Cisco Unified Attendant Console Advanced User Guide

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Cisco Unified Attendant Console User Guide

Preface

This guide describes the Cisco Unified Attendant Console Advanced client: a Windows application that works exclusively with Cisco Unified Communications Manager to provide telephone switchboard functionality on your computer.

Cisco Unified Attendant Console Advanced enables you to answer calls from multiple queues and transfer them to extensions. It also enables you to park and retrieve calls, and create conference calls.

Purpose of this Guide

This guide describes how to:

- Configure Cisco Unified Attendant Console Advanced
- Use Cisco Unified Attendant Console Advanced to make, answer, hold, retrieve, conference, and transfer calls

Who Should Read this Guide

The document is intended for Cisco Unified Attendant Console Advanced users, and the staff who train them.

Organization

This guide includes the following chapters:

Section	Title	Description
1	Getting Started	This section explains the Cisco Unified Attendant Console Advanced interface, and how to start and log in to the application.
2	Customizing Cisco Unified Attendant Console Advanced	This section explains how to configure and customize the application.
3	Using Cisco Unified Attendant Console Advanced	This section explains how to make, answer and clear calls, take notes, hold, and transfer calls.

Conventions

This document uses the following conventions:

Convention	Indication
bold font	Commands and keywords and user-entered text appear in **bold** font.
italic font	Document titles, new or emphasized terms, and arguments for which you supply values are in *italic* font.
[ ]	Elements in square brackets are optional.
{x	y	z}	Required alternative keywords are grouped in braces and separated by vertical bars.
[x	y	z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A non-quoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
courier font	Terminal sessions and information the system displays appear in courier font.
< >	Non-printing characters such as passwords are in angle brackets.
[ ]	Default responses to system prompts are in square brackets.
!, #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

Note Means *reader take note*.

Tip Means *the following information will help you solve a problem*.

Caution Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.

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

Warning **Means *reader be warned*. In this situation, you might perform an action that could result in bodily injury.**

Obtaining Documentation and Submitting a Service Request

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

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

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

CHAPTER 1
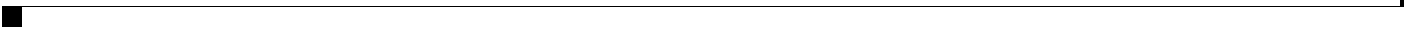
Getting Started

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

Accessibility for Users with Disabilities

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

Cisco Unified Attendant Console Advanced 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 enables users to work in the manner that they find most comfortable. To access the console settings choose **Options > Preferences** or **Options > Font Size** from the menu bar. For more information, see Chapter 2, "Customizing Cisco Unified Attendant Console Advanced".

You control the Console with either mouse or keyboard. Many interface controls are icons, which display a tool tip when the mouse is hovered over them.

You can also use Cisco Unified Attendant Console Advanced with a screen reader plug in called JAWS. The screen reader provides information about the status of the attendant console as well as reading the text in the attendant console interface.

Cisco Unified Attendant Console Advanced also comes with context-sensitive help. For help specific to a window or a area, simply press F**1**.

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

Using the Keyboard

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

Key Descriptions

Table 1-1   **Key Descriptions**

Key Name	Description
Up Arrow	Move towards the start of a list.
Down Arrow	Move towards the end of a list.
Left Arrow	Scroll a list left or select the item to the left.
Right Arrow	Scroll a list right or select the item to the right.
Tab	Move Left-to-Right and Top-to-Bottom through the parts of the Console.
Shift-Tab	Move Right-to-Left and Bottom-to-Top through the parts of the Console.
F1	Display Help.
F2	Alternative Numbers, Busy Lamp Field (BLF) and Presence Status. BLF shows the status of other extensjons (busy, ringing, available).
F3	Will bring the cursor to the first Search field in the Directory area.
Shift-F3	Clear any search results that are displayed in the active directory. **Note:** You can also clear the search results by clicking ⚏.
F4	Create a Personal Directory Group.
Shift-F4	Edit an existing Personal Directory Group.
F5	Calls In Progress area.
F6	Speed Dials area.
F7	Active Calls area.
F8	Queued Calls area (Incoming Calls).
F9	Queues area.
F10	Go Unavailable.
F12	Contact Details.
Backspace	Clears digits when typing a contact number.
Insert	Camp on. Used to stack a call against a busy extension.
Delete	Re-establish. Retry a call.
Page Down	Hold/Retrieve. Any call that returns to the Calls In Progress area; for example, no reply or a parked call is retrieved in the same way.
Enter	Connect/Clear. Either connects the call or clears the call down depending on the operating transaction in process.
Plus (+)	Answer Next/Toggle. Answers the next highest priority call or when offering a call will toggle between calling and called parties. If a queue has Forced Delivery set then the call will move to the Active Call area F7 without pressing Plus.
Minus (-)	Cancel Consult. Having offered a call, if the called party refuses, the key will drop the called party and the calling party is in circuit.
Home	Call Park. Press to park a call on a park extension number.
End	Conference. Used to start the conference procedure and then add parties.

Table 1-1   Key Descriptions

Key Name	Description
Menu key	Display the context menu for the selected section of the Cisco Unified Attendant Console Advanced interface. Use Up Arrow or Down Arrow to highlight item and press **Enter** to select.
Space Bar	Delete the number whilst in the process of dialing out.
Alt-<number>	Display selected directory. <number> is a whole number in the range 1 to 10, which selects the corresponding tab.

Additional Functions

You can perform additional functions using the **Ctrl** key in combination with other keys. These are explained in Table 1-2.

Table 1-2   Ctrl Key Functions

Key Combination	Function
Ctrl-F2	Display the Lateral Search (Cross tab) within the directories. This requires enabling in Preferences
Ctrl-F4	Delete a Personal Directory Group.
Ctrl-F5	Display My Camped on Calls
Ctrl-E	Force the queues into Emergency Mode
Ctrl-I	Display the Login dialog box.
Ctrl-M	Send an email to an extension user not responding to a call
Ctrl-O	Log the attendant console operator out of the system.
Ctrl-Q	Mute a call when certain actions are taken. This is set up in preferences and the actions include *Performing a Search*, *Pressing numeric keys to dial numbers* or *Changing or Selecting Directory screens*.
Ctrl-R	Reclaim a call.
Ctrl-T	Add a contact.
Ctrl-Tab and Ctrl-Shift-Tab	Select the next directory tab or the previous directory tab and display the contact details.

Logging In

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

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

Step 1 Press **Ctrl-I** or choose **File > Login**, this will open the **Login** window.

Figure 1-1 shows the Login window.

Figure 1-1   Login Window

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

Step 3 Either, select **Use existing device details** to re-use the extension you used during your last session, or enter an **Extension**.

If you select **Use existing device details**, when you log in the application will ignore any duplicates that may exist in Cisco Unified Communications Manager, and you will not be prompted with the dialog box in Figure 1-2 on page 1-5. If you want to use a different number, de-select Use existing device details, and enter an **Extension**.

Step 4 Click **Login**.

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

Table 1-3   Login Window Fields

Field	Example	Description
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.
Extension	1000	Enter the extension number you are using to handle calls.

If you are logging in to a resilient Cisco Unified Attendant Console Advanced installation, which has a Publisher (primary) and Subscriber (secondary) server, the application connects to the server it was last connected to. If the default Publisher server fails, as soon as there are no active calls the application cuts over to the Subscriber server. If the application cannot connect to the Publisher server at login, you are informed that you are being logged in to the Subscriber server. If the application cannot connect to either server, a failure message appears.

Note   When you are logged in to the Subscriber server you cannot do the following:

- Change the user preferences.
- Create, update or delete directory contacts, including contacts in the Busy Lamp Field (BLF) or Personal Directory Groups, nor can you create, update or delete Personal Directory Groups.

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

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

During login, if the operator extension you entered exists in multiple partitions or is shared within the same partition in Cisco Unified Communications Manager, and you have *not* selected **Use existing device details**, the **Duplicate Device** window appears. You can select a MAC address and view the relevant details for the directory number and select the correct device as shown Figure 1-2.

Figure 1-2   *Duplicate Device Window with Information for the Selected Device*
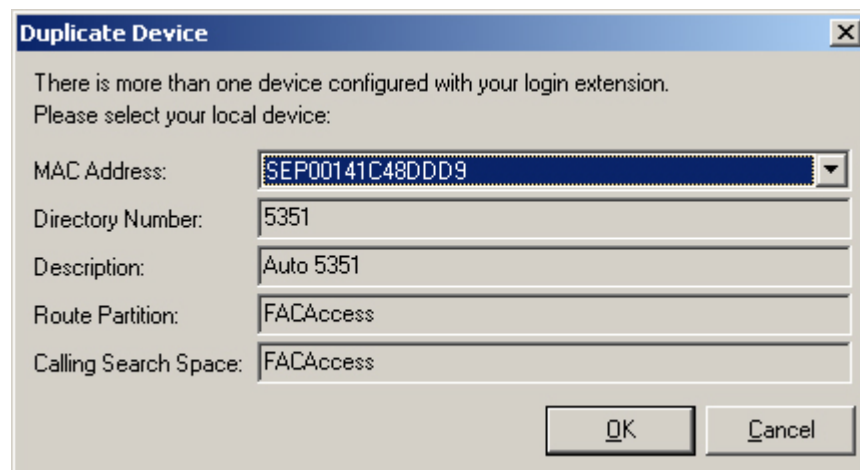
When you select a MAC address, the following information for the selected MAC Address is displayed as configured in Cisco Unified Communications Manager. This information is described in Table 1-4.

Table 1-4   *Duplicate Device Window Fields*

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

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

Note   *Shared Lines* are NOT supported as Operator phones.

Go Unavailable (F10)

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

Figure 1-3   *Go Unavailable Window*
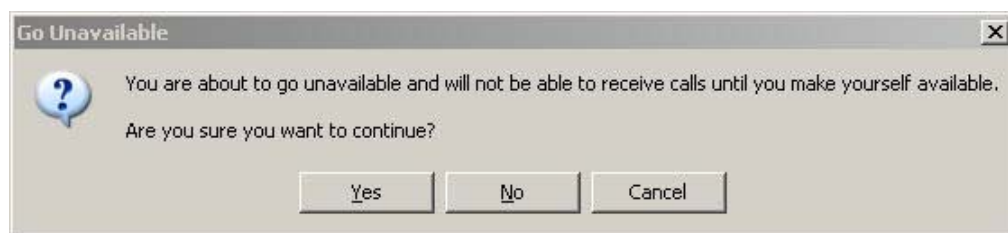
To become available, click **Go Available (F10)**.

Interface

Figure 1-4 displays Cisco Unified Attendant Console Advanced interface.

