



# Cisco Unified Attendant Console User Guide

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*Cisco Unified Attendant Console*

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## Preface

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The following manual relates to the operation of the Cisco Unified Attendant Console software product range. It applied to the following Cisco Unified Attendant Console Editions:

- Department
- Business
- Enterprise
- Premium.

Where there are differences in functionality between the editions, these are noted in the text. The main differences are:

Feature	Department	Business	Enterprise	Premium
Queues (F9)	No	Yes	Yes	Yes
Emergency Mode (Ctrl-E)	No	Yes	Yes	Yes
Lateral Search	No	No	Yes	Yes
Blind transfer with automatic camp on if busy	No	No	Yes	Yes
Re-establish a call with automatic camp on if busy	No	No	Yes	Yes
More than 3 directory search fields	No	No	Yes	Yes
Alternative Numbers display	No	No	Yes	Yes

Cisco Unified Attendant Console is an efficient application specially designed for handling calls and messages. This application enables you to answer calls from predefined set of queues and transfer them to desired extensions.

The application enables you to perform comprehensive tasks like Call Conference, Call Transfer, Call Parking and Call Retrievals. The user-friendly design of the application gives speed and flexibility and facilitates you to manipulate calls with simple mouse clicks or keystrokes.

The screen-based operator console that has been developed to work exclusively on Cisco Unified Communications Manager. The traditional functions of a telephone switchboard have been re-created as a Windows application. It is visually more appealing, easier to operate and more user friendly. The default layout of the Cisco Unified Attendant Console is shown in [Figure 1-4 on page 7](#).

## Purpose of this Guide

The purpose of this user guide is to:

- Provide information on configuring and initializing Cisco Unified Attendant Console.
- Instruct you to perform actions related to answering, holding, receiving, conferencing, and transferring calls. It also discusses procedures for toggling, making and retrieving calls.

## Who Should Read this Guide

The document is intended for:

- Those involved in the training of Cisco Unified Attendant Console
- Users of Cisco Unified Attendant Console.

## Organization

This guide includes the following chapters:

Chapter	Title	Description
1	<a href="#">Getting Started</a>	This section explains the interface of Cisco Unified Attendant Console. The basic functions of starting up and logging into the application are explained here.
2	<a href="#">Customizing Cisco Unified Attendant Console</a>	This section guides you to customize the application. Different configurations and preferences are also explained in this section.
3	<a href="#">Using Cisco Unified Attendant Console</a>	This section covers topics on answering and clearing calls, taking notes, holding, transferring and making calls.

## Conventions

This document uses the following conventions:

Convention	Indication
<b>bold font</b>	Commands and keywords and user-entered text appear in <b>bold font</b> .
<i>italic font</i>	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic font</i> .
[ ]	Elements in square brackets are optional.
{ x   y   z }	Required alternative keywords are grouped in braces and separated by vertical bars.
[ x   y   z ]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A non-quoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.



<code>courier font</code>	Terminal sessions and information the system displays appear in <code>courier font</code> .
< >	Non-printing characters such as passwords are in angle brackets.
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

**Note**Means *reader take note*.**Tip**Means *the following information will help you solve a problem*.**Caution**Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.**Timesaver**Means *the described action saves time*. You can save time by performing the action described in the paragraph.**Warning**Means *reader be warned*. In this situation, you might perform an action that could result in bodily injury.

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.





# CHAPTER 1

## Getting Started

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Cisco Unified Attendant Console must have the relevant telephony software and hardware installed and configured. For details see, *Cisco Unified Attendant Console Web Admin and Installation Guide*. Contact your system administrator to configure your system.

## Accessibility for Users with Disabilities

Cisco Unified Attendant Console provides accessibility features that make it easier for blind and visually impaired users to use the application.

Cisco Unified Attendant Console provides the ability to customize the appearance of the application making it simpler for users with low vision to adjust the look of the console. This allows users to work in the manner that they find most comfortable. To access the console settings choose **Options > Preferences** or **Options > Font Size** from the menu bar. For more information, see [Chapter 2, “Customizing Cisco Unified Attendant Console”](#).

The software can be used with a mouse as well as keyboard navigations. The keyboard navigations have been listed in the following section. For the user’s convenience graphical buttons are also available. Each icon displays a tool tip when the mouse is hovered on it, clearly defining the function of the graphic button. A list of icons along with their descriptions has also been provided in the following sections.

Attendants also have an option to use Cisco Unified Attendant Console with a screen reader plug in called JAWS. The screen reader provides the attendant with information on the status of the attendant console as well as with information about the text in the attendant console windows.

Cisco Unified Attendant Console also comes with context-sensitive help. For every page, users can access help specific to a window or a field by simply clicking **F1**.



For more information on Cisco Accessibility Program please contact through the following link, <http://www.cisco.com/web/about/responsibility/accessibility/contact.html>

## Using the Keyboard

Most of the operations can be performed through mouse clicks; however, you can also use the keyboard to perform call control operations. [Table 1-1](#) Shows the function keys that can be used to operate Cisco Unified Attendant Console.

## Key Descriptions

**Table 1-1**      *Key Descriptions*

Key Name	Description
F1	Help
F2	Alternative Numbers, BLF and Presence Status
F3	Will bring the cursor to the first Search Field in the Directory area.
F4	Create a Personal Directory Group
F5	Call Progress Field
F6	Speed Dials Field
F7	Active Calls Field
F8	Queued Calls Field (Incoming Calls)
F9 (not in Department Edition)	Queues Field
F10	Go Unavailable
F12	Contact Details
Backspace	Number Correction. Cancels the mis-dialed numbers
Insert	Camp on. Used to stack a call against a busy extension.
Delete	Re-establish. Retry a call.
Page Down	Hold/Retrieve. One key depression places the call on Hold. Pressing the key again retrieves the held call. Any call that returns to the Call Progress Field; for example, no reply or a parked call is retrieved in the same way
Enter	Connect/Clear. Either connects the call or clears the call down depending on the operating transaction in process
Plus	Answer Next/Toggle. Answers the next highest priority call or when offering a call will toggle between calling and called parties.  If a queue has Forced Delivery set then this button will not be needed for the call to be moved to the Active Call area F7.
Minus	Cancel Consult. Having offered a call, if the called party refuses, the key will drop the called party and the calling party is in circuit
Home	Call Park. Press to park a call on a park extension number
End	Conference. Used to start the conference procedure and then add parties
Context Key	Used to bring up the associated menu in the highlighted Field Header, use  to required item and Enter key to select 
Space Bar	Used to delete the number whilst in the process of dialling out
Tab Key	When you are in a Directory Search box, the Tab key can be used to jump across the search Fields
Alt-<number>	Used to jump across Personal Directory Tabs. The <number> is a whole number in the range 1 to 10, which selects the corresponding tab.

## Additional Functions

You can perform additional functions using the CONTROL (Ctrl) key. These are explained in [Table 1-2](#).

**Table 1-2**      **Combination Key Functions**

Key Combination	Description
Ctrl-F2	Used to display the Lateral Search (Cross tab) within the directories. This requires enabling in Preferences
Ctrl-F5	Used to Display My Camped on Calls
Ctrl-M	Used for sending an email to an extension user not responding to a call
Ctrl-E (not in Department Edition)	Used to force the queues into Emergency Mode
Ctrl-I	Used when the console is opened to trigger the Login screen.
Ctrl-O	Used to log the attendant console operator out of the system.
Ctrl-Q	Used to Mute a call when certain actions are taken. This is set up in preferences and the actions include <i>Performing a Search</i> , <i>Pressing numeric keys to dial numbers</i> or <i>Changing or Selecting Directory screens</i> .
Ctrl-R	Used to reclaim a call

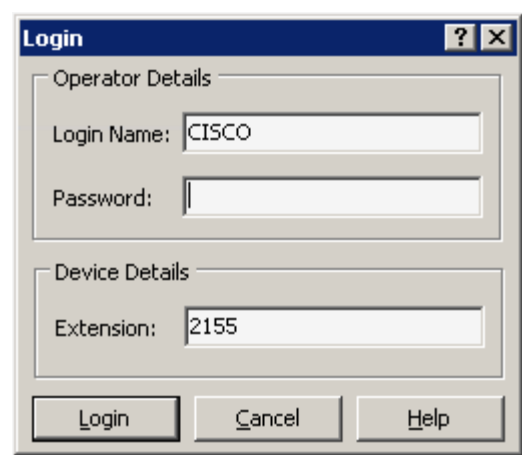
# Logging In

You must log in to the application with your **Login Name**, **Password** and **Extension number**. Each user has a unique identity to log in to Cisco Unified Attendant Console. Logging on to Cisco Unified Attendant Console also logs you on to Cisco Unified Attendant Server. After logging on successfully you can process both internal and external calls.

To login to the Cisco Unified Attendant Console, perform the following steps:

- Step 1
- Press **Ctrl-I** or choose **File > Login**, this will open the **Login** window.  
[Figure 1-1](#) shows the Login window.

Figure 1-1      Login Window



- Step 2
- Type **Login Name** and **Password**.
- Step 3
- Enter an **Extension**.
- Step 4
- Click **Login**.

[Table 1-3](#) explains the fields displayed in the *Login* window.

Table 1-3      Login Window Fields

Field	Example	Description
Operator Details		
Login Name	OPERATOR1	You must provide a login name here in order to log into the application.
Password	***	The password is required for secure login.
Device Details		
Extension	1000	Enter the extension number you are using to handle calls.

If you are logging in to a resilient Cisco Unified Attendant Console Premium Edition installation, which has a Publisher (primary) and Subscriber (secondary) server, the application connects to the server it was last connected to. If the default Publisher server fails, as soon as there are no active calls the application

cuts over to the Subscriber server. If the application cannot connect to the Publisher server at login, you are informed that you are being logged in to the Subscriber server. If the application cannot connect to either server, a failure message is displayed.

**Note**

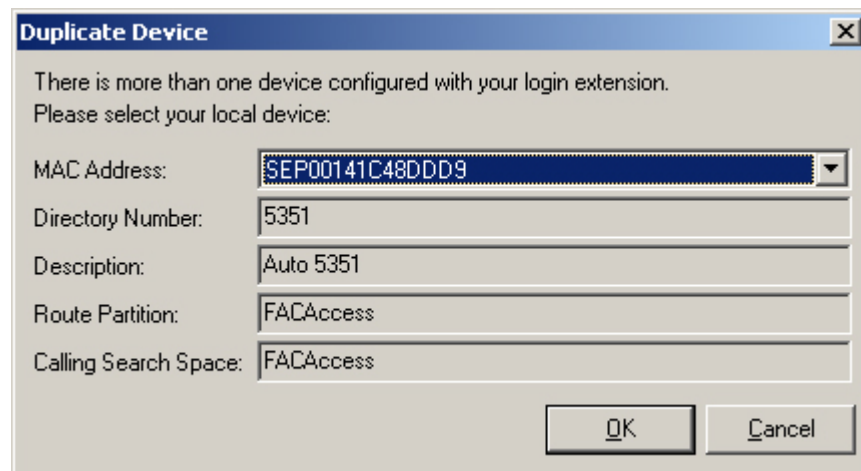
When you are logged in to the Subscriber server you cannot create, update or delete directory contacts, including contacts in the BLF or personal directory groups, nor can you create, update or delete personal directory groups.

If the Publisher becomes available while you are logged in to the Subscriber, you are asked whether you want to log into the Publisher or to stay logged in on the Subscriber. If the Subscriber fails while you are logged in to it, and if the Publisher is available, you are prompted that you are being logged in to the Publisher.

The Extension number that is entered during login must be the **Primary Number** for a device. It is possible that the same extension number might be configured as a primary number for another device on a different partition. In order to differentiate between the two devices configured on the same extension number, the MAC address can be used to identify each device. A MAC address is a unique identifier for each device.

During login, if multiple instances exist in Cisco Unified Communications Manager for the directory number you entered, a Duplicate Device window will be displayed. You can select a MAC address and view the relevant details for the directory number and select the correct device as shown [Figure 1-2](#).

**Figure 1-2** Duplicate Device Window with Information for the Selected Device



When you select a MAC address, the following information for the selected MAC Address is displayed as configured in Cisco Unified Communications Manager. This information is described in [Table 1-4](#).

**Table 1-4 Duplicate Device Window Fields**

Field	Example	Description
MAC Address	SEP00141C48DDD9	This field specifies the MAC Address. This is the unique identifier for a device. If the directory number for a device has multiple instances in Cisco Unified Communications Manager, the MAC Address is used to identify the relevant device.
Directory Number	5351	The number used by the operator to log in.
Description	Auto5351	This field provides the description for the device.
Route Partition	FACAccess	The route partition the extension is configured on.
Calling Search Space	FACAccess	The calling search space the extension is configured on.

Once the extension is selected, the application will initialize using the selected number. The selected extension will be used for subsequent sessions from the same PC.



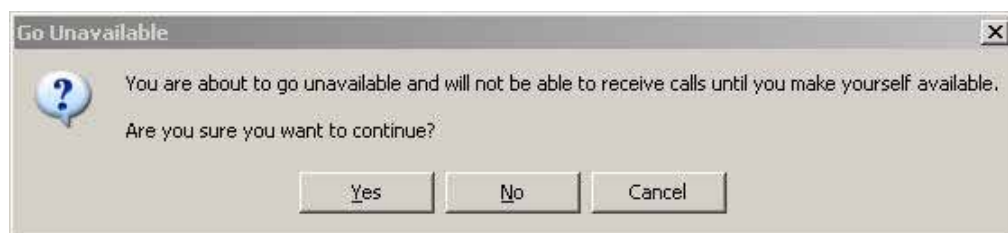
**Note**

*Shared Lines* are NOT supported as Operator phones.

## Go Unavailable (F10)

You can take a break by going unavailable for a specific time. The calls will still appear on the console but you will not be able to answer them. The short cut key for going **Unavailable** is **F10**. [Figure 1-3](#) displays the **Go Unavailable** window that appears when **F10** is pressed.

