CDK Receptionist Console
Comparison between the Old and New Receptionist Console
The Old Receptionist is referred to as the Thick Client as the New Receptionist is referred to as the Thin Client in this documentation.

There are significant differences between the two Receptionist Clients:

- The Look and Feel
- New Features
- The Ease of Receptionist Operation
Highlighted Features for the New Thin Client

• Monitor Parked Calls
  o Allows the User to see Name and Number on a Parked Slot
  o Allows the User to Add Notes to a Monitored User

• Dynamically Monitor Calls
  o Allows the User to Monitor lines without having to call Support

• Webpage vs. Application downloaded to the Desktop
  o Desktop Shortcut for Webpage
The Thick Client is an application that is downloaded from mynetworkphoneasp.com and installed on the PC. Log in with the BW User and Web password.

The Thin Client is a webpage that is accessed from your Browser: ex: IE, Chrome, Firefox.

Browse to: https://receptionist.netsworkphoneasp.com

Log in using the same BW username and password.
Desktop Icons

- Installed on PC
- Webpage shortcut
Logged in to Another PC

- The old Receptionist will log out when the Receptionist is logged in to another PC.
- The New Receptionist does not log user out; a user can be logged in to several PCs at the same time. CDK does not recommend this practice.
The Look and Feel between the Old & New Receptionist

The look and feel between the Thin & Thick client has significant differences:

• The Thick Client has call control icons at the bottom of the screen & located in the Actions dropdown.

• The Thin Client has call control icons populate with the call itself.

• Both consoles have the same color key: **gray-non monitored**, **green-standby**, **yellow-ringing**, **red for active**.

Notice the Thick client has a handset and the Thick has dots. The Thin client has Notes for the Receptionist to enter for any of the Monitored users.
Inbound Calls

Thick Client: Call comes in to the Switchboard. Receptionist answers from the Control icon at the bottom of the screen. Once answered, the call status shows as Active and the following options are available: hold, group call park, end. If the User wants to transfer the call, they can drag and drop, or enter a number in the Other (options) to transfer or conference.

Thin Client: Call comes in to the Switchboard. Receptionist answers using the ANS button in the call console. Once answered, the call status shows as Active and the following options appear: hold, park, end. If you want to transfer the call, you can drag-and-drop or enter a number in the [Enter Number bar] to transfer. Once the outgoing call is ringing, the conference button appears.
Placing a Call on Hold

Call comes in to console, answer, Receptionist can place on Hold selecting the icon in the Control Bar.

Call comes in to console, answer, Receptionist can place on Hold applying the Hold icon (softkey)
Difference while on Hold

User selects Ans to remove call from Hold

User selects Unhold for Thick Client
Group Call Park icon is selected when Parking a call for the Thick Client, which then displays on the console where the call has been parked (6001).

Park Softkey is used when parking a call for the Thin Client, which also displays the parked slot (6001).
Old Client does not have this feature.

Parked Call Monitoring

User can now see who is parked on a parked slot!
Recalled Parked User

Thick Client recalls the parked call back to the console, displays the name and number from which parked slot.

Thin Client recalls the parked call back to the console, displays the name and number from which parked slot.
Outgoing Call
Night Mode

Thick Client allowed the User to enable Night Mode to forward calls to an extension or directly to Voice Mail.

New Client does have a form of Night Mode [Call Forwarding Always]

True  False

☑️
Thin client allows up to 5 queues to be monitored. Queue name populates for incoming call, once the call is answered, the name/number of the calling party displays, i.e., ADP DS | 5035553163.
Services: Do Not Disturb

The Thin client allows you to go to the Settings to enable the Do Not Disturb feature, this shows the User on DND in the Console and Syncs with the Device.
Services: Call Forwarding Always

Old Client does not have this feature.

Call Forwarding Always

The Thin client allows you to go to the Settings to enable the Call Forward Always feature. This shows the User on CFA in the Console.
The Thin Client allows a shortcut to be added to the Users Desktop via the Settings and Plugins.
Old Client does not have this feature

Group Common

Contacts _ up to 6 Tabs

Enterprise: Group Common
## Feature Comparison

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