Cisco Unified Enterprise Attendant Console User Guide

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C O N T E N T S

Cisco Unified Enterprise Attendant Console User Guide

Preface

The following manual relates to the operation of the Cisco Unified Enterprise Attendant Console (CUEAC) software product ranges.

Cisco Unified Enterprise 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. Figure 1 displays the default layout of the Cisco Unified Enterprise Attendant Console.

Figure 1   *Displays the Default Layout of the Cisco Unified Enterprise Attendant Console*
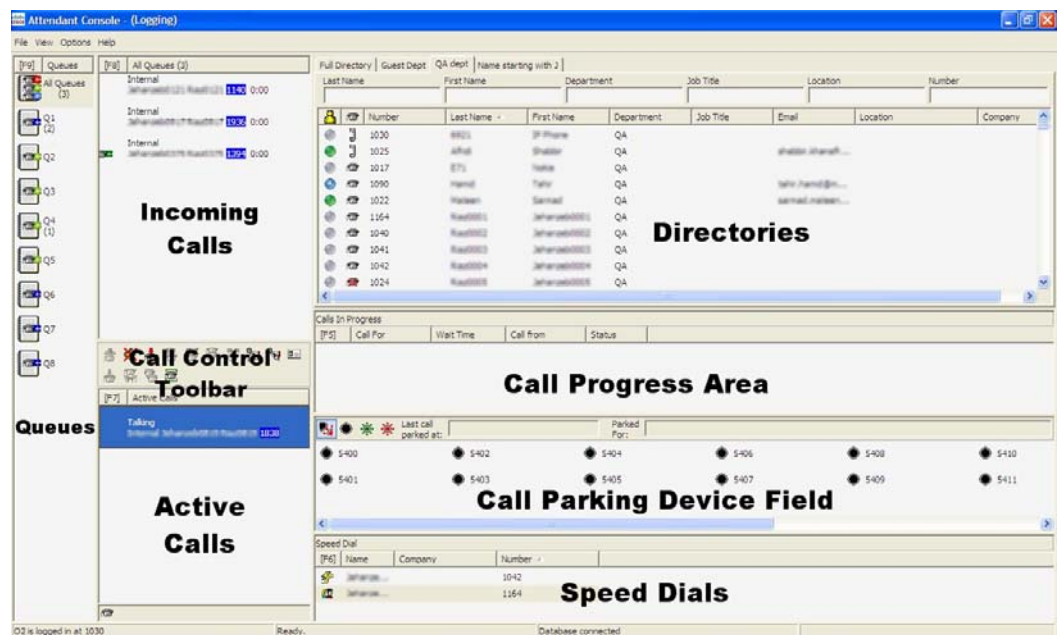
Purpose of this Guide

The purpose of this user guide is to:

- Provide information on configuring and initializing the 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 EnterpriseAttendant Console

- Users of Cisco Unified Enterprise Attendant Console

Organization

This guide includes the following chapters:

Chapter	Title	Description
1	Getting Started	This section explains the interface of the Attendant Console. The basic functions of starting up and logging into the application are explained here.
2	Customizing Attendant Console	This section guides you to customize the application. Different configurations and preferences are also explained in this section.
3	Using Attendant Console	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
bold font	Commands and keywords and user-entered text appear in **bold** font.
italic font	Document titles, new or emphasized terms, and arguments for which you supply values are in *italic* font.
[ ]	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 nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
`courier` font	Terminal sessions and information the system displays appear in `courier` font.
< >	Nonprinting 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.

Getting Started

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

Accessibility for Users with Disabilities

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

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** from the menu bar.

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 Enterprise 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 Enterprise 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 Attendant Console.

Key Descriptions

Table 1-1   Shows the Functions that can be Performed Using the Keyboard

Key Name	Description
F1	Help
F2	Alternative Numbers, BLF and Presence Status
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	Queues Field
F10	Go Unavailable
F12	Contact Details
Backspace	Number Correction. Cancels the misdialled 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. **Note** 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 will be the order that the tab appears across the screen.

Additional Functions

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

Table 1-2   Shows Combination Keys Used to Perform Certain Operations

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	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 *Performing a Search*, *Pressing numeric keys to dial numbers* or *Changing or Selecting Directory screens*.
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 Attendant Console. Logging on to 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 attendant Console, perform the following steps:

Procedure

Step 1   Press **Ctrl^I** or select **File > Login**, this will open the **Login** window. Figure 1-1 shows the Login window.

Figure 1-1   *Displays the Window used to Log into the Application*

Step 2   Type **Login Name** and **Password**.

Step 3   Enter **Extension**.

Step 4   Choose a device **Type**, that is, *Headset* or *Handset*.

Step 5   Click **Login**.

Table 1-3 explains the fields displayed in the *Login* window.

Table 1-3   *Explains the Fields Displayed in the Login Window*

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.
Type	Handset	You can select the type of device you wish to use. You have a choice between headset or handset.

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 Communciations 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   *Displays the 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   *Describes the fields in the Duplicate Device window*

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   Please note that *Shared Lines* are NOT supported as Operator phones for technical reasons.

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   Displays the Go Unavailable Window
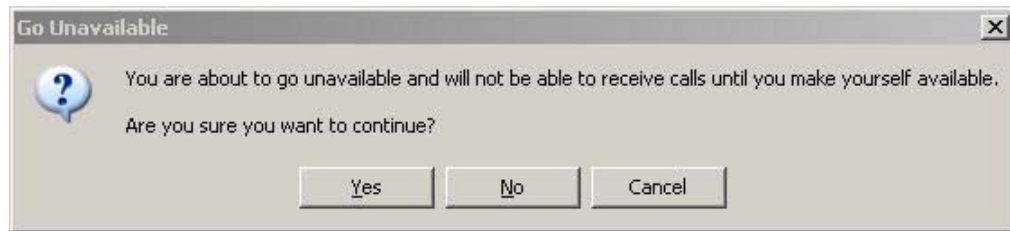
To become available, click **Go Available (F10)**.

Interface

The main interface of Attendant Console consists of the following areas:

1. Menu Bar
2. Tool Bar
3. Queues (F9)
4. Queued Calls Area(F8) (Incoming Calls)
5. Active Calls Area (F7)
6. Directory Area
7. Call Progress Area (F5)
8. Call Parking Devices Field
9. Speed Dials Area (F6)

Figure 1-4 displays Cisco Unified Enterprise Attendant Console interface with a key to identify the areas of functionality.

Figure 1-4   CIsco Unified Enterprise Attendant Console Interface
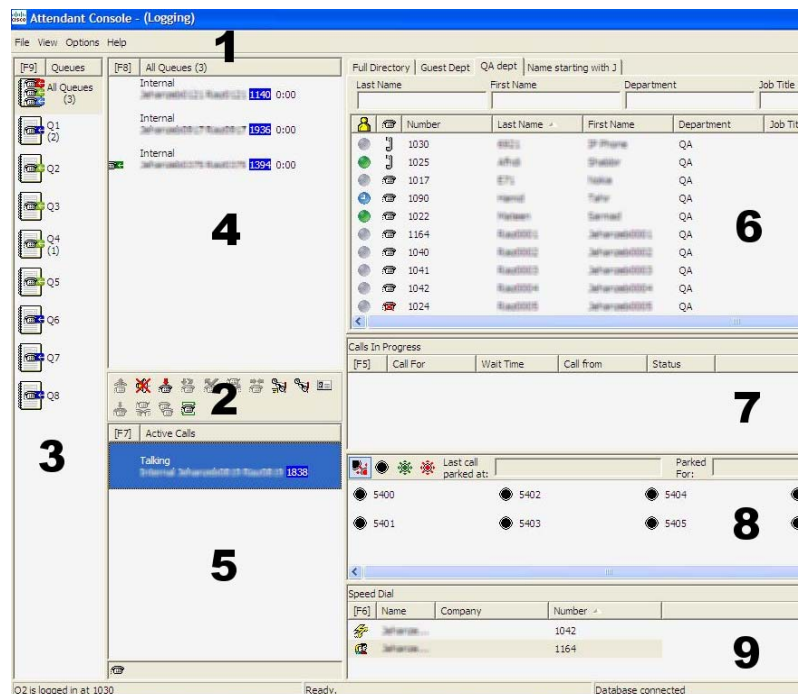
Menu Bar

Table 1-5 describes the options that are available to select from the Menu Bar.

