



Cisco Unified Business/Department Attendant Consoles User Guide

Version 2.0.1.14

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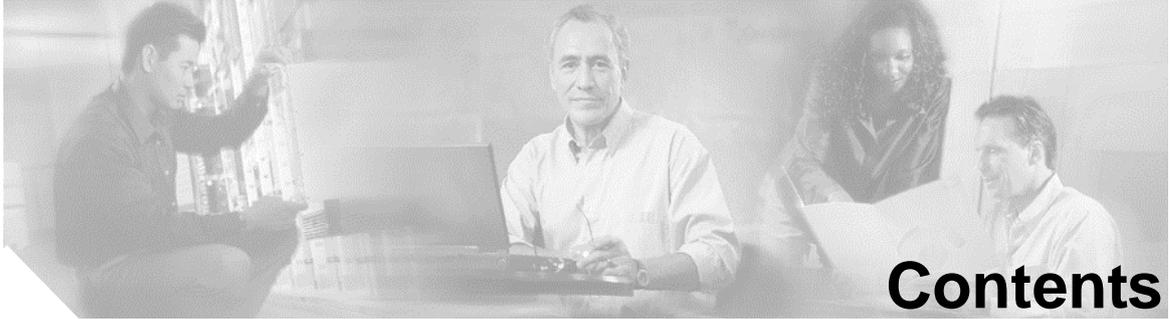
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Cisco Unified Business/Department Attendant Consoles User Guide
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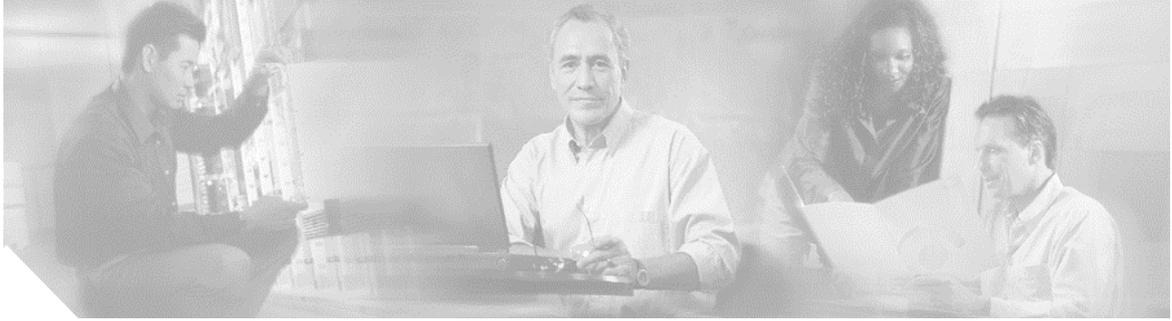
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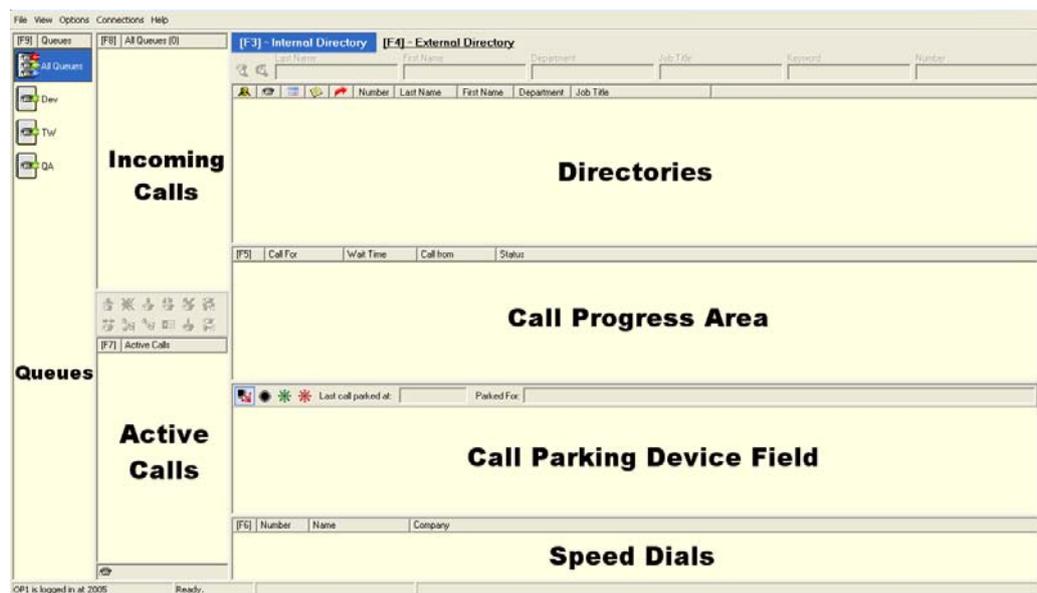
Preface

The following manual relates to the operation of the **Cisco Unified Business Attendant Console (CUBAC)** and **Cisco Unified Department Attendant Console (CUDAC)** software product ranges. To make the document easier to read the name of the product ranges have been abridged to **Cisco Unified Attendant** throughout this document.

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

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

The screen-based operator console that has been developed to work exclusively on Cisco Unified Communications Manager. The traditional functions of a telephone switchboard have been re-created as a Windows application. It is visually more appealing, easier to operate and more user friendly.



Purpose

The purpose of this user guide is to,

1. Provide information on configuring and initializing the Attendant Console.
2. 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,

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

How this Guide is Organized

The user guide is split into four main sections. These sections explain the functionality in a way that the users can easily get familiar with the Attendant Console, perform different actions and customize it. The following table provides the organization of this guide,

Table 1: shows the sections of the user guide

Part	Description
<i>Getting Started</i>	This section explains the interface of the Attendant Console. The basic functions of starting up and logging into the application are explained here.
<i>Initializing Attendant Console</i>	This section guides you to customize the application. Different configurations and preferences are also explained in this section.
<i>Using Attendant Console</i>	This section covers topics on answering and clearing calls, taking notes, holding, transferring and making calls.

Conventions

This document uses the following conventions.

Table 2: shows the writing conventions followed in the user guide

Convention	Description
boldface font	Commands and keywords are in boldface.
<i>italic font</i>	Arguments for which you supply values are in italics.
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.

Table 2: shows the writing conventions followed in the user guide

Convention	Description
[x y z]	Optional alternative keywords are grouped in braces 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.
screen font	Terminal sessions and information the system displays are in screen font.
Boldface screen font	Information you must enter is in boldface screen font.
<i>italic screen font</i>	Arguments for which you must supply values are in italic screen font.
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control-for example, the key combination ^D in a screen display means you hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords, are in angle brackets.

Notes use the following conventions:

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Timesavers use the following conventions:

**Timesaver**

Means *the described action saves time*. You can save time by performing the action described in the paragraph.

Tips use the following conventions:

**Tip**

Means the information contains useful tips.

Cautions use the following conventions:

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following conventions:

**Warning**

This warning signal means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, you must be aware of the hazards involved with electrical circuitry and familiar with standard practices for preventing accidents.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:
<http://www.cisco.com/techsupport>

You can access the Cisco website at this URL:
<http://www.cisco.com>

You can access international Cisco websites at this URL:
http://www.cisco.com/public/countries_languages.shtml

Product Documentation DVD

The Product Documentation DVD is a comprehensive library of technical product documentation on a portable medium. The DVD enables you to access multiple versions of installation, configuration, and command guides for Cisco hardware and software products. With the DVD, you have access to the same HTML documentation that is found on the Cisco website without being connected to the Internet. Certain products also have .PDF versions of the documentation available.

The Product Documentation DVD is available as a single unit or as a subscription. Registered Cisco.com users (Cisco direct customers) can order a Product Documentation DVD (product number DOC-DOCDVD= or DOC-DOCDVD=SUB) from Cisco Marketplace at this URL:
<http://www.cisco.com/go/marketplace/>

Ordering Documentation

Registered Cisco.com users may order Cisco documentation at the Product Documentation Store in the Cisco Marketplace at this URL:

<http://www.cisco.com/go/marketplace/>

Non-registered Cisco.com users can order technical documentation from 8:00 a.m. to 5:00 p.m. (0800 to 1700) PDT by calling 1 866 463-3487 in the United States and Canada, or elsewhere by calling 011 408 519-5055. You can also order documentation by e-mail at tech-doc-store-mkpl@external.cisco.com or by fax at 1 408 519-5001 in the United States and Canada, or elsewhere at 011 408 519-5001.

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You can rate and provide feedback about Cisco technical documents by completing the online feedback form that appears with the technical documents on Cisco.com.

You can submit comments about Cisco documentation by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883
We appreciate your comments.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at: <http://www.cisco.com/wwl/export/crypto/tool/stqrg.html>. If you require further assistance please contact us by sending email to export@cisco.com.

Cisco provides a free online Security Vulnerability Policy portal at this URL: http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you will find information about how to:

1. Report security vulnerabilities in Cisco products.
2. Obtain assistance with security incidents that involve Cisco products.
3. Register to receive security information from Cisco.

A current list of security advisories, security notices, and security responses for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

To see security advisories, security notices, and security responses as they are updated in real time, you can subscribe to the Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed. Information about how to subscribe to the PSIRT RSS feed is found at this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you have identified a vulnerability in a Cisco product, contact PSIRT:

For Emergencies only-security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

For Nonemergencies-psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

1 877 228-7302

1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product (for example, GnuPG) to encrypt any sensitive information that you send to Cisco. PSIRT can work with information that has been encrypted with PGP versions 2.x through 9.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use. If you do not have or use PGP, contact PSIRT at the aforementioned e-mail addresses or phone numbers before sending any sensitive material to find other means of encrypting the data.

Obtaining Technical Assistance

Cisco Technical Support provides 24-hour-a-day award-winning technical assistance. The Cisco Technical Support & Documentation website on Cisco.com features extensive online support resources. In addition, if you have a valid Cisco service contract, Cisco Technical Assistance Centre (TAC) engineers provide telephone support. If you do not have a valid Cisco service contract, contact your reseller.