Figure 1-4   Cisco Unified Attendant Console Advanced Layout
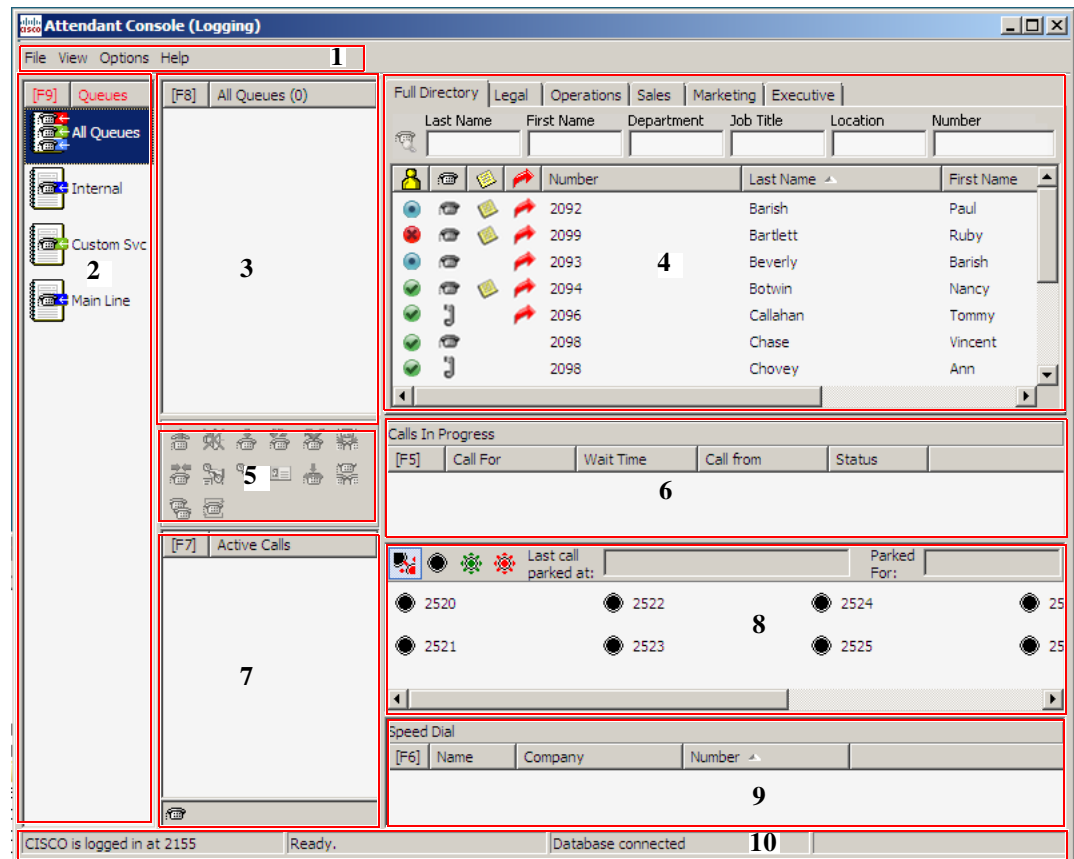
Key to Figure:

1. Menu Bar

2. Queues (F9)

3. Queued Incoming Calls (F8)

4. Directories (F3)

5. Call Control Toolbar

6. Calls In Progress (F5)

7. Active Calls (F7)

8. Parked Calls

9. Speed Dial (F6)

10. Status Bar.

Menu Bar

Table 1-5 describes the Menu Bar.

Table 1-5   Menu Options

Control Name	Description
File	
Login	Used to login.
Log out	Log out from Cisco Unified Attendant Console Advanced.
Exit	Close the application.
View	
Toolbars	Activate/deactivate the *Call Control* tool bar.
Queues	Either *View All Queues* or *View Individual Queues*.
Speed Dial	Activate/deactivate the *Speed Dial* area.
Call Park	Activate/deactivate the *Parked Calls* area.
Display Salutation	Enable/disable the Salutation Window.
Display My Camped on Calls	Enable/disable the display of camped on calls. The shortcut for this function is (Ctrl-F5).
Options	
Preferences	Open the preferences window to customize Cisco Unified Attendant Console Advanced.
Emergency	Set all queues to Emergency Mode. All calls will be forwarded to a pre-configured destination.
Filter Searching	Activate AND searching.
Font Size	Change the font size displayed in the interface.
Help	
Contents	Display help.
Keyword Search	Use keywords to search the help file.
Graphics	Display the icons used within the interface.
About Attendant Console	Display Cisco Unified Attendant Console Advanced version and copyright.

Queues (F9)

The Queues area displays the queues that are available to logged in operators. An icon is displayed for each queue. When an incoming call is delivered to the queue, the number of calls waiting to be answered is displayed; a ringing tone is heard by the caller until the call is answered.

In its default configuration, Attendant Console offers all incoming calls to all logged-in operators. However, you can configure Cisco Unified Attendant Console Advanced Administration to force calls to logged-in attendants in a round-robin fashion. The operators do not need to press the Answer Next key for the call to appear in the Active Call area F7.

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

Table 1-6   Queues Area Icons

Icons	Types of Queue
	Queue that has Forced Delivery configured.
	Queue that is active and ready to receive calls.
	Queue in night service.
	Queue in Emergency mode.
	All queues in Emergency mode.

Right-clicking a call in the *Queues* area also provides access to these functions.

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

Queued Incoming Calls (F8)

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

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

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

Table 1-7   Function Keys for Queued Incoming Calls Area

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

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

Directories (F3)

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

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

• **Personal Directory Groups** - These directories can be modified to display a portion of the Full Directory. Personal Directory Groups can be edited, shared, unshared and deleted only by the user who created them.

Full Directory

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

There are aspects of the directory that are configured through the Cisco Unified Attendant Console Advanced Administration, but the basic information that is normally displayed in the columns of the table will include contact details such as:

• First Name

• Last Name

• Location

• Department

• Number

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

Figure 1-5   *Full Directory*

You can resize the directory columns by dragging their borders, or move columns horizontally by dragging them by their header and then dropping them. This also applies to Personal Directory Groups, which are described in Personal Directory Groups (F4), page 1-12.

You can control calls involving contacts in any of the directories in the following ways:

• Use the mouse to select a contact in the directory and then click one of the controls described in Call Control Toolbar, page 1-17.

• Right-click a contact and choose from the menu.

• Use the keyboard shortcuts described in Using the Keyboard, page 1-1.

Table 1-8 describes the columns of information displayed for each contact the Directory area. Table 1-9 describes the functions of the keys used within the Directory area.

Table 1-8   Directory Area Contact Icons

Column Heading	Description
	The contact presence status. For details of the icons in this column, see either Viewing Microsoft Presence Status, page 3-26 or Viewing Cisco Unified Presence Status, page 3-25, as appropriate.
	The contact phone status; one of the following: • = On hook • = Active • = Unavailable • = Ringing in This column also indicates the type of contact number being used: (mobile), (business), (home), (fax) or (pager).
	= The contact has notes attached.

	Assistant, Alternate Contacts or additional Contact Numbers.
	• = The contact has an Assistant added to their Alternate Numbers. This icon takes precedence over the Alternate Contacts and additional Contact Numbers icons. For more information, see Defining Alternate Numbers, page 3-22.
	• = The contact has one or more Alternate Contacts (but no Assistant) added to their Alternate Numbers. This icon takes precedence over the additional Contact Numbers icon.
	• = The contact has two or more of the following additional Contact Numbers:
	  – Mobile
	  – Business 1
	  – Business 2
	  – Home
	  – Pager
	  – Fax
	This icon does not display if the contact has an Assistant or any Alternate Contacts.

Table 1-9   Keys Used for Functions within a Directory

Key	Function
Up Arrow	Move towards the start of a list.
Down Arrow	Move towards the end of a list.
Left Arrow	Scroll a list left or select the item to the left.
Right Arrow	Scroll a list right or select the item to the right.
Page Down	Hold/retrieve the selected call.

Table 1-9   Keys Used for Functions within a Directory (continued)

Key	Function
Enter	Call selected number/End active call/Retrieve selected held call.
Tab	Move Left-to-Right and Top-to-Bottom through the parts of the Console.
Shift-Tab	Move Right-to-Left and Bottom-to-Top through the parts of the Console.
F2	Opens Busy Lamp Field (BLF), Presence Status and Alternative Numbers.
F4	Create a Personal Directory Group.
F12	Open Contact Details.
Shift-F3	Clear any search results that are displayed in the active directory. **Note:** You can also clear the search results by clicking ![icon].
Shift-F4	Edit an existing Personal Directory Group.
Ctrl-F2 (preference specific - See Filter Search, page 2-15)	Open a Lateral Search for alternative colleagues of the selected contact. This search will be on the category that has been set within the preferences. When the Lateral Search window opens, its title bar contains details of the directory column searched and the data for the selected contact from that column. The Lateral Search window can be moved or reshaped as required.
Ctrl-F4	Delete a Personal Directory Group.
Ctrl-Tab and Ctrl-Shift-Tab	Either select the next or previous directory tab and display the contact details.
Alt-<number>, where <number> is a whole number in the range 1 to 10	Display a specific directory. You can use this method to view the first 10 directory tabs only. Example: If you have five directories and you press **Alt-2** the second directory tab is displayed, If you press **Alt-4** the fourth directory tab is displayed.

Personal Directory Groups (F4)

Personal Directory Groups provide the Cisco Unified Attendant Console Advanced operator with the ability to create custom directories of specific contacts that are easier to use than the full directory. You can create up to 100 Personal Directory Groups, each of which you can share with other operators. For details of how to share Personal Directory Groups, see Personal Directory Groups, page 2-10.

Note The following points:

- If you have a resilient Cisco Unified Attendant Console Advanced installation, you must be logged into the Publisher server to be able to create, delete, edit, share and unshare Personal Directory Groups.
- Each Personal or Full directory contact uses one unit from your contact license. Cisco Unified Attendant Console Advanced supports up to 100,000 contacts.

The user who creates a Personal Directory Group is known as the *owner* of that group. Only the owner of a Personal Directory Group can change, delete, share or unshare the group. Ownership of Personal Directory Groups cannot be transferred to other users. The owner of the Personal Directory Group and any users sharing it can add, delete and edit manually-added contacts in the group.

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

Creating Personal Directory Groups

Note   You can create up to 100 Personal Directory Groups.

To create a Personal Directory Group:

Step 1   Select the directories area, and then either:

- Press **F4**
- Right-click and choose **Personal Directory Group > New**.

The **New Personal Directory Group** dialog box appears (Figure 1-6).

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

Step 2   Enter a meaningful **Name** and **Description** for the group.

Step 3   Select a **Field** on which to filter the contacts.

