






Web Reception Attendant






Powerful functionality to manage the queue real-time, see the availability of colleagues, view advanced dialogue history of the callers and many more



Break through features

-  Timeline
-  Chat
-  Agenda
-  Public/Private Notes
-  Mirror

Essentials

-  Queue Management
-  Visual Transfers
-  Drag and drop
-  Multi Device Support
-  Swipe or touch

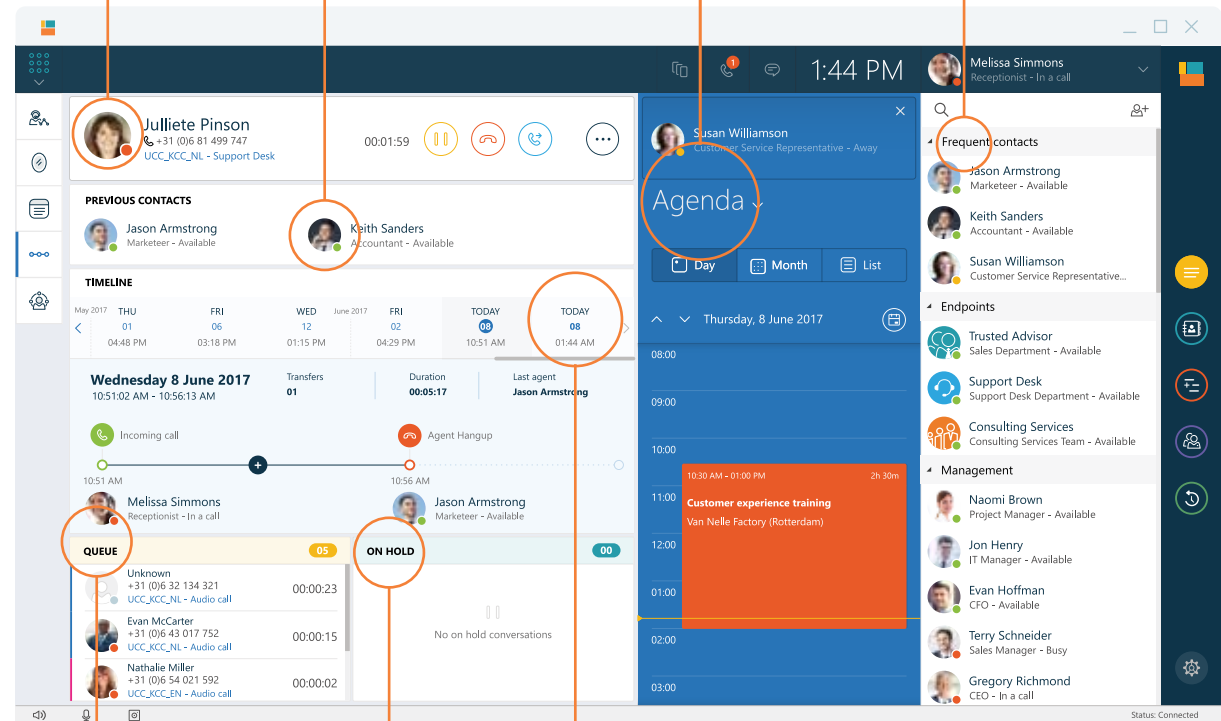
Discover and download the free trial www.anywhere365.io

Caller
Transfer, Park, set On Hold or extend the call with video or/and conference call

Agenda
Easily view availability of colleagues and in this way give the caller better service

Previous Contacts
Easy access to previous contacts of the caller

Frequent contacts and departments
Easy manageability of your contacts



On Hold
Store your caller while you are contacting your colleagues

Queue management
Take quick control over the queue calls

Timeline
The adaptive timeline provides direct access to the call history of the current caller and who they spoke to previously




Meet our bright, smart and colorful Anywhere365 Web Reception Attendant,
100% native to Microsoft Teams and Skype for Business


The interface is divided into several sections:


