



Cisco Unified CallManager Assistant

The Cisco Unified CallManager Assistant (Cisco Unified CM Assistant) feature enables managers and their assistants to work together more effectively. Cisco Unified CM Assistant supports two modes of operation: proxy line support and shared line support. Both modes support multiple calls per line for the manager. The Cisco IP Manager Assistant service supports both proxy line and shared line support in a cluster.

Both modes of Cisco Unified CM Assistant comprise enhancements to phone capabilities for the manager and desktop interfaces that are primarily for the use of the assistant.

Cisco Unified CM Assistant with proxy line support includes a call-routing service.

With Cisco Unified CM Assistant with proxy line support, the service intercepts calls that are made to managers and routes them to selected assistants, to managers, or to other targets based on preconfigured call filters. The manager can change the call routing dynamically; for example, with a softkey press on the phone, the manager can instruct the service to route all calls to the assistant and can receive status on these calls.

Cisco Unified CallManager users comprise managers and assistants. The Cisco Unified CM Assistant with proxy line support routing service intercepts a manager user calls and routes them appropriately (Cisco Unified CM Assistant with shared line support does not support routing). An assistant user handles calls on behalf of a manager. Cisco Unified CM Assistant comprises features for managers and features for assistants.

Related Topics

- [Cisco Unified CallManager Assistant With Proxy Line Support](#), *Cisco Unified CallManager Features and Services Guide*
- [Cisco Unified CallManager Assistant With Shared Line Support](#), *Cisco Unified CallManager Features and Services Guide*