Step 4   Select the comparison to make:

- **begins with**
- **contains**
- **ends with**
- **is equal to**
- **is greater than or equal to** (numeric Field data only)
- **is less than or equal to** (numeric Field data only)

Step 5   Type a **Value** to compare the Field data against.

For example: Field: **Last Name**, comparison: **begins with**, and Value: **K**, creates a directory of contacts whose last name begins with K.

Step 6   You can click **New** to add more criteria, up to a maximum of three. Click **Remove** to remove criteria.

Step 7   Click **OK** to create the Personal Directory Group.

Note   The following points:

- If you create a directory using the Field, **Number** to filter by, the Value you enter is compared against *all* indexed number fields (for example, Main Extension, Business 1, Business 2 and Mobile) and all contacts that meet the criteria are displayed. With the directory displaying only the Main Extension number or the substitute number (defined in **Preferences Tab > General and Internal Contacts Number Priority**), your Personal Directory Group may appear to contain inconsistent results. This indicates that the contact has another numbered field that matches the criteria.

  For example, if a contact has the primary number **22222** and a Business 1 number of **1111**, the full directory shows **22222**. If Business 1 is an indexed field, when you create a Personal Directory Group with either **Number is equal to 2222** or **Number is equal to 1111**, the contact is displayed with the number **22222**.

- Once you have shared a Personal Directory Group, you cannot change the criteria used to create it.

Viewing Personal Directory Group Details

To view the details of a Personal Directory Group, such as the owner and the filter, do the following:

Step 1   Select the Personal Directory Group.

Step 2   Do one of the following:

- Press **Shift-F4**
- Right-click and select **Personal Directory Group > Details**

The **Personal Directory Group Details** dialog box appears. Click **Cancel** to close it.

Modifying Personal Directory Groups

Only the owner of a Personal Directory Group can modify the criteria used to create it. If you have shared a Personal Directory Group, you cannot modify it.

To modify a Personal Directory Group, do the following:

Step 1   View the Personal Directory Group details.

Step 2   In the **Personal Directory Group Details** dialog box, change the criteria as required, and then click **OK**.

Deleting Personal Directory Groups

Only the owner of a Personal Directory Group can delete it. If you delete a Personal Directory Group it no longer exists within the system. If you try to delete a Personal Directory Group to which you have manually added contacts, you are given the option of moving them to the full directory rather than deleting them.

To delete a Personal Directory Group, do the following:

Step 1   Select the Personal Directory Group.

Step 2   Either:

- Press **Ctrl-F4**.

- Right-click and select **Personal Directory Group > Delete**.

The **Delete Personal Directory Group** dialog box appears. The contacts in the Personal Directory Group are listed; those with alternate numbers are shown at the top of the list.

he dialog box asks you to confirm that you want to delete the Personal Directory Group. If the group is shared, the dialog box also contains a warning that the group is shared with other users and that it will be removed from their screens if you continue.

Step 3   If your Personal Directory Group does not contain manually-added contacts, continue at Step 5.

If you have manually-added contacts to the Personal Directory Group *that do not exist in any other Personal Directory Group*, you are warned of this fact, and given the option to move them to the Full directory before the Personal Directory Group is deleted.

Step 4   To delete the Personal Directory Group and all the contacts in it, select **Delete contacts**.

To move contacts to the Full directory before deleting the Personal Directory Group:

a.   Select **Move contacts to the full directory**.

The manually added contacts are listed. By default, they are all selected for moving to the Full directory.

b.   Select each contact you want to move to the Full directory; unselect (clear) any that you do not want to move.

Note   If you unselect *all* the contacts, you must either select some contacts to move or select **Delete contacts** before continuing.

Step 5   Click **Yes**.

- If you *have not* manually added contacts to the Personal Directory Group, it is deleted.

- If you *have not chosen to move any manually-added contacts* to the Full directory, the contacts and the Personal Directory Group are deleted.

- If you *have chosen to move any manually-added contacts* to the Full directory, the contacts are moved and the Personal Directory Group is deleted.

Any users who were sharing the Personal Directory Group see a message telling them that it has been deleted; if any were viewing the Personal Directory Group, it disappears from their Console.

> **Note** You can also delete a Personal Directory Group from the **Personal Directory Group Details** dialog box that is displayed when you modify a group; click **Delete**, and then follow the previous procedure from Step 3.

Adding Contacts to Directories

You can create new contacts in any of the directories displayed: full or personal. Contacts added to the full directory are available to all operators. Contacts added to a Personal Directory Group are available only to the owner (creator) of the group and any other operators with which the group has been shared. The owner of a Personal Directory Group and any users sharing the group can add, delete and edit contacts in it; these changes are visible to all users sharing the Personal Directory Group.

You can select a contact in the Full Directory and drag it to a previously created Personal Directory Group tab, regardless of whether it matches the criteria set for that group. Contacts added to Personal Directory Groups cannot be dragged to the full directory.

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

To create a contact in the directory, do the following:

Step 1 Select the required directory pane by pressing the relevant **Alt-\<number\>** combination, or by clicking the tab.

Step 2 Do one of the following, as appropriate:

- If you are in an active call, press **F12**.
- If you are not in an active call, either press **Ctrl-T**, or right-click within the directory pane and then select **Add Contact**.

The **Contact Details** window appears.

Step 3 Enter the contact details, including the **Contact Type**: **internal contact** (the default) or **external contact**. External contacts don't have any extension details. If the call was active, the contact number is automatically inserted into the **Contact Numbers** tab. If the caller is on an internal number it is inserted as the **Main Extension** number; if the caller is on an external number it is inserted as the **Business 1** number. Enter any other, relevant Contact Numbers, such as the contact's Home or Mobile numbers.

> **Note** You cannot change the Contact Type once you have created the contact.

Step 4 Click **OK** to save the contact to the selected directory.

If you were using a Personal Directory Group, only you and any operators you are sharing that Personal Directory Group with will be able to use the contact. For more information on sharing Personal Directory Groups, see Personal Directory Groups, page 2-10.

Deleting Contacts from Directories

You can remove manually-added contacts from any directory. You cannot delete contacts provided by Cisco Unified Communications Manager.

Note   Deleting a contact from a directory permanently removes the contact from the system.

To delete a contact, do the following:

Step 1   Select the contact, and either press **Ctrl-D** or right-click and select **Delete Contact**.

A confirmation window appears.

Step 2   Click **Yes** to delete contact from the directory.

Call Control Toolbar

The Call Control toolbar is located between the Queued Calls and Active Calls areas. It shows icons for all the call control operations available at any given time. Figure 1-7 shows an example of the Call Control toolbar with a selection of items available and some unavailable.

Figure 1-7   *Call Control Toolbar*

Table 1-10 describes the Call Control toolbar icons.

Table 1-10   *Call Control Toolbar Icons*

Control Name	Icon	Description
Answer Call		Click to answer a ringing call (not a queued call).
Mute Call		Click to Mute a Call. This will put the call on hold locally (on the handset) and the caller will hear your music on hold.
Clear Call		Click to clear an active call.
Transfer Call		Click to complete a pending consultation transfer.
Retrieve Call		Click to retrieve a held call.
Toggle Call		Click to switch between *Active* and *Held* calls.
Re-establish		Click to redo an action previously performed on a call.

Table 1-10   Call Control Toolbar Icons

Control Name	Icon	Description
Hold with Notes		Click to attach notes to the current call before placing the call on hold. **Note** The notes are for your use, and do not get sent on with the call.
Hold		Click to place a specific call directly on hold.
Contact Properties		Click to view contact details of the caller.
Start Conference		Click to consult and start conference with another user.
Conference		Click to bring the parties together in conference.
Camp on		Click to transfer a call to a busy extension.
Park Call		Click to place the call on a call parking device.

You can right-click a call in the Active Calls area and choose a menu option to perform these operations. You can also access these options using your keyboard (see Chapter 1, "Using the Keyboard").

Calls In Progress (F5)

The Calls In Progress area displays:

- Calls that have been placed on hold, which will return on time out
- Calls that have returned on no reply time out from being either:
  - Parked
  - Transferred to an extension

The timers for returns are set up through Cisco Unified Attendant Console Advanced Administration.

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

- Use the mouse to select a contact in the directory and then click one of the tools described in Call Control Toolbar, page 1-17.
- Right-click a call and choose a menu option.
- Use the keyboard shortcuts described in Using the Keyboard, page 1-1.

The fields in the Calls In Progress area are described below.

Field	Description
Call For	The intended recipient of the call.
Wait Time	The caller's approximate waiting time.
Call From	The number from which the call was transferred.

Field	Description
Status	Whether the call has been placed on hold, parked on a busy extension or if the call has been returned on time-out displayed as Hold Timeout, Park Timeout, No Reply.
📒	There are notes attached to the call. Mouse over the call to view the notes.

Active Calls (F7)

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

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

Figure 1-8 shows an example of the Active Calls area.

Figure 1-8   Active Calls Area

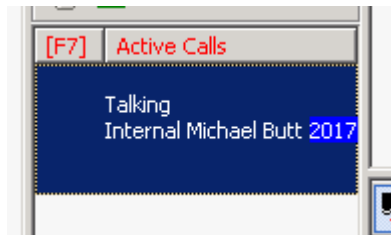**Note**   If a queue has been configured to Forced Delivery in Cisco Unified Attendant Console Advanced Administration, you do not need to press **Plus** to answer the call. It will automatically appear in the Active Call F7 area and the caller will be in circuit.

Table 1-11 describes the keys that can be used in the Active Calls area,

Table 1-11   Keys Used to Handle Calls in Active Calls Area

Key	Function
Up Arrow	Move up through the list of calls.
Down Arrow	Move down through the list of calls.
Enter	Answer incoming ringing call/Clear connected call/Complete Consult Transfer.
Page down	Hold/Retrieve the held call.
Insert	Camp on call.
Ctrl-F5	Display My Camped on Calls
Plus (+)	Answer call with the next highest priority. This is not required if a queue has been configured as Forced Delivery. The caller will be immediately connected.
Minus (-)	Cancel Consult Transfer.
End	Start and join all parties in Conference.
Delete	Re-establish a call.
F2	Display Alternative Numbers, Busy Lamp Field (BLF) and Presence Status.

Table 1-11   Keys Used to Handle Calls in Active Calls Area

Key	Function
Ctrl-F2	Display the Lateral Search (Cross tab) within the directories. This requires enabling in Preferences.
F12	Contact Details/Add a contact.
Home	Park the answered call on a device.
Ctrl-M	Send an email to an extension user not responding to a call.
Ctrl-Q	Mute a call when certain actions are taken. This is set up in preferences and the actions include *Performing a Search*, *Pressing numeric keys to dial numbers* or *Changing or Selecting Directory screens*.

You can also access these options by right-clicking on a call in the **Active Calls** area and using the menu.