Reporting Security Problems in Cisco Products

The Cisco Technical Support & Documentation website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support & Documentation website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests, or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)-An existing network is down, or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)-Operation of an existing network is severely degraded, or significant aspects of your business operations are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)-Operational performance of the network is impaired, while most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)-You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

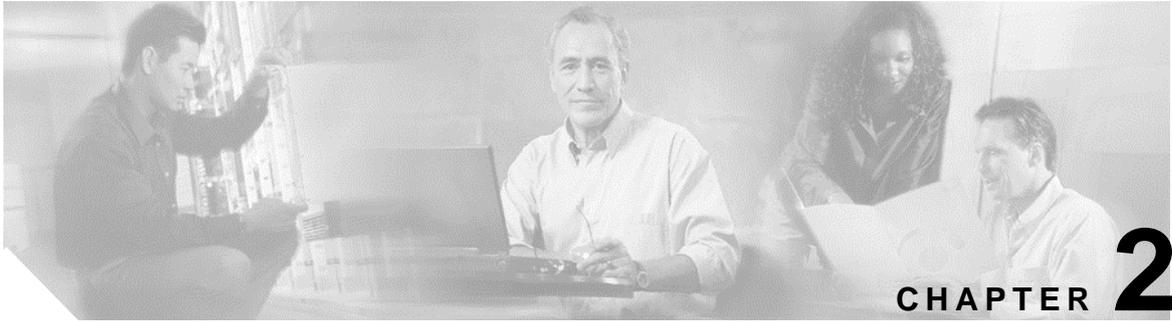
Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- *The Cisco Product Quick Reference Guide* is a handy, compact reference tool that includes brief product overviews, key features, sample part numbers, and abbreviated technical specifications for many Cisco products that are sold through channel partners. It is updated twice a year and includes the latest Cisco offerings. To order and find out more about the Cisco Product Quick Reference Guide, go to this URL:
<http://www.cisco.com/go/guide>
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<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>

or view the digital edition at this URL:
<http://ciscoiq.texterity.com/ciscoiq/sample/>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Networking products offered by Cisco Systems, as well as customer support services, can be obtained at this URL:
<http://www.cisco.com/en/US/products/index.html>
- Networking Professionals Connection is an interactive website for networking professionals to share questions, suggestions, and information about networking products and technologies with Cisco experts and other networking professionals. Join a discussion at this URL:
<http://www.cisco.com/discuss/networking>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>



Getting Started

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

Accessibility for Users with Disabilities

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

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 Attendant Console with a screen reader plug in called JAWS. The screen reader provides the attendant with information on the status of the attendant console as well as with information about the text in the attendant console windows.

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

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

Using the Keyboard

Most of the operations can be performed through mouse clicks; however, you can also use the keyboard to perform call control operations. The functional keys that can be used to operate Attendant Console are mentioned below.

Key Descriptions

Table 1: shows the functions that can be performed using the keys mentioned

Key Name	Description
F1	Help
F3	Internal Directory Field
F4	External Directory Field
F5	Call Progress Field
F6	Speed Dials Field
F7	Active Calls Field
F8	Queued Calls Field
F9 (for Cisco Unified Business Attendant Console)	Queues Field
F10	Go Unavailable
F12	Contact Details
Backspace	Number Correction. Cancels the misdialed numbers
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
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

Table 1: shows the functions that can be performed using the keys mentioned

Home	Call Park. Press to park a call on a park extension number
End	Conference. Used to start the conference procedure and the 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 dialing out
Tab Key	Used to jump across Directory search Fields

Additional Functions

You can perform additional functions using the CONTROL (Ctrl) key. These are explained in the following table.

Table 2: shows combination keys used to perform certain operations

Key Combination	Description
Ctrl^F12	Used to display the extensions associated with a Prime extension in the directory
Ctrl^M	Used for sending an email to an extension user not responding to a call
Ctrl^E (for Cisco Unified Business Attendant Console)	Used to force the queues into emergency mode
Ctrl^Q	Used to Mute a call when certain actions are taken. This is set up in preferences and the actions include <i>Performing a Search</i> , <i>Pressing numeric keys to dial numbers</i> or <i>Changing or Selecting Directory screens</i> .
Ctrl^R	Used to reclaim a call

Logging In

You must log in to the application with your *Login Name*, *Password* and *Extension number*. Each user has a unique identity to log in to 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,

1. Choose *File > Login*, this will open the **Login** window,

Figure 1: displays the window used to log into the application

2. Type *Login Name* and *Password*.
3. Enter *Extension*.
4. Choose a device type, that is, **Headset** or **Handset**.
5. Click **Login**.

The following table explains the fields mentioned in the *Login* window.

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

During login, if multiple instances exist in Cisco Unified Communications Manager for the directory number you entered, a *Duplicate Device* window will be displayed. You can select a MAC address and view the relevant details for the directory number and select the correct device as shown in the window below,

Figure 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.

Table 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.

Please note that *Shared Lines* are NOT supported as Operator phones for technical reasons. The duplicate device option is NOT supported by Cisco Unified Communications Manager 4.3.

Go Unavailable

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**. Pressing **F10** will display the following window.

Figure 3: displays the Go Unavailable window



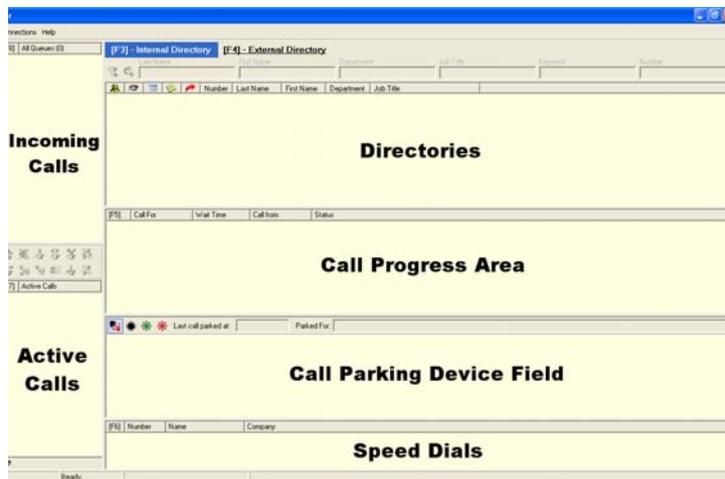
To become available, click **Go Available**.

Interface

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

1. Menu Bar
2. Tool Bar
3. Queues (F9) (for Cisco Unified Business Attendant Console only)
4. All Queues (F8)
5. Active Calls Area (F7)
6. Directories
7. Call Progress Area (F5)
8. Call Parking Devices Field
9. Speed Dials Area (F6)

Figure 4 : Cisco Unified Attendant Console layout



Menu Bar

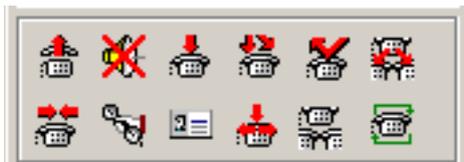
Table 5: lists the menu items along with the descriptions

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 <i>Call Control</i> tool bar.
Queues (for Cisco Unified Business Attendant Console)	This option allows you to either <i>View All Queues</i> or <i>View Individual Queues</i> .
Speed Dial	This option activates/deactivates <i>Speed Dial</i> field.
Options	
Preference	This option opens the preferences window to customize Attendant Console.
Emergency (for Cisco Unified Business Attendant Console only)	The option allows you to send all the queues in Emergency Mode. All calls will be forwarded to a preconfigured destination.
Help	
Contents	It opens on-screen help.
About Attendant Console	It displays the version and copyright information.

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 4: displays the Call Control toolbar



The *Call Control* toolbar has the following options.

Table 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
Clear Call		Click to clear an active call.
Transfer Call		Click to transfer the answered call to another extension.
Retrieve Call		Click to retrieve a held call.
Toggle Call		Use this option to switch between <i>Active</i> and <i>Held</i> calls.
Re-establish		Click to redo an action previously performed on a 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 in conference.
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* section).

Queues (F9) (for Cisco Unified Business Attendant Console only)

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.

The following icons are displayed in this area.

Table 7: describes icons appearing in the Queues area

Icons	Types of Queues
	This is for the Console Queues that are active and ready to receive calls.

Table 7: describes icons appearing in the Queues area

	This icon represents the queues that are currently in night service.
	This is for the Queues that are in <i>Emergency</i> mode.

The following functions can be performed on the calls in this area using the keyboard,

Table 8: describes the combination key for emergency mode

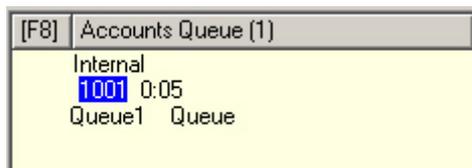
Key	Function
Ctrl^E	Used to force the queues into emergency mode

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

All Queues (F8)

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

Figure 5: displays the All Queue field

The following functions can be performed on the calls in this area using the keyboard,

Table 9: explains the function of keys for All Queues area

Key	Function
+	Answers the next incoming call.
Enter	Press to answer the incoming call.

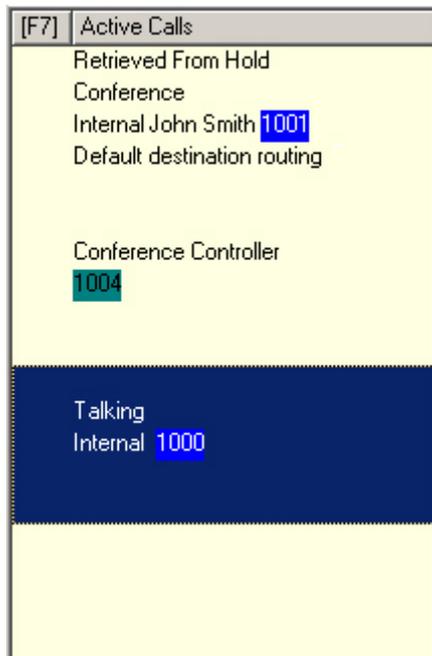
The above-mentioned options can be accessed through the right click context menu.

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 6: displays the Active Calls area



The following keys are used in this area,

Table 10: explains keys used to handle calls in through Active Calls area

Key	Function
Enter	Press to answer the incoming call.
Enter	Press to clear the connected call.
Enter	Press to complete the <i>Consult Transfer</i> of the call.
PgDn	Press to hold.
PgDn	Press to retrieve the held call.
-	Press to cancel <i>Consult Transfer</i> .
End	Press to start and join all parties in <i>Conference</i> .
Delete	Press to re-establish a call.
F12	Press to add, edit or view <i>Contact Properties</i> .
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 directories in Attendant Console,

- Internal Directory (F3)
- External Directory (F4)

Internal Directory (F3)

The *Internal Directory* provides a list of available internal extensions. For each contact, *Internal Directory* displays,

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

These are the default settings and can be changed.