- Top Bar:** Shows the user's profile (Melissa Simmons, Receptionist - In a call) and the time (1:44 PM).
- Left Sidebar:** Contains navigation icons for contacts, calendar, and settings.
- Current Contact Panel (Julliete Pinson):**
 - Profile: Julliete Pinson, +31 (0)6 81 499 747, UCC_KCC_NL - Support Desk. Status: 00:01:59.
 - Previous Contacts: Jason Armstrong (Marketeer - Available), Keith Sanders (Accountant - Available).
 - Timeline: Shows a call log for Wednesday 8 June 2017. The call started at 10:51:02 AM and ended at 10:56:13 AM. The agent was Jason Armstrong.
 - Queue: Shows a list of callers waiting for the agent. The queue size is 05.
 - On Hold: Shows a list of callers on hold. The on hold size is 00.
- Agenda Panel (Susan Williamson):**
 - Profile: Susan Williamson, Customer Service Representative - Away.
 - Agenda: Shows a calendar view for Thursday, 8 June 2017. A meeting titled "Customer experience training" is scheduled for 10:30 AM - 01:00 PM.
- Right Sidebar:**
 - Frequent contacts: Jason Armstrong (Marketeer - Available), Keith Sanders (Accountant - Available), Susan Williamson (Customer Service Representative - Away).
 - Endpoints: Trusted Advisor (Sales Department - Available), Support Desk (Support Desk Department - Available), Consulting Services (Consulting Services Team - Available).
 - Management: Naomi Brown (Project Manager - Available), Jon Henry (IT Manager - Available), Evan Hoffman (CFO - Available), Terry Schneider (Sales Manager - Busy), Gregory Richmond (CEO - In a call).