**Figure 1-3 Go Unavailable Window**



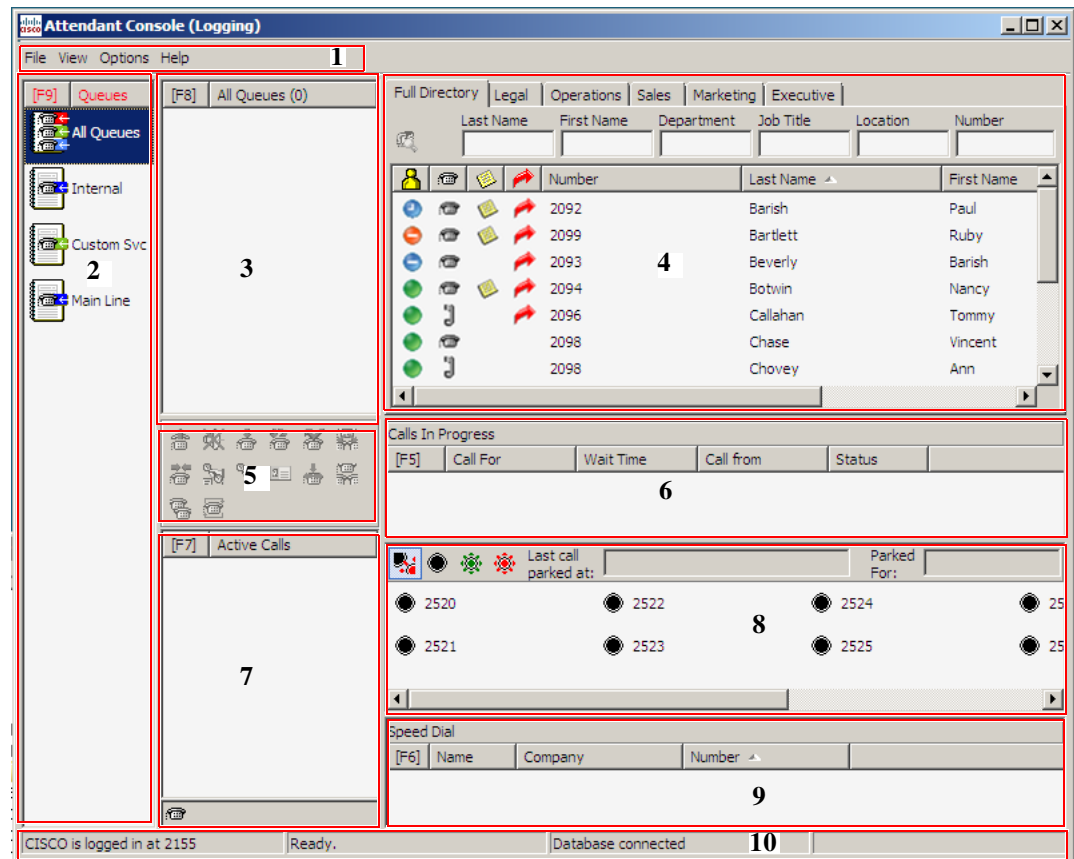
To become available, click **Go Available (F10)**.



# Interface

Figure 1-4 displays Cisco Unified Attendant Console interface.

**Figure 1-4 Cisco Unified Attendant Console Layout**



**Key to Figure:**

1. Menu Bar
2. Queues (F9) (Not in Department Edition)
3. Queued Incoming Calls (F8)
4. Directories
5. Call Control Toolbar
6. Call Progress (F5)
7. Active Calls (F7)
8. Parked Calls
9. Speed Dial (F6)
10. Status Bar.

## Menu Bar

Table 1-5 describes the Menu Bar.

**Table 1-5**      **Menu Options**

Control Name	Description
<b>File</b>	
Login	This option is used to login.
Log out	This option logs you out from Cisco Unified Attendant Console.
Exit	This option is used to close the application.
<b>View</b>	
Toolbars	This option activates/deactivates the <i>Call Control</i> tool bar.
Queues (not in Department Edition)	This option allows you to either <i>View All Queues</i> or <i>View Individual Queues</i> .
Speed Dial	This option activates/deactivates the <i>Speed Dial</i> field.
Call Park	This option activates/deactivates the <i>Parked Calls</i> field.
Display Salutation	This option enables/disables the Salutation Window.
Display My Camped on Calls	This option enables/disables the display of camped on calls. The shortcut for this function is (Ctrl-F5).
<b>Options</b>	
Preferences	This option opens the preferences window to customize Cisco Unified Attendant Console.
Emergency (not in Department Edition)	The option allows you to send all the queues in Emergency Mode. All calls will be forwarded to a pre-configured destination.
Filter Searching	You can select to switch on AND searching from this menu.
Font Size	Use this to change the font size displayed in the interface.
<b>Help</b>	
Contents	It opens on-screen help.
Keyword Search	Allows you to use keywords to search the help file.
Graphics	Displays a graphic panel that displays all of the graphic icons used within the Cisco Unified Attendant Console.
About Attendant Console	The version and copyright information.





## Queues (F9) (Not in Department Edition)

The Queues field displays the queues that are available to the logged in operator. Each icon represents a different queue. When an incoming call is delivered to the queue, a numeric indicator shows the number of calls waiting to be answered. A ringing tone is heard by the caller until the call is answered.

Within the Web Admin application it is possible to designate a specific queue to be immediately answered by the next free Attendant (This is referred to as Forced Distribution). The calls in the queue are configured to be presented on longest idle Attendant Operator or Circular i.e. work share between Attendants logged in and able to answer the queue. The Answer Next key is not required to be pressed and the call will automatically appear in the Active Call Field F7. The Caller is in circuit.

Table 1-6 describes the icons that are displayed in the Queues (F9) area of the screen.

**Table 1-6** Queues Area Icons

Icons	Types of Queues
	Console Queues that have Forced Delivery configured.
	Console Queues that are active and ready to receive calls.
	Queues in night service.
	Queues in <i>Emergency</i> mode.

Right-clicking on a call in the *Queues* area and choosing an option from the context menu can also access the above-mentioned options.

Press Ctrl-E to force the queues into Emergency Mode.


## Queued Incoming Calls (F8)

This field displays calls waiting in queues, plus the following information:

- Name of the caller
- Number of the caller
- Elapsed time the call has been waiting in queue
- Name of the queue (optional)

Table 1-7 describes the functions that can be performed on the calls in this area using the keyboard,

**Table 1-7** Function Keys for Queued Incoming Calls Field

Key	Function
+	Answers the next incoming call.
	
Note	If a queue has Forced Delivery set then this button will not be needed for the call to be moved to the Active Calls field F7.
Enter	Press to answer the incoming call.

These functions can be accessed through the right-click context menu.

## Directories

There are two types of directories in Cisco Unified Attendant Console:

- **Full Directory** - This shows all of the contacts that are available within the Cisco Unified Attendant Console environment.

- **Personal Directory Groups** - These directories can be modified to display a portion of the Full Directory. These directory groups are specific to the credentials used to the login used with the Cisco Unified Attendant Console.

## Full Directory

The Cisco Unified Attendant Console has a directory area where contact information can be easily retrieved. The initial directory that is displayed is titled Full Directory, and will display all of the contacts that are registered within the Cisco Unified Attendant Console environment. This can include both internal and external contacts.

There are aspects of the directory that are configured through the Cisco Unified Attendant – admin, but the basic information that is normally displayed will include contact details such as:

- First Name
- Last Name
- Department
- Job Title
- Extension Number
- Email

These are the default settings and can be changed. [Figure 1-5](#) is an example of a Full Directory display.

**Figure 1-5** Full Directory

Full Directory

HQ

Branch A

Branch B

Branch C

Sales

Legal

Last Name

First Name

Location

Department

Number










				Last Name	First Name	Location	Department	Number
				Barish	Paul	HQ	Legal	7151006
				Barish	Beverly	Branch A	Marketing	7151005
				Botwin	Nancy	Branch A	Sales	7151009
				Brock	Michelle	HQ	Operations	7151002
				Callahan	Tommy	Branch C	Sales	7151001
				Callahan Sr.	Thomas	Branch A	Executive	7151007
				Chase	Vincent	Branch C	Marketing	7151019
				Davies	Adam	Branch B	Sales	7151016
				Gordon	Dana	Branch B	Executive	7151017

Call control operations can be performed on the contacts in the any of the Directories in the following ways:

- Using the mouse, select a contact in the directory and click any call control button on the call control toolbar. These buttons have been explained in the previous sections.
- Right-click a contact and choose an option from the context menu.
- Use the keyboard shortcuts to perform call control operations as explained in the previous sections.

Table 1-8 provides a description of the icons that appear next to a contact in the Directory area. Table 1-9 describes the functions of the keys used within the Directory area.

**Table 1-8 Directory Area Contact Icons**

Icon	Description
	Indicates the Presence status of the Contact.
	Indicates the status of the extension. It can also be used to indicate the type of contact number being used, for example,  Mobile,  Business,  Home,  Fax or  Pager.
	Indicates that the contact has some notes attached.
	Indicates that an alternate number has been specified for the contact, or one of the following fields have an entry in the Contact Numbers: <ul style="list-style-type: none"> <li>• Mobile</li> <li>• Business 1</li> <li>• Business 2</li> <li>• Home</li> </ul>

**Table 1-9 Keys Used for Functions within a Directory**

Key	Function
Ctrl-F2 (preference specific - See <a href="#">Filter Search</a> , page 2-14) (in Cisco Unified Attendant Console Enterprise and Premium Editions only)	Open a Lateral Search for alternative colleagues of the selected contact. This search will be on the category that has been set within the preferences.  When the Lateral Search window opens, its title bar contains details of the directory column searched and the data for the selected contact from that column.  The Lateral Search window can be moved or reshaped as required.
F2	Opens BLF, Presence Status and Alternative Numbers.
F4	Create a Personal Directory Group.
F12	Opens Contact Properties.
Shift-F4	Allows you to edit an existing Personal Directory Group
Ctrl-F4	Allows you to delete an existing Personal Directory Group
Ctrl-Tab and Ctrl-Shift-Tab	Will either select the next or previous directory tab and display the contact details.
Alt-<number>, where <number> is a whole number in the range 1 to 10	This allows for an Attendant Operator to jump to a specific Personal Directory. You can use this method to view the first 10 directory tabs only.  Example: If you have five directories and you press <b>Alt-2</b> the second directory tab will be displayed, If you press <b>Alt-4</b> the fourth directory tab will be displayed.

## Personal Directory Groups (F4)

Personal Directory Groups provide the Cisco Unified Attendant Console operator with the ability to create custom directories that make navigating the full directory easier to use.

**Note**

If you have a resilient Cisco Unified Attendant Console Premium Edition installation, you must be logged into the Publisher server to be able to create Personal Directory Groups.

To navigate between Personal Directories, you can either select the tab heading. You can also use **Ctrl-Tab** and **Ctrl-Shift-Tab** to select the next or previous directory. Alternatively, you can navigate directly to any of the first ten tabs by pressing **Alt-<number>**, where <number> is a whole number in the range 1 to 10.

With Personal Directory Groups you can take a call that has arrived on the Cisco Unified Attendant Console and drag and drop it to a specific Personal Directory Group tab and the contacts within that group will be available for selection.

## To Create a New Personal Directory Group

**Note**

A maximum of 100 Personal Directory Groups can be created.

**Note**

Personal Directory Group are a way for Cisco Unified Attendant Console Operators to customize their directories, and should not be used to add personal numbers to a corporate network as this will impact on the contact licenses used,

- Step 1** To create a new Personal Directory Group, position the mouse within the Directory Field of the Cisco Unified Attendant Console and press **F4** or right-click within the Directory Field and go to **Personal Directory Group** and **New**. A dialog box will appear (Figure 1-6) and the following information is required.

**Figure 1-6** Personal Directory Group Dialog Box

- Step 2** Under **Details** you have to provide a meaningful **Name** and **Description** for the group.
- Step 3** Within the Filter area you need to enter the criteria that you want to filter the directory group with. Select the **Field** type from the drop down selection.
- Step 4** Then select the **Measurement** type that you will use:
- If it is a text based field like **Last Name**, **Department**, etc you can select from:
    - Begins with,
    - Contains,

- Ends with,
- Is equal to.
- If is a numeric field, such as **Number** you can select:
  - Begins with,
  - Contains,
  - Ends with,
  - Is equal to,
  - Is greater than or equal to,
  - Is less than or equal to.

**Step 5** Enter the Measurement **Value**.

An Example would be **Field: Last Name, Measurement Type: Begins with**, and the **Measurement Value: K**. This would produce a directory with a list of contacts where their last name starting with the letter K.

**Step 6** [Optional] You can click on **New** to add an additional Criteria. You can use a maximum of three Criteria to create or modify a Personal Directory.



**Note**

If a directory is created that uses the parameter **Number** to filter by, the criteria entered will be measured against all of the number fields that are indexed (**Main Extension, Business 1, Business 2, and Mobile** etc, etc) and all results will be displayed that meet the criteria.

With the directory displaying only the Main Extension number, or the substitute number (defined in **Options > Preferences > General** and **Internal Contacts Number Priority** – it may appear that the directory is showing an inconsistent result. This is not the case and will point to the fact that the contact has another of the numbered fields that matches the criteria set (eg. Business 1, Business 2, and Mobile etc, etc).

*Example: - A contact has its primary number as a **mobile 22222**, yet has a **business1** number set as **1111**. So the directory would always show 22222 as that is its primary number based on the priority. If however **business1** is an indexed field and an Attendant Operator creates a personal directory group where Number Is equal to **1111**, then our example contact would be displayed (because the mobile met the criteria) yet the number displayed would be the primary number which is **22222**.*

## Adding Contacts to an Already Created Personal Directory Group

From the Full Directory it is possible to select a contact and drag it to a previously created Personal Directory tab. The contact will then appear in that Personal Directory, regardless of if it matches the criteria set for that group.



**Note**

If you have a resilient Cisco Unified Attendant Console Premium Edition installation, you must be logged into the Publisher server to be able to add, delete or change contacts.

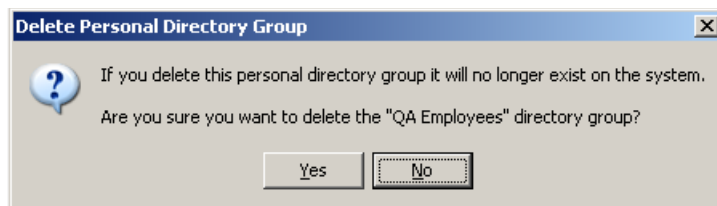
## To Modify a Personal Directory Group

Pressing **Shift-F4** allows you to see the details of an existing Personal Directory Group and modify them.

## To Delete a Personal Directory Group

Pressing **Ctrl-F4** allows you to delete an existing Personal Directory Group. You will be prompted to confirm that you want to make the deletion.

**Figure 1-7** Example Delete Personal Directory Group Warning



## Call Control Toolbar

The Call Control toolbar is located between the Queued Calls and Active Calls areas. It shows icons for all the call control operations available at any given time. [Figure 1-8](#) shows an example of the Call Control toolbar with a selection of items available and some unavailable.

**Figure 1-8** Call Control Toolbar








[Table 1-10](#) describes the Call Control toolbar icons.

