Receptionist Admin Guide

XO Hosted PBX
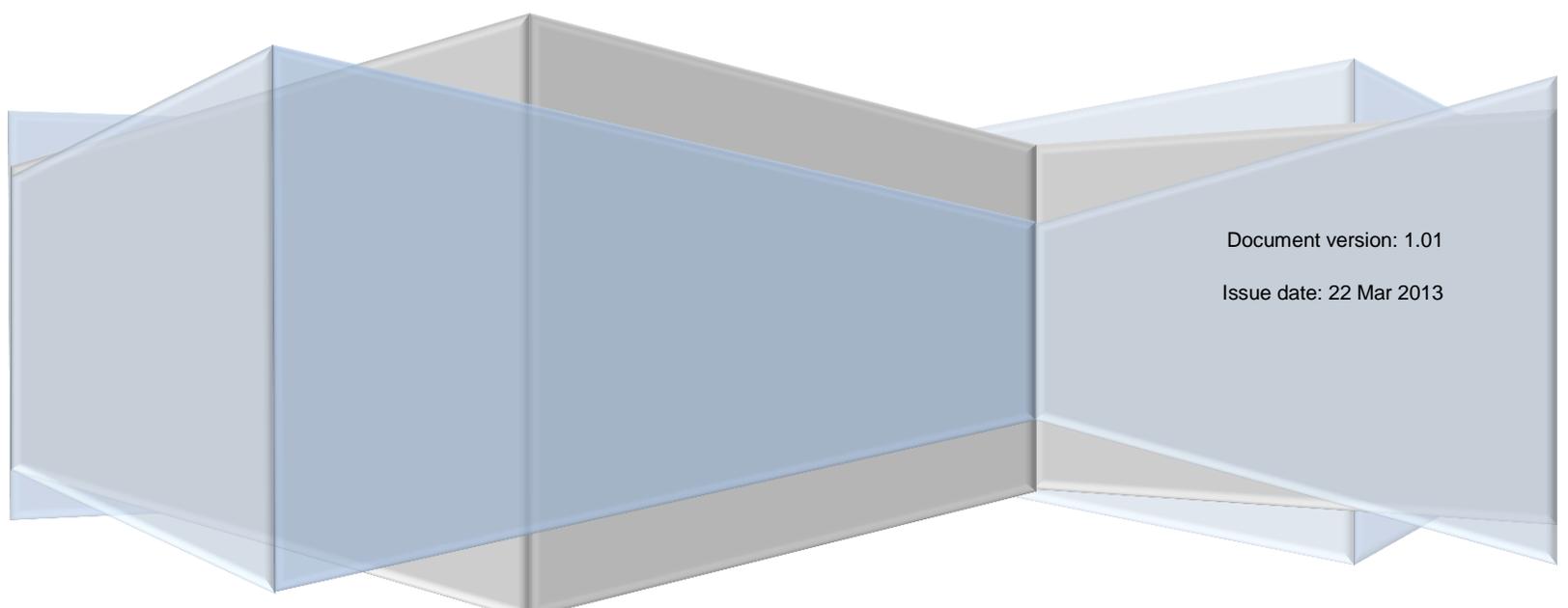
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Receptionist Admin Guide

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About this Document

This document describes how site administrators in XO Hosted PBX can configure one of their users as a Receptionist. It is a companion document to the *MySite User Guide*.

What is a Receptionist?

In XO Hosted PBX, a receptionist is a user with the Receptionist seat type. When combined with the Receptionist Client, a web-based application, the user can manage incoming and outbound calls from their PC and use popular features such a line monitoring and Outlook contact integration.