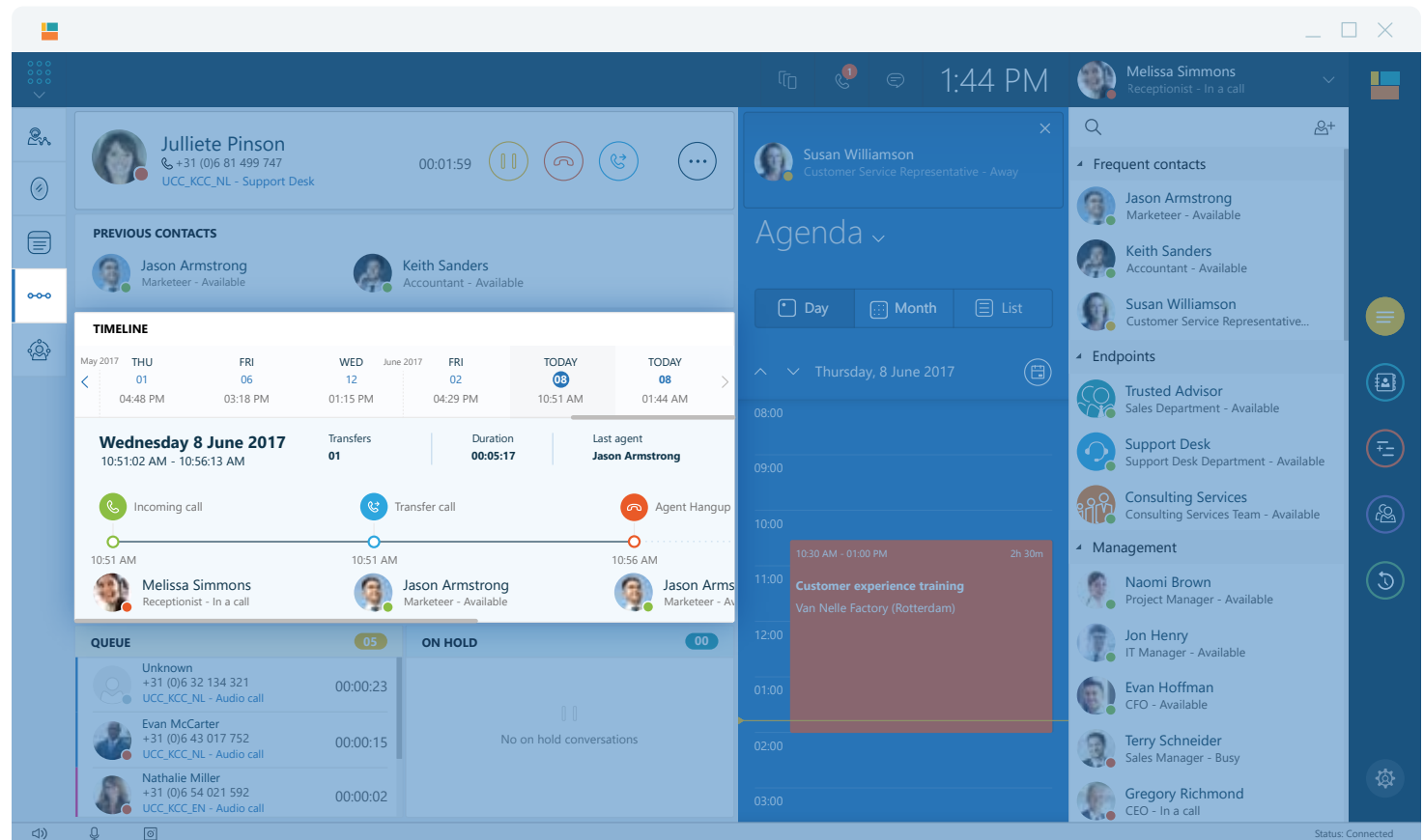
The client history on a timeline

The adaptive timeline provides direct access to the call history of the current caller and who they spoke to previously.

 See all customers contact moments during the journey in your organizations


