



NCTC cloudUC
Receptionist User Guide

NCTC cloudUC Receptionist

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cloudUC Receptionist

Receptionist is a web based application for receptionists providing enhanced visibility and call handling capabilities.

Logging Into Receptionist

To log into the Receptionist web client, open a browser and navigate to:

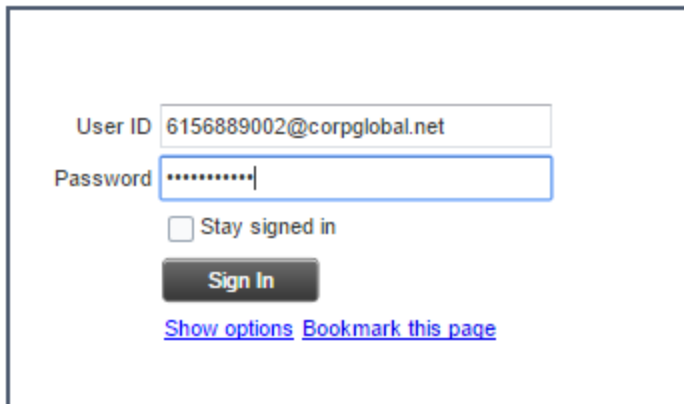
<http://client.ncommandapp.com/receptionist>

Username

Your username is your 10 digit DID @corpglobal.net. For example, if you DID is 615-555-1234, your username would be 6155551234@corpglobal.net

Password

Your password is your NCTC cloudUC password that was configured when your account was created. If you do not know your password, please contact your system administrator for assistance.



The screenshot shows a login form with the following elements:

- A text input field labeled "User ID" containing the text "6156889002@corpglobal.net".
- A text input field labeled "Password" containing a series of dots for masking.
- A checkbox labeled "Stay signed in" which is currently unchecked.
- A dark grey button labeled "Sign In".
- Two blue hyperlinks: "Show options" and "Bookmark this page".

Once logged in, you will see the Receptionist web page. This is broken into 3 sections. The Call Console Active Calls, Conference Calls and Contacts.

Receptionist Usage

Active Calls

The active calls portion will show any active calls, alerting, held or placed.

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Conference Calls

The conference calls portion will show any active conference calls you are participating in.

Contacts

The contacts portion has many tabs that can display contact information.

Favorites - Contacts whose status you are monitoring. This is configured by your administrator in the CAP

Enterprise – Contacts within your company; auto populated

Personal – Contacts in your personal directory

Speed Dial – Speed Dial numbers

Queues – Contact Center Queues if applicable

Instant Messaging – your monitored IM contacts

Outlook – Outlook contacts (if enabled in settings)

Monitored Contacts

You can elect to either display or not display the various contact tabs by selecting the dropdown arrow in the upper right hand corner of the Contacts window and flag/un-flag the tabs that you wish to display. Additionally, you can click the X icon any contact tab to remove it from display.

Make A Call

To Dial A Contact

Select the contact from one of the contact tabs then click the Call button. Your phone will ring, either pick up the handset or click the Ans button in the active call window. Once answered, the outgoing call will be placed.

To Dial an Ad-Hoc Number

Enter the desired telephone number into the dial box within the active calls window then click the telephone/dialpad icon. Your phone will ring, either pick up the handset or click the Ans button in the active call window. Once answered, the outgoing call will be placed.

To Dial from History

In the Active call window, click the history icon. Select which history you wish to view, , missed, received or dialed. When filtered to your liking, select the entry you wish to call and click the Call button. Your phone will ring, either pick up the handset or click the Ans button in the active call window. Once answered, the outgoing call will be placed.

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Answering a Call

To answer a call, simply click the ANS button in the active call window.

Holding a Call

While active on a call, click the HOLD button in the active call window. To return to a held call, click the ANS button in the active call window.

Ending a Call

To end an active call, click the END button in the active call window.

Transferring a Call

Drag and Drop Transfer

While active on a call locate a contact from a contact tab. Once located, left click the active call in the active call window and drag/drop it to the contact you wish to transfer to.

Blind Transfer

While active on a call, enter the destination number into the dialer box then click the Transfer button.


Consultative Transfer

While active on a call, enter the destination number into the dialer box and click the dial button. Once the second call is established, announce the call to the transferee. Press the TRF button to complete the transfer.

Transfer to Contact

While active on a call locate a contact from a contact tab. Once located, use the TRF to blind transfer, Call to transfer consultatively, or press VM to transfer to the user's voicemail.

Keyboard Shortcuts

Key	Equivalent Mouse Action
ESC	Click the Close button  in a dialog box.
ESC	Cancel the changes.
/	Click the <i>Dialer</i> text box.
?	Click the <i>Search</i> text box.
ARROW DOWN	Click the scroll bar or the next item on a list.
ARROW UP	Click the scroll bar or the previous item on a list.
PAGE DOWN	Scroll down one page.
PAGE UP	Scroll up one page.
1...9	Select a call in the <i>Call Console</i> .
SPACEBAR	Click Answer on the selected incoming call in the <i>Call Console</i> .
<PERIOD>	Click End on a selected call in the <i>Call Console</i> .
ENTER	Click Dial .
ENTER	Click Search .
+	Click Transfer in the <i>Dialer</i> .
SHIFT+1..9	Select a ringing call and click Answer .
SHIFT+1..9	Select an active call and click Hold .
SHIFT+1..9	Select a held call and click Retrieve .
S or s	Click on Settings link.
B or b	Click on the Back to Application link.
R or r	Click the Call History button.
H or h	Click the Help link.
SHIFT+L or SHIFT+I	Click the Sign Out link.