Figure 7: displays the Internal Directory field

Number	Last Name	First Name	Department	Job
0100	Karen	Kay	Sales	
1000	Carl	Eva	Sales	
1001	Smith	John	Sales	
1004	Foster	Adam	Marketing	
2000	Junior	John	Marketing	

Call control operations can be performed on the contacts in the *Internal Directory* 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.

The following icons may appear next to a contact in the *Internal Directory* field.

Table 11: explains icons displayed next to contacts in the Internal Directory field

Icon	Description
	Indicates the Presence status of the Contact.
	Indicates the status of the extension.
	Indicates that the contact has some notes attached.

External Directory (F4)

The External Directory provides a list of available external numbers for internal contacts.

Figure 8: displays the External Directory field



Call control operations can be performed on the contacts in the *External Directory* 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.

Each External contact number displays an icon representing the type of telephone number such as *Mobile, Business, Home*, with the contact's *First Name, Last Name* and *Company Name*. The following icons may appear next to a contact in the *External Directory* field.

Table 12: explains icons displayed next to contacts in the External Directory field

Icon	Description
	Indicates the Presence status of the Contact.
	Indicates the type of contact number being used, for example,  Mobile,  Business,  Home,  Fax or  Pager.
	Indicates that the contact has some notes attached.

Call Progress (F5)

The *Call Progress* field displays two types of calls,

1. Calls that are placed on hold.
2. 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.

The following information is displayed for each call,

Table 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 9: displays the Call Park area



You can change the display of devices by clicking on the buttons as explained in the given table,

Table 14: explains functionalities of the buttons available in Call Park area

Buttons	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.

Table 14: explains functionalities of the buttons available in Call Park area

Last call parked at: 8522	Displays the number where you parked the last call.
Parked For: John Smith	When a call is reverted from a busy extension and you park that call, <i>Parked For</i> 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 10: displays the Speed Dial area

[F6]	Number	Name	Company
	5550111	John Smith	CompanyA

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.
- 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.

Adding an entry to the Speed Dial Field

To add a number to the *Speed Dial* field,

1. Point the cursor in the Speed Dials field and right click to select *Add Speed Dial*.

Figure 11: displays the menu option to add a speed dial number

2. Enter *Number*, *Name* and *Company* name of the contact.

Figure 12: displays the window where speed dial information is added

The following table explains the fields mentioned in the image above,

Table 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. Some other user logging into the application will not be able to view the numbers for which this checkbox is selected.
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.

3. Click **OK**.



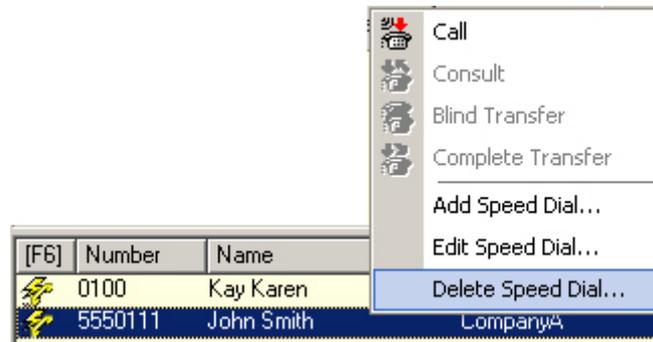
Timesaver

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

Deleting an entry from the Speed Dial Field

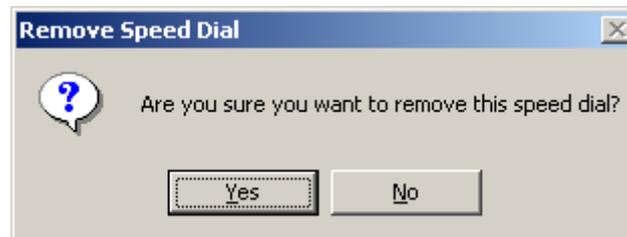
1. Select the speed dial you want to delete.
2. Right click and choose *Delete Speed Dial*.

Figure 13: displays the menu option for deleting a speed dial number



3. Click **Yes** on the confirmation message.

Figure 14: displays the message that appears to confirm a speed dial deletion

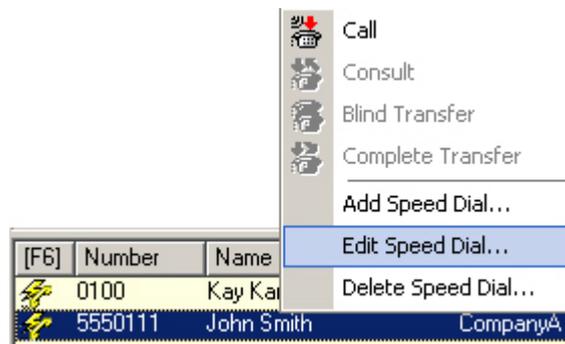


Updating an entry in the Speed Dial field

To update an entry in the speed dial field,

1. Select the speed dial you want to update.
2. Right click and choose *Edit Speed Dial*.

Figure 15: displays the menu option to edit a speed dial number



3. Change the *Name*, *Number* and *Company* as required.
4. Click **OK**.

Working in the Fields

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

Dialing 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 16: displays the calling box where the dialed number appears



The following keys can be used,

Table 16: lists the keys used to edit the dialed number

Key	Function
Backspace	Clears digits when typing a contact number
Space Bar	Clears the number while dialing 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 *Internal* and *External* directories. This feature is a necessity if the console is extremely busy. The procedure for locating people and numbers are listed below:

1. If necessary, press the relevant F-Key to select the *Internal* (F3) or *External Directory* (F4). This will place the cursor in the first box ready for the search.
2. You can select any search criteria. You can base your search on any of the following,
 - a. Last Name
 - b. First Name
 - c. Department (for Cisco Unified Business Attendant Console only)
 - d. Number
3. Press the **Tab** key on the keyboard to jump between the search fields or point and click the mouse on the relevant search box.
4. Enter a keyword.
5. Press **Enter**.

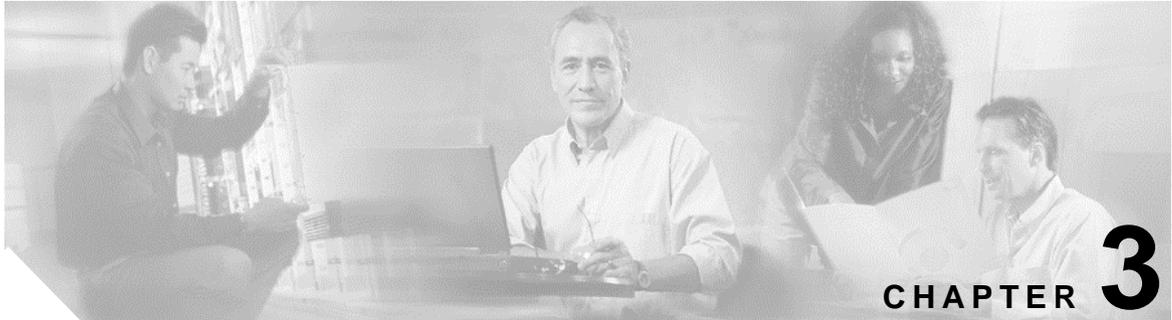
The selected directory will filter out any contacts that do not match the keyword that is entered. Once the required person has been located, either double click or press the **Connect** key twice to call the contact.

Figure 17: displays the results for the search applied using the filters

[F3] - Internal Directory		[F4] - External Directory				
Last Name		First Name		Department		
<input type="text"/>		John		<input type="text"/>		
		Number	Last Name	First Name	Department	Job Tit
		1001	Smith	John	Sales	
		2000	Junior	John	Marketing	

**Note**

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



Customizing the Attendant Console

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

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

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.

Local Area Code

This field allows you to specify the local country code for the country in which you are located. This number is then used to decide how a call should be dialed if it is stored in an international format i.e +44 (0) 1279 645700. If the Area Code was set to 44 then this call would be dialed as a domestic call i.e 01279 645700.

Use External Access Number

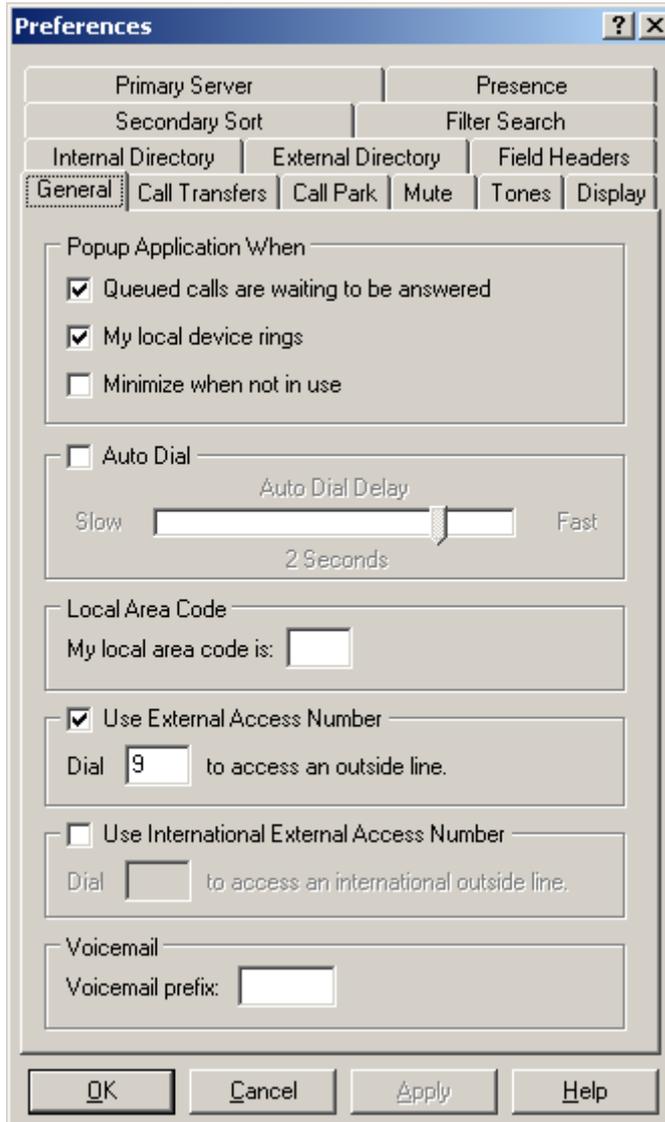
This option allows you to specify a digit, which is added with the number when an external call is placed. This is your standard digit that is used to access an external line, normally a 0 or a 9.