**Table 1-10** Call Control Toolbar Icons

Control Name	Icon	Description
Answer Call		Click to answer a ringing call (not a queued call).
Mute Call		Click to Mute a Call. This will put the call on hold locally (on the handset) and the caller will hear your music on hold.
Clear Call		Click to clear an active call.
Transfer Call		Click to complete a pending consultation transfer.
Retrieve Call		Click to retrieve a held call.
Toggle Call		Click to switch between <i>Active</i> and <i>Held</i> calls.
Re-establish		Click to redo an action previously performed on a call.
Hold with Notes		Click to attach notes to the current call before placing the call on hold.
		<b>Note</b> The notes are for your use, and do not get sent on with the call.
Hold		Click to place a specific call directly on hold.



**Table 1-10** *Call Control Toolbar Icons*

Control Name	Icon	Description
Contact Properties		Click to view contact details of the caller.
Start Conference		Click to consult and start conference with another user.
Conference		Click to bring the parties together in conference.
Camp on		Click to transfer a call to a busy extension.
Park Call		Click to place the call on a call parking device.

Right-clicking on a call in the Active Calls field and choosing an option from the context menu can also perform the above-mentioned operations. You can also access these options using your keyboard (see [Chapter 1, “Using the Keyboard”](#)).

## Call Progress (F5)

The Call Progress field displays two types of calls:


- Calls that are placed on hold.
- Timed-out (returned) calls that were transferred or parked on a device.

You can retrieve or re-establish a call from the Call Progress area in the following ways:

- Using the mouse, select a call in the Call Progress area and click any call control button on the call control toolbar. These buttons have been explained in the previous sections.
- Right-click a call and choose an option from the context menu.
- Use the keyboard shortcuts to perform call control operations as explained in the previous sections.

[Table 1-11](#) provides a description of the fields displayed in the Call Progress area.

**Table 1-11** *Fields Displayed for a Call in the Call Progress Area*

Control Name	Description
Call Progress	The caller's number.
Time	It is the elapsed waiting time of the caller.
Extension	Extension for which the call was transferred.
Status	This indicates whether you have placed the call on hold, or, if the call has returned on time-out.
Label 	The label indicator is displayed to show that there are notes attached to the call.

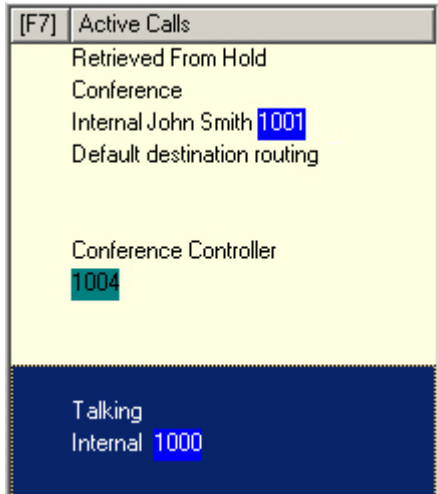
# Active Calls (F7)

The Active Calls field displays calls that are being processed. You can view call information such as:

- Name of the queue
- Current status of the call, that is, Held, Calling, Talking or Busy

Figure 1-9 shows an example of the Active Calls field.

Figure 1-9 Example Active Calls Field



  
Note

If a queue has been configured to Forced Delivery in Web Admin, you do not need to press **Plus** to answer the call. It will automatically appear in the Active Call F7 field and the caller will be in circuit.

Table 1-12 describes the keys that can be used in the Active Calls Area,

Table 1-12 Keys Used to Handle Calls in Active Calls Field

Key	Function
Enter	Press to answer the incoming ringing call.
Enter	Press to clear the connected call.
Enter	Press to complete the Consult Transfer of the call.
PgDn	Press to hold.
PgDn	Press to retrieve the held call.
-	Press to cancel Consult Transfer.
End	Press to start and join all parties in Conference.
Delete	Press to re-establish a call.
F2	Press to display Alternative Numbers, BLF and Presence Status.
F12	Press for Contact Details
Home	Press to park the answered call on a device.
Ctrl-M	Used for sending an email to an extension user not responding to a call





Right-clicking on a call in the **Active Calls** area and choosing an option from the context menu can also access the above-mentioned options.

## Parked Calls

The Parked Calls field displays a list of call park devices. If you are not using call parking, you can hide the Parked Calls field by clicking **View > Call Park** (this option toggles the display). By default you view all devices.


Table 1-13 describes the controls you can use to control the Parked Calls field.

**Table 1-13** *Parked Calls Controls*

Control	Function
	Show all Call Park devices.
	Show all Call Park devices available to you. Unused devices are listed with this symbol.
	Show only those Call Park devices where you have parked calls. Devices with calls parked by you are listed with this symbol.
	Show only those Call Park devices where other operators have parked their calls. Devices with calls parked by others are listed with this symbol.

The following fields are also displayed:

- **Last call parked at**—the number where you parked the last call.
- **Parked For**—when a call is reverted from a busy extension and you park that call, this field displays the name of the contact the call bounced back from

A Call Park device with  **Out of Service** icon indicates that it is out of service and cannot be used for parking calls.

You can park or retrieve the calls in the following ways:

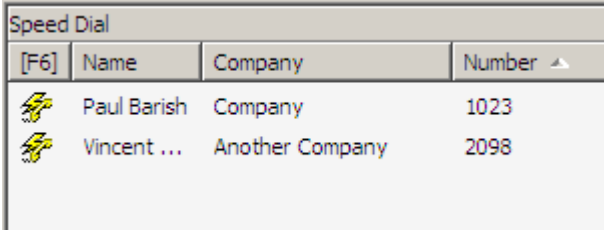

- Using the mouse, select a Call Park device and click any icon on the call control toolbar.
- Right-click a device and choose an option from the context menu.
- Use the keyboard shortcuts to perform call control operations as explained in the previous sections.

## Speed Dial (F6)

The Speed Dial field contains a list of your frequently-dialled numbers, enabling you to dial them quickly.

Figure 1-10 displays an example of a name in the Speed Dials field.

**Figure 1-10**      *Speed Dial Field*

Speed Dial			
[F6]	Name	Company	Number ▲
	Paul Barish	Company	1023
	Vincent ...	Another Company	2098

You can perform call control operations in the following ways:

- Using the mouse, select a contact and click any icon on the call control toolbar.
- Use the keyboard shortcuts to perform call control operations as explained in the previous sections.



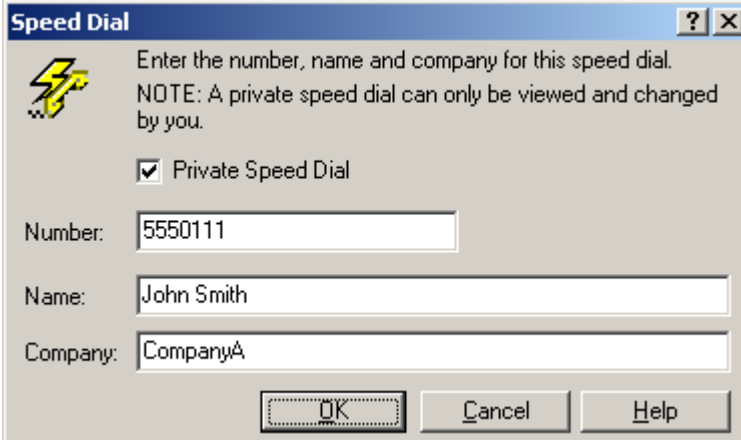
If you have a resilient Cisco Unified Attendant Console Premium Edition installation, you must be logged into the Publisher server to be able to add, delete or change speed dial numbers.

## Adding an entry to the Speed Dial Field

To add a number to the Speed Dial field, perform the following steps:


- Step 1** Right-click the Speed Dials field and select **Add Speed Dial**.
- Step 2** Enter **Number**, **Name** and **Company** name of the contact. Figure 1-11 displays the Speed Dial dialog box.

**Figure 1-11**      *Speed Dial Dialog Box*



The Speed Dial dialog box has a title bar with a question mark and close button. It contains a lightning bolt icon, a text area with instructions, a note about private speed dials, a checked checkbox for 'Private Speed Dial', and three text input fields for 'Number', 'Name', and 'Company'. At the bottom are 'OK', 'Cancel', and 'Help' buttons.

**Speed Dial** [?] [X]

 Enter the number, name and company for this speed dial.  
NOTE: A private speed dial can only be viewed and changed by you.

☒ Private Speed Dial

Number:

Name:

Company:

[OK] [Cancel] [Help]

Table 1-14 describes the fields in the Speed Dial dialog box (shown in Figure 1-11).

**Table 1-14**      *Speed Dial Window Fields*

Field	Example	Description
Private Speed Dial		Private speed dial numbers can only be edited and viewed by you. Other users logging into the application will not be able to view the numbers for which this checkbox is selected. If unchecked it will be visible to ALL other users.
Number	5550111	Contact number to be saved as speed dial.
Name	John Smith	Name of the contact.
Company	CompanyA	Name of the company where your contact works.

**Step 3**      Click **OK**.



**Note**      You can simply drag and drop a contact from the **Directory** fields to the **Speed Dial** area.

## Deleting an entry from the Speed Dial Field

To delete an entry from the Speed Dial field, perform the following steps:

- Step 1**      Select the speed dial you want to delete.
- Step 2**      Right-click and choose **Delete Speed Dial**.
- Step 3**      Click **Yes** on the confirmation message.

## Updating an entry in the Speed Dial field

To update an entry in the speed dial field, perform the following steps:

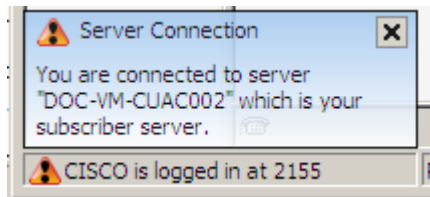
- Step 1**      Select the speed dial you want to update.
- Step 2**      Right-click and choose **Edit Speed Dial**.
- Step 3**      Change the **Name**, **Number** and **Company** as required.
- Step 4**      Click **OK**.

## Status Bar

The status bar is an information area at the bottom of the GUI window; it is divided into sections, each of which shows information about the current state of an aspect of the application. From left to right, the sections show:

- Server Connection.
- Application Status. For example, **Ready**.
- Database Connection.

If you hover the pointer over the Server Connection section a message is displayed when you lose your connection to the server, or when you are connected to the Subscriber server. For example:



Similarly, if you hover the pointer over the Database Connection section a message is displayed when you are connected to the Subscriber database.

In either case, click the cross or wait 10 seconds to close the message.

After you have viewed these messages, and for as long as the condition persists, the exclamation mark icon remains displayed in the relevant status bar section.

# Working in the Fields

Here are some procedures you can use while working in Cisco Unified Attendant Console,

## Dialling a Number

Instead of selecting a contact from the directories and then making a call, you can dial a number using your keyboard. As you type, the digits appear in the **Calling box** under the **Active Calls** area. [Table 1-15](#) lists the available keys that can be used to edit a dialled number.

The following keys can be used,

**Table 1-15**      *Lists the keys used to edit the dialled number*

Key	Function
Backspace	Clears digits when typing a contact number
Space Bar	Clears the number while dialling out.
Enter	Dials the entered number.

## Finding Contacts in the Directories

Cisco Unified Attendant Console's search engine enables you to search for a specific person via configured criteria within the directories. This is useful if the console is extremely busy.

To locate a person or number, perform the following steps:

- Step 1**      Select the directory that the required contact is in. This could be either the Full Directory, or a Personal Directory Group. To navigate between Personal Directories, you can either select the tab heading. You can also use **Ctrl-Tab** and **Ctrl-Shift-Tab** to select the next or previous directory. Alternatively, you can navigate directly to any of the first ten tabs by pressing **Alt-<number>**, where <number> is a whole number in the range 1 to 10.
- Step 2**      When the Directory Tab is selected the cursor will default to the first search box. Also if you start typing the cursor will automatically go to the first search box.
- Step 3**      You can select any search criteria. You can base your search on any of the following:
  - Last Name
  - First Name
  - Department
  - Number
- Step 4**      Press the **Tab** key on the keyboard to jump between the search fields or point and click the mouse on the relevant search box.
- Step 5**      Enter a keyword.

**Note**

With AND Searching enabled, either via **Options > Preferences > Filter Searching** and ticking **I want to use AND Searching** or **Options > Filter Searching** and tick **Use AND Searching** it is possible to enter keywords in two places. Example being *John* in the **First Name** and *Smith* in the **Last Name** field. The results will display all records that meet the criteria that has been entered in BOTH fields and would eliminate records that only meet one of the criteria.

**Step 6** Press **Enter**.

The selected directory will filter out any contacts that do not match the keyword that is entered.

Once the required person has been located, either double click or press the **Enter** key twice to call the contact. [Figure 1-12](#) shows an example of a search for people that have 'John' as a first name.

**Figure 1-12** Example Search Results

Last Name		First Name		Department			
<input type="text"/>		<input type="text" value="John"/>		<input type="text"/>			
			Number	Last Name	First Name	Department	Job Title
			1001	Smith	John	Sales	
			2000	Junior	John	Marketing	

**Note**

Search will filter contacts that do not match the criteria if the **Filter Search** button is pressed. If this button is not pressed the application will only select the contact that match the given keyword. For instance, if the **Filter Search** button is pressed and you type "A" then the first contact that has its first letter "A" will be selected.

## Lateral Searching (Ctrl-F2) (Enterprise and Premium Editions only)

Lateral Search provides a filter feature that allows you to search specific criteria, such as Department, First or Last Names). This feature can be used within any of the contact directories.

To use the lateral search feature, select a contact from the directory either by using the mouse or keyboard. Then initiate a lateral search by pressing Ctrl-F2 which displays an extended search screen showing all contacts matching the lateral search field.

## Lateral Searching

The extended search window height can be resized and the window can be moved. After you resize the window, the Cisco Unified Attendant Console memorizes the new size and position of the window.



You can close the extended search window at any time using by pressing the ESC (Escape) key or by clicking on the close window icon (x).

When you initiate a Lateral Search, you must complete the selection or close the extended window prior to continuing with other features within the Cisco Unified Attendant Console.

To set the Preferred Lateral Search field you must specify the criteria within the Preferences. (**Options > Preferences** and then the **Filter Search** tab). Selecting None disables the feature.





## CHAPTER 2

# Customizing Cisco Unified Attendant Console

---

Cisco Unified Attendant Console provides the ability to customize both the appearance and functionality of the application.

To access the console settings, choose **Options > Preferences** in the main menu. This will open the **Preferences** window.



**Note**

You can change the size of the font used in the interface from either the **Preferences** window, or by choosing **Options > Font Size** from the main menu. For the sizes available, see [Display, page 2-3](#)

---

The tabs in the **Preferences** window are explained below.