 Drag and drop to transfer the client to any contact from the timeline


 Amount of calls today, last week and last month at one quick glance




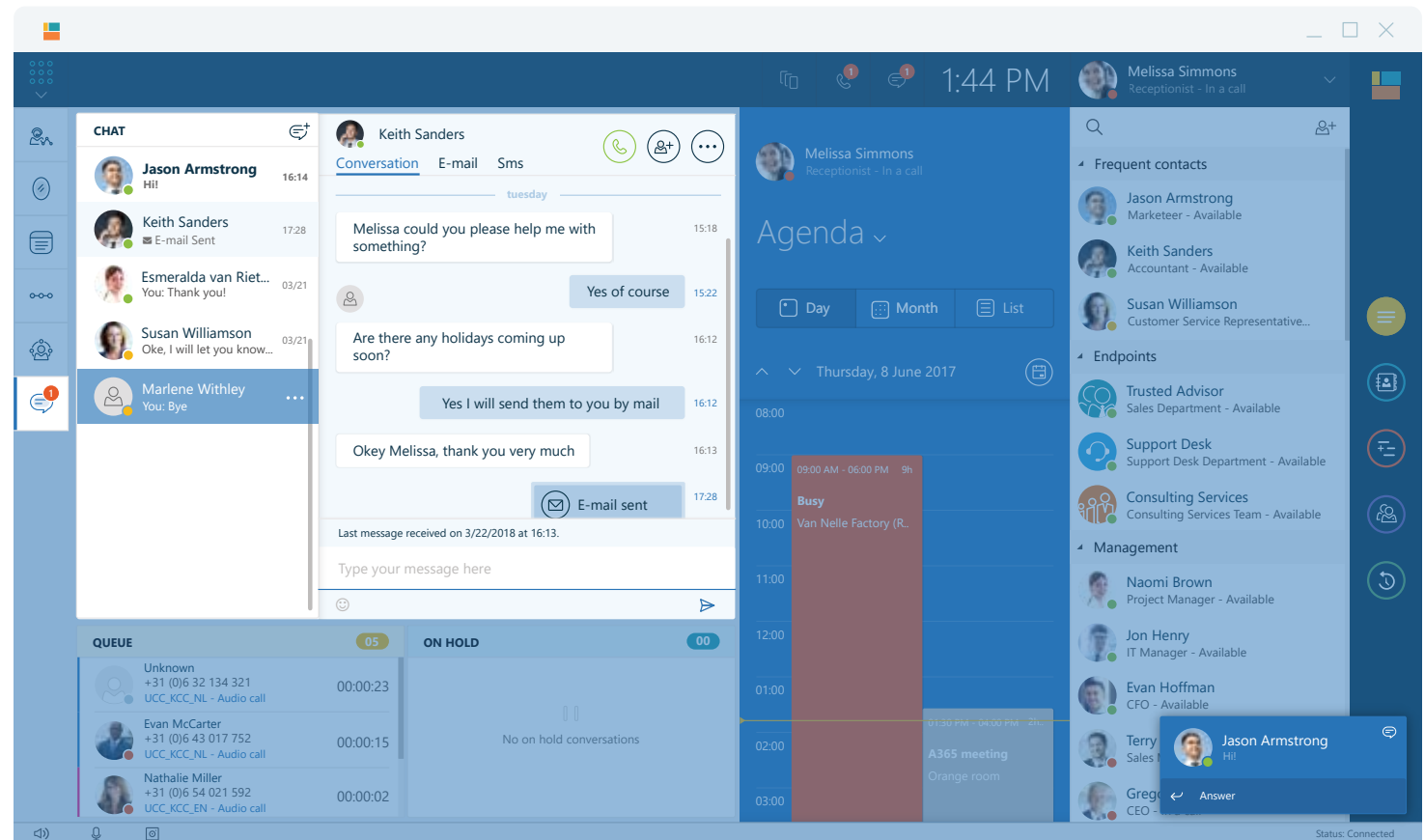
More ways to communicate with chat integration

