

# Automation Innovation: Virtual Reception

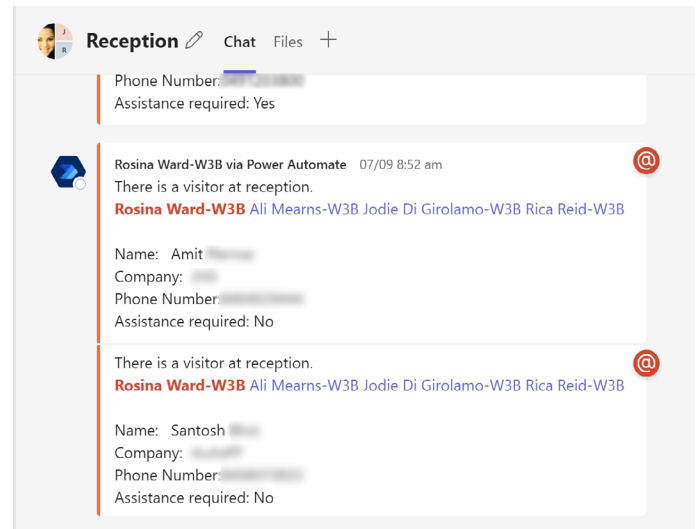
An automation that notifies staff when their visitor has arrived on-site

## System

- Power Automate

## Benefits

- ✔ Significant time savings for receptionist
  - Rozelle Interchange receptionist took on additional financial administration tasks, and promoted to Accounts Payable Assistant
- ✔ Visitors recorded in database upon entry
- ✔ Multiple staff notified in case staff or sick or off-site
- ✔ Reduced face-to-face interaction for front office staff during COVID restrictions
- ✔ Office entry doors can now be locked for security reasons, and visitors are always accompanied
- ✔ Visitors are recorded upon entry to adhere to fire safety standards



## OLD PROCESS

Receptionist signs in visitor and accompanies them to relevant staff

## NEW PROCESS

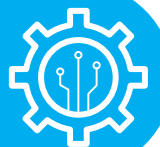
Visitor scans QR code at front desk



Visitor enters details on their phone using a Microsoft form (name, number etc.)



System alerts staff via Teams notification



If assistance is required, a staff member will greet visitor and assist



Visitors must sign in below

\* Required

1. Name \*

Enter your answer

2. Company \*

Enter your answer

3. Date Visiting \*

Please input date (dd/MM/yyyy)

4. Phone Number \*

Enter your answer

5. Do you require assistance from Office Manager? \*

Yes

No

Submit

For more information about this automation, contact [digitaldevelopment@jhgc.com.au](mailto:digitaldevelopment@jhgc.com.au)