Activating Receptionist for Use

In order to enable the Receptionist client for an end user, you must to assign a license. Within the MySite portal, navigate to the *Site Services* panel and select the *Receptionist* button on the left. Figure 1 shows an example of the interface.
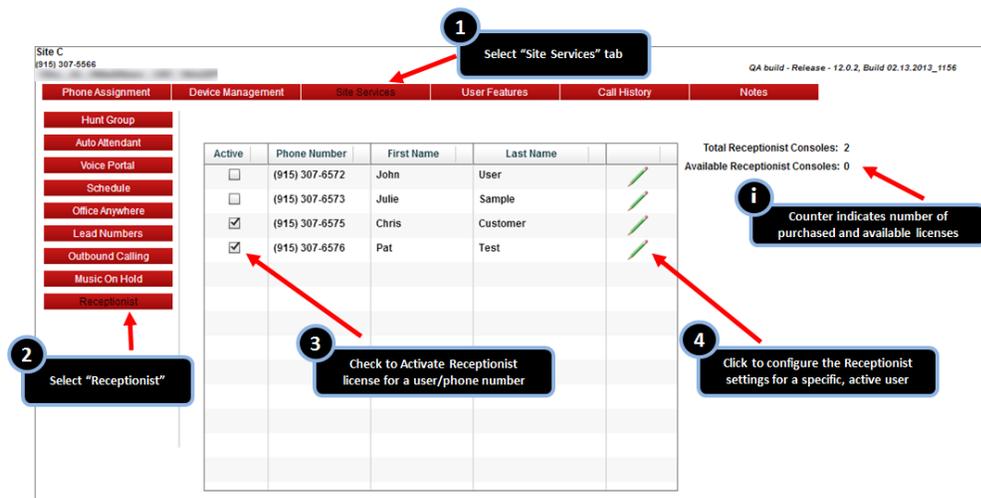

Figure 1: Sample Receptionist panel in MySite

Clicking on the green pencil icon will edit the settings of a receptionist user, and is described in more detail below.

To add a receptionist, check the box by the number that should be assigned a Receptionist license. An email is automatically sent to the user, containing a link to log into the My Phone dashboard and access the receptionist dashboard client.

Having activated a user, you will be prompted to configure the lines that the receptionist should monitor. Alternatively, if you clicked on the green pencil icon in the main panel you can do the same action for an existing user. The interface looks like Figure 2.
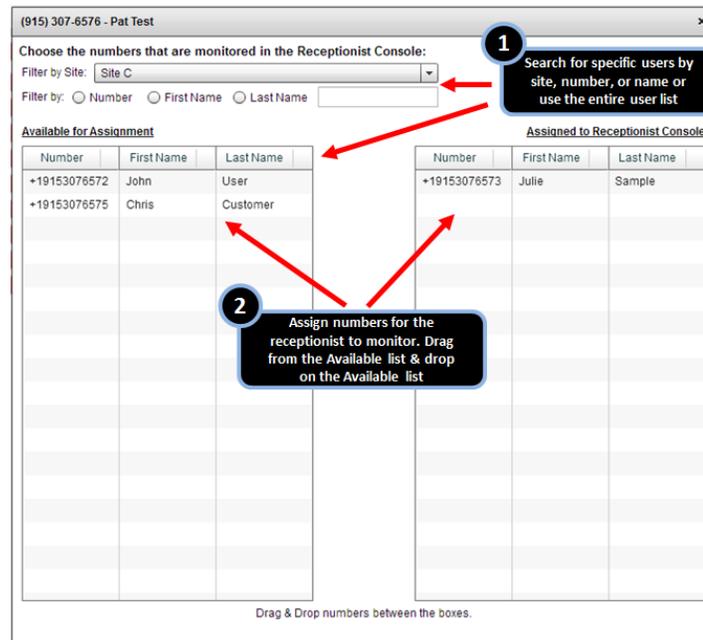
Figure 2: Configuring line monitoring for a receptionist user

Click and drag users from the list on the left to the panel to the right to have the receptionist monitor their line. The monitoring will take effect the next time the receptionist logs in to the client.

Where To Go Next

At this point,

- you have configured a user as a receptionist
- the system has sent the user a link to the MyPhone portal, where they can link to the client and see their login credentials.

The next steps are for your user to log in to the client and start using the client. For documentation, please refer to the Xo Hosted PBX *Receptionist End User Guide*.

Revision History

Two decimal places for each revision, with major rewrites getting a new primary version number (e.g. 1.02→ 2.00).

Date	Version	Author	Details
21-Mar-2013	1.00	Gurung	Base release
22-Mar-2013	1.01	Gurung	Minor updates

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