Use International External Access Number

This checkbox enables you to automatically append an international access code number if a number held in an International format is dialed i.e a number with a + prefix. Once this checkbox is checked, you must specify the international external access number.

The **Voicemail prefix code** allows you to transfer a caller into an extension greeting. This will often be a * and dialing *5000 would go directly into the Voicemail box of extension 5000.

Figure 1: displays the General tab in the preferences section



Call Transfers

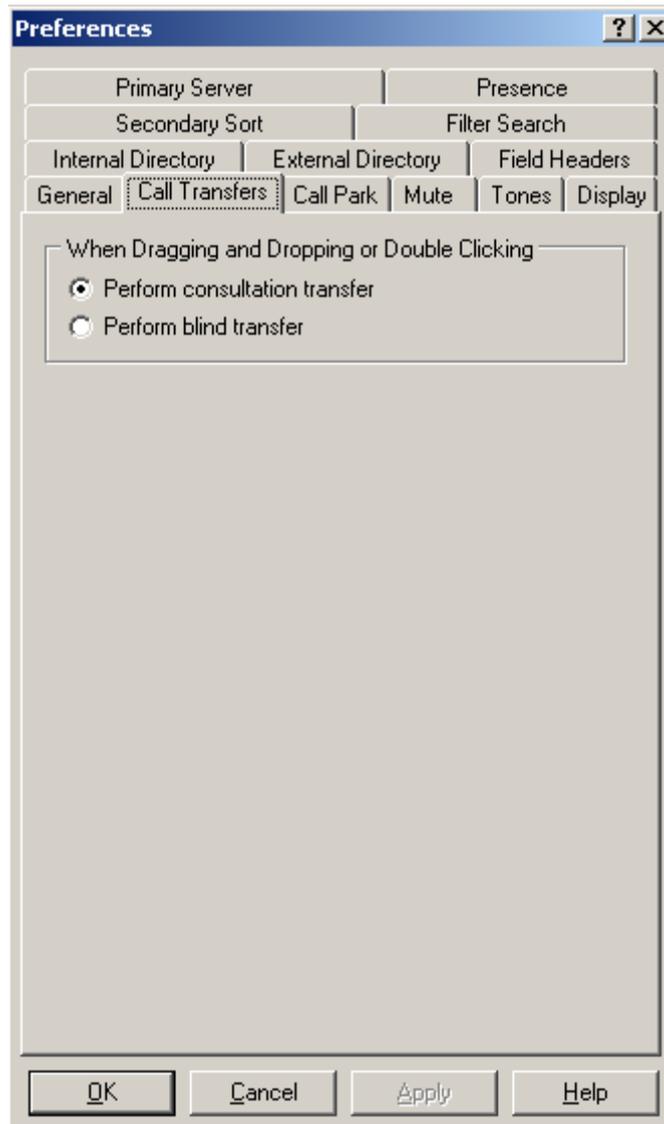
The following option is available in this tab,

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:

1. Perform consultation transfer
2. Perform blind transfer

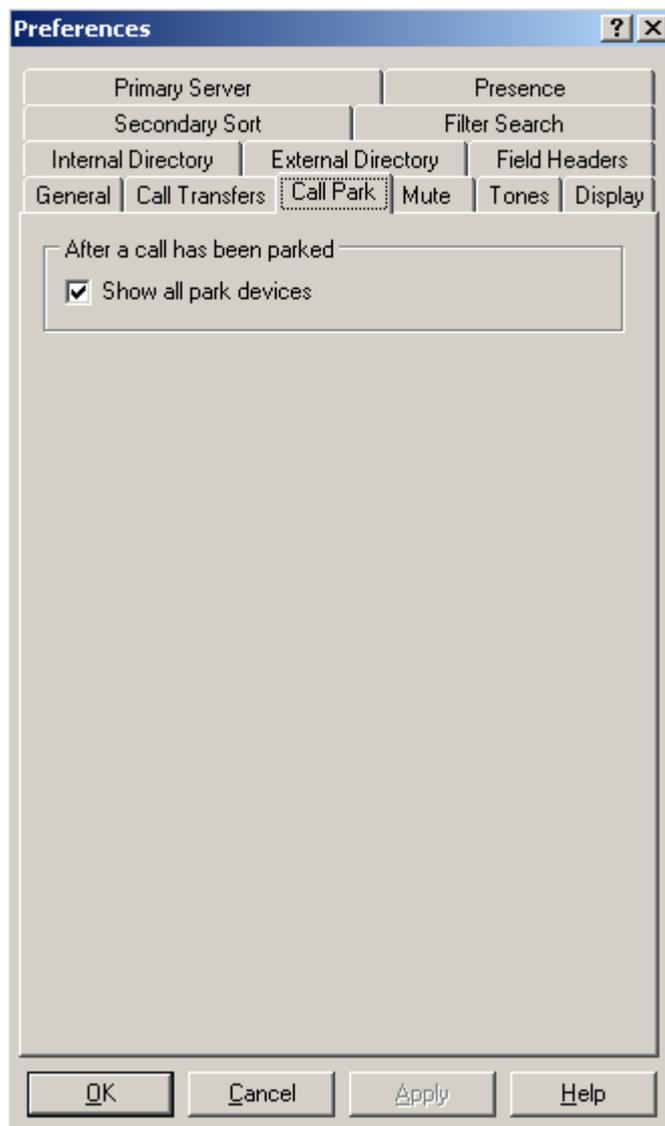
Figure 2: displays the Call Transfer tab in the preferences section



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 3: 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.

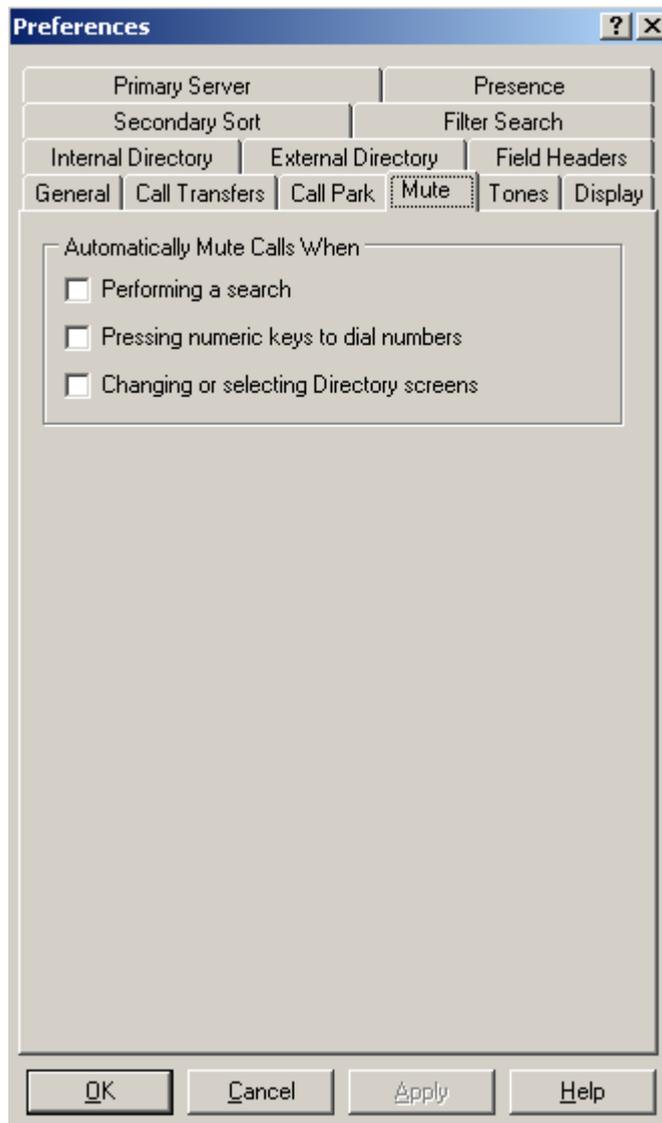
Pressing numeric keys to dial numbers

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.

Figure 4: displays the Mute tab in the preference section.



Tones

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.

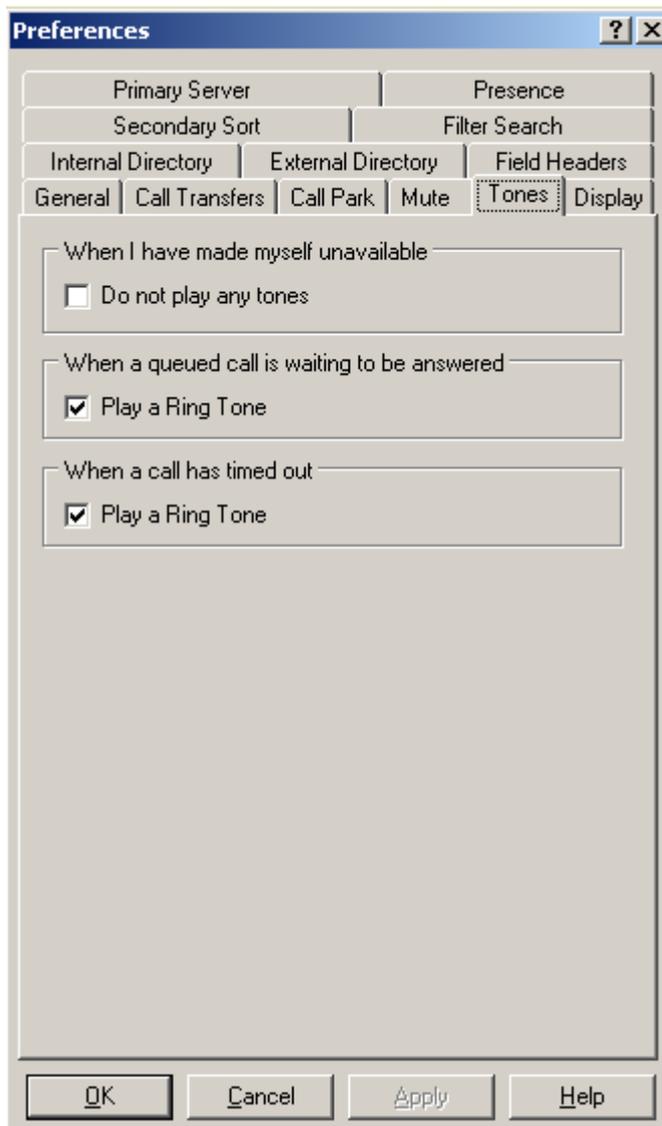
When a queued call is waiting to be answered

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 5: displays the Tones 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 colors 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.