## General

The following settings are available in this tab:

- **Popup Application When**

Cisco Unified Attendant Console provides you the options to pop up the application when:

- **Queued calls are waiting to be answered**
- **My local device rings** (if this is the device you are logged in with)
- **Minimize when not in use**

If either or both of the first two options are checked, the application will pop up on your desktop if it is minimized. The third option will minimize the application when there are no calls active or queuing.

- **Internal Contacts Number Priority**

You need to set a priority so that if a contact doesn't have the first number in the list, the next number will be substituted instead.

This table shows the possible contact numbers that are available, and the sequence which they will populate the Number field within the directory. If the contact does not have a **Main Extension** then the number that will be used is **Business 1**, then **Business 2**, then **Mobile** and so on.

To change the sequence of the order that the numbers will be substituted, select the *number type* that you want to move and use the **Up** and **Down** arrows to move it to the correct location.



**Note**

Note the following:

- If a directory is created that uses the parameter **Number** to filter by, the criteria entered will be measured against all of the number fields that are indexed (**Main Extension**, **Business 1**, **Business 2**, and **Mobile** etc, etc) and all results will be displayed that meet the criteria.
- With the directory displaying only the Main Extension number, or the substitute number (defined in **Preferences Tab > General** and **Internal Contacts Number Priority**) it may appear that the directory is showing an inconsistent result. This is not the case and will point to the fact that the contact has another of the numbered fields that matches the criteria set (eg. **Business 1**, **Business 2**, and **Mobile** etc, etc).
- Example: A contact has its primary number as a *mobile 22222*, yet has a *business1* number set as *1111*. So the directory would always show *22222* as that is its primary number based on the priority.

If, however, **business1** is an indexed field and an Attendant Operator creates a personal directory group where Number Is equal to *1111*, then our example contact would be displayed (because the mobile met the criteria) yet the number displayed would be the primary number which is *22222*.

Figure 2-1 displays the options that can be configured from the General tab.

**Figure 2-1** Preferences Section General Tab

General

Popup Application When

☒ Queued calls are waiting to be answered

☒ My local device rings

☐ Minimize when not in use

Internal Contacts Number Priority

You need to set a priority so that if a contact doesn't have the first number in the list, the next number will be used.

Main Extension  
Business 1  
Business 2  
Mobile  
Home  
Pager  
Fax

↑  
↓

# Display

The **Display** tab enables you to set the following:

- **Queues Order** (Cisco Unified Attendant Console Premium Edition only) – if you do not want the queues sorted in the order they were created, check **Sort queues alphabetically**.
- **When a section becomes selected** – The **Change font Colour** setting allows you to change the font colors of the labels in Cisco Unified Attendant Console for the selected area. This makes it easy to see which area you have selected when operating the console. The default is that the text becomes red.
- **Display Call Information**
  - **Show Routing Tag** allows you to display the intended destination of each call as well as the standard details with each call such as Caller ID and internal/external notification. This is set by default.
  - **Show Time-out Conditions** allows you to display details of why a call has returned to the operator.
- **When making calls** – This controls whether the BLF/Presence prompt is displayed. By default **Prompt if Presence Status is set** is not selected.
- **When dragging and dropping** – The **Display a drag image** option allows you to see a complete image on screen of the call you are dragging across the screen.

- **Font Size** – Use this to change the size of the font in the Cisco Unified Attendant Console interface to help make it easier to use. Select from **Default**, **Medium**, **Large** or **Extra Large**. You can also set this parameter from the main application menu by choosing **Options > Font Size**.
- **Resilience** (Cisco Unified Attendant Console Premium Edition only) – Check **Prompt when switching servers** (the default) to be prompted when servers switch during server failure or recovery.

Figure 2-2 displays the options that can be configured from the Display tab.

**Figure 2-2** Preferences Section Display Tab

The screenshot shows the 'Display' tab of the preferences section. It contains several configuration options:

- Queues order**: A checkbox for 'Sort queues alphabetically' is currently unchecked.
- When a section becomes selected**: A checkbox for 'Change font Colour' is checked. Below it, 'To this colour:' is followed by a red color swatch and a 'Colour' button.
- Display Call Information**: Two checkboxes, 'Show Routing Tag' and 'Show Timeout Conditions', are both checked.
- When making calls**: A checkbox for 'Prompt if Presence Status is set' is unchecked.
- When dragging and dropping**: A checkbox for 'Display a drag image' is checked.
- Font Size**: A dropdown menu is set to 'Default'.
- Resilience**: A checkbox for 'Prompt when switching servers' is checked.

# Presence

This tab provides the Operator with the facility to set the preferences for the Presence information.

- **Default Presence Display** – Select between either **Microsoft Presence Status**, **Cisco Presence Status** or **None**.
- **Enable Microsoft Presence Information** – To display the Microsoft Presence Information tick this box and select which field will be used to retrieve the information.

The selection is made via a drop down selection with the choices being: **Email**, **Email 2**, **Email 3**, **User Field 1**, **User Field 2**, **User Field 3** or **User Profile**.

- **Enable Cisco Presence Information** – To display the Cisco Presence Information tick this box and select which field will be used to retrieve the information.

The selection is made via a drop down selection with the choices being: **Email**, **Email 2**, **Email 3**, **User Field 1**, **User Field 2**, **User Field 3** or **User Profile**.

Figure 2-3 displays the options that can be configured from the Presence tab.

**Figure 2-3** Preferences Section Presence Tab

The screenshot shows a configuration window titled "Presence". It contains three main sections:

- Default Presence Display:** A group box containing three radio buttons: "Microsoft Presence Status", "Cisco Presence Status", and "None". The "None" option is selected.
- Enable Microsoft Presence Information:** A section with a checked checkbox. Below it, the text "To retrieve Presence information use the following field:" is followed by a dropdown menu currently showing "Email".
- Enable Cisco Presence Information:** A section with a checked checkbox. Below it, the text "To retrieve Presence information use the following field:" is followed by a dropdown menu currently showing "User Profile".

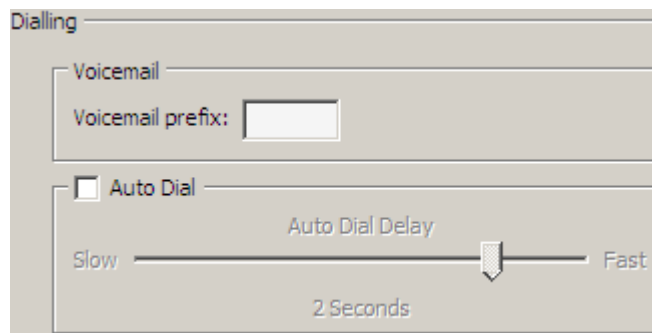
# Dialling

The following option is available in this tab,

- **Voicemail Prefix** – This option allows you to enter a prefix that will send the call directly to a voicemail extension.
- **Auto Dial** – This option allows you to automatically dial an internal or external number after a defined time. You can set the duration of time for Auto Dial. The desired number is entered in the area below Active Calls.

Figure 2-4 displays the options that can be configured from the Dialling tab.

**Figure 2-4** Preferences Section Dialling Tab



# Call Transfers

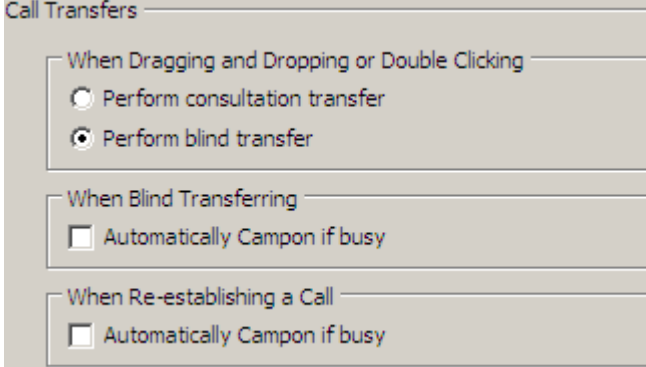
The following options are available in this tab:

- **When Dragging and Dropping or Double Clicking** (All Editions)  
This section allows you to choose the type of transfer you would like to perform when dragging and dropping or double clicking a call. You can click a radio button to choose one of the following options:
  - **Perform consultation transfer**
  - **Perform blind transfer** (this is selected by default)
- **When Blind Transferring** (Cisco Unified Attendant Console Enterprise and Premium Editions only)  
When Blind Transferring a call, you can select **Automatically Campon if busy**. This automatically stacks the call on to the extension until it becomes available and increases the speed of call handling.
- **When Re-establishing a Call** (Cisco Unified Attendant Console Enterprise and Premium Editions only)  
When re-establishing a call, you can select **Automatically Campon if busy**. This automatically stacks the call on to the extension until it becomes available and increases the speed of call handling.



Figure 2-5 displays the options that can be configured from the Call Transfers tab.

**Figure 2-5** Preferences Section Call Transfer Tab (Enterprise and Premium Editions)



The screenshot shows the 'Call Transfers' preferences window. It contains three sections, each with a title bar and a list of options:

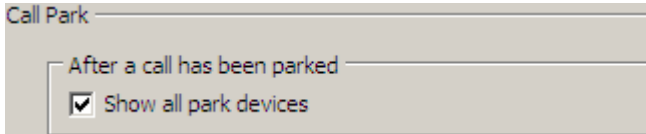
- When Dragging and Dropping or Double Clicking**
  - ☐ Perform consultation transfer
  - ☒ Perform blind transfer
- When Blind Transferring**
  - ☐ Automatically Campon if busy
- When Re-establishing a Call**
  - ☐ Automatically Campon if busy

## Call Park

This tab provides a checkbox. If you check the checkbox, after a call has been parked, all park devices will be displayed in the Call Park Area.

Figure 2-6 displays the options that can be configured from the Call Park tab.

**Figure 2-6** Preferences Section Call Park Tab



The screenshot shows the 'Call Park' preferences window. It contains one section with a title bar and a list of options:

- After a call has been parked**
  - ☒ Show all park devices

## Mute

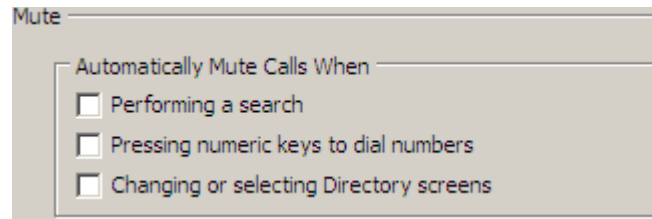
This section allows the user to enable automatic muting of calls. The User can select any of the following options:

- **Performing a search** – Selecting this checkbox will automatically mute a call when the operator clicks in any of the search fields.
- **Pressing numeric keys to dial numbers** – Selecting this checkbox will automatically mute a call when the operator dials a number.
- **Changing or selecting Directory screens** – If the user selects this checkbox, a call will be automatically muted if the operator clicks on the directories.

When one of these options is selected the call will be held locally (on the handset) and the caller will hear music on hold.

Figure 2-7 displays the options that can be configured from the Mute tab.

**Figure 2-7** Preference Section Mute Tab.



## Tones

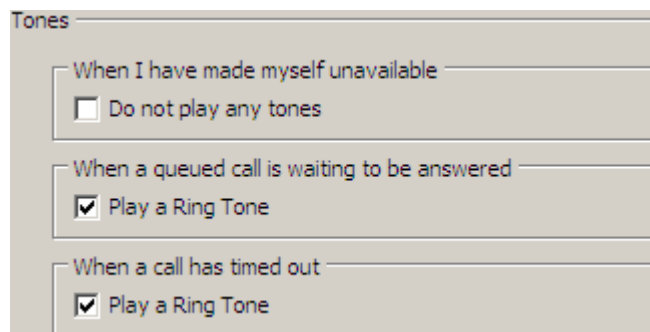
This section allows for Tones to be switched on or off depending on specific events happening. The Tones are then made by the attendant console when the events occur.

The following options are available in this tab:

- **When I have made myself unavailable** – This option has a checkbox **Do not play any tones**. Check this option, if you require that the application does not play any tone while you are temporarily absent from the Console Attendant.
- **When a queued call is waiting to be answered** – This option has a checkbox **Play a Ring Tone**. Check this option, if you require playing a tone while a call is waiting in a Queue.
- **When a call has timed out** – This option has a checkbox **Play a Ring Tone**. You can check this box to signify the reverted call from the Call Progress Field, Call Parking Field or other.

Figure 2-8 displays the options that can be configured from the Tones tab.

**Figure 2-8** Preferences Section Tones Tab



# Directory

The Directory tab allows you to configure and influence the way that contact information is displayed within the Directory area of the Cisco Unified Attendant Console. It has the following sections:

- **Directory Group** - This is where you can influence how a specific directory will be displayed. This can either be done collectively by ticking the box next to **All directory groups use the same settings**, and selecting the Directory (Note: All directories will then adopt the parameters of the selected Directory).  
Alternatively, if **All directory groups use the same settings** is not ticked, you can select a directory from the table and then configure the selected directory independently of the others.  
From this list you can also alter the order in which the directories will be displayed. This is done by selecting a Directory and using the Up and Down arrows to move it within the list.

**Note**

The creation or editing of the directory content is actually done within the Directory area of the Cisco Unified Attendant Console.

- **Default Display Order** – You can set the **Default Display Order** in Internal Directory. The drop down list consisting of default values is used for selection. The contact list in the directory will be sorted according to the selected option.
- **Show the following information** – This section has two list boxes with **Available** and **Displayed** values. You can select values from the *Available* and insert them in the *Displayed* list box. The selected information will be displayed for a contact.
- **Search Based On** – In this segment, you can choose how many and which search fields to use to search for a record in the Internal Directory. With Cisco Unified Attendant Console Business and Department Editions you can choose up to three search fields. With Cisco Unified Attendant Console Enterprise and Premium Editions you can use the **Display this many search fields on the screen** control to display up to six fields.

Figure 2-9 displays the options that can be configured from the Internal Directory tab.

**Figure 2-9** Preferences Section Directory Tab (Enterprise and Premium Editions)

Directory

Directory Groups

☒ All directory groups use the same settings

Full Directory

Default Display Order

Last Name

Show the following information

Available:

Company

Cost Center

Email

Email 2

Email 3

Initials

Location

Middle Name

Displayed:

Default Presence Icon

Phone Status Icon

Notes Icon

Alternates Icon

Number

Last Name

First Name

Department

Job Title

Search Based On

Display this many search fields on the screen: 5

Search 1: Last Name

Search 2: First Name

Search 3: Department

Search 4: Job Title

Search 5: Location

Search 6: Number



**Note**

Fields that are greyed out are not indexed within the database.

# Alternate Numbers



## Note

This option is available in Cisco Unified Attendant Console Enterprise and Premium Editions only.