Table 1-5   Lists the Menu Items Along with the Descriptions

Control Name	Description
File	
Login	This option is used to login.
Log out	This option logs you out from Attendant Console.
Exit	This option is used to close the application.
View	
Tool Bar	This option activates/deactivates *Call Control* tool bar.
Queues	This option allows you to either *View All Queues* or *View Individual Queues*.
Speed Dial	This option activates/deactivates *Speed Dial* 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).
Options	
Preference	This option opens the preferences window to customize Attendant Console.
Emergency	The option allows you to send all the queues in Emergency Mode. All calls will be forwarded to a preconfigured destination.
Filter Searching	You can select to switch on AND searching from this menu.
Help	
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 Attendent Console.
About Attendant Console	It displays the version and copyright information.

Call Control Tool Bar

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 1-5 shows an example of the Call Control toolbar with a selection of items available and some unavailable.

Figure 1-5   Displays the Call Control Toolbar

Table 1-6 displays the options available in the Call Control toolbar.

Table 1-6   Displays Call Control toolbar options

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		Use this option to switch between *Active* and *Held* calls.
Re-establish		Click to redo an action previously performed on a call.
Hold with Notes		Click to attach information notes to the current call before placing the call on hold. **Note** 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.
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 inconference.
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 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"section).

Queues (F9)

The Queues field of the application 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 appears indicating 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 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 1-7 decribes the icons that are displayed in the Queue (F9) area of the screen.

Table 1-7   Describe Icons Appearing in the Queues Area

Icons	Types of Queues
	This is for the Console Queues that have Forced Delivery set for them in configuration.
	This is for the Console Queues that are active and ready to receive calls.
	This icon represents the queues that are currently in night service.
	This is for the Queues that are in *Emergency* mode.

Table 1-8 describes the functions that can be performed on the calls in this area using the keyboard,

Table 1-8   Describes the Combination Key for Emergency Mode

Key	Function
Ctrl^E	Used to force the queues into emergency mode

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

Queued Calls(F8) - Incoming Calls

This field displays calls that are waiting in queues. The calls are displayed with 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)

Figure 1-6 shows an example of the Queued Calls (Incoming Calls) field.

Figure 1-6   Displays the Queued Calls (Incoming Calls) Field
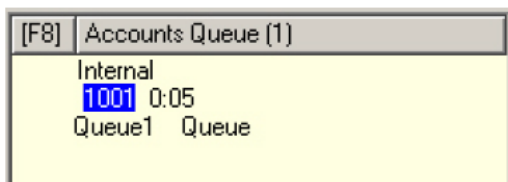
Table 1-9 describes the functions that can be performed on the calls in this area using the keyboard,

Table 1-9   Describes the Function Keys for All Queues 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 Call area F7.
Enter	Press to answer the incoming call.

The above-mentioned options can be accessed through the right click context menu.

Active Calls (F7)

The Active Calls area 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 1-7 shows an example of the Active Calls area.

Figure 1-7   Displays the Active Calls area

Note   If a queue has been configured to Forced Delivery in Web Admin, then there is no requirement 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 1-10 describes the keys that can be used in the Active Calls Area,

Table 1-10   Explains Keys Used to Handle Calls in Through Active Calls Area

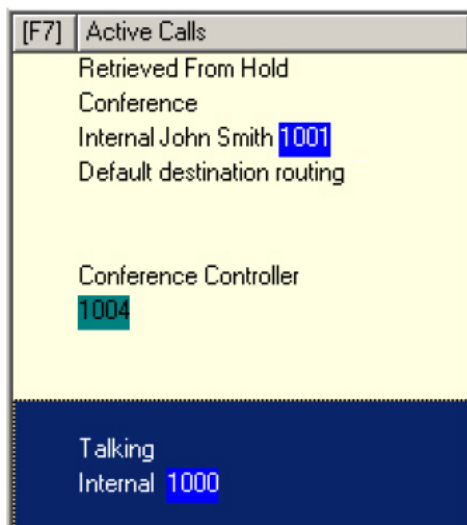| Key	Function
Enter	Press to answer the incoming ringing call.
Enter	Press to clear the connected call.
Enter	Press to complete the Consult Transfer of the call.
PgDn	Press to hold.
PgDn	Press to retrieve the held call.
-	Press to cancel Consult Transfer.
End	Press to start and join all parties in Conference.
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.

Directories

There are two types of directories in Attendant Console:

- **Full Directory** - This shows all of the contacts that are available within the Cisco Unified Enterprise Attendant Console environment.
- **Personal Directory Groups** - These directories can be modified to display a portion of the Full Directory. These diectory groups are specific to the credentials used to the login used with the Attendant Console.

Full Directory

The Cisco Unified Enterprise 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 Enterprise Attendant Console environment. This can include both internal and external contacts.

There are aspects of the directory that are configured through the Cisco Unified Enterprise 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 1-8 provides an example of the Full Directory being displayed.

Figure 1-8   Displays the Full Directory with two Personal Group Directories
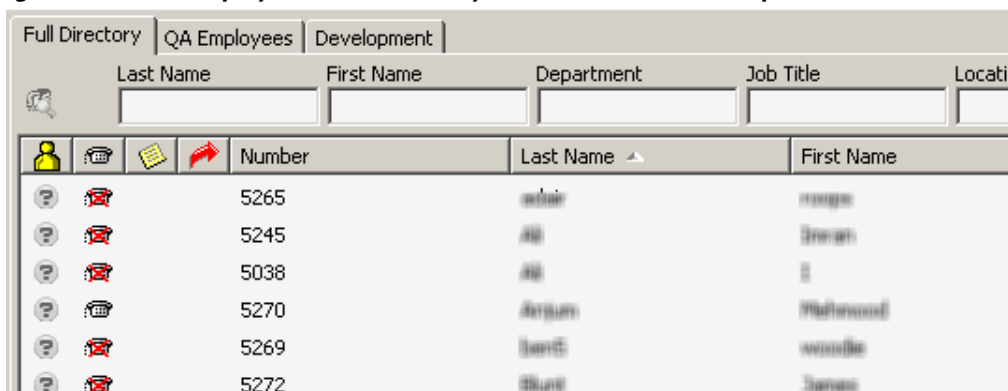
Call control operations can be performed on the contacts in the any of the Directories in the following ways:

- 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 1-11 provides a description of the icons that are used next to a contact in the Directory area.

Table 1-11   Explains icons displayed next to contacts in the Directory area
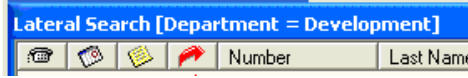
Icon	Description
	Indicates the Presence status of the Contact.
	Indicates the status of the extension. It can also be used to indicates the type of contact number being used, for example, Mobile, Business, Home, Fax or Pager.
	Indicates that the contact has some notes attached.
	Indicates that an alternate number has been specified for the contact,or one of the following fields have an entry in the Contact Numbers: - Mobile - Business 1 - Business 2 - Home

Table 1-12   Explains keys used for functions within a Directory

Key	Function
Ctrl^F2 (preference specific - See Chapter 2, "Filter Search 'on page "2 - 12)	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 the criteria will appear in the heading.
	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^Tab Number 1,2,3,4 etc.	This allows for an Attendant Operator to jump to a specific Personal Directory.
	Example: If you have five directories and you press Alt^2 the second directory tab will be displayed, If you press Alt^4 then the fourth directory tab will be displayed.

Table 1-12 describes the functions of the keys used within the Directory area.

Personal Directory Groups (F4)

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

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 press **Alt^Number** where the number represents the tab position going across the screen (1,2,3,4,etc) this will navigate to the tab directly.

Tip   If you have five directories and you press Alt^2 the second directory tab will be displayed, If you press Alt^4 then the fourth directory tab will be displayed.

With Personal Directory Groups you can take a call that has arrived on the 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 ten Personal Directory Groups can be created.

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

Procedure

Step 1   To create a new Personal Directory Group, position the mouse within the Directory Field of the Attendant Console and press **F4** or right click within the Directory Field and go to **Personal Directory Group** and **New**. A dialogue box will appear (Figure 1-9) and the following information is required.

Figure 1-9   Shows the Personal Directory Group Dialogue box

Step 2   Under Detail 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 **buiness1** 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.

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 1-10   An example of the Delete Personal Directory Group Warning
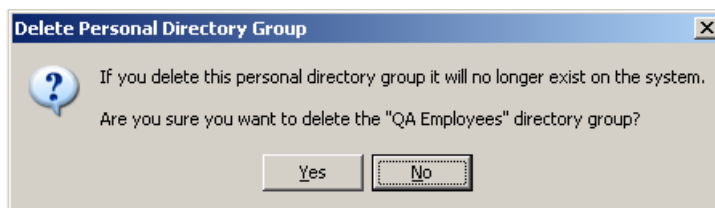
Call Progress (F5)

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 1-13 provides a description of the fields displayed in the Call Progress area.

Table 1-13   Explains Fields Displayed for a Call in the Call Progress Area

Control Name	Description
Call Progress	Displays 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.