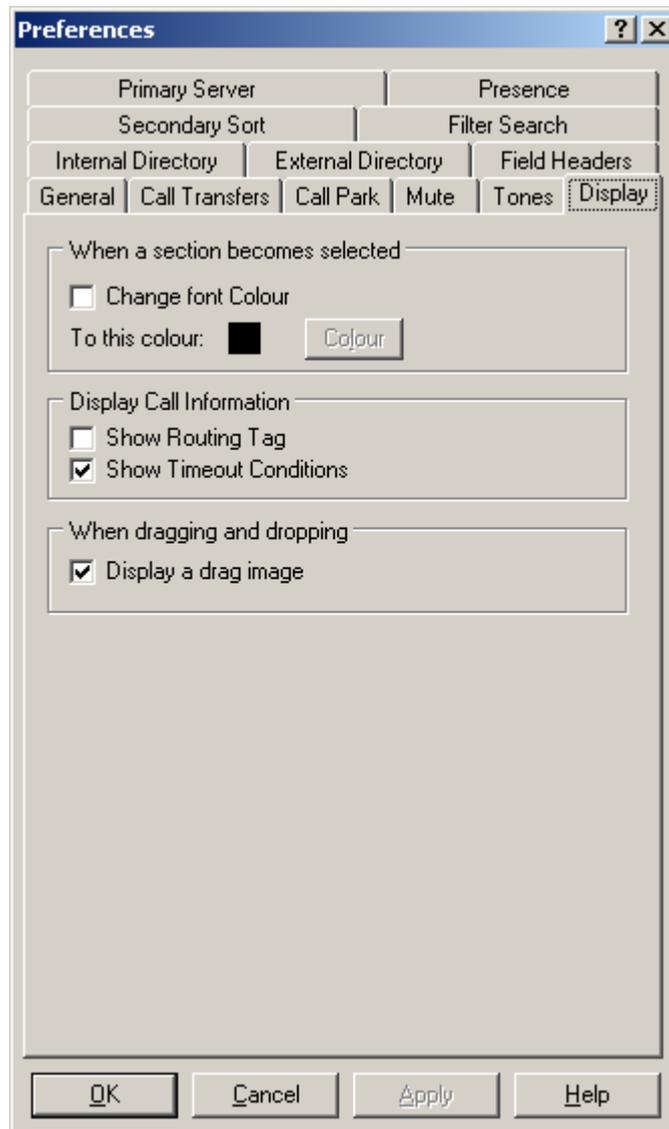
Display Call Information

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 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 6: displays the Display tab in the preferences section



Internal Directory

The Internal Directory is a set of the Internal extensions. Through this tab, you can set the way these extensions appear in Cisco Unified Attendant Console. It has the following three segments,

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.

Figure 7: displays the Internal Directory tab in the preferences section

The screenshot shows the 'Internal Directory' tab in the 'Preferences' dialog box. The dialog has a title bar with a question mark and a close button. Below the title bar are several tabs: 'Primary Server', 'Presence', 'Secondary Sort', 'Filter Search', 'General', 'Call Transfers', 'Call Park', 'Mute', 'Tones', 'Display', 'Internal Directory', 'External Directory', and 'Field Headers'. The 'Internal Directory' tab is selected. The main content area is divided into three sections:

- Default Display Order:** A dropdown menu currently set to 'Last Name'.
- Show the following information:** Two list boxes. The 'Available' list contains 'Email'. The 'Displayed' list contains 'Default Presence Icon', 'Phone Status Icon', 'Notes Icon', 'Number', 'Last Name', 'First Name', 'Department', and 'Job Title'. Navigation arrows (>, >>, <, <<) are between the lists, and up/down arrows are on the right of the 'Displayed' list.
- Search Based On:** Four dropdown menus labeled 'Search 1' through 'Search 4'. 'Search 1' is 'Last Name', 'Search 2' is 'First Name', 'Search 3' is 'Department', and 'Search 4' is 'Number'.

At the bottom of the dialog are four buttons: 'OK', 'Cancel', 'Apply', and 'Help'.

External Directory

The External Directory is the list of External numbers for internal contacts. Through this tab, you can set the way these extensions appear in Attendant Console. It has the following segments,

Default Display Order

You can set the *Default Display Order* in External Directory. The drop down list consisting of default values that can be selected. The contact list in the directory will be sorted according to the selected option.

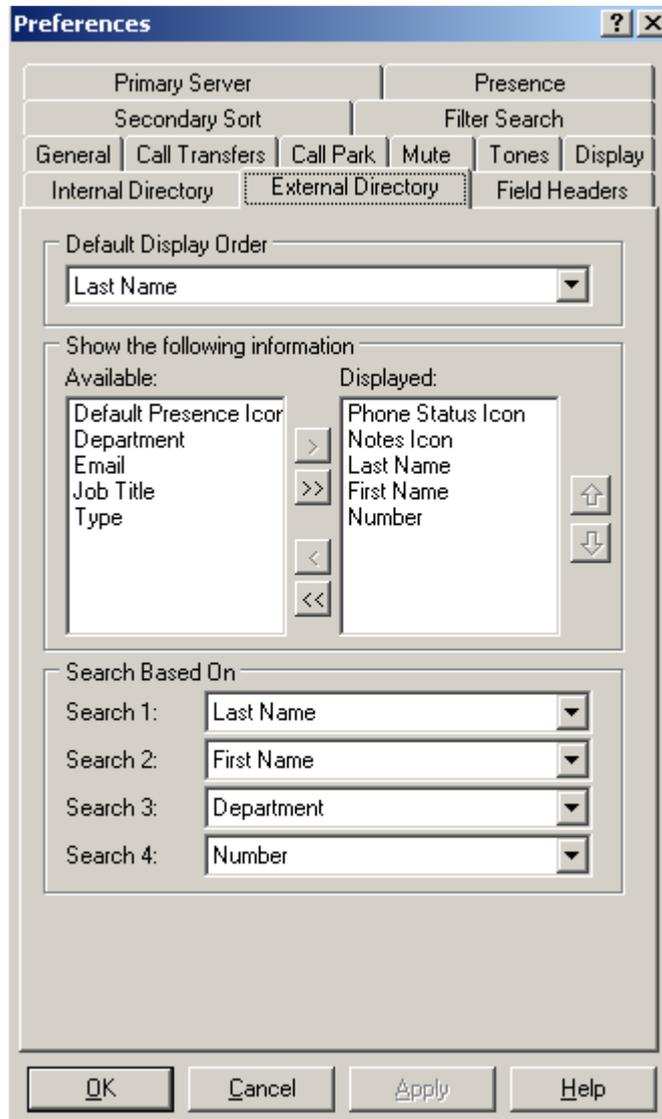
Show the following information

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 maximum 4 *Search Fields*.

Figure 8: displays the External Directory tab in the preferences section



Field Headers

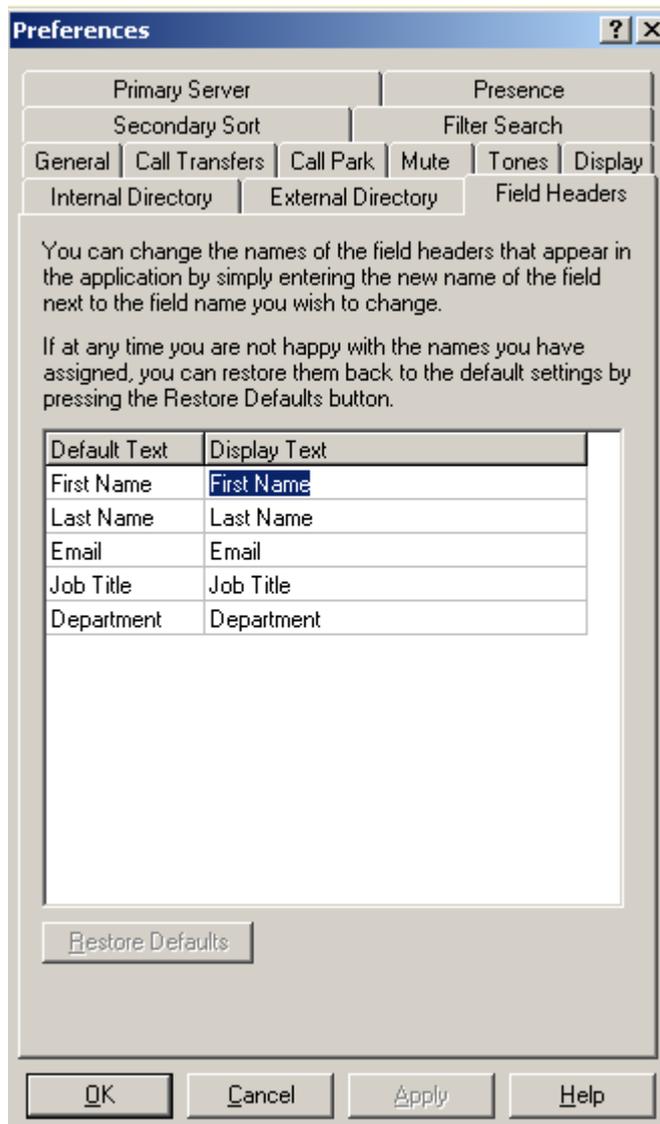
You can change the text of *Field Headers* that appear in the application by simply entering new *Display Text* to replace the *Default Text*.