More possibilities for communicating during a call or when standing by you can easily set-up a chat with a caller or colleague.

 Call the person you are chatting with instantly from the chat window


 Start a group conversation, even if you are on a call


 Chat with multiple contacts simultaneously




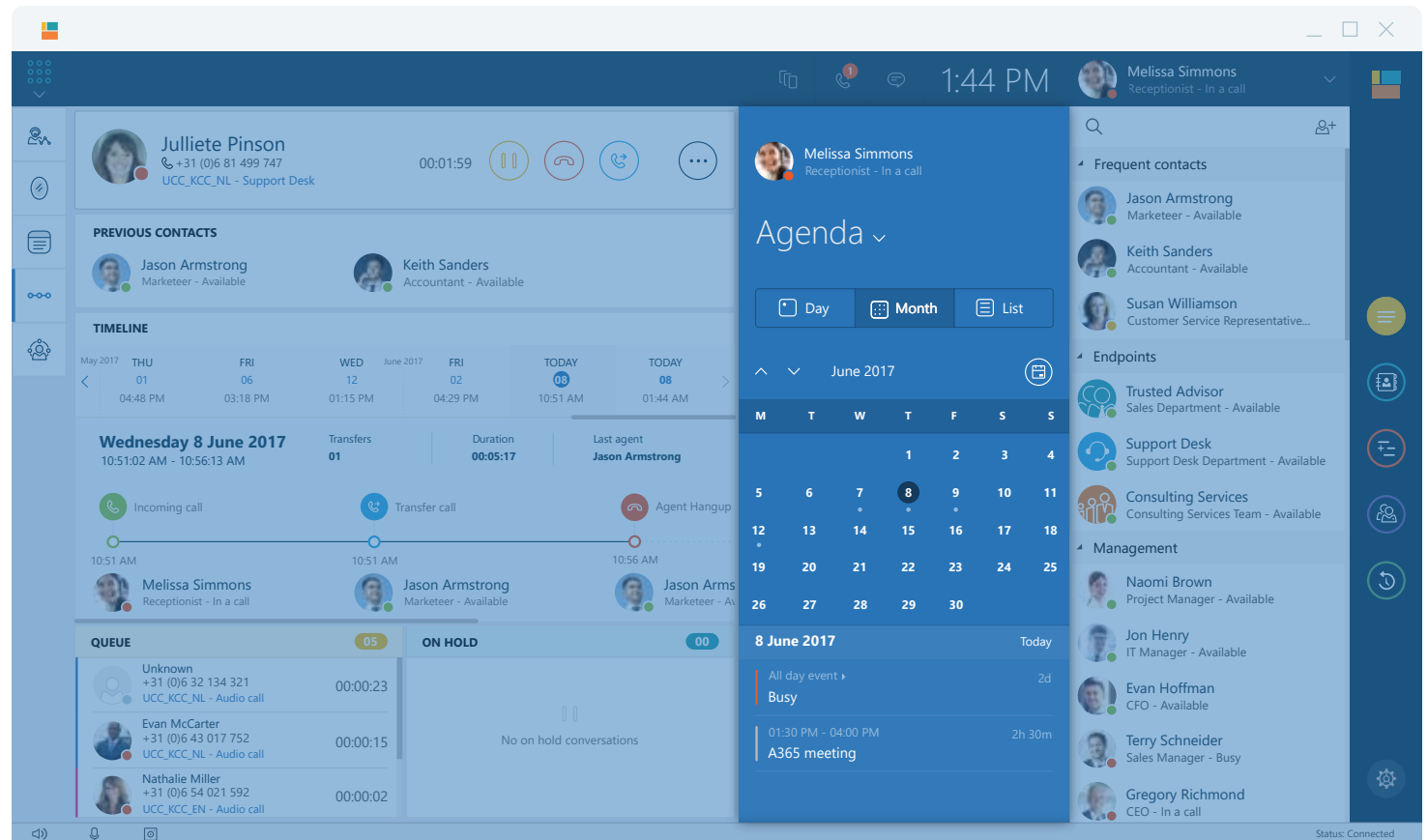
More than just a agenda

Easily view the availability of colleagues and in this way allowing much quicker and more accurate client service or switch to the task view

 View the appointments on a daily, monthly or list view

 Drag and drop any contact to see the agenda of your colleagues


 Take a look at the appointment detail view for actionable information





The screenshot displays the Anywhere365 interface with a contact's agenda and appointment details. The contact is Julliete Pinson, a Support Desk agent. The interface shows a timeline of appointments for Wednesday 8 June 2017, including an incoming call from Melissa Simmons, a transfer call to Jason Armstrong, and an agent hangup. The agenda view shows a calendar for June 2017, with a busy period from 01:30 PM to 04:00 PM labeled 'A365 meeting'. The right sidebar lists frequent contacts and endpoints, including Jason Armstrong, Keith Sanders, Susan Williamson, Trusted Advisor, Support Desk, Consulting Services, and Management. The bottom status bar shows 'Status: Connected'.