Call Parking Devices Field

The Call Parking Devices field displays a list of call parking devices. By default you can view all devices. Figure 1-11 displays an example of the Call Park area with all Park devices shown.
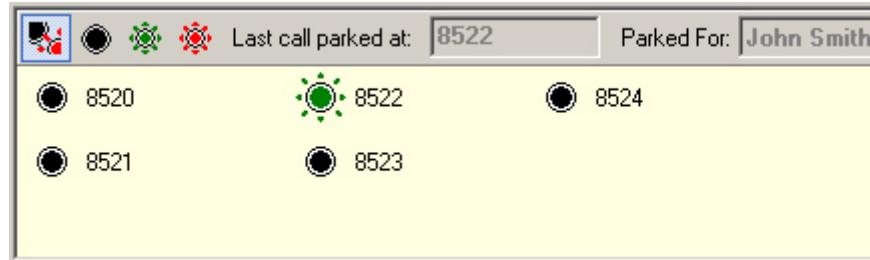
Figure 1-11   *Displays the Call Park area*

Table 1-14 describes the buttons that are available in the Call Park area to restrict the view of the Call Park devices.

Table 1-14   *Explains Functionalities of the Buttons Available in Call Park Area*

Button	Function
	Shows all Call Parking devices.
	Displays Call Parking devices available to you.
	Shows devices where you have parked calls.
	Show Call Parking devices where other operators have parked their calls.
	Displays the number where you parked the last call.
	When a call is reverted from a busy extension and you park that call, **Parked For** field will display the name of the contact the call bounced back from.

A Call Park Device with **Out of Service** icon indicates that the selected call park device is currently out of service. In this case that device cannot be used for parking calls.

You can park or retrieve the Call Park area in the following ways:

- Using the mouse, select a device in the Call Park area and click any call control button on the call control toolbar. These buttons have been explained in the previous sections.

- 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 Field (F6)

To enable you to quickly dial calls, a field is provided for frequently called numbers. Figure 1-12 displays an example of a name in the Speed Dial area.

Figure 1-12   Displays the Speed Dial Area

You can perform call control operations in the following ways:

- Using the mouse, select a contact click any call control button on the call control toolbar. These buttons have been explained in the previous sections.

- Use the keyboard shortcuts to perform call control operations as explained in the previous sections.

Adding an entry to the Speed Dial Field

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

Procedure

Step 1   Point the cursor in the Speed Dials field and right click to select **Add Speed Dial**. Figure 1-13 demonstrates the right click menu with Add Speed Dial selected.

Figure 1-13   Displays the Menu Option to Add a Speed Dial Number
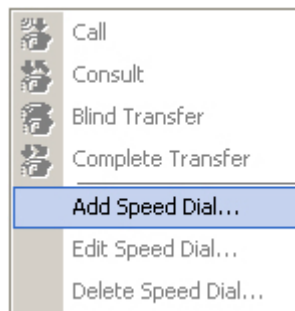
Step 2   Enter **Number, Name** and **Company** name of the contact. Figure 1-14 displays the Speed Dial window.

Figure 1-14   Displays the Window Where Speed Dial Information is Added

The Table 1-15 provides a description of the fields that appear in the Speed Dial Window (shown in Figure 1-14).

Table 1-15   Explains the fields displayed on the Speed Dial window

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:

Procedure

Step 1   Select the speed dial you want to delete.

Step 2   Right click and choose **Delete Speed Dial**. Figure 1-15 displays the right click menu with the option to Delete Speed Dial selected.

Figure 1-15   Displays the menu option for deleting a speed dial number
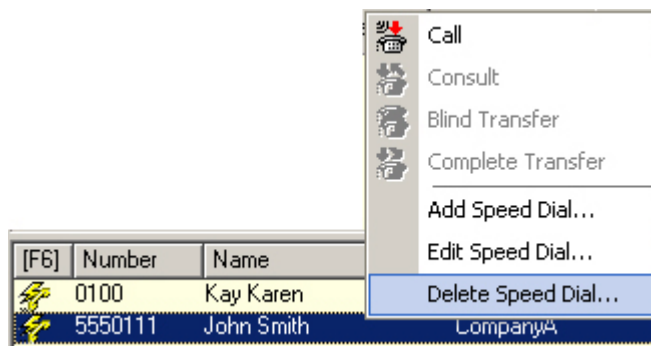
Step 3   Click **Yes** on the confirmation message. Figure 1-16 shows the Remove Speed Dial confimation box.

Figure 1-16   Displays the message that appears to confirm a speed dial deletion
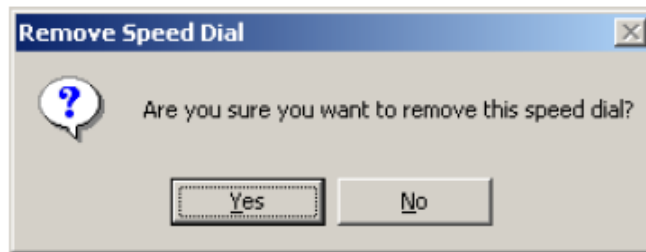
Updating an entry in the Speed Dial field

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

Procedure

Step 1   Select the speed dial you want to update.

Step 2   Right click and choose **Edit Speed Dial**. Figure 1-17 shows the right click menu with Edit Speed Dial selected.

Figure 1-17   Displays the menu option to edit a speed dial number
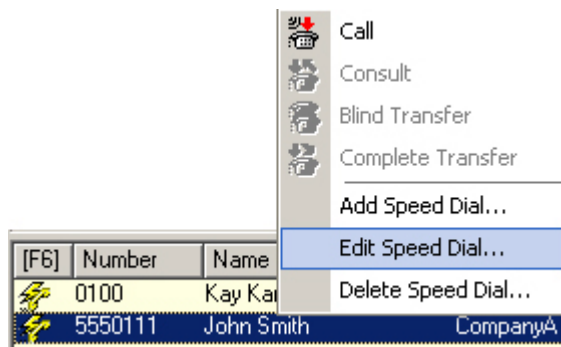
Step 3   Change the **Name, Number** and **Company** as required.

Step 4   Click **OK**.

Working in the Fields

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

Dialling a Number

Instead of selecting a contact from the directories and then making a call, you can dial a number yourself to make a call as well. All you have to do is enter the digits using your keyboard. As you type, the digits will appear in the **Calling box** under the **Active Calls** area. Figure 1-18 displays the calling box where the dialled number appears, in this example '2000'. Table 1-16 lists the available keys that can be used to edit a dialled number.

Figure 1-18   *Displays the calling box where the dialled number appears*

The following keys can be used,

Table 1-16   *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

One of Attendant Console's most powerful features is the search engine. It enables you to search for a specific person via configured criteria within the directories. This feature is a necessity if the console is extremely busy.

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

Procedure

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 press **Alt^Number** where the number represents the tab position going across the screen (1,2,3,4,etc) this will navigate to the tab directly. Eample: If you have five directories and you press Alt^2 the second directory tab will be displayed, If you press Alt^4 then the fourth directory tab will be displayed.

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 1-19 shows an example of a search for people that have 'John' as a first name.

Figure 1-19   Displays the results for the search applied using the filters

✎
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)

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 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 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.

C H A P T E R 2

Customizing Attendant Console

Cisco Unified Enterprise 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. The tabs in this window are explained in the following sections,

General

The following settings are available in this section:

Popup Application When

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** etc, etc

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 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).


Note   Example:- A contact has its primary number as a *mobile 22222*, yet has a *buiness1* 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   Displays the General Tab in the Preferences Section*
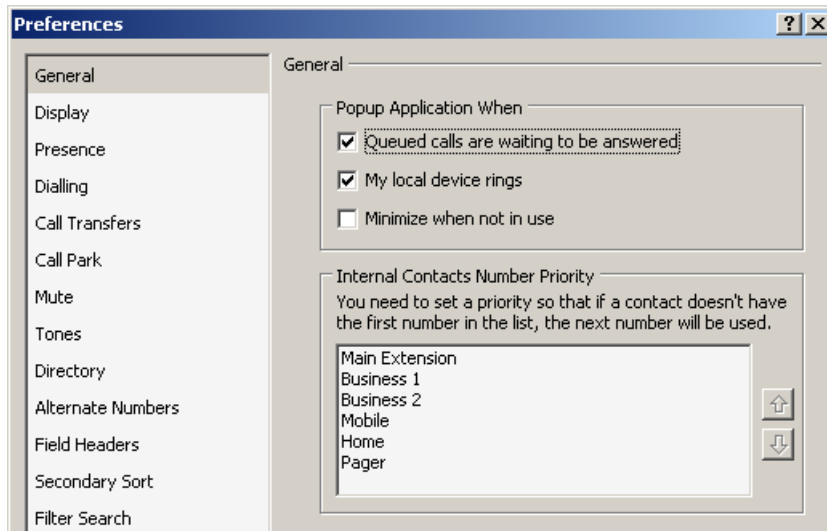
Display

The **Display** tab allows you to set the display settings of the font, tag and reverted reasons. It has the following three segments:

- **When a section becomes selected** – This setting allows you to change the font colours of the labels in Attendant Console for the selected area. This makes it easy to see which area you have selected when operating the console.