With Cisco Unified Attendant Console Enterprise and Premium Editions you can use the Alternate Numbers display to display specific contact information with each selected contact. It is recommended that you set up the display order so that it is the same as the display order shown in the Directory area.

Figure 2-10 displays the options that can be configured from the Alternative Numbers tab.

**Figure 2-10** Preferences Section Alternative Numbers Tab

## Field Headers

You can change the text of **Field Headers** that appear in the application by simply entering new **Display Text** to replace the **Default Text**.

To change the **Display Text** for **Field Headers**, perform the following steps:

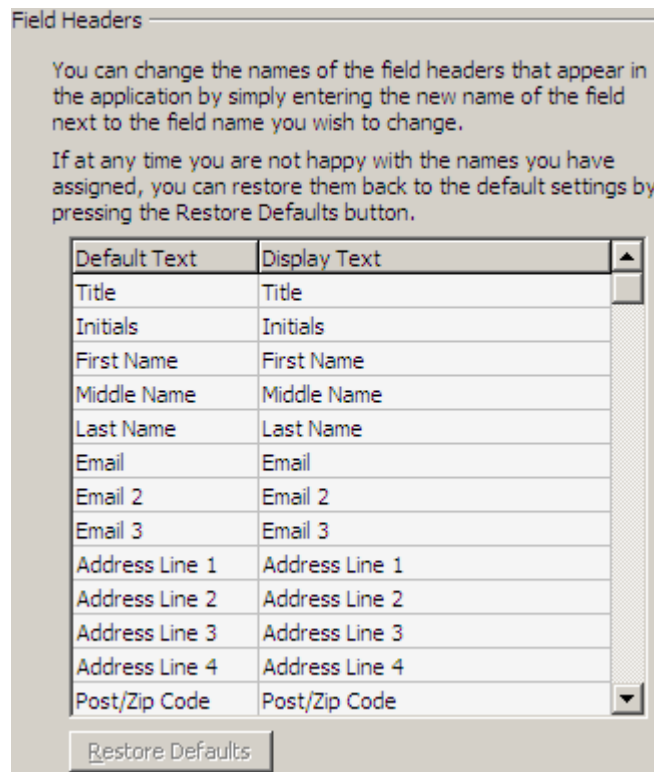
- Step 1** Click on a value in the **Display Text** column.
- Step 2** Type a new **Display Text** to replace the **Default Text**.

**Step 3** Click **OK**.

To restore default text, click the **Restore Defaults** button.

Figure 2-11 displays the options that can be configured from the Field Headers tab.

**Figure 2-11** Preferences Section Field Headers Tab (Enterprise and Premium Editions)



With Cisco Unified Attendant Console Business and Department Editions you can only set the following Field Headers:

- First Name
- Last Name
- Email
- Job Title
- Department.

## Secondary Sort

This tab is enabled only when Cisco Unified Attendant Console is logged out.

You can customize the way Cisco Unified Attendant Console sorts and searches the data by specifying a **Secondary Sort Column** (by default, this is set to **First Name**). You can restore defaults if required. The **Restore Default** button enables when a value is changed from the **Secondary Sort Column**.

To change the values in Secondary Sort Column, perform the following steps:

- 
- Step 1** Click on a value in the **Secondary Sort Column**.
  - Step 2** A drop down menu will appear with different values related to the values in the Sort Column.
  - Step 3** Choose a value to replace the previous one.
  - Step 4** To change more than one value, repeat steps 1-3.
  - Step 5** Click **OK**.
- 

Figure 2-12 displays the options that can be configured from the Secondary Sort tab.

**Figure 2-12** Example Preferences Section Secondary Sort Tab

**Secondary Sort**

**NOTE: You can only change the secondary sort if you are logged out.**

You can customise the way the application sort and searches for data by specifying a secondary sort column.

If at any time you decide you are not happy with the secondary sort columns you have assigned, you can return them to the default settings by clicking the 'Restore Defaults' button.

Sort Column	Secondary Sort Column
Title	Last Name
Initials	Last Name
First Name	Last Name
Middle Name	Last Name
Last Name	First Name

Restore Defaults

# Filter Search

As you search in any of the search fields within the directories, you can specify how you want the search to perform on screen. This tab allows you to set those preferences by selecting the following options:

- **AND Searching**

This will allow the Attendant to select two criteria at once and search for entries that meet both of them. Example being *John* in the **First Name** and *Smith* in the **Last Name** field. The results will display all records that meet the criteria that has been entered in BOTH fields and would eliminate records that only meet one of the criteria.

Tick the box **I want to use AND Searching** to enable this function.



Note

---

This feature can also be activated from the **Option** menu, **Filter Searching** and ticking **Use AND Searching**

---

- **When Performing a Filter Search**

- **Press Enter to perform search** – Once you have entered some information in any one of the search fields, selecting this option would perform a search when you press the **Enter** key.
- **Search after every key press** – This option refreshes the search results with every key you press to enter a search value in the field. This is the default setting.
- **Search after a delay** – If this option is selected and you enter information in the search field, the search result will be displayed with a delay specified in the **Search Delay** section.

- **Lateral Search** (Cisco Unified Attendant Console Enterprise and Premium Editions only)

With Cisco Unified Attendant Console Enterprise and Premium Editions the Lateral Search feature enables you to search for an alternative contact by pressing the Ctrl-F2 button. Select from **None**, **Last Name**, **First Name**, **Department** or **Number**. Selecting **None** disables Lateral Searching.



Figure 2-13 displays the options that can be configured from the Filter Search tab.

**Figure 2-13** Preferences Section Filter Search Tab

The screenshot shows the 'Filter Search' tab with the following configuration options:

- AND Searching:** A text box explains that AND searching allows searching on multiple fields at the same time (e.g., First Name AND Last Name). Below it is an unchecked checkbox labeled 'I want to use AND searching'.
- When Performing a Filter Search:** Three radio buttons are present:
  - 'Press Enter to perform search' (unchecked)
  - 'Search after every key press' (checked)
  - 'Search after a delay' (unchecked)
- Search Delay:** A slider control is shown with a range from 1 to 5 seconds. The slider is positioned at 1 second, with the text '1 Second' displayed below it.
- Lateral Search:** A text box explains that pressing Ctrl+F2 performs a Lateral Search using the following column. Below it is a dropdown menu currently set to 'None'.

## Logging

This tab enables you to turn logging on and off. Use the checkboxes to control the following logging:

- **Database:** To enable logging of database activities within the console application.
- **Server Communication:** To enable logging of server communication activities within the console application.

The log path and file name is displayed on the screen.

Figure 2-14 displays the options that can be configured from the Logging tab.

**Figure 2-14** Preferences Section Logging Tab

The screenshot shows the 'Logging' tab with the following configuration options:

- Logging Information:** Two checkboxes are present:
  - 'Database' (unchecked)
  - 'Server Communication' (unchecked)
- Log path and filename:** A text box displays the path: 'C:\Program Files\Cisco\Logging\OPR\Log\OPRlog.txt'.

# Advanced

The Advanced tab controls which types of *directly transferred* calls (according to their destination) are sent back to the operator if unanswered.



## Note

Note the following:

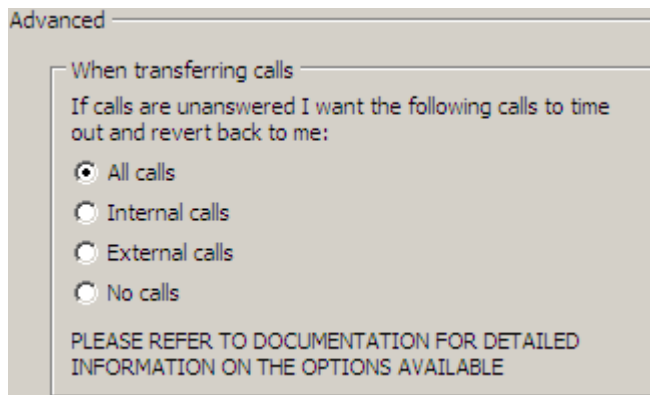
- By default, Direct Transfers are disabled. If you want to use Direct Transfers, the Gateway's CSS **must** be configured to allow incoming calls to be redirected back out.
- If you use Direct Transfers you will lose recall functionality, and the only calls the system will be able to recall internally are ones to devices monitored by the Cisco Unified Attendant Console Server.

Direct transfers allow the end party to see the originating CLI. However, using Direct Transfers restricts the Console's ability to return transferred calls to the operator if they are not answered.

By default, blind transfers redirect calls from the operator's handset to the Service Queue (CTI Port), and the call is then connected to the end party. By contrast, Direct Transfers bypass the Service Queue and send the call directly to the end party. The caller is not placed on hold (so they hear ringing rather than music), and the originating CLI is displayed to the end party, rather than the details of the Service Queue.

Figure 2-15 displays the settings that can be configured from the Advanced tab.

**Figure 2-15** Preference Section Advanced Tab





## CHAPTER 3

# Using Cisco Unified Attendant Console

As the heading demonstrates, this section is about the operational flow of the application. It covers the topics relating to call management. In this section, you are given instructions on how to work within Cisco Unified Attendant Console. There are two levels of monitoring that can be displayed within Cisco Unified Attendant Console, Phone and Line Status. The icons shown in [Table 3-1](#) appear in the Directories and reflect the Phone Status.

**Table 3-1**      *Directory Area Phone Status Icons*

Icon	Description
	On-hook.
	Active
	Unavailable.
	Ringing in

## Answering Calls

Cisco Unified Attendant Console attends two types of calls,

- **Internal Calls** – that are received from a local extension
- **External Calls** – that are received from an external number

Calls that are being attended appear in the **Active Call Area (F7)**. [Figure 1-9 on page 1-16](#) shows an example of a call in the Active Calls area.

The calls coming into the system are prioritized and queued in the Queued Calls Area (**F8**). Calls can be answered using the following three methods,

- **Answer Next** – Answering the next call in queue.
- **Cherry Picking** – Selecting a particular call from the queue to answer.
- **Forced Delivery** - Queues can be configured as Forced Delivery which means the calls will be distributed to the longest idle Attendant.

## Answer Next

Incoming calls are prioritized by the system before being displayed on screen. Calls are then displayed in the Queued Calls Area (**F8**) in descending order of priority.

Answer Next is the easiest way to answer incoming calls. This option answers calls in the order of priority set by the system. The top priority calls are answered first.

To answer the next call using the keyboard, perform the following steps:

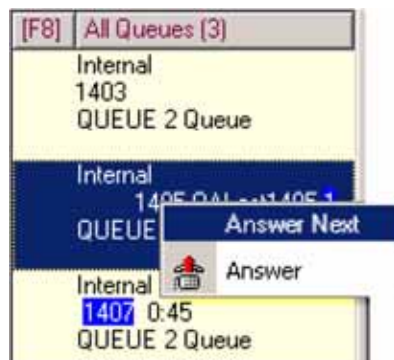
- 
- Step 1 Press F8 to select the Queued Calls Area.
  - Step 2 Press the '+' key on the keyboard and the call will be delivered to your handset.
- 

To answer the next call using the mouse, perform the following steps:

- 
- Step 1 Right-click in the Queued Calls Area.
  - Step 2 From the context menu, choose **Answer Next**.
- 

The following image illustrates how you can use the context menu to answer the next call. The call with the next highest priority will be answered irrespective of which call is selected in the Queued Calls Area. [Figure 3-1](#) displays a call being answered through the Answer Next option.

**Figure 3-1** Example Call Answered Using Answer Next



## Cherry Picking (Not in Department Edition)

**Note**

This section does not apply to Cisco Unified Attendant Console Department Edition as the queues are not displayed.

The incoming calls being displayed can be cherry picked from a specific queue as required.

In order to answer a call you must select a queue and then select the call you wish to answer.

To select a queue using the keyboard, perform the following steps:

- Step 1** Press **F9** to select the **Queues** field.
- Step 2** Use the up and down arrow keys to select the required queue.
- Step 3** The **F8** field will display the calls that are waiting in the selected queue.

**Note**


To revert back to seeing all calls from all Queues, select **All Queues** icon from **F9**.


If you are using a mouse, simply click on a queue in the **Queues** field (F9). After selecting the queue, you are ready to take waiting calls.

To answer calls in the selected queues, using the keyboard, perform the following steps:

- Step 1** Select the Queued Calls Area by pressing the **F8** key.
- Step 2** Using the up and down arrow keys, select the call to answer.
- Step 3** Press **Enter** key to connect the call.

To answer calls in the selected queue using a mouse, perform the following steps:


- Step 1** Select the **All Queues** field.
- Step 2** Click on the relevant call.
- Step 3** Click the  **Answer Call** button in the call control tool bar.

A personal call direct to your extension will show in the Active Calls field, and ring your handset. You can answer by picking up the handset, or by clicking the  **Answer Call** button.

**Note**

You can simply drag and drop a call from the **Queued Calls Area (F8)** to the **Active Calls** area to answer.

## Forced Delivery

A specific queue can be designated to be immediately answered by the next free Attendant. The calls in this queue are configured to be presented to the longest idle Attendant or a circular work-share between Attendants logged in and able to answer the queue. The Answer Next key (PLUS) is not required as the call will go directly to the Active Calls Field and ring the handset. You can answer by picking up the handset, or by clicking the  **Answer Call** button.

Operators can log out while a forced delivery call is ringing on their handset.

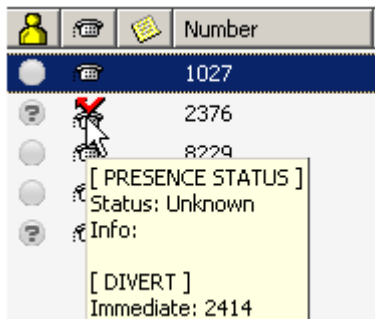
## Directory Call Forwarding

If a contact has Call Forwarding set on their device then an icon will reflect this in the Directory area.



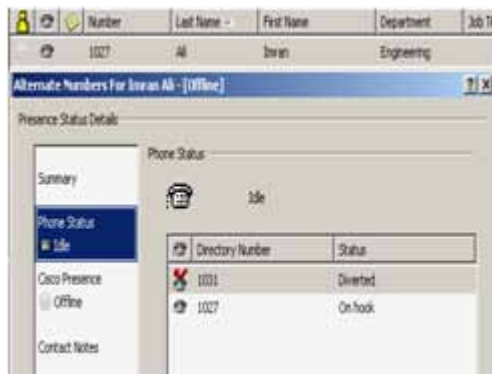
In an instance where a contact has multiple lines the Call Forwarding icon will only be displayed if it is configured on the primary line.

Hovering over the contact will display a tool tip providing further details, such as the number that the Call Forwarding is set to divert to. For example:



To see any secondary lines you will need to press F2, which will display the Presence Status window. In [Figure 3-2](#) extension 1001 is shown as diverted and 1027 is shown as on hook.