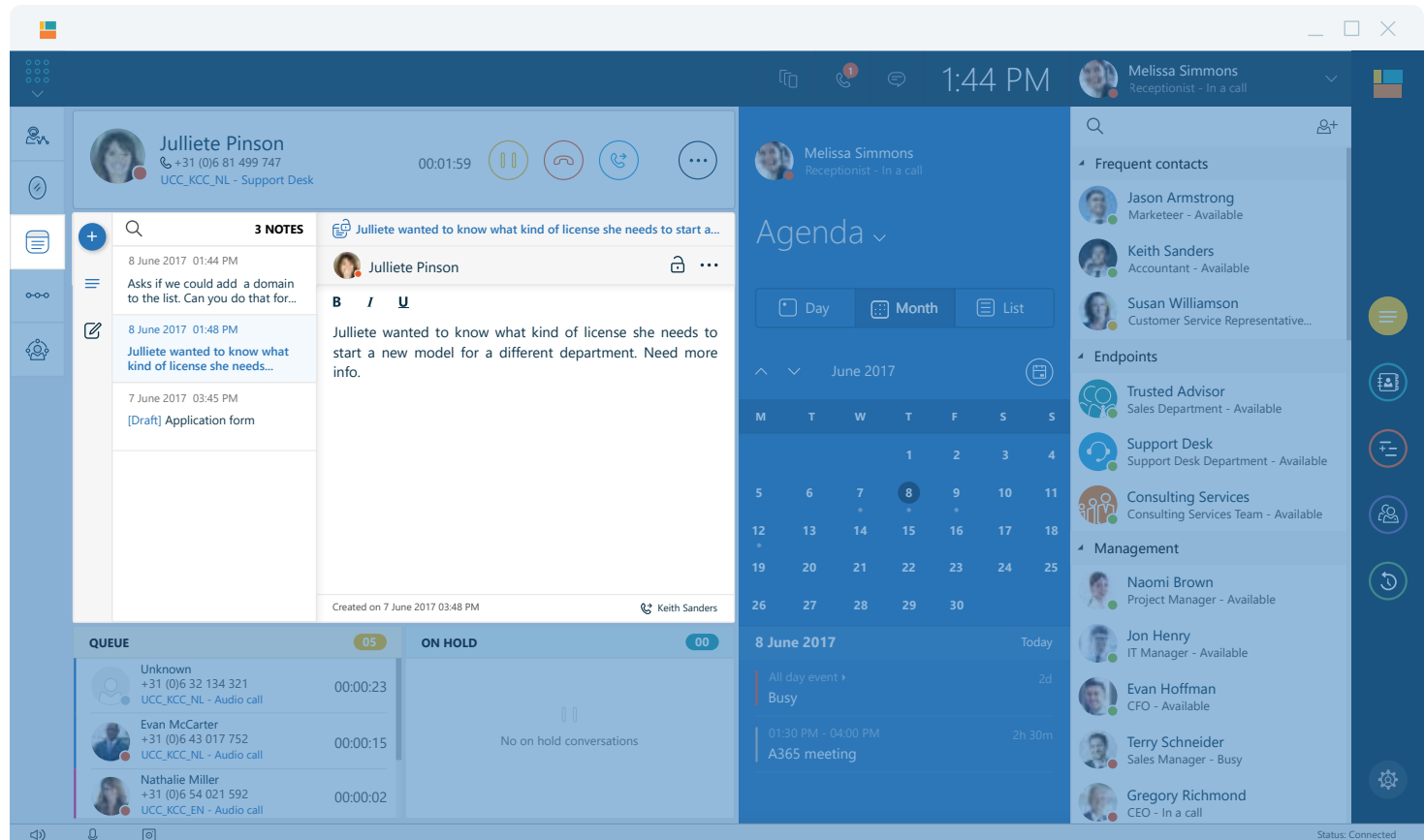
Take notes for yourself or your colleagues

Take public or private notes, during a call or just when standing by and save or send the notes immediately via message or other media

 Public notes are also visible for your colleague when the call is transferred

 Take notes and send the note immediately via message or other media

 Autosaves active notes that are taken from an onhold call, when another call comes in





The screenshot displays the Anywhere365 interface during a call with Julliete Pinson. The top bar shows the time as 1:44 PM and the user as Melissa Simmons, Receptionist - In a call. The main window is divided into several sections:

- Call Header:** Displays the contact name Julliete Pinson, phone number +31 (0)6 81 499 747, and the support desk name UCC_KCC_NL - Support Desk. The call duration is 00:01:59.
- Notes Panel:** A sidebar on the left shows a list of notes. The selected note, dated 8 June 2017 01:48 PM, reads: "Julliete wanted to know what kind of license she needs to start a new model for a different department. Need more info." Below the notes is a draft application form.
- Queue and On Hold:** At the bottom, there are sections for 'QUEUE' (05) and 'ON HOLD' (00). The queue lists three contacts: Unknown, Evan McCarter, and Nathalie Miller, each with their phone number and call duration.
- Agenda:** A central panel shows a calendar for June 2017. The date 8 June 2017 is highlighted, showing a busy schedule with an 'All day event' and an 'A365 meeting' from 01:30 PM to 04:00 PM.
- Contacts and Endpoints:** On the right, there are lists for 'Frequent contacts' (Jason Armstrong, Keith Sanders, Susan Williamson) and 'Endpoints' (Trusted Advisor, Support Desk, Consulting Services).

Mirror, mirror on the wall...

A reception desk user is the face of the company for your (internal) clients and your colleagues. Therefore a receptionist always wants to have that representative look and keeping that the whole day

 Uses the (integrated) webcam to check your smile anytime

 Not only a fun, but also a functional feature to always look representative





The rich user interface has many intuitive ways to interact via mouse, touch screen or keyboard shortcuts. To learn more about all the features, please take a look at

GOLIVE!



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