MOMENTUM TELECOM

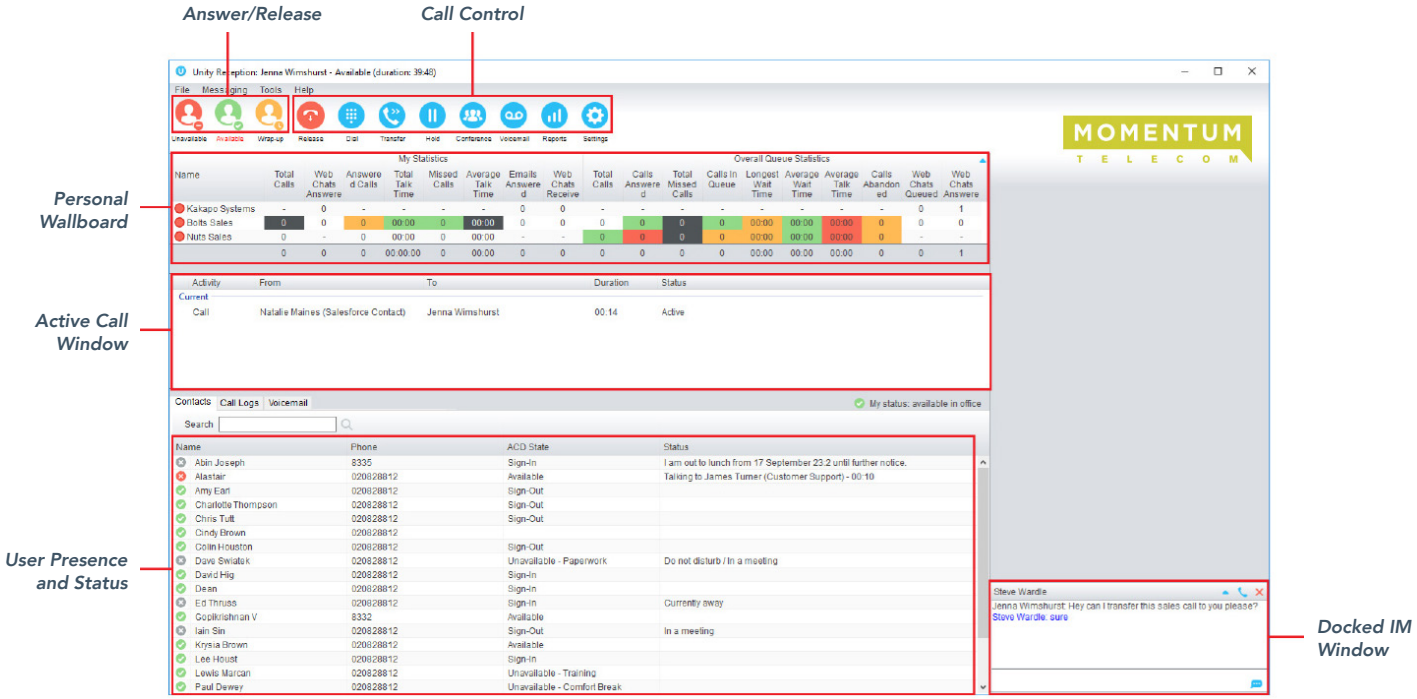
Product Sheet

Unity Reception

Turbo Charge Front Desk Call Handling with Unity

Unity Reception is designed to support even the busiest front desk environments. Featuring a modern and user-friendly interface, Unity Reception improves call handling and customer service for customer facing and front desk attendants.

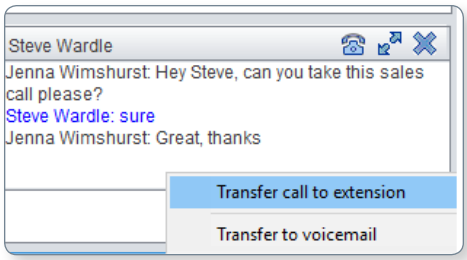
Featuring a dynamic Busy Lamp Field, the ability to tag callers on hold and "popping" notifications when desired extensions become free, Unity Reception has unique capabilities to efficiently and intelligently manage inbound callers.



Unity Reception has advanced functionality to efficiently manage inbound callers with both announced and blind transfer, the ability to add call notes which transfer with the call and pre-defined contact groups to easily search for specific contacts, e.g. Sales and the Help Desk. The Busy Lamp Field contacts search dynamically searches all directories including the group, departments, speed dials and Outlook contacts. Reception also allows the user to change the service configuration of other users, e.g. if an employee is sick, the Receptionist can change their call forwarding to another number or employee.