**Figure 3-2** Example of Presence Status Set on a Multiple Line Device



## Alternate Numbers and Presence Status

This Status screen can be triggered in two ways:











- If a contact is selected from a Directory and **F2** is pressed.
- If an attendant operator transfers a call to an extension with a presence status assigned. This will prompt the attendant that the person the call is being forwarded to currently has a presence status set. [Table 3-2](#) describes the controls in the Presence Status Window.

**Table 3-2** *Presence Status Window Controls*

Control	Description
Phone Status	The current status of the contact. The phone state is represented by phone status icon and text.
Summary Panel	Phone Status, Cisco Presence and Contact Notes. These can be highlighted and the status explained in the Detail Panel.
Detail Panel	The contents of this panel change to show the particular status requirement selected in the Summary Panel.  With Phone Status selected in the Summary a list of the individual lines linked to the contacts phone will be displayed.
Alternative Contact Details	This specifies the number to which the call must be forwarded. If the number is saved in the directory, contact's full name will be displayed instead of the number itself.

The icons that denote the Line Status are shown in [Table 3-3](#).

**Table 3-3** *Line Status Icons*

Icon	Description
	On-hook.
	Off-hook.
	Unavailable.
	Ringing in
	Ringing out
	Ringing out on busy extension
	Connected
	Call on hold
	Call forwarding
	Notes

To transfer a call, perform the following steps:

- Step 1** Select a contact from Alternate Contact Details.
- Step 2** The operator can click on any of the following options as required:

- Answer Call
- Call
- Consult Transfer
- Blind Transfer
- Transfer to Voicemail
- Hold
- Hold with Notes
- Start Conference
- Park Call

**Step 3** Click **Close** to cancel.

[Table 3-4](#) shows the available keystrokes that can be used in order to make the desired transfers:

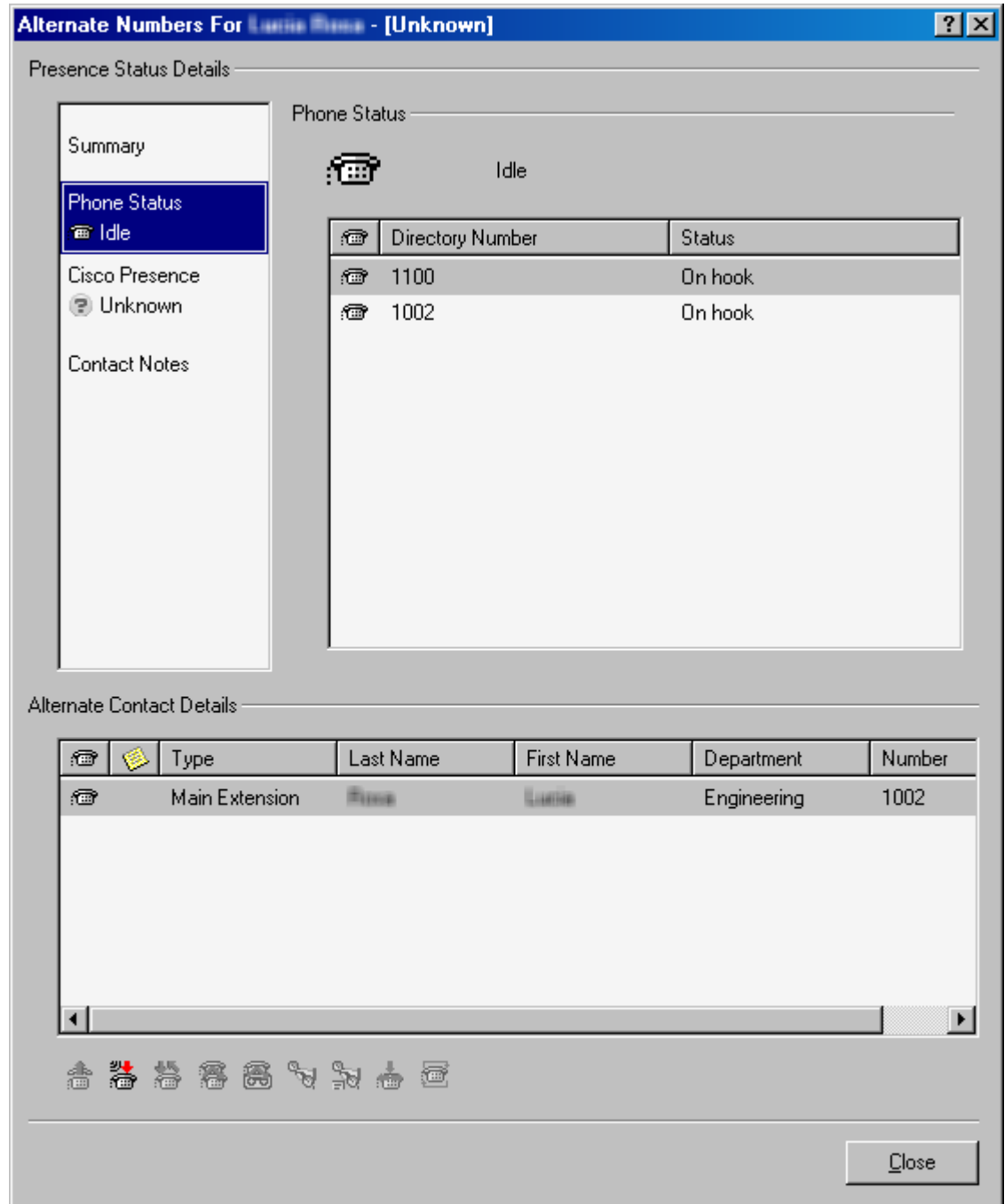
**Table 3-4**      *Keystrokes for Transferring a Call*

Key	Description
Enter	The call is consulted to the selected alternative number.
Enter + Enter (pressing Enter twice)	The call is blind transferred to the selected alternative number.



Figure 3-3 shows a phone device that has two lines linked to it. This example does not have a Presence Status set and has been triggered by pressing the F2 button.

**Figure 3-3** Alternate Numbers/Presence Status Window



# Transfer Calls

After answering the call, you can transfer it to a requested device, contact or external number. A transfer can be made either as a blind or consult (announced) transfer. Calls can be transferred to any available destination either internally or externally.

Transferring a call is straightforward using the mouse or the keyboard and can be completed by either entering the desired extension number (if known), or searching the directories for the correct contact.


A blind transfer is a call that is transferred without consulting the recipient.

## Blind Transferring to a Known Number

To blind transfer a call to a known number using the keyboard, perform the following steps:

- 
- Step 1** Answer a call or select the call in the **Active Calls** field.
  - Step 2** Type in the destination number (internal or external). The cursor is automatically placed in the Dial Box.
  - Step 3** Double Press the ENTER key quickly to transfer the call.
- 

To blind transfer a call to a known number using a mouse, perform the following steps:

- 
- Step 1** Answer a call or select the call in the **Active Calls** field.
  - Step 2** Using the keyboard type in the destination number (internal or external). The cursor will automatically be placed in the Dial Box.
  - Step 3** Press **Enter**. This will initiate the transfer.
  - Step 4** Press  **Transfer** again to transfer the call.
- 

## Blind Transferring to a Directory Contact

If the extension number of the desired recipient is not known you can easily search the Directory to find the correct contact. The directories will allow searches to be made via a number of search fields that appear at the top of the Directory area.


To blind transfer a call to a Directory Contact using the keyboard, perform the following steps:

- 
- Step 1** Answer a call or select the call in the **Active Calls** field.
  - Step 2** If searching for a contact using the first displayed search field, simply start typing. Alternatively pressing F3 will take the cursor to the first displayed search field. The cursor will automatically move to the first search field. If you need to use a search field that isn't the first on the screen, use the Tab key to find the right field to type into.
  - Step 3** As you type, the directory will shrink as contacts are matched (Depending on how Filter Search is configured, See [Chapter 2, "Filter Search" on page 2 - 14](#)). Keep typing until the required contact is found, or use the up or down arrow to highlight the contact.

- Step 4** Double-click the Enter key to transfer the call.
- 

To blind transfer a call to a Directory Contact using the mouse, perform the following steps:

---

- Step 1** Answer a call or select the call in the **Active Calls** field.
- Step 2** Click into the required Search field in the Directory area. Alternatively, pressing F3 will take you to the first Search field in the displayed directory
- Step 3** Start typing and as you type the directory will shrink as contacts are matched. Keep typing until the required contact is visible and use the mouse to select the desired contact
- Step 4** Double-click the contact to initiate the transfer.
- Step 5** Press  **Transfer** to transfer the call.
- Or

- 
- Step 1** Point the mouse at the relevant call within the **Active Calls** field.
- Step 2** Press the left mouse button.
- Step 3** Whilst holding the mouse button down, drag the call to the relevant destination within the **Directory** area and then release mouse button.



**Note** In an instance where the contact is in a specific Personal Directory, you can open that directory by hovering the mouse over the Personal Directory tab, to open it before selecting the contact.

---

Or

- 
- Step 1** Select call details that are displayed in the **Active Calls** field.
- Step 2** Point the mouse at the relevant destination within the **Directory** or **Speed Dial** fields and click the right mouse button to reveal a Popup menu.
- Step 3** From the popup menu choose **Call**.
- Step 4** Ensure that the call initiated is selected within the **Active Calls** field.
- Step 5** Click the **Complete Transfer** button.
- 

If a transferred call is not answered within a certain time duration, the call is reverted back to the Active Calls Area. These calls can then be handled through **Reverted Call Controls** explained in the latter part of the guide.

## Initiating a Consult Transfer


In this case, the destination of the transfer is consulted before the actual transfer takes place.

### Consult Transferring to a Known Number

To consult transfer a call to a known number using the keyboard, perform the following steps:

- 
- Step 1** Answer a call or select the call in the **Active Calls** field.
  - Step 2** Type in the destination number. The cursor is automatically placed in the Dial Box.
  - Step 3** Press the ENTER key to make the enquiry call.
  - Step 4** After consulting with the destination press the ENTER key to complete the transfer.
- 

To consult transfer a call to a known number using a mouse, perform the following steps:

- 
- Step 1** Answer a call or select the call in the **Active Calls** field.
  - Step 2** Using the keyboard type in the destination number. The cursor will automatically be placed in the Dial Box.
  - Step 3** Press **Enter**. This will initiate the transfer.
  - Step 4** Press  **Transfer** again to transfer the call after consulting.
- 



### Consult Transferring to a Directory Contact

If the extension number of the desired recipient is not known you can easily search the Directory to find the correct contact. The directories will allow searches to be made via a number of search fields that appear at the top of the Directory area.

To consult transfer a call to a Directory Contact using the keyboard,

- 
- Step 1** Answer a call or select the call in the **Active Calls** field.
  - Step 2** Select the Directory that the contact appears in. This can be done by pressing Alt and the Number of the tab. *Example: Alt and 3 will open the 3rd tab, Alt and 5 will open the 5th tab.*
  - Step 3** If searching for a contact using the first displayed search field, simply start typing. The cursor will automatically move to the first search field. Alternatively, pressing F3 will also move the cursor to the first Search field. If you need to use a search field that isn't the first on the screen, use the **Tab** key to find the right field to type into.
  - Step 4** As you type the directory will shrink as contacts are matched (Depending on how **Filter Search** is configured, See [Chapter 2, "Filter Search" on page 12 - 14](#)). Keep typing until the required contact is found, or use the up or down arrow to highlight the contact.
  - Step 5** Press the **ENTER** key to initiate the enquiry call.
  - Step 6** After the consult, press the **ENTER** key again to complete the transfer.
-

To consult transfer a call to a Directory Contact using the mouse, perform the following steps:

- 
- Step 1** Answer a call or select the call in the **Active Calls** field.
- Step 2** Click into the required Search field in the required Directory. In the case where Personal Directories have been created, click on the respective Directory tab.
- Step 3** Start typing and as you type the directory will shrink as contacts are matched (Depending on how Filter Search is configured, See [Chapter 2, "Filter Search 'on page "2 - 14\)](#). Keep typing until the required contact is visible and use the mouse to select the desired contact
- Step 4** Double-click the contact to initiate the transfer.
- Step 5** Press  **Transfer** to transfer the call after consulting.
- Or
- 
- Step 1** Point the mouse at the relevant call within the **Active Calls** field.
- Step 2** Press the left mouse button.
- Step 3** Whilst holding the mouse button down, drag the call to the relevant destination within the required Directory by hovering over the Directory tab, and then selecting the contact before releasing the mouse button. This sets up the enquiry call.
- Step 4** Press  **Transfer** to transfer the call after consulting.
- Or
- 
- Step 1** Select call details that are displayed in the **Active Calls** field.
- Step 2** Point the mouse at the relevant destination within the required **Directory** or **Speed Dial** fields and click the right mouse button to reveal a Popup menu.
- Step 3** From the popup menu choose **Call**.
- Step 4** Ensure that the call initiated is selected within the **Active Calls** field.
- Step 5** Click the **Complete Transfer** button.
- 

Although in these procedures a consult, or enquiry call has been made, if for some reason the transferred call is not connected within a certain time duration, the call is reverted back to the Active Calls Area. These calls can then be handled through **Reverted Call Controls** explained in the latter part of the guide.

# Making Calls

Cisco Unified Attendant Console allows you to dial and make calls. Calls can either be made directly to a contact or can be made using different call controls such as Call Parking, Transferring and Conference. These call controls are explained in detail, see [Chapter 1, “Call Control Toolbar Icons ’on page ”1 - 14.](#) There are two types of call that can be made,

- **Internal Call** – Calls that are made to the numbers existing within the system. For example, in a call centre, calls made to the numbers within the call centre are called internal numbers.
- **External Call** – Calls that are made to the numbers external to the system. For example, an operator in a call centre can make a call to a customer for marketing purposes.

## Making Internal Calls

To call a local extension, perform the following steps:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Enter the required number. No matter which area of the console you have selected, as you type, the digits will appear in the <b>Calling box</b> under the <b>Active Calls</b> area. |
| <b>Step 2</b> | Press <b>Connect/Clear</b> with the mouse or <b>Enter</b> key using the keyboard.   |
- 

A call will be initiated for the selected contact and the details will be displayed in the **Active Calls** area.

## Making External Calls

To make an external call using a keyboard, perform the following steps:

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Dial the number of the access code and then the external number. (Unless Cisco Unified Attendant Console is configured to add the Access Number. This is done on the Cisco Unified Attendant Console). |
| <b>Step 2</b> | Press <b>Enter</b> key to start dialling.  |
- 

It is not necessary to place the cursor in the Calling Box, when you start typing the numerical values, it will automatically type in it.