To change the *Display Text* for *Field Headers*,

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

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

Figure 9: displays the *Field Headers* tab in the preferences section



Secondary Sort

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

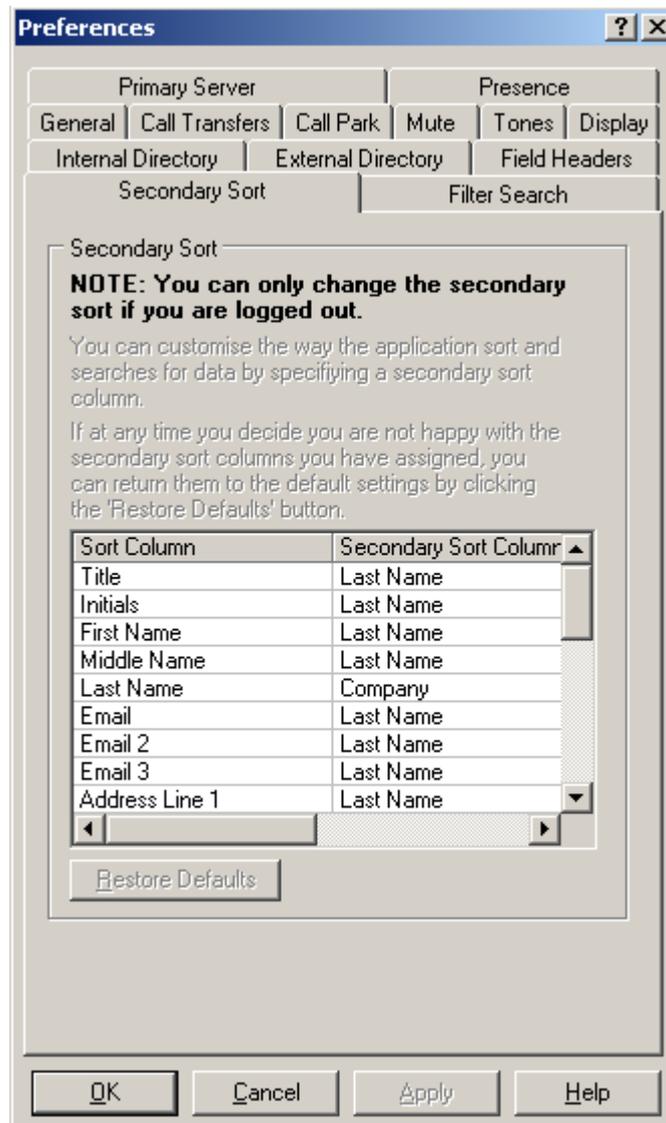
You can customize the way Attendant Console sorts and searches the data by specifying a *Secondary Sort Column*.

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,

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

Figure 10: displays the Secondary Sort tab in the preferences section



Filter Search

As you search in any of the search fields with either the Internal or External 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,

Press Enter to perform search

Once you have entered some information in any one of the search fields, selecting this option would perform search when you presses **Enter** key.

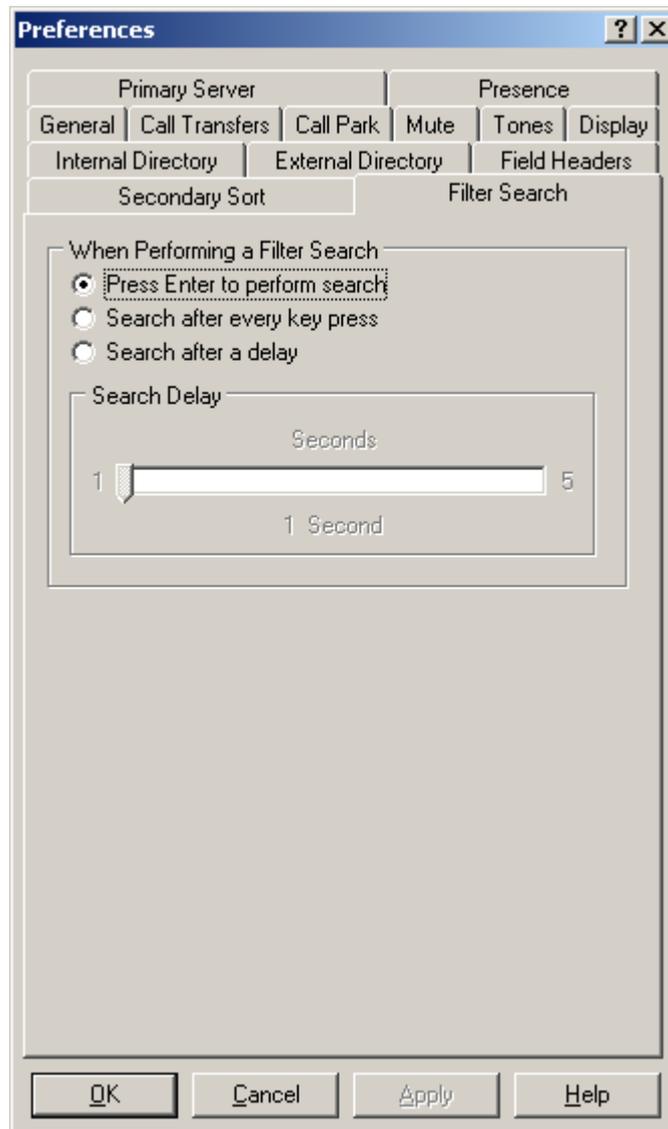
Search after every key press

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.

Figure 11: 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 12: displays the Primary Server 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

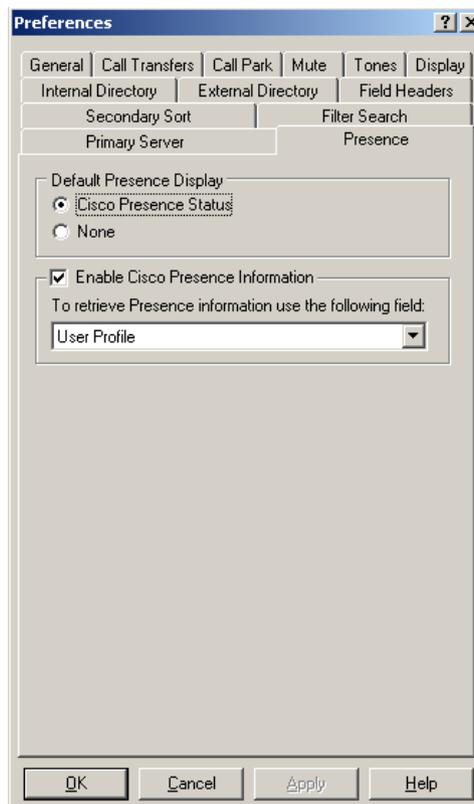
Select between either Cisco Presence Status or None.

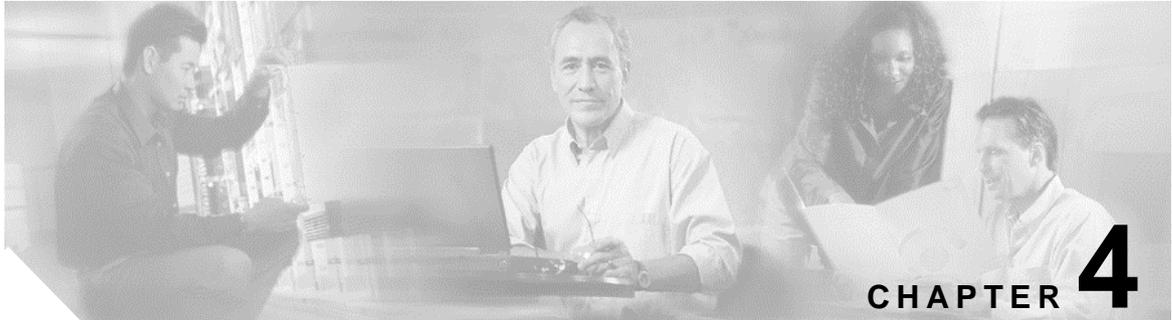
Enable Cisco Presence Information

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 13: displays the Presence tab in the preferences section





Using the 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. You must be familiar with the following icons in order to properly handle the calls. These icons represent different states of devices in the Internal Directory.

Table 1: lists icons used to control calls

Icon	Description
	On-hook.
	Off-hook.
	Unavailable.
	Ringing in
	Ringing out
	Ringing out on busy extension
	Connected
	Call on hold
	Call forwarding (only available in Cisco Unified Business Attendant Console)
	Notes
	Contact not in BLF.

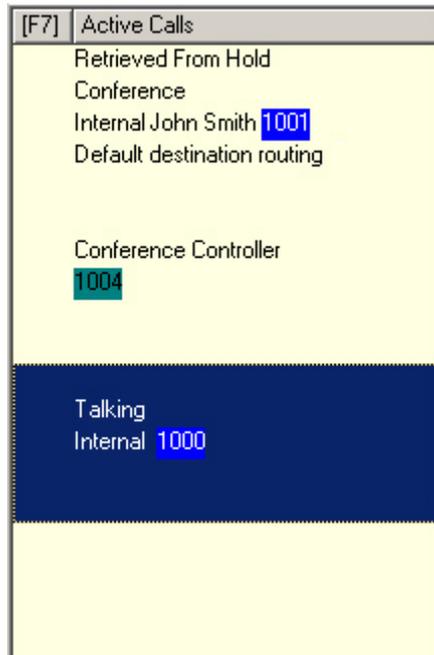
Answering Calls

Attendant Console attends two types of calls,

1. Internal Calls – that are received from a local extension
2. External Calls – that are received from an external number

Calls that are being attended appear in the **Active Call Area (F7)**.

Figure 1: Calls displayed in the Active Calls area



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

1. Answer Next - Answering the next call in queue.
2. Cherry Picking - Selecting a particular call from the queue to answer.

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.

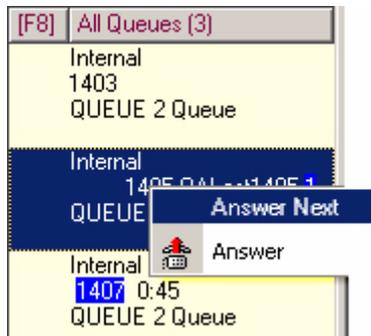
To answer the next call using the keyboard, Press the '+' key on the keyboard and the call will be delivered to your handset.

To answer the next call using the mouse,

1. Right-click in the Queue Area.
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 All Queues Area.

Figure 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 (there will be more than one queue only in case of Cisco Unified Business Attendant Console) and then select the call you wish to answer.

To select a queue using the keyboard (for Cisco Unified Business Attendant Console only),

1. Press **F9** to select the *Queues* field. This field will only be available for Cisco Unified Business Attendant Console.
2. Use the up and down arrow keys to select the required queue.
3. The *All Queues* field will display the calls that are waiting in the selected queue.

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

To answer calls in the selected queues, using the keyboard,

1. Select the *All Queues* field by pressing the **F8** key.
2. Using the up and down arrow keys, select the call to answer.
3. Press **Enter** key to connect the call.

To answer calls in the selected queue using a mouse,

1. Select the *All Queues* field.
2. Click on the relevant call.
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.



Timesaver

You can simply drag and drop a call from the *All Queues* field to the *Active Calls* area to answer.

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 internal or external directories for the correct contact.