Parked Calls

The Parked Calls area displays a list of call park devices (virtual devices where calls can be held temporarily and picked from any other call center extension).

You can hide or display the Parked Calls area by choosing **View > Call Park**. By default you view all devices.

Table 1-12 describes the controls you can use to control the Parked Calls area.

Table 1-12   Parked Calls Controls

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

The following fields are also displayed:

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

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

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

- Using the mouse, select a Call Park device and then click any tool on the Call Control Toolbar, page 1-17

- Right-click a device and choose a menu option.
- Use the keyboard shortcuts described in Using the Keyboard, page 1-1.

Speed Dial (F6)

The Speed Dial area contains a list of your frequently-dialed numbers, enabling you to dial them quickly. Figure 1-9 displays an example of a name in the Speed Dials area.

Figure 1-9   *Speed Dial Area*

You can perform call control operations in the following ways:

- Using the mouse, select a contact and then click any tool described in Call Control Toolbar, page 1-17
- Use the keyboard shortcuts described in Using the Keyboard, page 1-1.

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

Adding an entry to the Speed Dial area

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

Step 1   Right-click the Speed Dials area and select **Add Speed Dial**.

Step 2   Enter **Number, Name** and **Company** name of the contact. Figure 1-10 displays the Speed Dial dialog box.

Figure 1-10   Speed Dial Dialog Box

Table 1-13 describes the fields in the Speed Dial dialog box (shown in Figure 1-10).

Table 1-13   Speed Dial Dialog Box Fields

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

Step 3   Click **OK.**

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

Deleting an entry from the Speed Dial area

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

Step 1   Select the speed dial you want to delete.

Step 2   Right-click and choose **Delete Speed Dial**.

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

Updating an entry in the Speed Dial area

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

Step 1   Select the speed dial you want to update.

Step 2   Right-click and choose **Edit Speed Dial**.

Step 3   Change the **Name, Number** and **Company** as required.

Step 4   Click **OK**.

Status Bar

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

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

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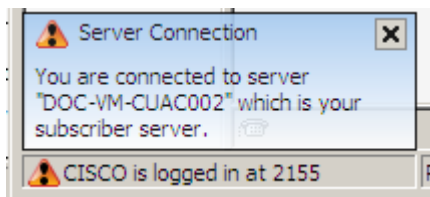
Similarly, if you hover the pointer over the Database Connection section a message is displayed when you are connected to the Subscriber database.

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

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

Frequent Activities

This section describes the following actions that you will frequently perform using Cisco Unified Attendant Console Advanced:

- Dialing a Number
- Finding Contacts in Directories
- Lateral Searching (Ctrl-F2), page 1-25

Dialing a Number

Instead of selecting a contact from the directories and then making a call, you can dial a number using your keyboard. As you type, the digits appear in the **Calling box** under the **Active Calls** area. Table 1-14 lists the available keys that can be used to edit a dialed number.

The following keys can be used,

Table 1-14   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 Directories

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

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

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

Step 2 When the Directory Tab is selected the cursor will default to the first search box. Also if you start typing the cursor will automatically go to the first search box.

Step 3 You can select any search criteria. You can base your search on any of the following:

- Last Name
- First Name
- Department
- Number

Step 4 Press the **Tab** key to jump between the search fields or select the relevant search box using the mouse.

Step 5 Enter a keyword.

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

Step 6 Press **Enter**.

The selected directory will filter out any contacts that do not match the keyword that is entered. For example:
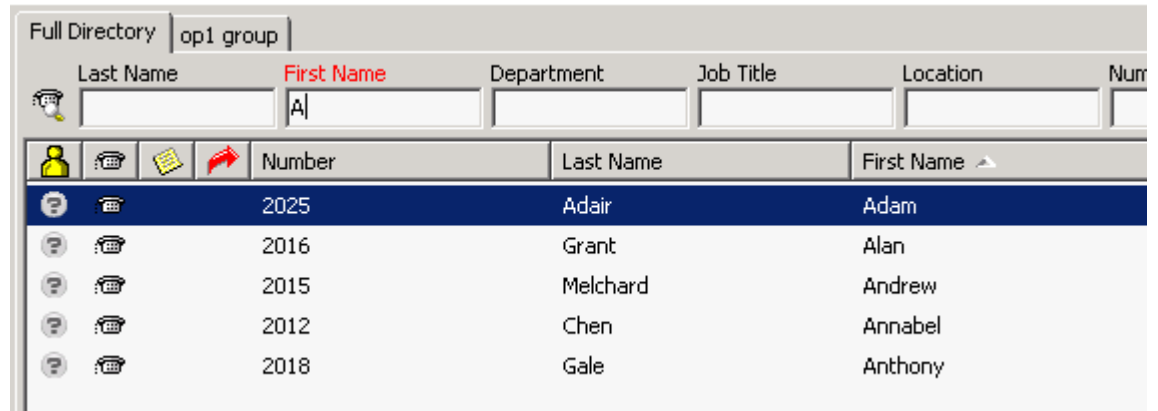
Step 7   Once the required person has been located, either double click or press the **Enter** key twice to call the contact.

When the call has been completed, the directory search result clears and the full directory is re-displayed. You can configure Cisco Unified Attendant Console Advanced so that search results continue to be displayed during call control events, such as call answered and call ended. For more information, see .

Lateral Searching (Ctrl-F2)

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

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

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

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

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

To set the Preferred Lateral Search field, specify the criteria within the **Filter Search** tab under **Options > Preferences**. Selecting None disables the feature.

Customizing Cisco Unified Attendant Console Advanced

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

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

Note You can change the user preferences *only* when connected to the Publisher server. You cannot change them when connected to the Subscriber server.

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

General

The following settings are available in this tab:

- **Popup Application When**

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

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

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

- **Internal Contacts Number Priority**

  This list shows the order in which an internal contact's number type is chosen to populate the Number field. If the contact does not have a number of the type at the top of the list, the next number type is used, and so-on.

  You can re-order the list by selecting the number type and then moving it with the up arrow and down arrow controls.

- **External Contacts Number Priority**

  This list shows the order in which an external contact's number type is chosen to populate the Number field. If the contact does not have a number of the type at the top of the list, the next number type is used, and so-on.

  You can re-order the list by selecting the number type and then moving it with the up arrow and down arrow controls.

Note   If you create a directory using the Field, **Number** to filter by, the Value you enter is compared against *all* indexed number fields (for example, Main Extension, Business 1, Business 2 and Mobile) and all contacts that meet the criteria are displayed. With the directory displaying only the Main Extension number or the substitute number (defined in **Preferences Tab > General and Internal Contacts Number Priority**), your Personal Directory Group may appear to contain inconsistent results. This indicates that the contact has another numbered field that matches the criteria.

For example, if a contact has the primary number **22222** and a Business 1 number of **1111**, the full directory shows **22222**. If Business 1 is an indexed field, when you create a Personal Directory Group with either **Number is equal to 2222** or **Number is equal to 1111**, the contact is displayed with the number **22222**.

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

Figure 2-1   *Preferences Section General Tab*

Display

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

- **Queues Order** – if you do not want the queues sorted in the order they were created, check **Sort queues alphabetically**.

- **When a section becomes selected** – The **Change font Colour** setting enables you to change the font colors of the labels in Cisco Unified Attendant Console Advanced for the selected area. This makes it easy to see which area you have selected when operating the console. The default is that the text becomes red.

- **Display Call Information**

    - **Show Routing Tag** enables you to display the name of the queue for each call as well as the standard details. This is set by default.

    - **Show Time-out Conditions** enables you to display details of why a call has returned to the operator.

- **When making calls** – This controls whether the Busy Lamp Field (BLF)/Presence prompt is displayed. By default **Prompt if Presence Status is set** is not selected.

- **When dragging and dropping** – The **Display a drag image** option enables you to see a complete image on screen of the call you are dragging across the screen.

- **Font Size** – Use this to change the size of the font in the Cisco Unified Attendant Console Advanced interface to help make it easier to use. Select from **Default**, **Medium**, **Large** or **Extra Large**. You can also set this parameter from the main application menu by choosing **Options > Font Size**.

- **Resilience** – Check **Prompt when switching servers** (the default) to be prompted when servers switch during server failure or recovery.

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

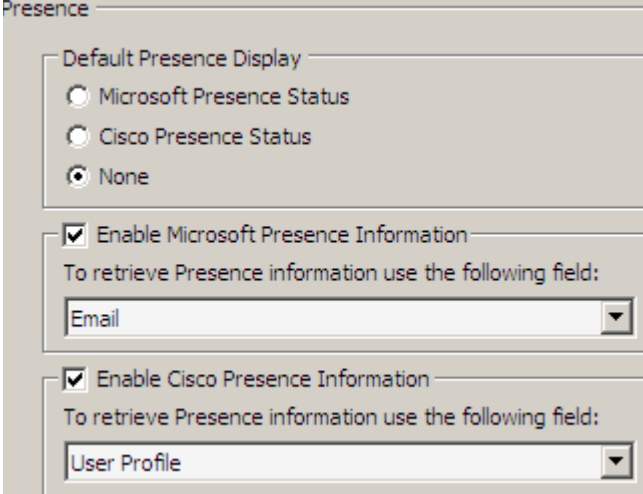*Figure 2-2*   *Preferences Section Display Tab*

Presence

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

- **Default Presence Display** – Select between either **Microsoft Presence Status, Cisco Presence Status** or **None**.

- **Enable Microsoft Presence Information** – To display the Microsoft Presence Information (from OCS and Lync) tick this box and select which field will be used to retrieve the information.

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

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

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

displays the options that can be configured from the Presence tab.

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

Dialling

The following options are available in this tab:

- **Voicemail Prefix** –This option enables you to enter a prefix that will send the call directly to an extension's voicemail when you right-click a contact and select **Transfer to Voicemail**.

- **Auto Dial** – This option enables you to automatically dial an internal or external number after a defined time. You can set the duration of time for Auto Dial. The desired number is entered in the area below Active Calls.

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

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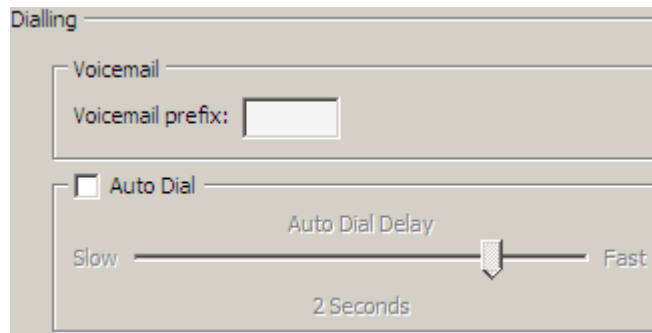
Call Transfers

The following options are available in this tab:

- **When Dragging and Dropping or Double Clicking**

  This section enables you to choose the type of transfer you would like to perform when dragging and dropping or double clicking a call. You can click a radio button to choose one of the following options:

  - **Perform consultation transfer**
  - **Perform blind transfer** (this is selected by default)

- **When Blind Transferring**

  When Blind Transferring a call, you can select **Automatically Campon if busy**. This automatically stacks the call on to the extension until it becomes available and increases the speed of call handling.