- **Display Call Information** – The **Show Routing Tag** setting 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. **Show Time-out Conditions** will include details of why a call has returned to the operator.

- **When Making Calls** – This settings will enable/disable the BLF/Presence prompt being displayed.

- **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.

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

Figure 2-2   *Displays the Display Tab in the Preferences Section*
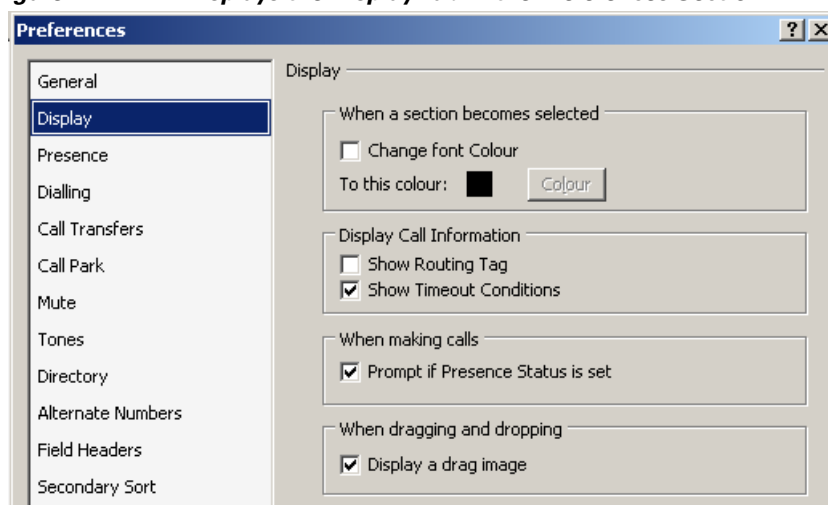
Presence

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   Diplays the Presence Tab in the Preferences Section
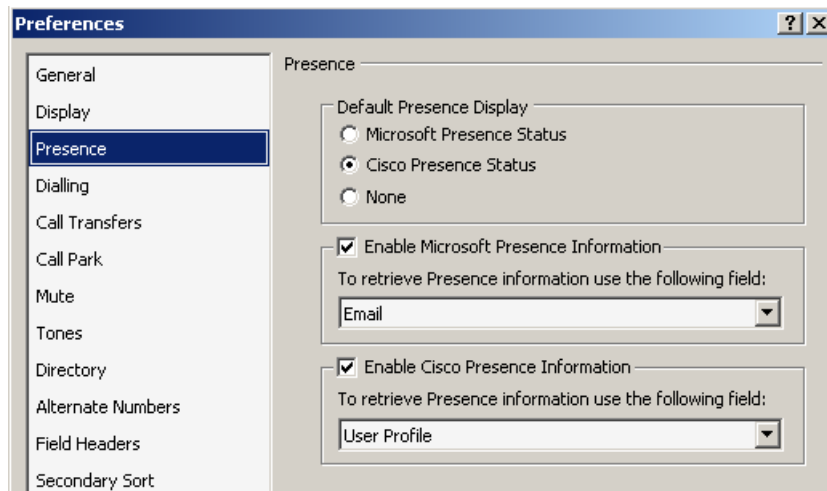
Dialling

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   Displays the Dialling Tab in the Preferences Section
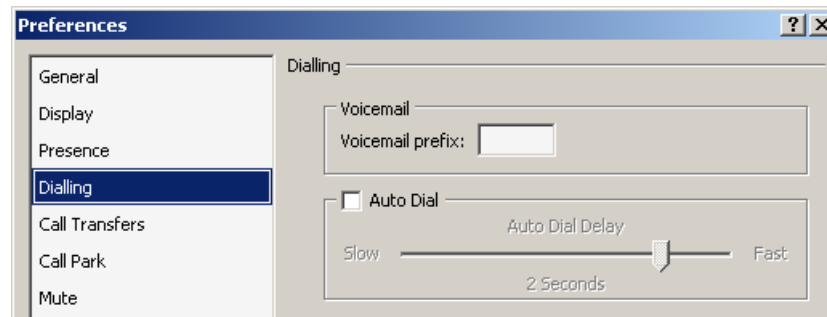
Call Transfers

The following option are available in this tab,

When Dragging and Dropping or Double Clicking

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

When Blind Transferring

When Blind Transferring a call, you can select **Automatic Camp On 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

When Re-establishing a call, you can select **Automatic Camp On 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   Displays the Call Transfer Tab in the Preferences Section
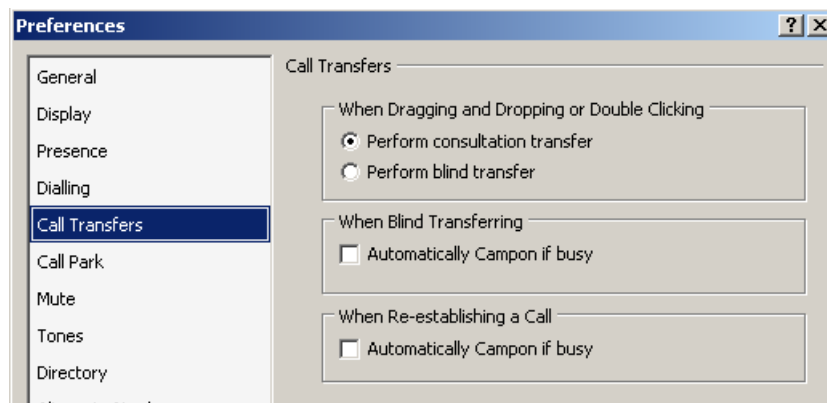
Call Park

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   Displays the Call Park Tab in the Preferences Section*
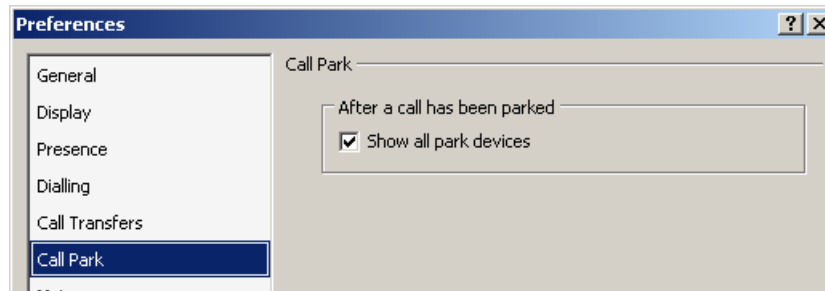
Mute

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   Displays the Mute Tab in the Preference Section.
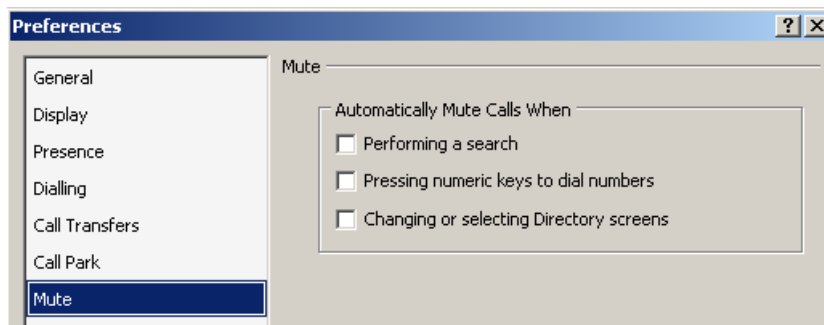
Tones

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   Displays the Tones Tab in the Preferences Section
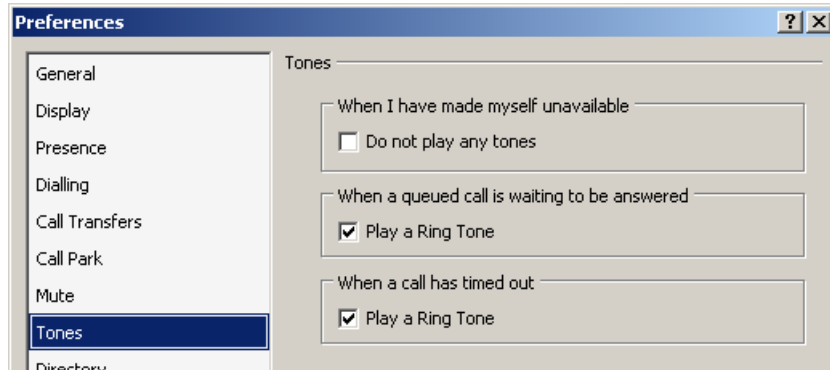
Directory

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 the search fields required to display, which will be used to search a record in the Internal Directory.