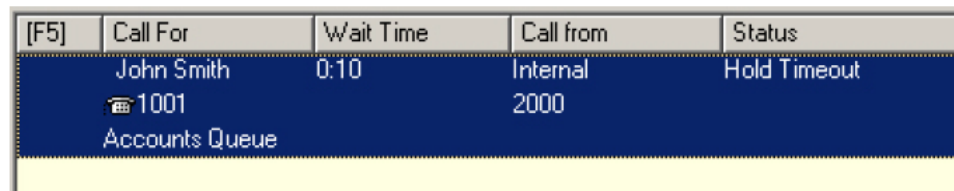
To make an external call using a mouse, perform the following steps:

- 
- |               |   |
|---------------|---|
| <b>Step 1</b> | Select the required <b>Directory</b> using the mouse. |
| <b>Step 2</b> | Double click on the number to dial.                   |
-

## Placing Calls on Hold

While answering a call, Cisco Unified Attendant Console can place the active call on hold to answer other incoming calls. The call is held on a **Service Queue** for the time period set as **Hold Recall Time** in Cisco Unified Attendant Admin. After the **Hold Recall Time** elapses, the status of the call will change from **Held** to **Hold Timeout**. These calls can be handled through **Reverted Call Controls** explained in the latter part of the guide. A call can be reverted whether the Timeout has been reached or not. [Figure 3-4](#) shows an example of a call on hold in the Call Progress Area.

**Figure 3-4** Call On Hold in the Call Progress Area

The screenshot shows a table with five columns: [F5], Call For, Wait Time, Call from, and Status. The first row of data shows 'John Smith' in the Call For column, '0:10' in the Wait Time column, 'Internal' in the Call from column, and 'Hold Timeout' in the Status column. Below this row, there is a blue bar containing a telephone icon, the number '1001', and the text 'Accounts Queue'.


[F5]	Call For	Wait Time	Call from	Status
	John Smith	0:10	Internal	Hold Timeout
	Accounts Queue			

The call will be shown in the **Call Progress** area and retrieved to the **Active Calls** area at any time.

To hold a call through the keyboard, perform the following steps:

- 
- Step 1** Press **F7** key to select **Active Calls** area.
  - Step 2** Select a call using up and down arrow keys.
  - Step 3** Press the **(Page down)** key to hold the selected call.
- 

To hold a call using a mouse, perform the following steps:

- 
- Step 1** Select a call in **Active Call** field.
  - Step 2** Click the  **Hold** button.
-


## Retrieving Held Calls

Calls placed on hold can be retrieved from the **Call Progress** area to **Active Calls** area. Calls reverted from Hold, Park and Transfer can also be seen in **Call Progress** area.

To retrieve a held call using keyboard, perform the following steps:


- 
- Step 1** Press **F5** key to select **Call Progress** area.
  - Step 2** Select a call using up and down arrow keys.
  - Step 3** Press the **(Page down)** key to retrieve the held call.
- 

To retrieve the held call using mouse, perform the following steps:

- 
- Step 1** Click on a held call in the **Call Progress** area.
  - Step 2** Click the  **Retrieve** button.

## Muting Calls

Cisco Unified Attendant Console provides the ability to mute a call when certain actions are being undertaken. There are two types of Mute, the first is automated and is set via the **Options > Preferences > Mute** tab. If this has been enabled it can include when a search is being made, when a number is being dialed, or if you are changing or selecting Directory screens.

The second type of muting a call is manual and is instigated either by pressing the Mute button (  ) or pressing Ctrl-Q. The same key combination will also un-mute a call. Alternatively you can right-click on the active call and select **Mute** from the menu.

## Call Parking

Cisco Unified Attendant Console provides you with the ability to park calls on to a call parking device. A parked call can be picked up from any phone on the Cisco Unified Communications Manager by simply dialling the extension number at which the call is parked. You can either park a call on a specific Park Device, or let the system select the device for you. You can see the available Call Parking devices in the **Call Park** area.

To park a call using a keyboard, perform the following steps:

- 
- Step 1** Press **F7** key to select **Active Calls** area.
  - Step 2** Select a call using up and down arrow keys.
  - Step 3** Press the **Home** key to park the call on one of the available call parking devices.
- 

To park call using a mouse, perform the following steps:

- 
- Step 1** Select a call in the **Active Calls** field.



- Step 2** Click the  **Park Call** button.
- 

To Park a call on a specific device using the mouse, perform the following steps:

---

- Step 1** Select the call in the **Active Calls** field
- Step 2** Drag the call to the desired Park device and drop the call by releasing the mouse button.
- 

If a parked call is not answered within a certain time duration, the call is reverted back to the Call Progress Area. Such calls can then be handled through **Reverted Call Controls** explained in the latter part of the guide.

## Retrieving Parked Calls

To retrieve a parked call using a mouse, perform the following steps:

---

- Step 1** Select the relevant call parking device.
- Step 2** Click the  **Retrieve** button.
- 

To retrieve a parked call using the keyboard, perform the following steps:



---

- Step 1** Dial the Park device number.
- Step 2** Alternatively, if a parked call remains unanswered for a certain period of time (known as **Call Park Recall**), it will revert back to the **Call Progress** area, from where the Cisco Unified Attendant Console can retrieve the call using methods stated in **Retrieving Held Calls** section.
-

# Conference Calls

A Conference call allows you to add a third person to a call session.

With a connected call, to start conference with a third party using a mouse, perform the following steps:

- 
- Step 1** Select the extension that is to be added into the conference or type the number.
  - Step 2** Press the  **Start Conference** button and the conference is initiated.
  - Step 3** Wait for the third party to answer and press the  **Conference** button.
- 

With a connected call, to start conference with a third party using the keyboard, perform the following steps:

- 
- Step 1** Select the extension that is to be added into the conference or type the number.
  - Step 2** Press the **End** key on the keyboard
  - Step 3** Wait for the third party to answer and press the **End** key to join all three parties.
- 

Once the conference is in progress an additional field is highlighted in the **Active Calls** area. The field is labeled as **Conference Controller** and is used to drop you out from the call once all the parties are in conversation. [Figure 1-9 on page 1-16](#) shows an example of a conference call in the Active Calls area.

If any of the parties does not respond to the conference call, the call is reverted back. Such calls can then be handled through **Reverted Call Controls** explained in the latter part of the guide.



## Note

If the third person does not want to start the conference, Cisco Unified Attendant Console clears the initiated call. This will take you back to the original call.

---

# Re-establish Calls

This feature is a time saver. The re-establishing of calls means to repeat the previous process in a single click. From the F5 and F7 fields you can re-establish the calls to undo the previous action as in the following areas:

- Hold Call
- Transfer Call
- Conference Call
- Park Call

If due to some reason the process does not succeed, you can click the **Re-establish** button to repeat it. If you are using a keyboard, press **Delete** to re-establish.

## Toggle Calls

With two active calls in progress, one held and one connected, you can toggle between them.

When a contact is called for consultation, the incoming call is put on hold. Once the destination accepts answers, you can right-click on the incoming call in the **Active Calls** area and choose **Toggle**. The incoming call that was held during consultation will become active.

On the other hand, the call made to the external contact will be put on hold. You can also toggle using the keyboard using the '+' key.

## Reverted Call Control

If a call cannot be put through to an extension, it will be returned to the Call Progress Area (F5). This may be because the contact could not answer the call in time. Cisco Unified Attendant Console provides a set of call controls specifically configured to handle reverted calls without having to search for the recipient again.

Once the call hits the **Active Calls** area after being recalled from the **Call Progress** area, you can view the **Reverted Call Controls** by simply right-clicking on the call.








These call controls are similar to the ones explained previously. The only difference is that in case of reverted calls, all the call controls are in context to the contact the call was initially transferred to.

If you right-click on the retrieved call and choose **Start Conference**, the contact on the extension from where the call was reverted will be added to the conference automatically. You would not need to search through the directory or specify the extension for that particular contact.




## Call Controls for Reverted Calls

Table 3-5 gives a brief description of the functionalities that can be performed on a retrieved call.

**Table 3-5** Lists the Call Controls Used on Reverted Calls

Control Name	Icon	Description
Clear Call		Click to clear an answered call.
Consult		Click to consult and transfer the answered call to the extension from where the call was initially reverted.
Blind Transfer		Click to transfer the answered call to the extension from where the call was initially reverted.
Re-establish		Click to redo an action previously performed on the reverted call.
Hold with Notes		Click to attach notes to the current call before placing the call on hold.
Hold		Click to place the reverted call directly on hold for the same extension/contact the call was reverted from, without taking notes for the contact.
Contact Properties		Click to add or update details of the contact from which the call was reverted.

**Table 3-5** *Lists the Call Controls Used on Reverted Calls (continued)*

Control Name	Icon	Description
Start Conference		Click to consult and start conference with the contact the call was reverted from.
Camp on		Click to transfer a call to a busy Operator.
Park Call		Click to place the call on a Call Parking Device.

Right-clicking on a call in the Active Calls area and choosing an option from the context menu can also perform the above-mentioned operations. You can also access these options using your keyboard (Please refer to [Chapter 1, “Using the Keyboard” on page 1-1](#)).

## FAC and CMC Settings

You may need to provide a Forced Authorization Code (FAC) and/or Client Matter Code (CMC) to perform an External Blind Transfer. The Administrator configures these codes through Cisco Unified Attendant Admin. If this is required during a consultation transfer you will see a dialog box on screen, simply enter the correct code and your call will be made.

### Forced Authorization Code (FAC)

Forced Authorization Codes are used to provide security in Cisco Unified Communications Manager for dialling **Route Patterns**. Traditionally, this is used to block calls to external or international numbers. For example, often in call centers, only some agents are allowed to make external consult transfers to certain numbers. In order to enforce security, these callers are provided with a Forced Authorization Code. The concept of FAC is that if you make such an external call transfer that is protected by a FAC, you must enter the FAC before the call can continue. If an incorrect FAC is entered, or if no FAC is entered, the call fails. [Figure 3-5](#) displays the FAC Dialog box.

**Figure 3-5** *FAC Dialog Box*

## Client Matter Code (CMC)

Client Matter Codes are used to provide extra call logging facilities within Cisco Unified Communications Manager. This is used to log calls for different clients.

The concept of the CMC is that you must enter CMC Code before an external call or transfer can proceed. The call detail records are updated with the CMC code along with the call information. This can then be used later on to charge calls to different cost centers.

## Clearing Calls

In order to disconnect an active call when the enquiry is complete, you need to clear the call from the **Active Calls** area.

To clear a call using the keyboard, perform the following steps:

- 
- Step 1** Press **F7** to select the **Active Calls** field.
  - Step 2** Press **Enter**.
- 

To clear a call using a mouse, perform the following steps:

- 
- Step 1** Click on a relevant call within the **Active Calls** field.
  - Step 2** Right-click to open the context menu.
  - Step 3** Choose the **Clear Call** option.
- 

## Using Emergency Mode (Not in Department Edition)





### Note

This functionality is not available in Cisco Unified Attendant Console Department Edition.

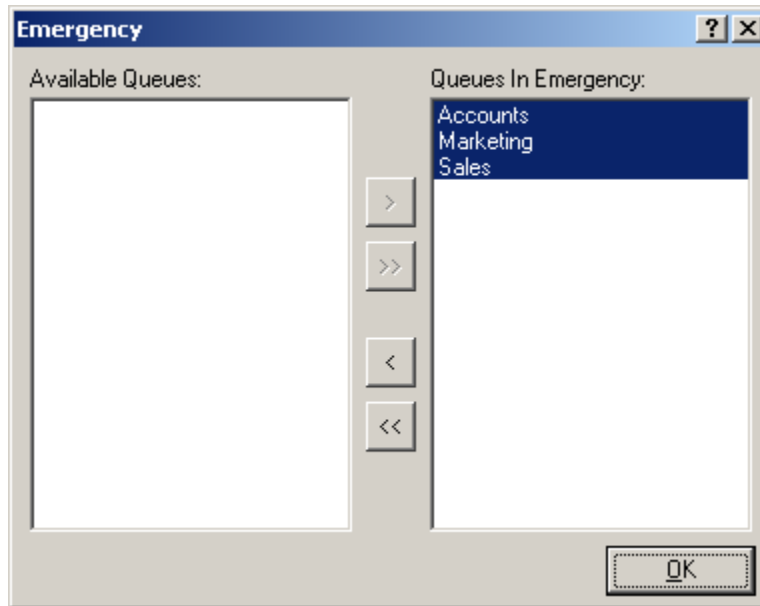
Cisco Unified Attendant Console allows you to set Emergency Mode for all the queues. When the queues are in Emergency Mode, all calls are automatically redirected to another destination, Night Service or Voicemail for example. These destinations are configured by the Cisco Unified Attendant Console.

To put a queue in Emergency Mode using the mouse, perform the following steps:

- 
- Step 1** From the main menu, choose **Options > Emergency**.
  - Step 2** Move the **Available Queues** to the **Emergency Queues** list using the  button to move all Queues, or the  button to select Queues from the list.
  - Step 3** In the Set Emergency Mode message box, click **Yes** to move all the queues to Emergency Mode.
  - Step 4** Press **OK** to complete the process.
-

You can also use the keyboard shortcut to switch to Emergency Mode. Select the Queue Area and press Ctrl-E. The following window is displayed. Click **OK** to continue. [Figure 3-6](#) displays an example of the Emergency Mode screen with a Queue placed in Emergency Mode.

**Figure 3-6** Queues in Emergency Mode



To take queues out of Emergency Mode, perform the following steps:

- 
- Step 1** Right-click on any selected queue.
  - Step 2** Select **Emergency** from the context menu.
  - Step 3** Click **OK** to complete the process.
-

## Sending Email

When you forward a call to an extension and it is returned on time out, you have the option to send an email to the person to provide important information about the call. The shortcut key for sending email is Ctrl-M. Alternatively you can select a contact with a Right mouse click and from the **Contact** sub menu there is an option to Send Email.



### Note

There has to be an email address in the Contact Details for the Cisco Unified Attendant Console to be able to function.