- **When Re-establishing a Call**

  When re-establishing a call, you can select **Automatically Campon if busy**. This automatically stacks the call on to the extension until it becomes available and increases the speed of call handling.

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

Figure 2-5   Preferences Section Call Transfer Tab
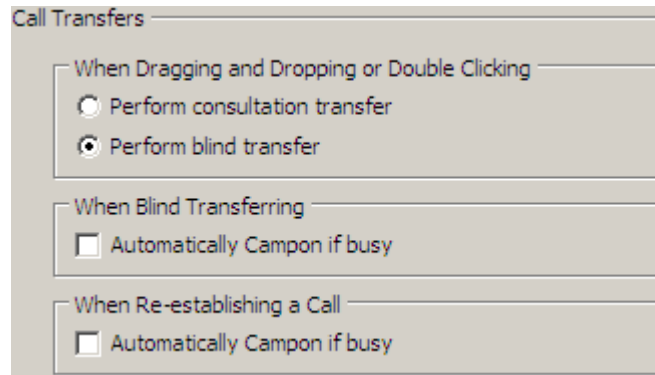
Call Park

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

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

Figure 2-6   Preferences Section Call Park Tab
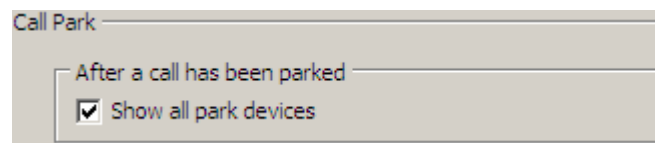
Mute

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

- **Performing a search** – Selecting this checkbox will automatically mute a call when the operator clicks in any of the search fields.

- **Pressing numeric keys to dial numbers** – Selecting this checkbox will automatically mute a call when the operator dials a number.

- **Changing or selecting Directory screens** – If the user selects this checkbox, a call will be automatically muted if the operator clicks on the directories.

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

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

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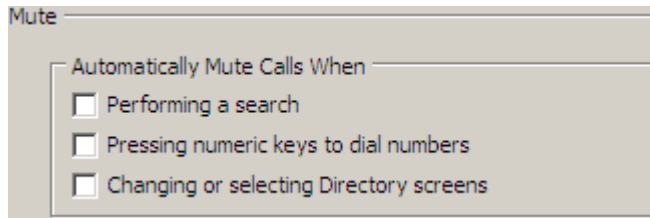
Tones

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

The following options are available in this tab:

- **When I have made myself unavailable** – This option has a checkbox **Do not play any tones**. Select this to prevent the application from playing a 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**. Select this to play 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**. Select this to play a tone when a call reverts from the Calls In Progress area or Call Parking area.

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

Figure 2-8   *Preferences Section Tones Tab*
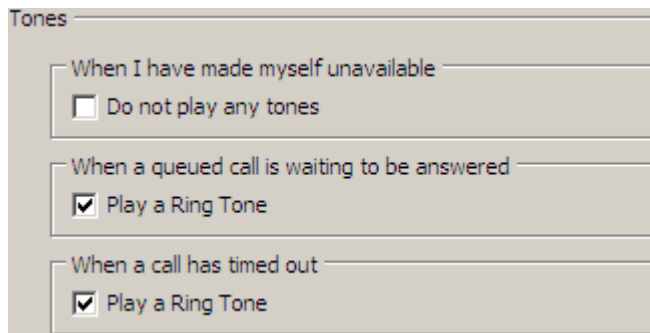
Directory

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

- **Directory Groups** - This is where you can influence how a specific directory will be displayed. This can be done collectively by ticking the box next to **All directory groups use the same settings**, and then selecting a directory from which all others adopt their parameters. If several directories are visible, changing the position or width of a column in one immediately changes the others in the same way.

  Alternatively, if **All directory groups use the same settings** is not ticked, you can select a directory from the table and then configure the selected directory independently of the others.

  From this list you can also alter the order in which the directories will be displayed. This is done by selecting a Directory and using the Up and Down arrows to move it within the list.

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

- **Default Display Order** – The data in this contact record field is used to sort the contacts when they are displayed in the directory. Select from **Department**, **First Name**, **Job Title**, **Last Name** (the default), **Location**, **Number** and **User Field 1**.

Note   If you change the **Default Display Order** the changes will not appear on your screen until you log out of Cisco Unified Attendant Console Advanced and then log back in.

- **Show the following information** – Select the contact data fields to display in the directory. The order the fields are listed is the order in which they are displayed. To change the display order, select each relevant field, and then use the up arrow and down arrow keys to change its position in the list.
- **Search Based On** – Choose how many and which search fields to use to search for a record in the Internal Directory. Use **Display this many search fields on the screen** to display up to six fields.

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

Figure 2-9   *Preferences Section Directory Tab*

Personal Directory Groups

The Personal Directory Groups tab enables you to share Personal Directory Groups with other operators in your community. For more information about Personal Directory Groups, see Personal Directory Groups (F4), page 1-12.

The Personal Directory Groups tab is available only when the following are true:

- You have created at least one Personal Directory Group.
- If you have a resilient Cisco Unified Attendant Console Advanced installation, you must be logged in on the Publisher server. The tab is not visible when logged in on the Subscriber server.

• There is at least one other operator in the same community to share the Personal Directory Group with.

Figure 2-10   Preferences Section Personal Directory Group Tab

The tab displays lists of:

• Personal Directory Groups that can be shared

• Operators with which Personal Directory Groups can be shared

To share a Personal Directory Group, do the following:

Step 1   Select it from the upper list.

Step 2   In the lower list, select the check boxes corresponding to the users you wish to share it with. If required, use the controls to select or unselect (clear) the check boxes of all users.

Note   To cease sharing a Personal Directory Group with a user, clear the check box next to their name.

Step 3   Click **OK** or **Apply** (clicking **OK** closes the tab).

A message appears on any other live consoles to tell their attendants when a Personal Directory Group has been shared or unshared.

Alternate Numbers

Use the Alternate Numbers tab to define how to display any alternative numbers information that a contact may have. The tab is shown in Figure 2-11.

Figure 2-11   Preferences Section Alternative Numbers Tab

The **Show the following information** setting enables you to specify what information is displayed for a contact. Click the check boxes to select the information. Use the up/down arrows to specify the order in which the information is displayed.

Alternate Numbers Display Order – use the up/down arrows to specify the order in which the information is displayed. Set this to the same order used in the Directory area.

Field Headers

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

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

Step 1   Select the text in the **Display Text** column. Initially, this is the same as the **Default Text**.

Step 2   Type new **Display Text**.

Step 3   Click **OK**.

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

Figure 2-12 displays the options that can be configured from the Field Headers tab.

Figure 2-12   Preferences Section Field Headers Tab
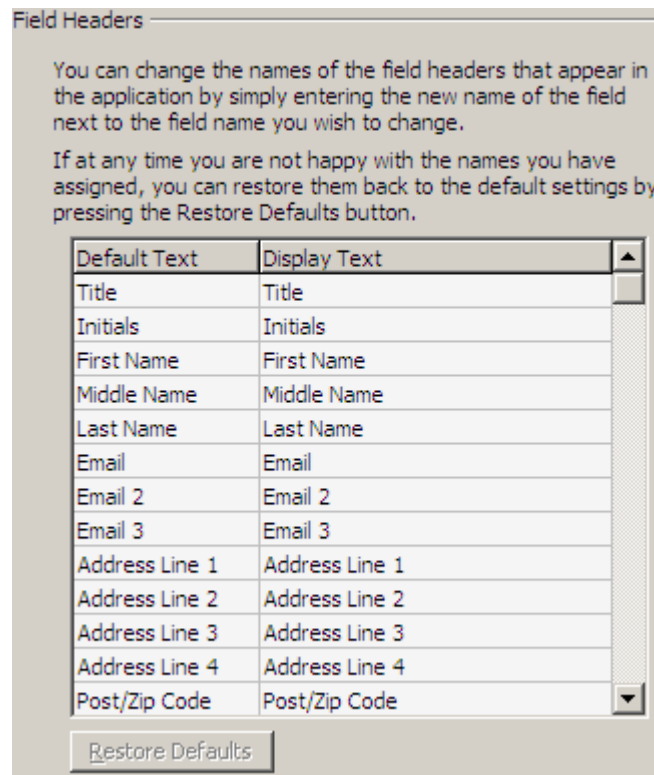
Secondary Sort

✎
Note This tab is enabled only when you are logged out from Cisco Unified Attendant Console Advanced: you cannot change the secondary sort parameters when you are logged in.

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

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

Step 1 Click on a value in the **Secondary Sort Column**.

Step 2 A drop down menu will appear with different values related to the values in the Sort Column.

Step 3 Choose a value to replace the previous one.

Step 4 To change more than one value, repeat steps 1-3.

Step 5 Click **OK**.

Figure 2-13 displays the options that can be configured from the Secondary Sort tab.

Figure 2-13   Example Preferences Section Secondary Sort Tab
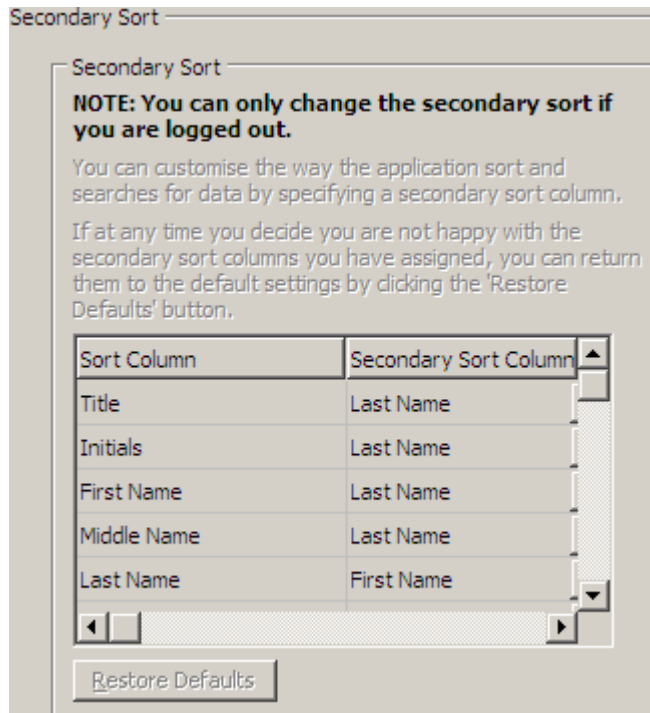
Filter Search

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

- **During call control**

  Select **Retain existing directory search** to retain the search results during call control events. If you do not select this, call control events (such as call answered, new call directly to operator's extension, and call ended) clear the search results and re-display the full directory. When you select this you have to press Shift + F3 to clear the search results.