  You can choose a maximum of six search fields. If you require less than six search fields, select the number of required fields from the menu, **I only want to see** [6 ▾] **search fields on the screen.**

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

Figure 2-9 *Displays the Internal Directory Tab in the Preferences Section*


> **Note**   Fields that are greyed out denote that they are not indexed within the database.

Alternative Numbers

You can use the Alternate Numbers display to display specific contact information with each selected contact. It is recommended that you set up the 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   Displays the Alternative Numbers Tab in the Preferences Section
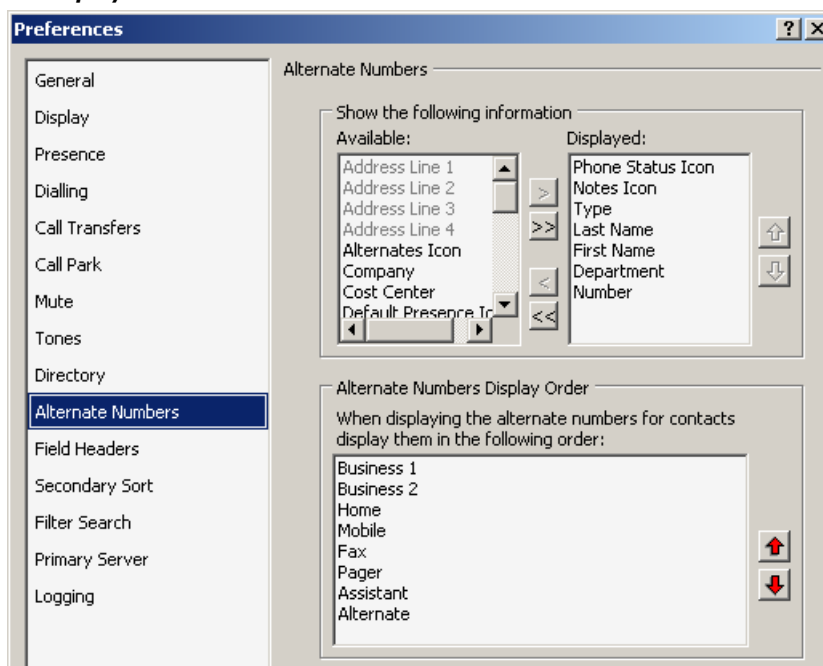
Field Headers

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:

Procedure

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   *Displays the Field Headers Tab in the Preferences Section*
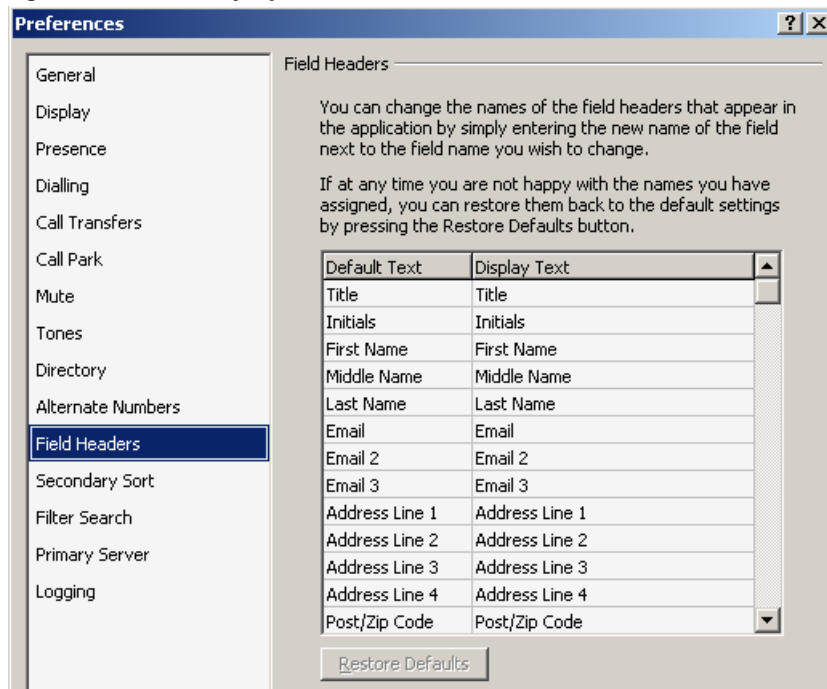
Secondary Sort

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

You can customize the way Attendant Console sorts and searches the data by specifying a **Secondary Sort Column**.

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:

Procedure

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   *Displays the Secondary Sort Tab in the Preferences Section*
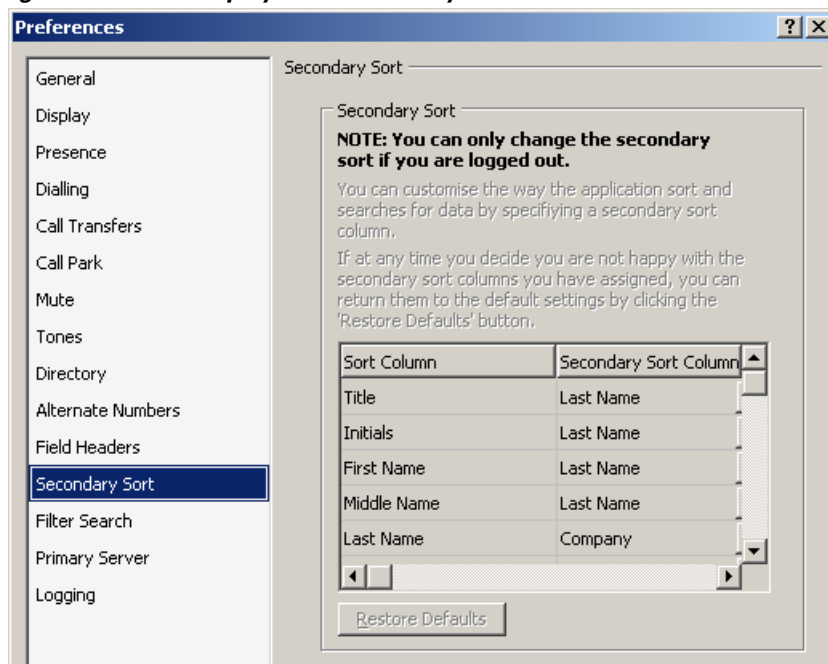
Filter Search

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, when selected, refreshes the search results with every key you press to enter a search value in the field.

- **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 Searching

The Lateral Searching feature enables you to search for an alternative contact by pressing the Ctrl^F2 button. The selection is made from **None, Last Name, First Name, Department** or **Number**.

Selecting **None** will disable Lateral Seraching.

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

Figure 2-13   Displays the Filter Search Tab in the Preferences Section
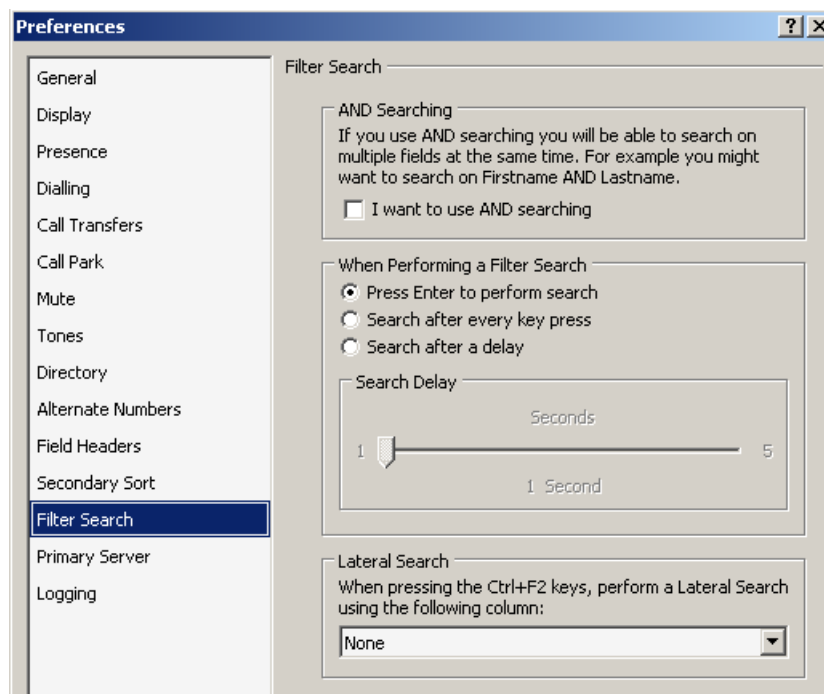
Primary Server (Information only)

This tab is for information only. It tells you the Server to which you are connected, and the status of that connection.

