact type		V	V	V	-	Limit contacts view to contacts of a specific contact type
Custom directories		V	V	V	-	Select a custom directory as source for the contact list
Multi-column display for contacts	<i>New!</i>	V	V	V	V	Display contacts across multiple columns
Support for virtual OnNet users		V	V	V	V	
<b>Monitor Contacts</b>						
Automatic hook state monitoring		V	V	V	V	Automatically monitor hook state of visible contacts
Automatic presence monitoring		V	V	V	V	Automatically monitor presence state of visible contacts
Visualize presence and hook states		V	V	V	V	Display aggregated status, with details in tooltip
View DND state of contacts		V	V	V	V	View do-not-disturb status of entries in contact list
View CFA state of contacts		V	V	V	V	View call-forward-always status of entries in contact list
<b>Widgets</b>						
Call history widget		V	V	V	V	View receptionist call history
Contact information widget		V	V	V	V	Detailed contact information
Call flow history widget	<i>New!</i>	V	V	V	-	Detailed flow of the current call as well as a call history of current caller
Contact notes widget		V	V	-	-	View contact notes
Web page widget		V	V	-	-	Generic web page widget
Twitter widget		V	V	-	-	Display a public twitter feed
Calendar widget		V	V	-	-	View Office365 or Google Suite calendar
Custom widgets (SDK)		V	-	-	-	SDK to create custom widgets
<b>Receptionist functionality</b>						
View call history		V	V	V	V	Global call history, displayed as homepage widget
View flow of current call	<i>New!</i>	V	V	V	-	
Select primary device	<i>New!</i>	V	V	V	-	Select primary device for answering and starting calls
Set personal CFA state		V	V	V	-	Set and view personal call-forward-always state
Set personal DND state		V	V	V	-	Set and view personal do-not-disturb state
<b>Queue functionality</b>						
Manage queues		V	V	-	-	Configurable in User Preferences
Select queues (call centers) to monitor		V	V	-	-	subscribe / unsubscribe to a queue
Receive call from queues		V	V	-	-	
View calls on joined queues		V	V	-	-	
View calls on monitored queues		V	V	-	-	
Retrieve call from queue		V	V	-	-	
Transfer call to ad hoc number		V	V	-	-	
transfer call between queues		V	V	-	-	
Set initial ACD state		V	V	-	-	
Set current ACD state	<i>New!</i>	V	V	-	-	
Set ACD state on sign-out	<i>New!</i>	V	V	-	-	
<b>Administration</b>						
Administration portal		V	V	-	-	Access to separate administration environment
Configure SMTP server		V	V	-	-	Configure custom SMTP server, enables sending email from standard email account
Configure Office connectors		V	V	-	-	Configure Office 365 or Google Suite connectors for calendar information
View application messages		V	V	V	V	View history of application messages (errors and warnings)
<b>User experience</b>						
Modern web interface		V	V	V	V	
Remember username checkbox		V	V	V	V	
Forgot password link		V	V	V	V	
Default, dark and high contrast theme		V	V	V	V	Support for light and dark color scheme. High contrast is intended for users with a visual impairment
What's new		V	V	V	V	Overview of new features included in the current release
Tabbed layout for context information		V	V	V	V	Organize context panes in tabs resulting in a fixed area for widgets
Set display language		V	V	V	V	Select user-interface language from a list of predefined languages
Set date and time format	<i>New!</i>	V	V	V	V	Select date and time format from a list of predefined formats
<b>Broadworks partner options</b>						
Branding support		V	V	V	V	Support partner specific branding (available for Shared plus and Dedicated model)
Support multiple frontend connections		V	V	V	V	Separate Receptionist URLs for each brand
Support multiple backend connections		V	V	V	V	Support for multiple XSI URLs and context paths
Expose functionality by edition		V	V	V	V	Limit functionality by edition (Essentials, Advanced, Premium)
OAuth 2.0 authentication		V	V	V	V	Industry-standard OAuth 2.0 proven and trusted security framework
Custom, localized user manuals		V	V	V	V	Support for localized, partner specific user manuals