



## Reception Console

Mike Johnstone - 2024-07-19 - Outbound

# Reception Console

The Reception Console shows all the lines on your account and whether or not they are logged in and active on your account.

1. Log into your account.
2. Go to **Tools > Reception Console**
3. Click on the box option “Show logged-in numbers only” to view only numbers that are logged in to the reception console.

The screenshot shows the 'Reception Console' interface. At the top, there is a navigation menu with the following items: Profile, Plan, Billing, Switchboard, e911, **Tools**, and Users. Below the menu is a row of icons for various tools: Device Provisioning, Trace, Call Check, **Reception Console** (highlighted), Porting, Teams, and Heartbeat. Below the icons is a checkbox labeled 'Show logged-in numbers only' which is currently unchecked. Below the checkbox is a table with the following columns: STATE, IN/OUT, NUMBER, CALLER NAME, GROUP, and ON CALL. The table contains 10 rows of data.

STATE	IN/OUT	NUMBER	CALLER NAME	GROUP	ON CALL
●		142	IVR	Default	
●		142	Supp Agent One	Default	
●		142	Test	Default	
●		142	Sales Jim	Default	
●		142	Test Resta	Default	
●		142	Test	Default	
●		142	Office	Default	
●		142		DEFAULT	
●		195		DEFAULT	
●		180		DEFAULT	

This will show you if a number is busy on a call (red) or if it is available (green).