- **AND Searching**

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

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

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

- **When Performing a Filter Search**
  - **Press Enter to perform search** – Once you have entered some information in any one of the search fields, selecting this option would perform a search when you press the **Enter** key.
  - **Search after every key press** – This option refreshes the search results with every key you press to enter a search value in the field. This is the default setting. This option is disabled if you select **I want to use AND Searching**.
  - **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 in seconds specified using the **Search Delay** slider.

- **Lateral Search**

  The Lateral Search feature enables you to search for an alternative contact by pressing Ctrl-F2. Select from **None**, **First Name**, **Last Name**, **User Field 1**, **Job Title**, **Location**, **Department** or **Number**. Selecting **None** disables Lateral Searching.

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

Figure 2-14   Preferences Section Filter Search Tab


Logging

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

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

The log path and file name appears.

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

Figure 2-15   Preferences Section Logging Tab
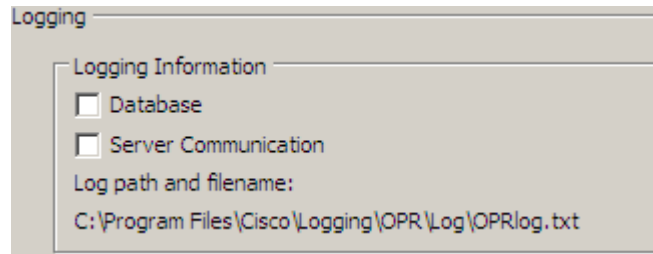
Advanced

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

Note   If you use Direct Transfers you will lose recall functionality, and the only calls the system will be able to recall internally are ones to devices monitored by the Cisco Unified Attendant Console Advanced Server.

Direct transfers allow the end party to see the originating CLI (Caller Line Identification – the caller's number). However, using Direct Transfers restricts the Console's ability to return transferred calls to the operator if they are not answered.

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

Figure 2-16 displays the settings that can be configured from the Advanced tab.

Figure 2-16   Preference Section Advanced Tab

Advanced

CHAPTER **3**
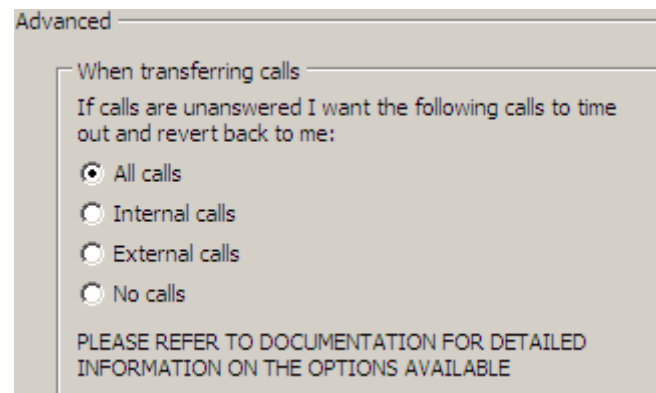
Using Cisco Unified Attendant Console Advanced

This section describes bow to use Cisco Unified Attendant Console Advanced to do the following:

Answering Calls

Cisco Unified Attendant Console Advanced attends two types of calls,

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

Calls that are being attended appear in the **Active Call** area **(F7)**. shows an example of a call in the Active Calls area.

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

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

Answer Next

Incoming calls are prioritized by the system and then displayed in the Queued Calls area **(F8)** in descending order of priority.

Use Answer Next to answer queued calls in the order of priority set by the system.

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

Step 1   Press F8 to select the Queued Calls area.

Step 2   Press the **Plus** (+) key

The next highest priority call is delivered to your handset.

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

Step 1   Right-click in the Queued Calls area.

Step 2   From the menu, choose **Answer Next**.

Irrespective of the call you right-clicked, the next highest priority call is delivered to your handset.

Cherry Picking

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

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

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

Step 1   Press **F9** to select the **Queues** area.

Step 2   Use the up and down arrow keys to select the required queue.

Step 3 The **F8** area will display the calls that are waiting in the selected queue.

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

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

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

Step 1 Select the Queued Calls area by pressing the **F8** key.

Step 2 Using the up and down arrow keys, select the call to answer.

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

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

Step 1 Select the **All Queues** area.

Step 2 Click on the relevant call.

Step 3 Click the 📞 **Answer Call** button in the call control tool bar.

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

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

Forced Delivery

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

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

Directory Call Forwarding

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

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

Hovering over the contact will display a tool tip providing further details, such as the number that the Call Forwarding is set to divert to. For example:
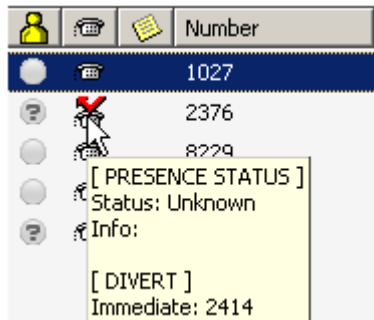
To see any secondary lines, press F2, which displays the Presence Status window.

Alternate Numbers and Presence Status

To display the Alternate Numbers and Presence Status for a contact, select the contact and press **F2**. The **Alternate Numbers For <contact> - [<presence>]** window appears. For example:
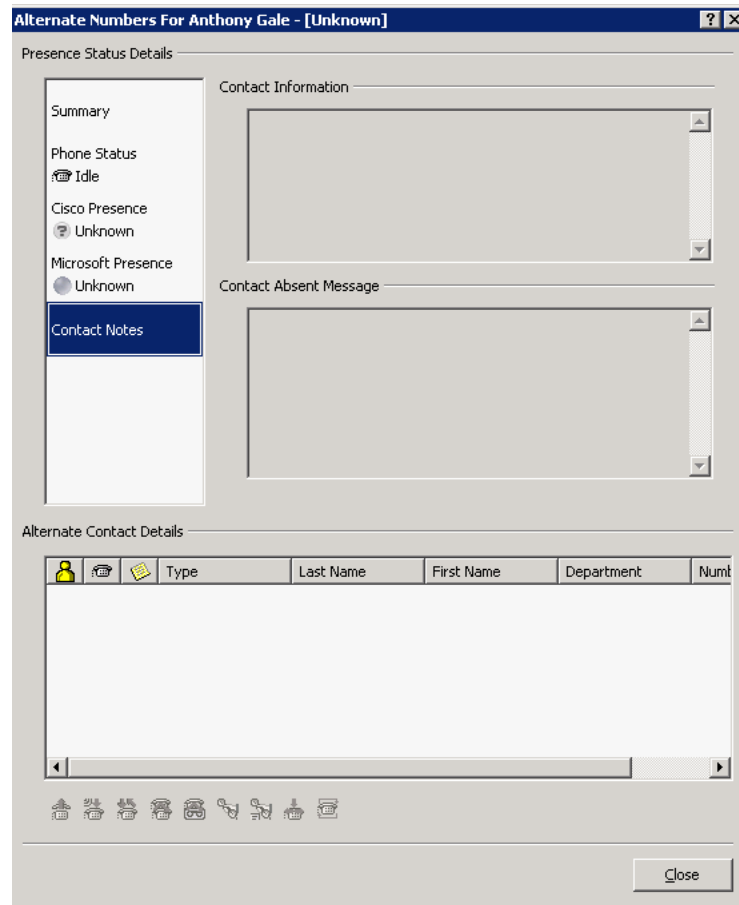
The Alternate Numbers window is also displayed if you transfer a call to an extension with a presence status assigned.

Click the controls on the left of the window to display a pane containing relevant information. All the panes contain the following:

- Alternate Contact Details—this lists any alternative numbers for the contact. If the number is saved in the directory, the contact's full name is displayed instead of the number.

- Call controls—use these to control a call to an alternate number; for example, to place it on hold. For more information, see Controlling Calls, page 3-6.

The specific contents of each pane are listed below:

Table 3-1   Alternate Numbers Panes

Pane	Displays
Summary	Contact Phone Status, Cisco Presence, and Microsoft Presence.
Phone Status	Contact Phone Status, including the status of any multiple lines linked to the phone.
Cisco Presence	Cisco Presence. If Cisco Presence is not configured, status Unknown is displayed.
Microsoft Presence	Microsoft Presence and Notes. If Microsoft Presence is not configured, status Unknown is displayed.

The Phone Status icons are shown in Table 3-2.

Table 3-2   Phone Status Icons

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

Controlling Calls

To control a call, do the following:

Step 1   Select a contact from Alternate Contact Details.

Step 2   Click the required call control icon:

- Answer Call
- Call
- Consult
- Blind Transfer
- Transfer to Voicemail
- Hold
- Hold with Notes

- Start Conference
- Park Call

Alternatively, click **Close** to cancel.

Table 3-3 list the keyboard shortcuts that you can use:

Table 3-3   Keystrokes for Controlling a Call

Key	Description
Enter	The call is consult transferred to the selected alternative number.
Enter + Enter (press Enter twice)	The call is blind transferred to the selected alternative number.
Ctrl-P	Park and Page dialog box opens for the call for the selected alternate contact. This only applies if paging is running, the selected contact is internal, and paging is supported by the selected alternate phone.

Transferring Calls

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

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

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

Blind Transferring to a Known Number

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

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

Step 2   Type the destination number (internal or external). The cursor is automatically placed in the Dial Box.

Step 3   Press **Enter** twice in quick succession to transfer the call.

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

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

Step 2   Using the keyboard type the destination number (internal or external). The cursor will automatically be placed in the Dial Box.

Step 3   Press **Enter**. This will initiate the transfer.

Step 4   Press 📞 **Transfer** again to transfer the call.

Blind Transferring to a Directory Contact

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

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

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

Step 2   If searching for a contact using the first displayed search field, simply start typing. Alternatively pressing F3 will take the cursor to the first displayed search field. The cursor will automatically move to the first search field. If you need to use a search field that isn't the first on the screen, use the **Tab** key to find the right field to type into.

Step 3   As you type, the directory will shrink as contacts are matched (Depending on how Filter Search is configured; for more information, see Filter Search, page 2-15). Keep typing until the required contact is found, or use the up or down arrow to highlight the contact.

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

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

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

Step 2   Click into the required search field in the Directory area. Alternatively, pressing F3 will take you to the first search field in the displayed directory

Step 3   Start typing and as you type the directory will shrink as contacts are matched. Keep typing until the required contact is visible and use the mouse to select the desired contact

Step 4   Double-click the contact to initiate the transfer.