Initiating An 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,

1. Answer a call or select the call in the *Active Calls* field.
2. Type in the destination number (internal or external). The cursor will automatically be placed in the Dial Box (see below):

Figure 3: displays the Dial Box where the dialed number is displayed



3. Double Press the ENTER key quickly to transfer the call.

To blind transfer a call to a known number using a mouse,

1. Answer a call or select the call in the *Active Calls* field.
2. Using the keyboard type in the destination number (internal or external). The cursor will automatically be placed in the Dial Box.
3. Press  **Transfer**. This will initiate the transfer.
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. Both the Internal (F3) and External (F4) directories allow searches to be made via 3 search fields.

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

1. Answer a call or select the call in the **Active Calls** field.
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.
3. As you type the directory will shrink as contacts are matched. Keep typing until the required contact is found, or use the up or down arrow to highlight the contact.

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

To blind transfer a call to a Directory Contact using the mouse,

1. Answer a call or select the call in the **Active Calls** field.
2. Click into the required Search field in either the Internal or External Directory.
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
4. Double-click the contact to initiate the transfer.
5. Press  **Transfer** to transfer the call.

Or

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

Or

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

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,

1. Answer a call or select the call in the *Active Calls* field.
2. Type in the destination number (internal or external). The cursor will automatically be placed in the Dial Box (see below):

Figure 4: displays the Dial Box where the dialed number is displayed



3. Press the ENTER key to make the enquiry call.
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,

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

Consult Transferring to a Directory Contact

If the extension number of the desired recipient is not known you can easily search the Directory to find the correct contact. Both the Internal (F3) and External (F4) directories allow searches to be made via 3 search fields.

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

1. Answer a call or select the call in the **Active Calls** field.
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.
3. As you type the directory will shrink as contacts are matched. Keep typing until the required contact is found, or use the up or down arrow to highlight the contact.
4. Press the ENTER key to initiate the enquiry call.
5. Press the ENTER key again to complete the transfer.

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

1. Answer a call or select the call in the **Active Calls** field.
2. Click into the required Search field in either the Internal or External Directory.
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.
4. Double-click the contact to initiate the transfer.
5. Press  **Transfer** to transfer the call after consulting.

Or

1. Point the mouse at the relevant call within the *Active Calls* field.
2. Press the left mouse button.
3. Whilst holding the mouse button down, drag the call to the relevant destination within the *Internal* or *External Directory* field and then release mouse button. This sets up the enquiry call.
4. Press  **Transfer** to transfer the call after consulting.

Or

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

Making Calls

Cisco Unified Attendant Console allows you to dial and make calls. Calls can either be made directly to a contact or can be made using different call controls such as Call Parking, Transferring and Conference. These call controls have been explained in detail in the latter part of the document. There are two types of call that can be made,

1. 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.
2. 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,

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.
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,

1. Dial the number of the access code and then the external number.
2. Press **Enter** key to start dialing.

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,

1. Select the *External Directory* using the mouse.
2. Double click on the number to dial.

Also to make an external call, you can set preferences. The **Use External Access Number** checkbox should be selected and a digit should be there to be added with the number for an external call.

To make an external call with the access number,

1. Check the **Use External Access Number** box and enter a digit to indicate an External call in the **General** tab of the **Preferences**.
2. Enter the required telephone number.

It will automatically dial an External call.

Placing Calls on Hold

While answering a call, 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 then 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 5: 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 can be moved to the *Active Calls* area at any time.

To hold a call through the keyboard,

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

To hold a call using a mouse,

1. Select a call in *Active Call* field.
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,

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

To retrieve the held call using mouse,

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

Muting Calls

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 *Preferences^Mute* tab. If this has been enabled it can include when a search is being made, when a number is being dialed, or if you are changing or selecting Directory screens.

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

Call Parking

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 dialing 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,

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

To park call using a mouse,

1. Select a call in the *Active Calls* field.
2. Click the  **Park Call** button.

To Park a call on a specific device using the mouse,

1. Select the call in the *Active Calls* field
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,

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

To retrieve a parked call using the keyboard,

1. Dial the Park device number.
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 3rd party using a mouse,

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

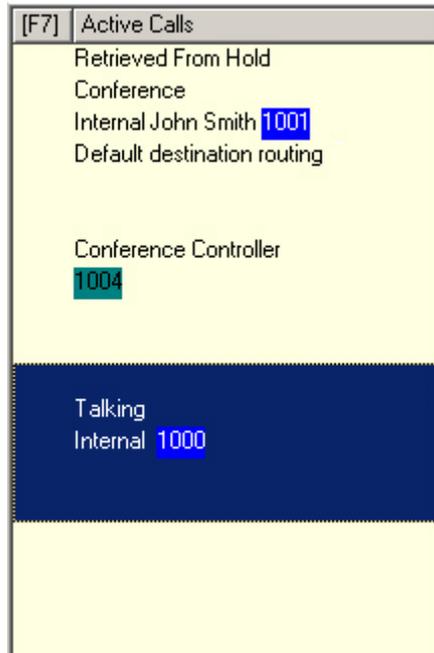
With a connected call, to start conference with a 3rd party using the keyboard,

1. Select the extension that is to be added into the conference or type the number.

2. Press the **End** key on the keyboard
3. Wait for the 3rd party to answer and press the **End** key to join all 3 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 6: displays a conference call in the *Call Progress* 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, 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. You can re-establish the calls to undo the previous action as in the following areas,

1. Hold Call
2. Transfer Call
3. Conference Call
4. 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

When you transfer a call to a contact, there are times when the call is reverted back as an active call. This may be because the contact could not answer the call in time. You may not want to search the contact all over again in order to re-transfer the call. Therefore, Cisco Unified Attendant Console offers a set of call controls specifically configured to handle reverted calls. 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

The following table gives a brief description of the functionalities that can be performed on a retrieved call.

Table 2: 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		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.

Table 2: lists the call controls used on reverted calls

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.
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* 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 dialing *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.

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,

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

To clear a call using a mouse,

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

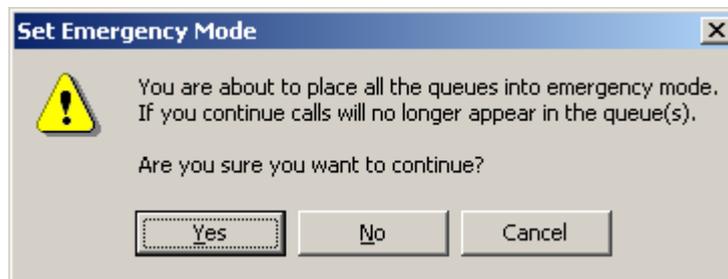
Using Emergency Mode (for Cisco Unified Business Attendant Console only)

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 System Administrator.

To put a queue in Emergency Mode using the keyboard,

1. From the main menu, choose *Options > Emergency*.
2. Move the *Available Queues* to the *Emergency Queues* list using the  button. The following message box will appear,

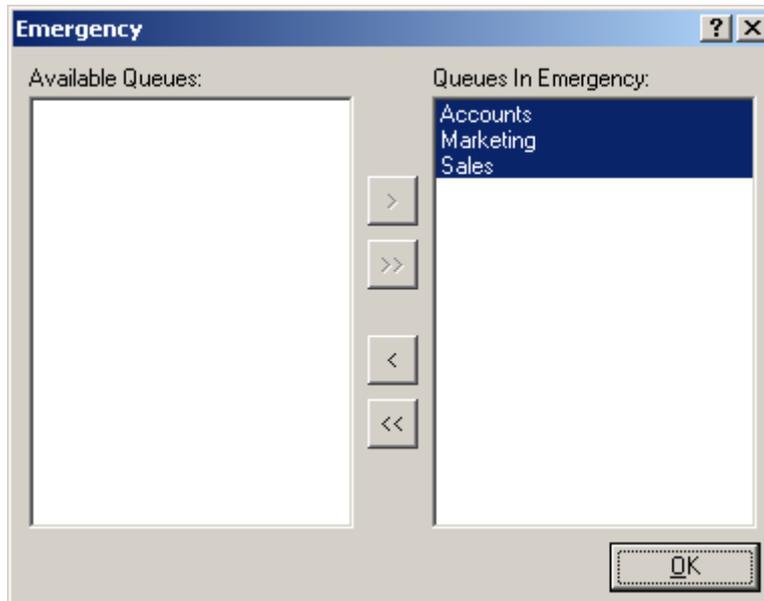
Figure 7: displays the message box that appears before placing the queues in Emergency Mode



3. Click **Yes** to move all the queues to emergency mode.
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 8: displays the queues that are placed in Emergency Mode



- To take queues out of Emergency Mode,
1. Right click on any selected queue.
 2. Select *Emergency* from the context menu.
 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 provide important information about the call. The shortcut key for sending email is Ctrl^M.



Note

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

Call Status

You can view the call status for any device in the *Internal 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.

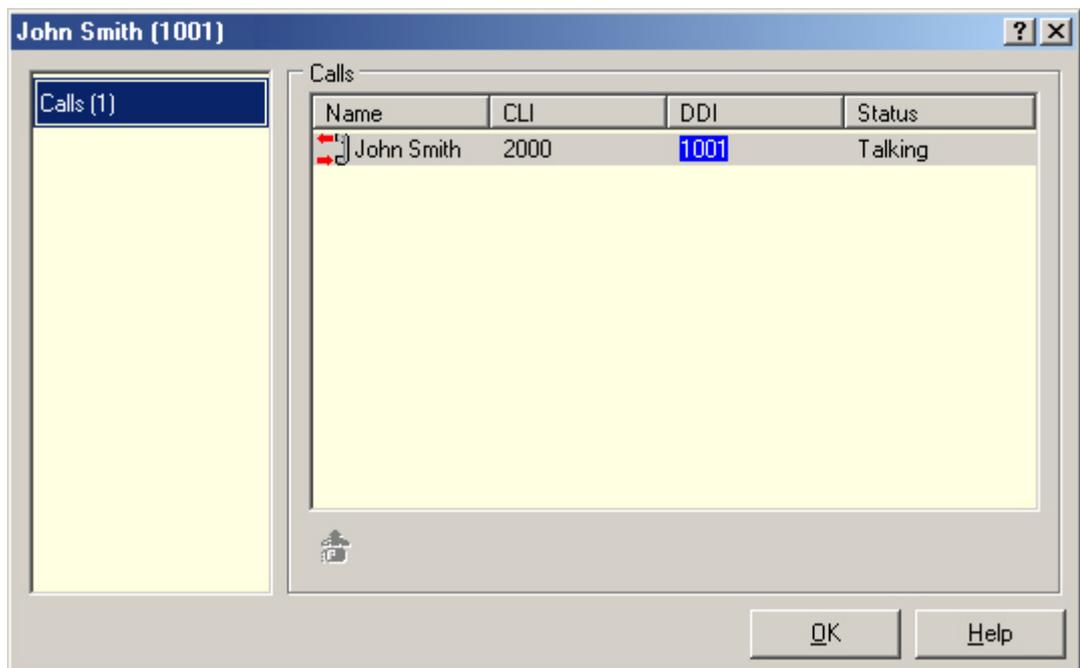
- To view device status,
1. In the *Internal Directory*, right click on a device.
 2. Choose *Status > Calls*.