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

Figure 2-14   Displays the Primary Server Tab in the Preferences Section
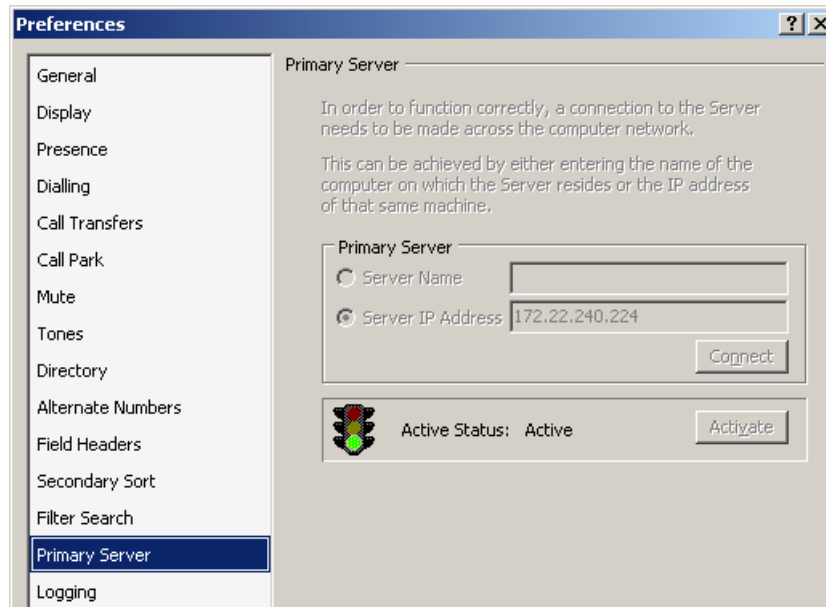

Logging

This tab provides for logging files to be switched on and off. In order to enable this functionality, the Logging tab allows you to select the desired logging type by selecting the corresponding checkboxes. The options are:

- **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 2-15 displays the options that can be configured from the Logging tab.

Figure 2-15   displays the Logging Tab in the Preferences Section
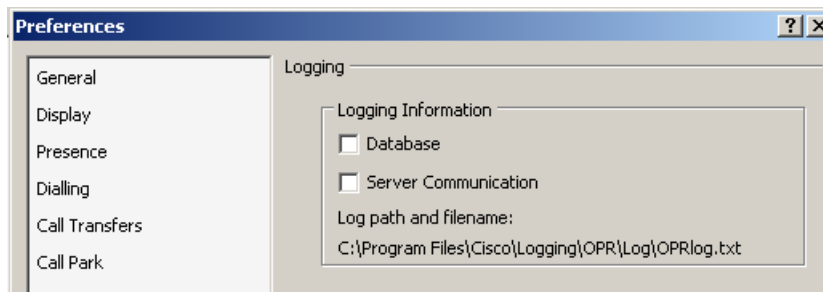
C H A P T E R **3**

Using 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 Attendant Console. There are two levels of monitoring that can be displayed within 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***   ***Lists Icons Used to Reflect the Phone Status shown in the Directory Area***

Icon	Description
☏	On-hook.
☎	Active
☎	Unavailable.
☎	Ringing in

Answering Calls

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**). Table 3-1 shows an example of a call in the Active Calls area.
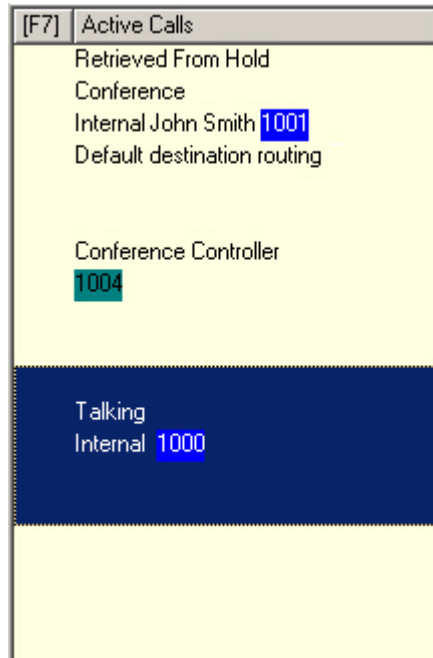
The calls coming into the system are prioritized and queued in the Queued Calls Area (**F8**). Calls can be answered using the following three methods,

- **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:

Procedure

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:

Procedure

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 3-2 displays a call being answered through the Answer Next option.

Figure 3-2   Displays Calls Being Answered Through the Answer Next Option
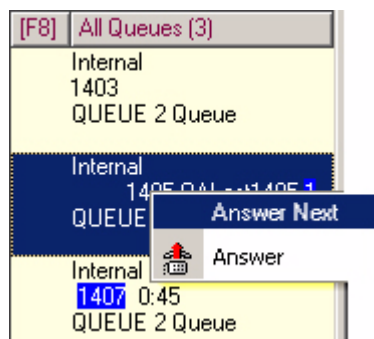
Cherry Picking

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:

Procedure

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:

Procedure

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.

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Step 3   Press **Enter** key to connect the call.

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

Procedure

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 on 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.

Directory Call Forwarding

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

✎
Note   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.
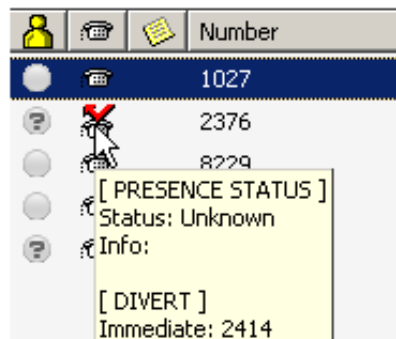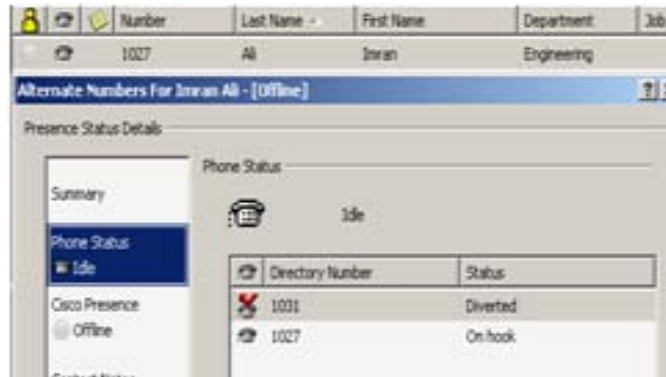
Figure 3-3   Call Forwarding icon displayed in the Directory area (with tool tip).

To see any secondary lines you will need to press F2 which will display the Presence Status window. In Figure 3-4 An example of Presence Status set on a multiple line device extension 1001 is shown as diverted and 1027 is shown as on hook.

Figure 3-4   An example of Presence Status set on a multiple line device

Alternative 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 shows the details that will be available in the Presence Status Window.

Table 3-2   Details available in the Alternative Presence Status Window

Control	Description
Phone Status	Displays the current status of the contact. The phone state is represented by phone status icon and text.
Summary Panel	This panel will show 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   Lists Icons Used to Reflect the Line Status

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 call, perform the following steps:

Procedure

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.

In Figure 3-5 the Alternative Numbers/Presence Status image 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 3-5   Alternative Numbers/Presence Status Window
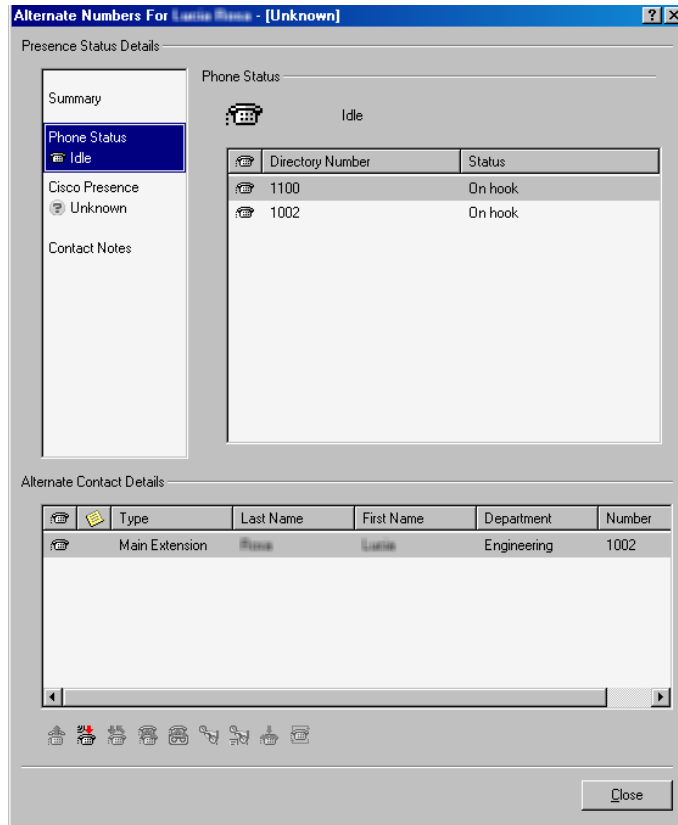
Transfer Calls

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.