Step 5   Press 📞 **Transfer** to transfer the call.

Or

Step 1   Point the mouse at the relevant call within the **Active Calls** area.

Step 2   Press the left mouse button.

Step 3   Whilst holding the mouse button down, drag the call to the relevant destination within the **Directory** area, and then release mouse button.

✎

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

Or

Step 1   Select call details that are displayed in the **Active Calls** area.

Step 2 Point the mouse at the relevant destination within the **Directory** or **Speed Dial** areas and click the right mouse button to reveal a Popup menu.

Step 3 From the popup menu choose **Call**.

Step 4 Ensure that the call initiated is selected within the **Active Calls** area.

Step 5 Click the **Complete Transfer** button.

If a transferred call is not answered within a certain time duration, the call is *reverted* back to the Active Calls area. These calls can then be handled through **Reverted Call Controls** explained in Controlling Reverted Calls, page 3-16.

Initiating a Consult Transfer

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

Consult Transferring to a Known Number

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

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

Step 2 Type the destination number. The cursor is automatically placed in the Dial Box.

Step 3 Press the **Enter** key to make the enquiry call.

Step 4 After consulting with the destination press the **Enter** key to complete the transfer.

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

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

Step 2 Using the keyboard type the destination number. The cursor will automatically be placed in the Dial Box.

Step 3 Press the **Enter** key. This will initiate the transfer.

Step 4 Press **Transfer** again to transfer the call after consulting.

Consult Transferring to a Directory Contact

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

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

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

Step 2 Select the Directory that the contact appears in. This can be done by pressing Alt and the Number of the tab. *Example: **Alt** and **3** will open the 3rd tab, **Alt** and **5** will open the 5th tab.*

Step 3   If searching for a contact using the first displayed search field, simply start typing. The cursor will automatically move to the first search field. Alternatively, pressing F3 will also move the cursor to the first search field. If you need to use a search field that isn't the first on the screen, use the **Tab** key to find the right field to type into.

Step 4   As you type the directory will shrink as contacts are matched (Depending on how **Filter Search** is configured; for more information, see Filter Search, page 2-15). Keep typing until the required contact is found, or use the up or down arrow to highlight the contact.

Step 5   Press the **Enter** key to initiate the enquiry call.

Step 6   After the consult, press the **Enter** key again to complete the transfer.

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

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

Step 2   Click into the required search field in the required Directory. In the case where Personal Directories have been created, click on the respective Directory tab.

Step 3   Start typing and as you type the directory will shrink as contacts are matched (Depending on how Filter Search is configured, See Filter Search, page 2-15). Keep typing until the required contact is visible and use the mouse to select the desired contact.

Step 4   Double-click the contact to initiate the transfer.

Step 5   Press **Transfer** to transfer the call after consulting.

Or

Step 1   Point the mouse at the relevant call within the **Active Calls** area.

Step 2   Press the left mouse button.

Step 3   Whilst holding the mouse button down, drag the call to the relevant destination within the required Directory by hovering over the Directory tab, and then selecting the contact before releasing the mouse button. This sets up the enquiry call.

Step 4   Press **Transfer** to transfer the call after consulting.

Or

Step 1   Select call details that are displayed in the **Active Calls** area.

Step 2   Point the mouse at the relevant destination within the required **Directory** or **Speed Dial** areas and click the right mouse button to reveal a Popup menu.

Step 3   From the popup menu choose **Call**.

Step 4   Ensure that the call initiated is selected within the **Active Calls** area.

Step 5   Click the **Complete Transfer** button.

Although in these procedures a consult, or enquiry call has been made, if for some reason the transferred call is not connected within a certain time duration, the call is reverted back to the Active Calls area. These calls can then be handled through **Reverted Call Controls** explained in Controlling Reverted Calls, page 3-16.

Making Calls

Cisco Unified Attendant Console Advanced enables you to dial and make calls. Calls can either be made directly to a contact or can be made using different call controls such as Call Parking, Transferring and Conference. These call controls are explained in detail, see Appendix 1, "Call Control Toolbar Icons". There are two types of call that can be made:

- **Internal Call** – Calls that are made to the numbers existing within the system. For example, in a call center, calls made to the numbers within the call center are called internal numbers.

- **External Call** – Calls that are made to the numbers external to the system. For example, an operator in a call center can make a call to a customer for marketing purposes.

Making Internal Calls

To call a local extension, perform the following steps:

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

Step 2   Press **Connect/Clear** with the mouse or **Enter** key using the keyboard.

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

Making External Calls

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

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

Step 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, perform the following steps:

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

Step 2   Double click on the number to dial.

Placing Calls on Hold

While answering a call, Cisco Unified Attendant Console Advanced 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 Console Advanced Administration. After the **Hold Recall Time** elapses, the status of the call will change from **Held** to **Hold Timeout**. These calls can be handled through **Reverted Call Controls** explained in Controlling Reverted Calls, page 3-16. A call can be reverted irrespective of whether the Timeout has been reached. Figure 3-1 shows an example of a call on hold in the Calls In Progress area.

Figure 3-1   Call On Hold in the Calls In Progress Area

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

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

Step 1   Press **F7** to select **Active Calls** area.

Step 2   Select a call using up and down arrow keys.

Step 3   Press the **(Page down)** key to hold the selected call.

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

Step 1   Select a call in **Active Calls** area.

Step 2   Click the **Hold** button.

Retrieving Held Calls

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

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

Step 1   Press **F5** to select **Calls In Progress** area.

Step 2   Select a call using up and down arrow keys.

Step 3   Press the **(Page down)** key to retrieve the held call.

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

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

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

Muting Calls

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

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

Call Parking

Cisco Unified Attendant Console Advanced provides you with the ability to park calls on to a call parking device. A parked call can be picked up from any phone on the Cisco Unified Communications Manager by simply 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, perform the following steps:

Step 1   Press **F7** to select **Active Calls** area.

Step 2   Select a call using up and down arrow keys.

Step 3   Press the **Home** key to park the call on one of the available call parking devices.

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

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

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

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

Step 1   Select the call in the **Active Calls** area

Step 2   Drag the call to the desired Park device and drop the call by releasing the mouse button.

If a parked call is not answered within a certain time duration, the call is reverted back to the Calls In Progress area. Such calls can then be handled through **Reverted Call Controls** explained in .

Retrieving Parked Calls

To retrieve a parked call using a mouse, in the Call Parking Device where the call is parked, do one of the following:

- Double-click the device
- Drag and drop the call to the Active Calls (F7) pane
- Right-click the device and select Retrieve from the menu
- Click the 📞 Retrieve button.

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

Step 1   Dial the Park device number.

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

Conferencing Calls

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

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

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

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

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

Once the conference is in progress an additional field is highlighted in the **Active Calls** area. The field is labeled as **Conference Controller** and is used to drop you out from the call once all the parties are in conversation. Figure 1-8 on page 1-19 shows an example of a conference call in the Active Calls area.

If any of the parties does not respond to the conference call, the call is reverted back. Such calls can then be handled through **Reverted Call Controls** explained in Controlling Reverted Calls, page 3-16.

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

Re-establishing Calls

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

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

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

Toggling 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 Plus (**+**) key.

Controlling Reverted Calls

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

Once the call hits the **Active Calls** area after being recalled from the **Calls In 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.

Table 3-4 summarizes what you can do to a retrieved call.

Table 3-4   *Call Controls Used on Reverted Calls*

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

Table 3-4   Call Controls Used on Reverted Calls (continued)

Control Name	Icon	Description
Camp on		Click to transfer a call to a busy Operator.
Park Call		Click to place the call on a Call Parking Device.

Right-clicking on a call in the Active Calls area and choosing an option from the menu can also perform the above-mentioned operations. You can also access these options using your keyboard, as described in Using the Keyboard, page 1-1.

Supplying FACs and CMCs

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 Console Advanced Administration. If this is required during a consultation transfer you will see a dialog box on screen, simply enter the correct code and your call will be made.

Forced Authorization Code (FAC)

Forced Authorization Codes are used to provide security in Cisco Unified Communications Manager for 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. Figure 3-2 displays the FAC Dialog box.

Figure 3-2   FAC Dialog Box

Client Matter Code (CMC)

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

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

Clearing Calls

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

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

Step 1   Press **F7** to select the **Active Calls** area.

Step 2   Press **Enter**.

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

Step 1   Click on a relevant call within the **Active Calls** area.

Step 2   Right-click and select **Clear Call**.

Using Emergency Mode

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

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

Step 1   From the main menu, choose **Options > Emergency**.

Step 2   Move the **Available Queues** to the **Emergency Queues** list using the `>>` button to move all Queues, or the `>` button to select Queues from the list.

Step 3   In the Set Emergency Mode message box, click **Yes** to move all the queues to Emergency Mode.

Step 4   Press **OK** to complete the process.

You can also use the keyboard shortcut to switch to Emergency Mode. Select the Queue area and press Ctrl-E. The following window appears. Click **OK** to continue. Figure 3-3 displays an example of the Emergency Mode screen with a Queue placed in Emergency Mode.

Figure 3-3   Queues in Emergency Mode
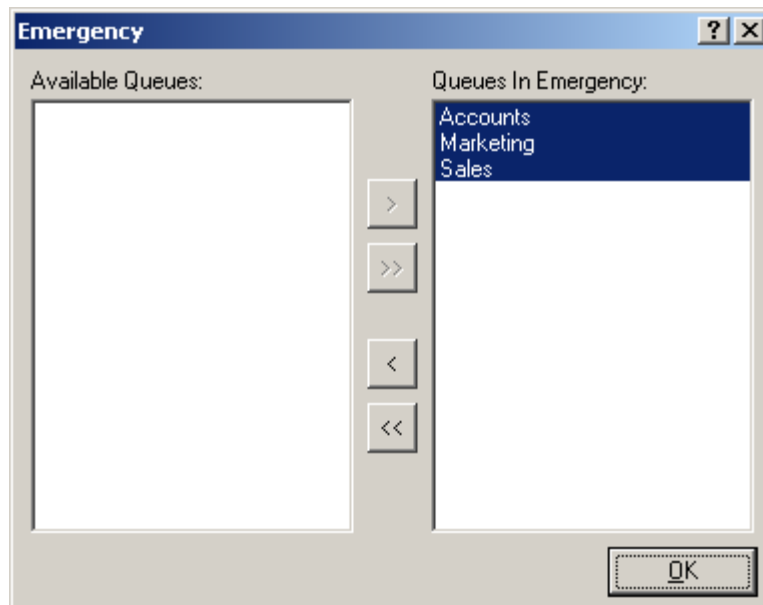
To take queues out of Emergency Mode, perform the following steps:

Step 1   Right-click on a queue and select **Emergency**.

