

# Unity Receptionist FAQ

**Q:** What is Unity Receptionist?

**A:** It is a reception console designed to support a receptionist type person with monitoring, transferring, and manage calls and users among the company.

**Q:** What are the Features?

**A:** Unity Receptionist features monitoring for up to 50 users, on hold notifications, active call window, call control, quick keys, outlook integration, remote statues change for other Unity clients, chat and more.

**Q:** What are the differences between the Unity Products?

**A:** A few basic differences are: Unity Receptionist is designed for a receptionist; it helps control calls and monitor users. Unity Desktop is meant for the average employee to help with conference calls, transfers and monitoring of up to 20 users. Unity Agent allows employees to monitor their queues and ensure calls are answered; the Unity Supervisor has the ability to run reports on all calls. All unity products have a chat feature.

**Q:** Does it work on a PC and Mac?

**A:** Currently Unity is designed for PC but there is a Unity Desktop version for Macs.

**Q:** Is it a phone?

**A:** It is not a phone; Unity Receptionist is a call control application.

**Q:** How can I monitor people?

**A:** To add people to you monitoring list simply right click on the user box, choose manage users and for each person you wish to monitor add their name to the right column using the arrows in the center, if you do not wish to monitor them use the arrows to place them on the left. In list view their status will appear when you hover their names, if in the detailed view it will already list their status.

**Q:** What are the minimum requirements for the computer?

**A:** Unity will require approx 100MB of hard drive space on the local machine. Minimum computer specs: CPU: single core 3Ghz. Ram: 4MB. Video Card: 256MB onboard RAM. Unity is only supported on Windows XP [SP3], Windows 7 [32 and 64-bit versions] and Windows8 [32 and 64-bit versions]. There are no special permissions required to install Unity on Win7 and Win8.

**Q:** How much does it cost?

**A:** \$60/month Receptionist 50 (view 50 agents) & \$90/month Receptionist All (view all via dynamic search)



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