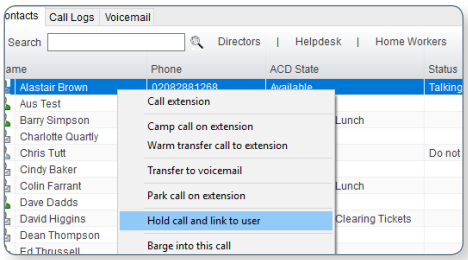
CONTACTS (BUSY LAMP FIELD)

Unity will display up to 50 colleagues and visually reflect their ringing/ engaged/available/ unavailable telephone status.



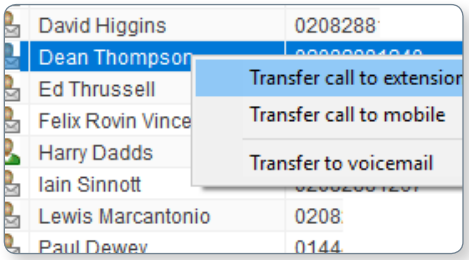
INSTANT MESSAGING

IM any Unity colleague on their PC, Mac or mobile and drag a live call onto the IM session to transfer the call for truly fluid communication.



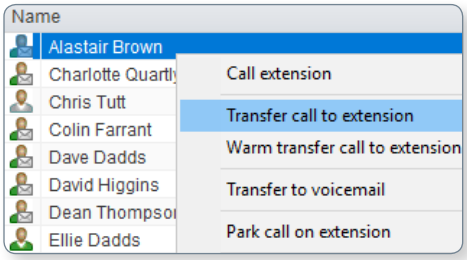
HOLD AND LINK

This essential feature allows the Receptionist to hold and link a call to a busy user. Once the user is available Unity will notify them or automatically transfer the call.



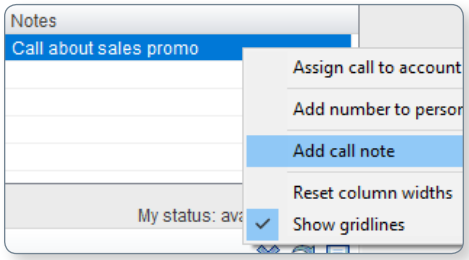
DRAG & DROP

Drag and drop calls and contacts to perform call and message management. Designed for simplicity and ease of use, Unity offers choice on call handling to suit individual user preference.



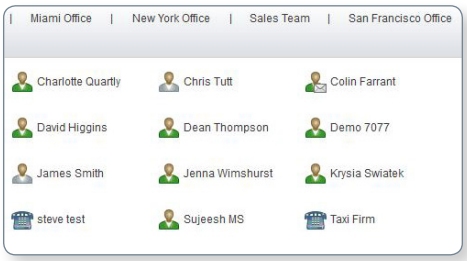
BLIND, ANNOUNCED AND WARM TRANSFER

Unity Reception allows the user to perform a blind, announced or warm transfer to a user's phone, mobile or voicemail if these settings have been configured.



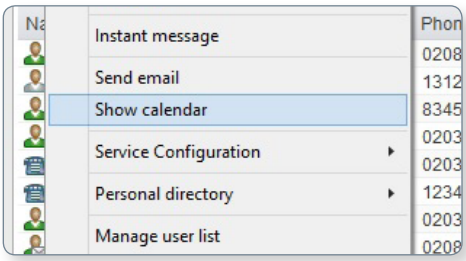
ADDING CALL NOTES

Users can add a note to a call and when the call is transferred, either to other users or to call centers, the note is transferred as well.



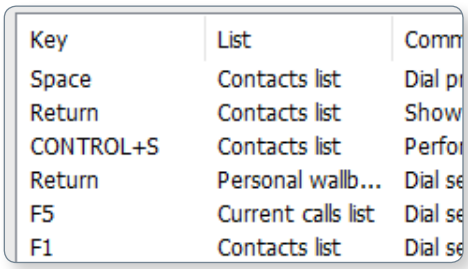
CONTACT GROUPS

Pre-defined contact groups of internal and external contacts can be pinned to the contacts tab making it easier for the Receptionist to quickly find and load specific contacts.



OUTLOOK CALENDARS

Unity brings all your contacts together, including Personal and Group Outlook Contacts. The BLF can also display any Outlook Calendar events for today and tomorrow for the selected user.



QUICK KEYS

Unity Reception's intuitive and dynamic usability means that all actions can be assigned user defined quick keys for fast, mouse-free use. For example ESC to Release and F1 to Transfer.