# Epygi eQall Receptionist Console: Keep an Eye on Your Office Users

eQall is Epygi's award-winning softphone available for Microsoft Windows and for mobile devices using Android and iOS. It can be installed on a desktop PC, a laptop and a smartphone and will use the internet for making, receiving and transferring VoIP calls directly from your computer or smartphone. With its easy-to-use interface, it functions much the same way as any Epygi supported full-featured desk phone would.

eQall for Windows has a great feature, the Receptionist Console, the graphical user interface of which is designed to watch the status of up to 100 selected extensions on the QX.

It allows watching the user's call status (ringing, or on a call) and the presence status (online, offline, away, DND) thus simplifying the call handling procedure in a number of ways. For example, when transferring a call, or setting up a conference call with a watched extension, the receptionist will be able to see the current status of the extension and based on the status decide whether to proceed with the call transfer or not. Extensions for departments can also be grouped for easy identification.

Very conveniently the configuration for all the watched extensions can be exported and saved then imported back to the same or another eQall extension.
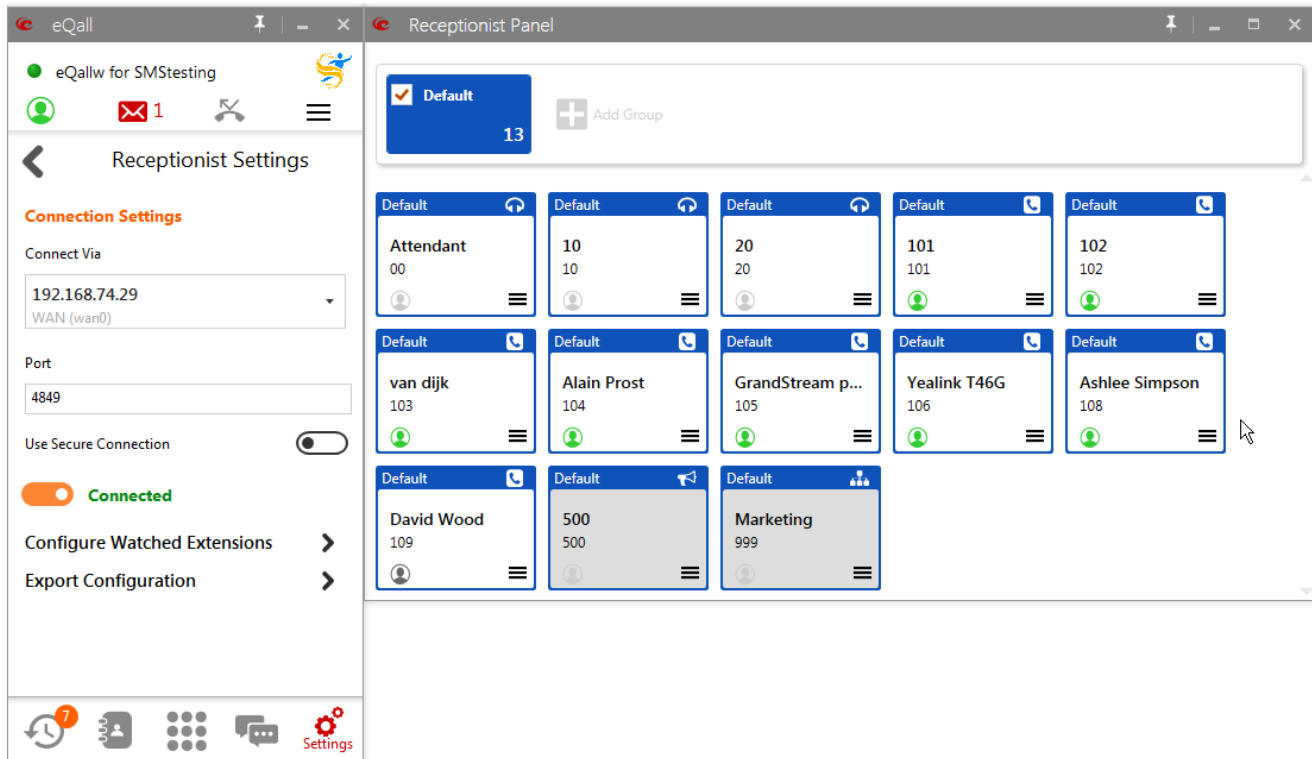
# Receptionist Console provides the following functions:

- ◎ Make calls to the watched extension
- ◎ Intercept calls to the watched extension
- ◎ Leave voice mail in the mailbox for the watched extension
- ◎ Make blind transfer to the watched extension
- ◎ Consultative transfer to the watched extension
- ◎ View call and phone presence statuses of watched extension

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Tel: (+1) 972.692.1166
Web: www.epygi.com
E-mail: sales@epygi.com