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12/2020

Reception manual 1. RECEPTION'S
MANUAL
Telephones • All calls should be answered in three rings or less • The receptionist should identify the practice by name and give his or her first name.
• No caller should be put on hold without first being greeted properly and asked if the caller minds holding.

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Receptionist Console QRG PAGE 3 of 16
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A browser based application which allows to monitor status of extensions in a real time and perform basic receptionist tasks, for example: call transfers, call hold/parking etc.

Extension A telephone extension is an internal telephone line attached to a PBX system which allows multiple phones to connect without each phone requiring a

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separate outside line.

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Receptionist Documents - Front

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