## Call Status

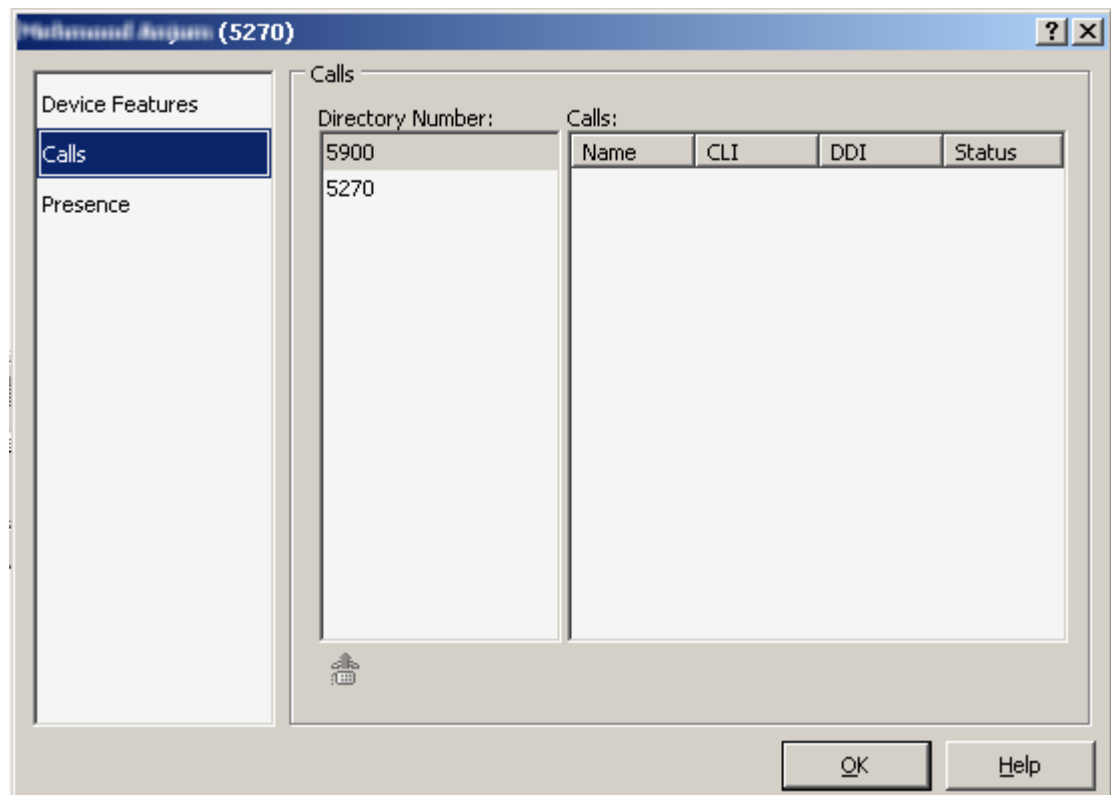
You can view the call status for any device in the **Directory**. The **Status** window allows the operator to view the status of a contact prior to transferring a call or connecting a contact to a conference call.

To view device status, perform the following steps:

**Step 1** In the **Directory**, right-click on a contact.

**Step 2** Choose **Status > Calls** from the menu.


The Call Status of the selected contact is displayed. For example:



The Calls columns are described in [Table 3-6](#).

**Table 3-6** *Call Status Window Fields*

Field	Example	Description
Name	John Smith	Name of the contact
CLI	2000	This is the number call was made from
DDI	1001	This is the number call was made to
Status	Talking	The current status of the call

You can also answer any ringing call by clicking the  **Answer** button.


## Contact Properties

Each directory contact will have relevant pieces of information attached to it. Some information will be displayed in the directory area. To see more information for a specific contact a Contact Details form can be displayed by pressing the **F12** key on the keyboard.

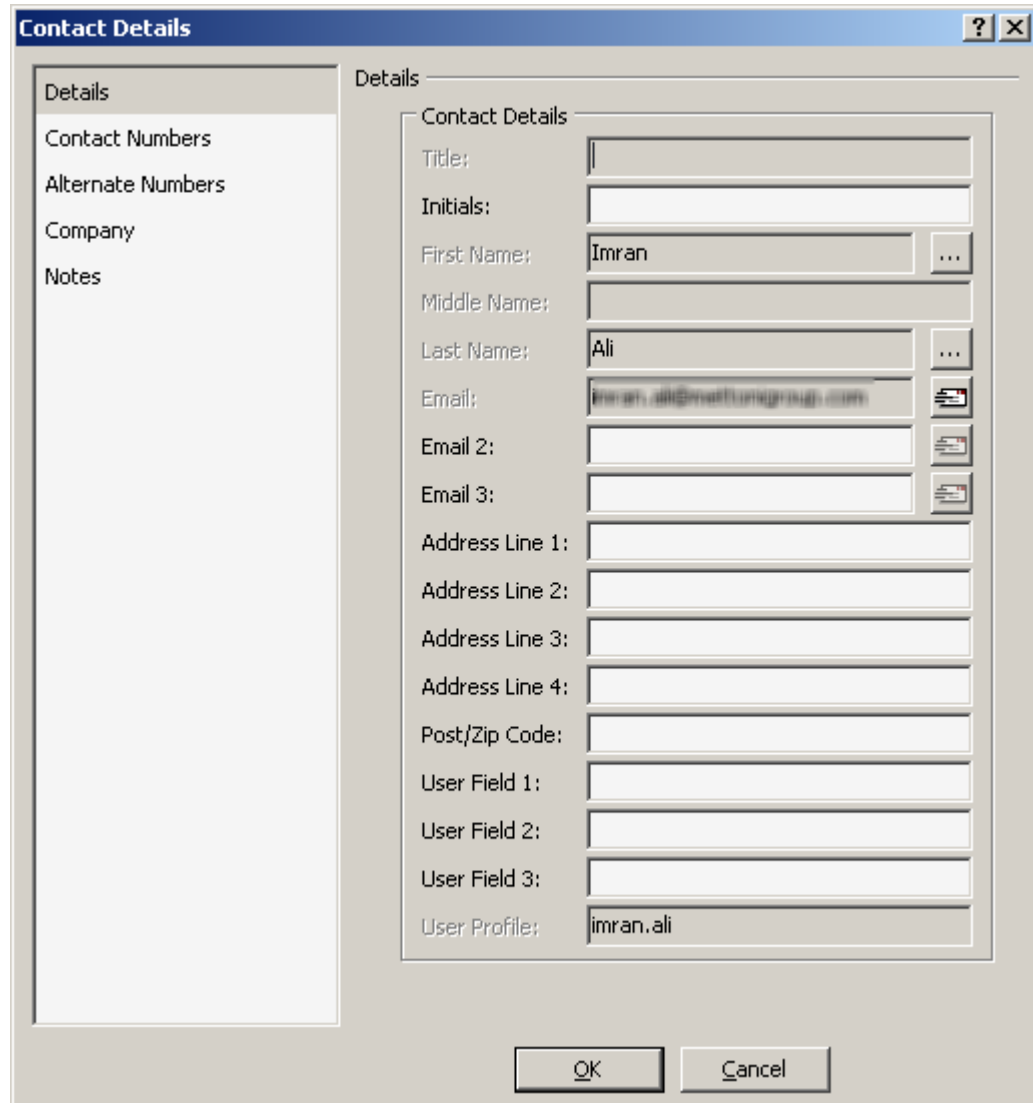
When a contact is opened information already attached to the contact is displayed, and certain fields will be greyed out. This information cannot be changed. All other fields are available for editing as required. You can change the details and click on the **OK** button to save the changes. Please note the fields that you can edit are the ones that are not mapped through LDAP synchronization.



### Email Contact

If the email address of the contact person is added in the **Contact Details**, then Cisco Unified Attendant Console can mail the contact from this window. It will open the mail client configured on your machine. You can click the  to write an email. [Figure 3-7](#) displays the Contact Details window.

**Figure 3-7** Contact Details Tab



**Contact Details**

Details

Details

Contact Details

Title:

Initials:

First Name: Imran

Middle Name:

Last Name: Ali

Email: imran.ali@cisco.com

Email 2:

Email 3:

Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

Post/Zip Code:

User Field 1:

User Field 2:

User Field 3:

User Profile: imran.ali

OK Cancel

### Use Number

In the **Contact Numbers** tab of the **Contact Details** window, you can select an external phone number of the contact person, by clicking in the respective number and then click the **Use Number** button to automatically dial the number.

**Figure 3-8** *Contact Numbers Tab*

The screenshot shows the 'Contact Details' window with the 'Contact Numbers' tab selected. On the left is a sidebar with tabs: Details, Contact Numbers (selected), Alternate Numbers, Company, and Notes. The main area contains the 'Contact Numbers' section with the following fields:

- Main Extension: 1031
- ☐ Use device name
- Device Name: None
- Business 1: 01189430485#
- Business 2: 07801137865#
- Home: (empty)
- Mobile: (empty)
- Pager: (empty)
- Fax: (empty)

A 'Use Number' button is located at the bottom of the main area.

To edit contact properties using the mouse, perform the following steps:

- 
- Step 1 Select a contact from the **Directory**.
  - Step 2 Right-click on the contact to view the context menu.
  - Step 3 Choose **Properties**.
  - Step 4 Amend the details in the **Contact Details** window.
  - Step 5 Click **OK**.
- 

To edit contact properties using the keyboard, perform the following steps:

- 
- Step 1 Press **Alt-Number** to select a directory. The number relates to the tab. e.g. **Alt-1** would open Full Directory which is the 1st tab, **Alt-3** would open the 3rd tab along, etc.
  - Step 2 Use **Up** and **Down** arrow keys to select a contact.
  - Step 3 Press **F12** to open the **Contact Properties** window.
  - Step 4 Amend the details for the contact.
  - Step 5 Click **OK**.
-

# Adding Absent Message and Contact Information

It is also possible to add **Absent Messages** and **General Contact Information** through the **Notes** tab.

- **Contact Information** - Add extra information to any of the contacts in the directories. This information will be displayed with the contact as tool tip.
- **Absent Message** - Add an absent message with any of the devices in **Directory** area.



Note

This information is displayed with the contact as tool tip.

Figure 3-9 Contact Details Notes Tab










The screenshot shows a window titled "Contact Details" with a sidebar on the left containing the following menu items: Details, Contact Numbers, Alternate Numbers, Company, and Notes (which is currently selected and highlighted in blue). The main area of the window is divided into two sections under the heading "Notes". The top section is titled "Contact Information" and contains a text area with a vertical scrollbar and a cursor, with the instruction "Press Ctrl+Enter for a new line." above it. The bottom section is titled "Contact Absent Message" and also contains a text area with a vertical scrollbar and a cursor, with the instruction "Press Ctrl+Enter for a new line." above it.

# Microsoft Presence Status

Cisco Unified Attendant Console can view Microsoft Presence Information for contacts that have been added to the local copy of Microsoft Office Communicator. This allows you to manage calls efficiently since it reflects the status that the contact has set regarding their availability.

Where a contact status has been set, the following presence status icons will be displayed in the **Directory** area. The different icons are reflected in the [Table 3-7](#).

**Table 3-7** *Microsoft Presence Status Icons.*

Icon	Status	Description
	Away	Presence status away\be right back.
	Busy	Presence status busy.
	Busy (Urgent interruptions)	Presence status busy. This is similar to Busy but will allow interruption depending how the system is configured.
	Do Not Disturb	Presence status no not disturb (Reachability status of Do Not Disturb)
	Interactive	Presence Status Inactive. This is automatically triggered by Communicator if the account is inactive for a defined period. Default is 5 minutes.
	Busy (Inactive)	Presence Status Busy Inactive. This is automatically triggered by Communicator if the account has gone from Busy to inactive for a defined period. Default is 5 minutes.
	Appear Offline	Presence status offline
	Online	Presence status online (Reachability status of Available)
	Unknown	Presence status unknown (Reachability status of Unknown)

To view Presence Status, perform the following steps:

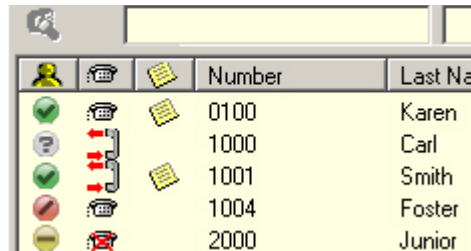
- Step 1** Select a contact in a Directory.
- Step 2** Hover over a presence status graphic.
- Step 3** Presence Status details will be displayed

There is also facility to hover over the contact icon with the mouse and a pop up display will provide any additional information that might be available for the status (ie in the case of Vacation it will display a return date).

# Cisco Unified Presence Status

Cisco Unified Attendant Console can view CUP (Cisco Unified Presence) Information for all contacts. IP Phone users can now set a status for themselves that is reflected onto the Attendant Console Directory area. This allows you to manage calls efficiently since it can be easily found out whether a particular contact is available or not. [Figure 3-10](#) shows an example of CUP information displayed in the Internal directory area.

**Figure 3-10** CUP Information



Where a contact status has been set, the following presence status icons will be displayed in the **Directory** area. The different icons are reflected in the [Table 3-8](#).

**Table 3-8** CUP Presence Status Icons

Icon	Status	Description
	Away	Presence status away\be right back.
	Busy	Presence status busy.
	DND	Presence status Do Not Disturb (DND).
	Offline	Presence status offline.
	Online	Presence status online (available).
	Unknown	Presence status unknown.

To view Presence Status, perform the following steps:

- 
- Step 1** Select a contact in a Directory.
- Step 2** Hover over a presence status graphic. The Presence Status details are displayed
- 

There is also facility to hover over the contact icon with the mouse and a pop up display will provide any additional information that might be available for the status (ie in the case of Vacation it will display a return date).





# APPENDIX A

## Glossary

---

<b>Absent Message</b>	A little note about the extension when it is not to be disturbed or absent.
<b>Busy Lamp Field</b>	Set of Internal Extensions assigned to the Operator. Operator can monitor their status through Cisco Unified Attendant Console.
<b>Call Origin</b>	Whether the call is an internal or external call. (INT or EXT).
<b>Call Parking Devices</b>	Virtual devices where calls can be held temporarily and picked from any other call centre extension.
<b>Call Queuing</b>	The ability for a physical phone to have several calls stacked on the line waiting to be answered.
<b>Call Status</b>	It tells what is currently happening to the call. It can be Ringing, Held, Connected or Busy.
<b>Call Type</b>	It tells whether the call is an inbound, outbound or a transferred call. (IN/OUT/TFR).
<b>CLI Number</b>	It is defined as Caller Line Identification The caller's number.
<b>Extension</b>	Physical phone in call centre.
<b>Full Directory</b>	The Full Directory will list all of the contacts that are associated to an Attendant Operator.
<b>Field Headers</b>	Titles of different sections in Cisco Unified Attendant Console.
<b>Personal Directory Groups</b>	Personal Directory Groups are a way of customizing the Full Directory Group to smaller, more manageable sizes. If the Attendant has permissions they can create a directory specific to a set of criteria and this directory will be available to them within the Directory field.
<b>Reverted Call</b>	A call that hits the Call Progress area if it is left unanswered by a contact.
<b>Toggle</b>	Changes a call state from 'held' to 'active' or vice versa.







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