In the *Call Status* window, you can view the following information,

Table 3: 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  **Answer** button.

Figure 9: 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 Internal and External directories. To see more information for a specific contact a Contact Details form can be displayed by pressing the F12 key on the keyboard.

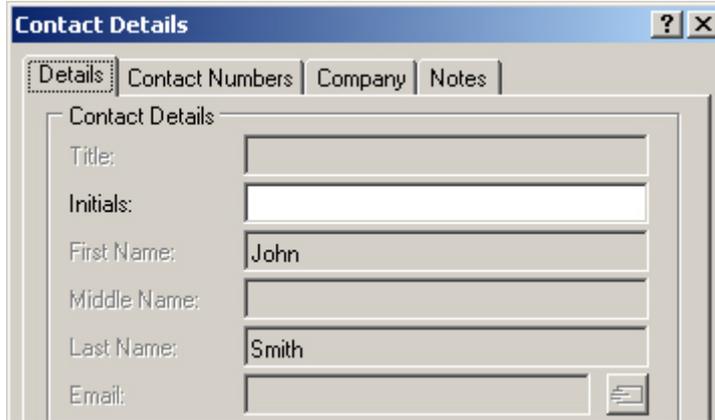
When a contact is opened information already attached to the contact is displayed, and certain fields will be greyed out. This information cannot be changed. All other fields are available for editing as required. You can change the details and click on the **OK** button to save the changes. Please note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

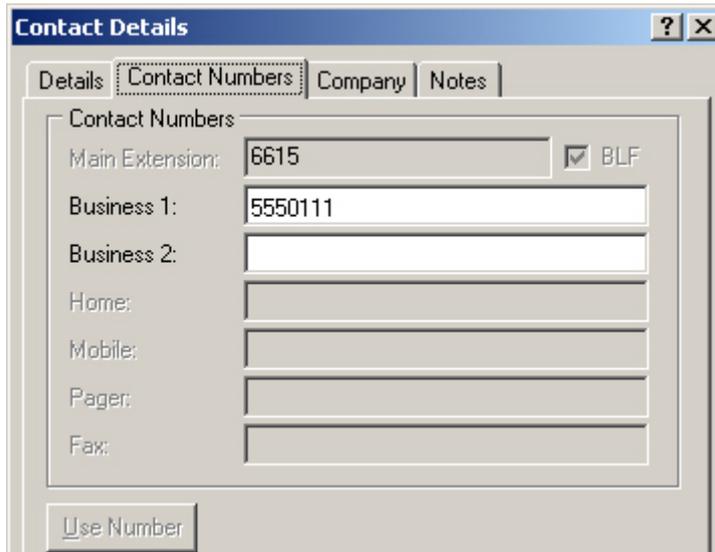
Figure 10: displays the *Call Status* window for the selected contact



Use Number

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

Figure 11: displays the *Call Status* window for the selected contact



To edit contact properties using the mouse,

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

To edit contact properties using the keyboard,

1. Press **F3** or **F4** to select a directory.
2. Use up and down arrow keys to select a contact.

3. Press **F12** to open the *Contact Properties* window.
4. Enter the details for the contact.
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

Attendant Console can add extra information with any of the contact in the directories. This information will be displayed with the contact as tool tip.

Absent Message

Attendant Console can add an absent message with any of the devices in *Internal Directory* field.

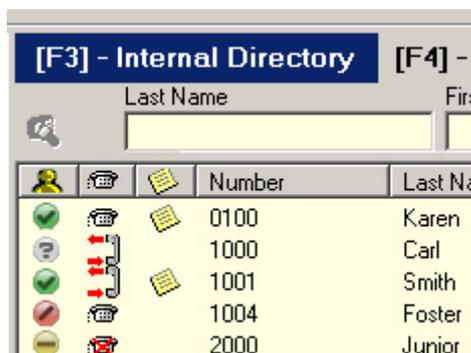
6. This information is displayed with the contact as tool tip.

Cisco Unified Presence Status

CUPS Presence status is available with CUCM v6.0 onwards.

Attendant Console can view CUPS (Cisco Unified Presence) Information for all contacts. IP Phone users can now set a status for themselves that is reflected onto Console Operator's Internal Directory. This allows you to manage calls efficiently since it can be easily found out whether a particular contact is available or not.

Figure 12: displays CUPS Presence information



Where a contact status has been set, the following presence status icons will be displayed in the Internal Directory [F3] and External Directory [F4] windows. The different icons are reflected in the following table

Table 4: CUPS Presence Status Icons.

Icon	Status	Description
	Away	Presence status away\be right back.

Icon	Status	Description
	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

1. Select a contact in Internal Directory.
2. Hover over a presence status graphic.
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).

Figure 13: displays CUPs - Pop up information

```
[ CALENDAR ]
Out of office until Fri 30 Nov 2007 17:00

[ INFORMATION ]
Working in Harlow for the next month.
```

Operator Call handling

When an operator transfers calls to extensions with a presence status assigned, a message pops up, prompting the user that the person the call is being forwarded to currently has a presence status set. The figure below shows the message prompt:

Table 5: Prompt for Presence Status

Control	Description
Phone State	Displays the current status of the contact. The phone state is represented by phone status icon and text.
Name	Full name of contact.
Presence Status	Description of Presence Status that is assigned to the contact.
Created	This specifies the date and time stamp that denotes when the status was last modified. This field will show N/A for a presence status of Available.
Do Not Disturb	If this option is set, then the message will display "Do Not Disturb" in bold, red letters.
Expiry Date	This specifies the date at which the presence status expires.

Control	Description
Expiry Time	This specifies the time at which the presence status expires.
Alternative Number	This specifies the number to which the call must be forwarded. If the number is saved in the internal or external directory, contact's full name will be displayed instead of the number itself.
Notes	This specifies free format text that a user enters to give additional detail of his status.
Alternative Contact Details	This specifies list of alternative contacts and contacts.

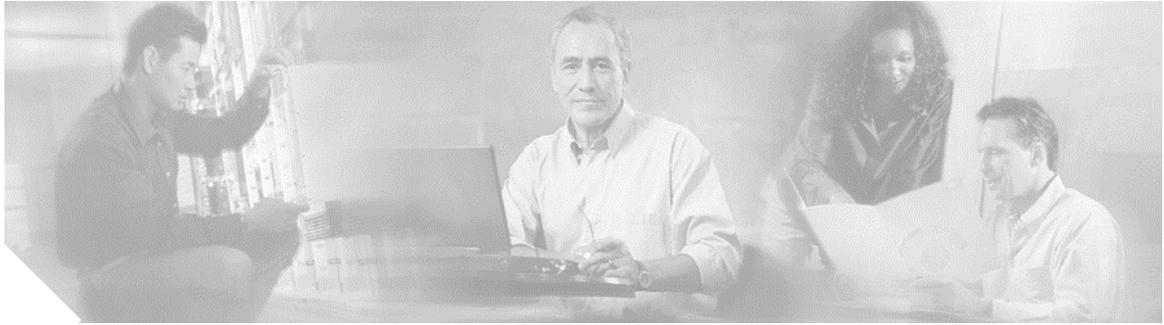
To transfer call

1. Select a contact from Alternate Contact Details.
2. The operator can click on any of the following options as required;-
 - Call
 - Consult Transfer
 - Blind Transfer
 - Transfer to Voicemail
 - Hold
 - Hold with Notes
 - Start Conference
 - Park Call
 - Page
3. Click **Close** to cancel.

The following keystrokes may also be used in order to make the desired transfers:

Table 6: Keystrokes for transferring a call

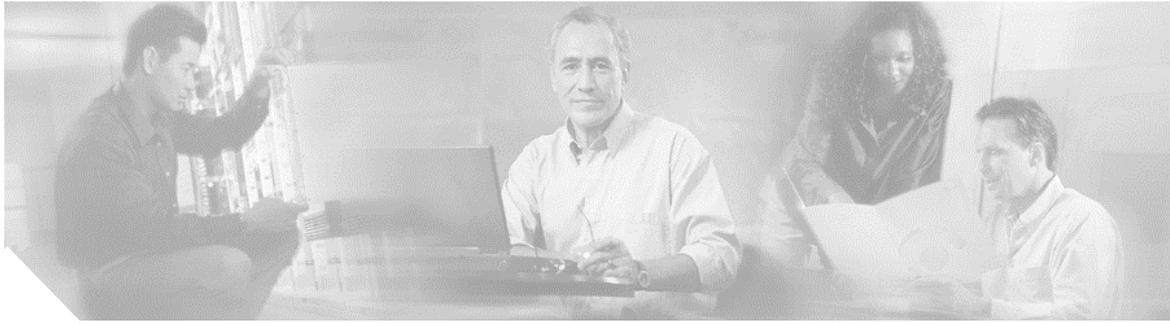
Key	Description
Enter	The call is consulted to the selected alternative number.
Enter + Enter	The call is blind transferred to the selected alternative number.
CTRL + P	Park and Page dialog opens for the call for selected alternate contact. This only applies if the paging is running, the selected contact is internal and paging is supported by the selected alternate phone.



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 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.
CLI Number	It is defined as Caller Line Identification The caller's number.
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).
Directory Group	Set of Internal extensions grouped together to be assigned to any Operator afterwards in Configuration.
Extension	Physical phone in call centre.
External Directory	External Directory is the list of External numbers for internal contacts.
Field Headers	Titles of different sections in Attendant Console.
Internal Directory	Internal Directory is the Internal Extensions of Call Centre. These are the devices added in Main Directory section in Configuration.
Call Queuing	The ability for a physical phone to have several calls stacked on the line waiting to be answered.

Toggle	Changing a call state from help to active or vice versa.
Reverted Call	A call that hits the <i>Call Progress</i> area if it is left unanswered by a contact.



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