Initiating A Blind Transfer

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:

Procedure

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 will automatically be placed in the Dial Box (see Figure 3-6 which shows an example of the Dial Box with the number '2000' displayed):

Figure 3-6   *Displays the Dial Box Where the Dialled Number is Displayed*

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:

Procedure

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:

Procedure

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. 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 "Filter Search" page 2 - 12). 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:

Procedure

Step 1   Answer a call or select the call in the **Active Calls** field.

Step 2   Click into the required Search field in either the Internal or External 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:

Procedure

Step 1   Answer a call or select the call in the **Active Calls** field.

Step 2   Type in the destination number. The cursor will automatically be placed in the Dial Box (Figure 3-7 shows an example of the Dial Box with the number '2000' dialled):

Figure 3-7   Displays the Dial Box Where the Dialled Number is Displayed

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:

Procedure

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 know 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. 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 "Filter Search" page 2 - 12). 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 thet transfer.

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

Procedure

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 "Filter Search" page 2 - 12). 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 ![icon] **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 ![icon] **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 Enterprise 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 "Displays Call Control toolbar options" page 1 - 8. 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.

Make an Internal Call

To call a local extension, perform the following steps:

Procedure

Step 1   Enter the required number. No matter which area of the console you have selected, as you type, the digits will appear in the **Calling box** under the **Active Calls** area.

Step 2   Press **Connect/Clear** with the mouse or **Enter** 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:

Procedure

Step 1   Dial the number of the access code and then the external number. (Unless the Attendant Console is configured to add the Access Number. This is done on the Cisco Unified Enterprise Attendant Admin).

Step 2   Press **Enter** 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:

Procedure

Step 1   Select the required **Directory** using the mouse.

Step 2   Double click on the number to dial.

Placing Calls on Hold

While answering a call, Cisco Unified Enterprise 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 3-8 shows an example of a call on hold in the Call Progress Area.

Figure 3-8   *Displays a Call On Hold in the Call Progress Area*

[F5]	Call For	Wait Time	Call from	Status
	John Smith	0:10	Internal	Hold Timeout
	☎1001		2000	
	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:

Procedure

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:

Procedure

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:

Procedure

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:

Procedure

Step 1   Click on a held call in the **Call Progress** area.

Step 2   Click the ☎ **Retrieve** button.

Muting Calls

Cisco Unified Enterprise 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 (![Mute icon]) 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 Enterprise 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 CallManager 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:

Procedure

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:

Procedure

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

Step 2   Click the ![Park Call icon] **Park Call** button.

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

Procedure

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:

Procedure

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:

Procedure

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 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:

Procedure

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:

Procedure

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 3-9 provides an example of a conference call in the Active Calls area.
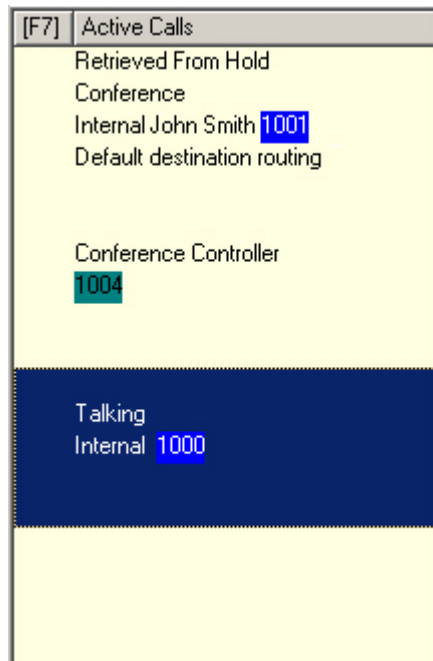
If any of the parties does not respond to the conference call, the call is reverted back. Such calls can then be handled through **Reverted Call Controls** explained in the latter part of the guide.

Note   If the third person does not want to start the conference, Cisco Unified Enterprise 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 Enterprise 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.
Start Conference	📞	Click to consult and start conference with the contact the call was reverted from.

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

| Control Name	Icon	Description
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 Getting Started "Using the Keyboard" page 1 - 1 section).

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 CallManager 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 3-10 displays the FAC Dialogue box.

Figure 3-10   Displays the FAC Dialogue Box
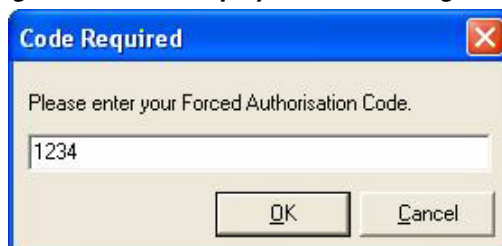
Client Matter Code (CMC)

Client Matter Codes are used to provide extra call logging facilities within Cisco Unified CallManager. 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:

Procedure

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:

Procedure

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

Cisco Unified Enterprise 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 Enterprise Attendant Admin.

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

Procedure

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. Figure 3-11 displays the message box that appears,

Figure 3-11   *Displays the Message Box that Appears Before Placing the Queues in Emergency Mode*
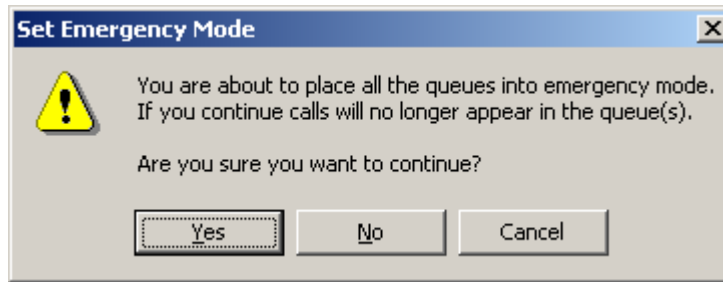
Step 3   Click **Yes** to move all the queues to emergency mode.

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 3-12 displays an example of the Emergency Mode screen with a Queue placed in Emergency Mode.

Figure 3-12   *Displays the Queues that are Placed in Emergency Mode*
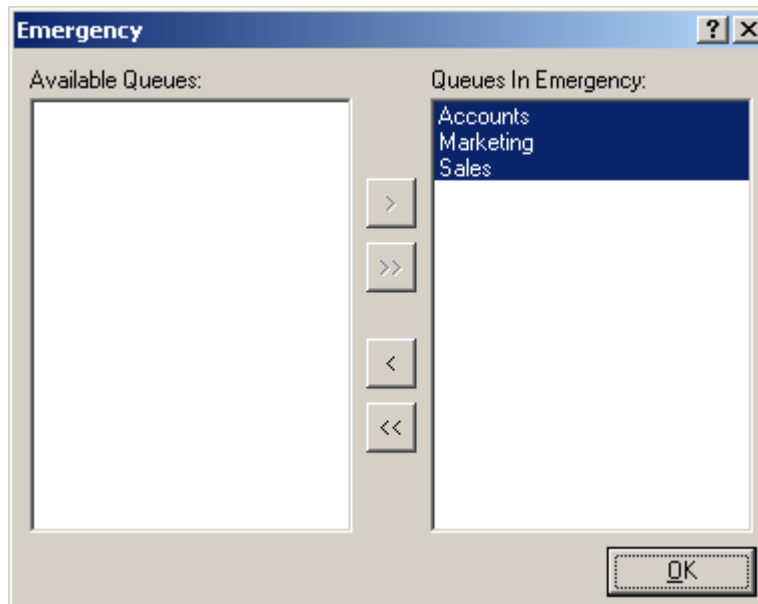
To take queues out of Emergency Mode, perform the following steps:

Procedure

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.

Figure 3-13   ***Right Mouse Menu from Directory with the Contact sub menu displayed***
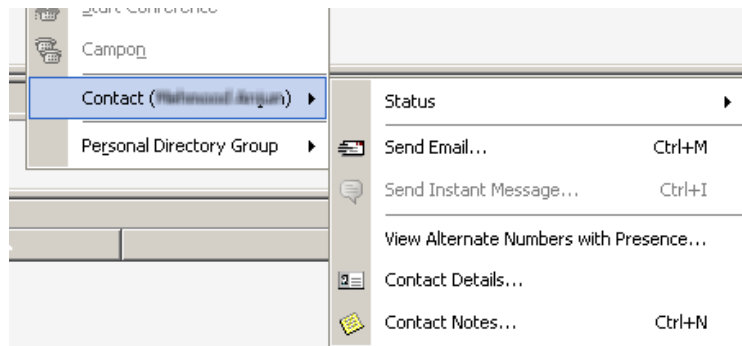
Note   There has to be an email address in the Contact Details for the Cisco Unified Enterprise Attendant Console to be able to function.

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:

Procedure

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

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

Figure 3-14   Right Mouse Menu from Directory with the Status sub menu displayed
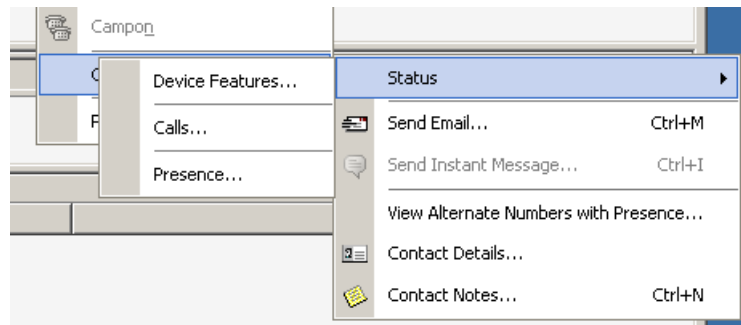
In the **Call Status** window, you can view the following information. Table 3-6 provides an example of the contents that would be displayed in the Call Status window, and Figure 3-15 shows how that appears on the screen.

Table 3-6   Describes the Fields Displayed on the Call Status Window

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 [icon] **Answer** button.

Figure 3-15   Displays the Call Status Window for the Selected Contact
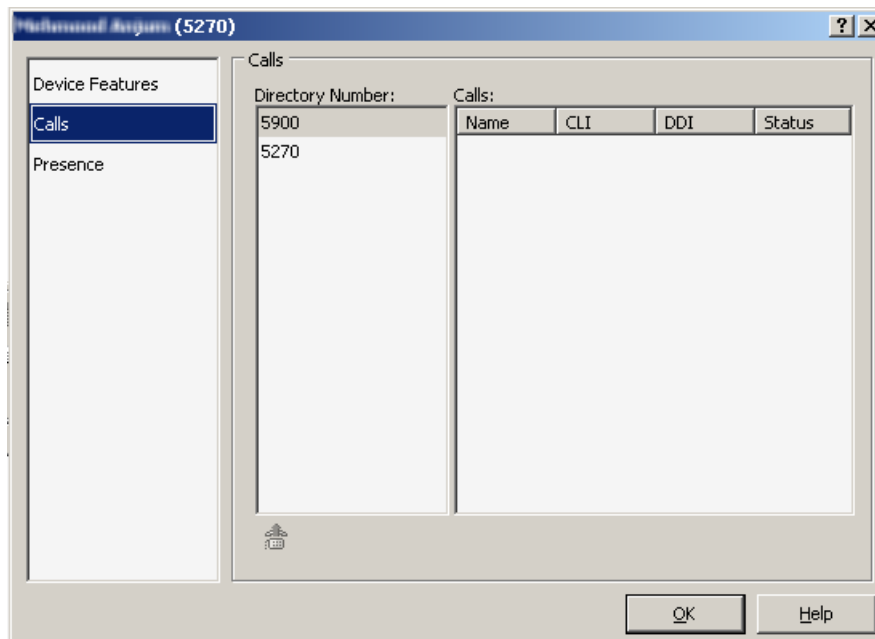
Contact Properties

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
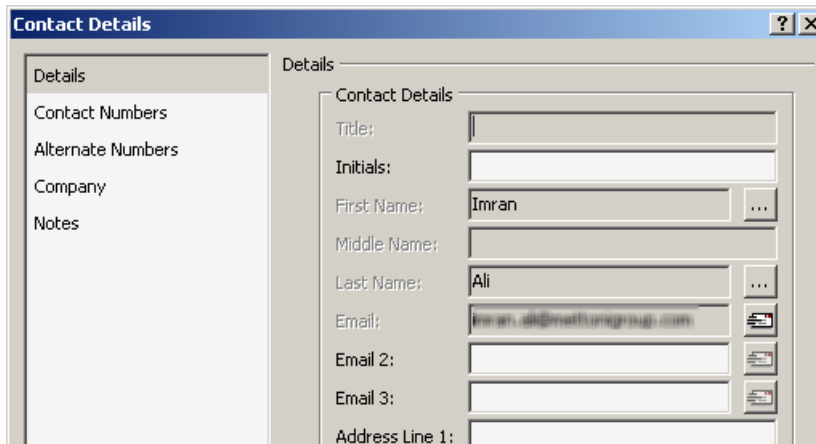
If the email address of the contact person is added in the **Contact Details**, then Attendant Console can mail the contact from this window. It will open the mail client configured on your machine. You can click the ⬛ to write an email. Figure 3-16 displays the Contact Details window.

Figure 3-16   Displays the Contact Details Window for the Selected Contact

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 3-17   Displays the Contact Numbers Window for the selected contact

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

Procedure,

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:

Procedure

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, 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 3-18   *Displays the Contact Details - Notes tab for the selected contact*
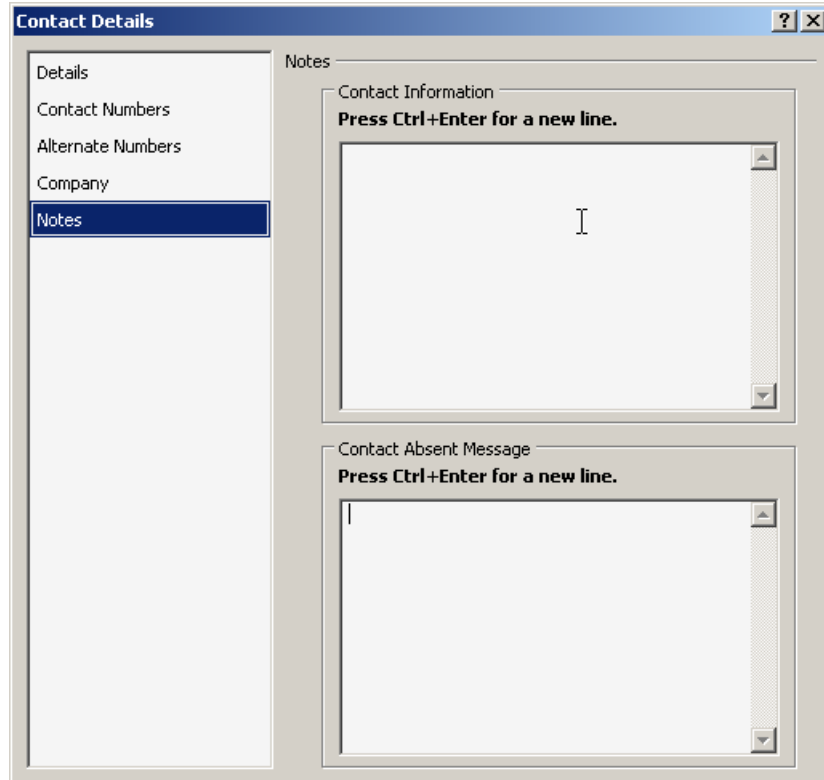
Microsoft Presence Status

Cisco Unified Enterprise 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 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 interuptions pn;y)	Presence status busy. This is similar to Busy but will allow interuption depending how the system is configured.
	Do Not Disturb	Presence status no not disturb (Reachability status of Do Not Disturb)

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Table 3-7   Microsoft Presence Status Icons.

Icon	Status	Description
	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:

Procedure

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 Enterprise 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 3-19 shows an example of CUPs Presence information displayed in the Internal directory area.

Figure 3-19   Displays CUP Presence Information
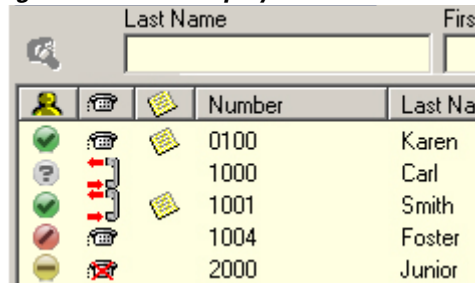
Where a contact status has been set, the following presence status icons will be displayed in the **Directory** area. The different icons are reflected in the Table 3-8.

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:

Procedure

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).

APPENDIX **A**

Glossary

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

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