Step 2   Click **OK** to complete the process.

Sending Emails

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

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

Viewing Call Status

Call Status is what is currently happening to the call: ringing, held, connected or busy.

You can view the call status of any device in the directory. The Status window enables you to view the status of a contact before transferring a call or connecting a conference call to them.

To view device status, perform the following steps:

Step 1   In the **Directory**, right-click a contact, and then choose **Contact > Status > Calls**.

The Call Status of the selected contact appears. For example:
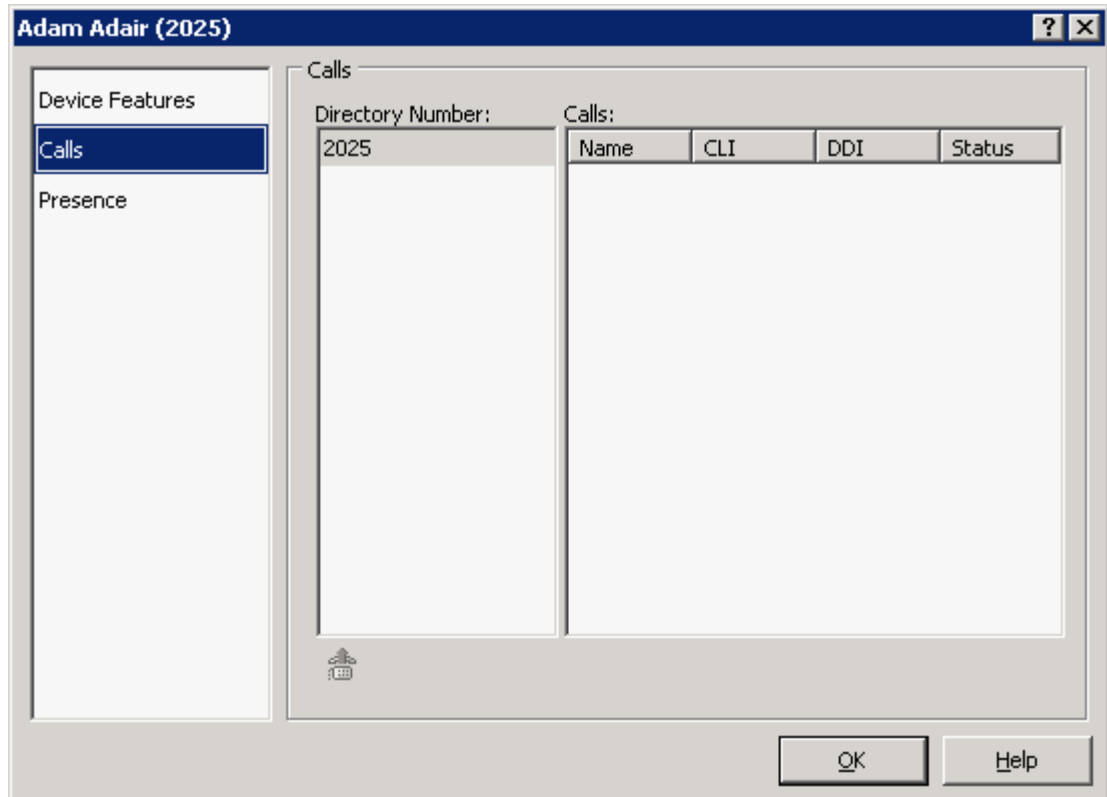
The Calls columns are described in Table 3-5.

Table 3-5   Call Status Window Fields

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

You can also answer any ringing call by clicking the 🔺 **Answer** button.
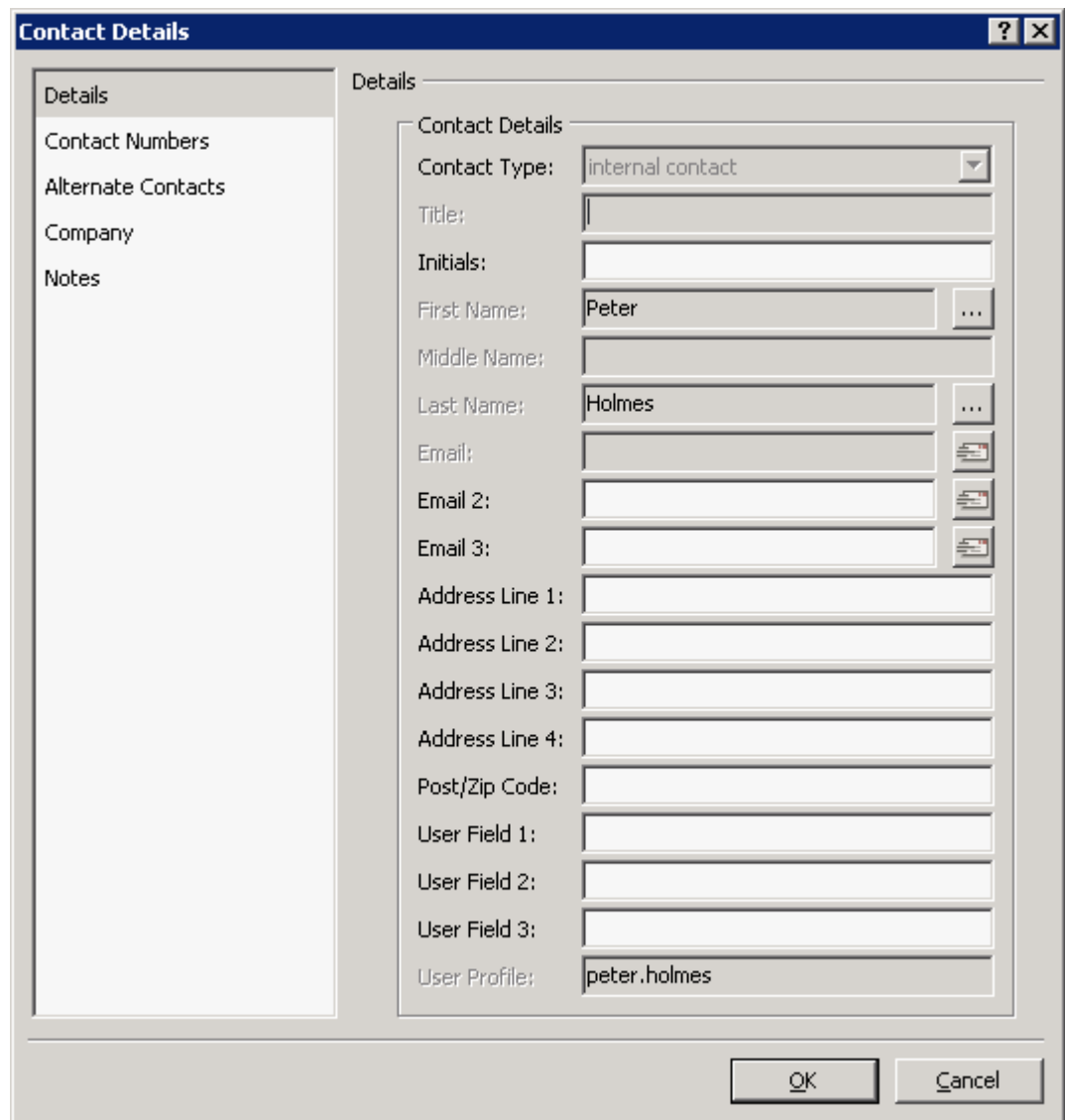
Viewing and Using Contact Details

Each directory contact has relevant information associated with it, some of which is displayed in the directory area. To see more information for a specific contact, select it and then do one of the following:

- Click ![icon] (Contact Properties).
- Right-click and then choose **Contact > Contact Details**.
- Press **F12**.

The Contact Details window appears. For example:

Figure 3-4   *Contact Details Window*

You can edit any of the information in the Contact Details window, except for fields with grayed labels.

Emailing Contacts
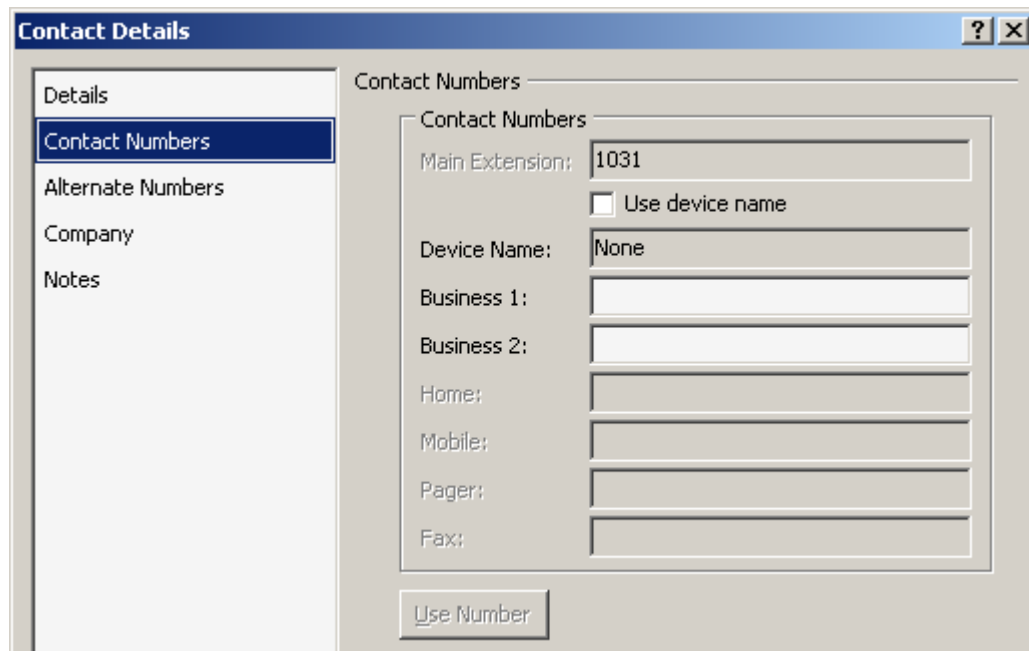
If the email address of the contact person is added in the **Contact Details**, then Cisco Unified Attendant Console Advanced can mail the contact from this window. It will open the mail client configured on your machine. You can click the ⬛ to write an email.

Dialing External Numbers

Click the **Contact Numbers** tab to view the contact's external phone numbers. All the direct numbers defined for a contact are displayed.

Select a number and then click **Use Number** to dial that number.

Figure 3-5   Contact Numbers Tab

Defining Alternate Numbers

You can define alternative numbers for a contact:

- A single **Assistant**.
- Any number of **Alternate** contacts.

To add an alternate number, do the following:

Step 1   Click the **Alternate Numbers** tab.

Step 2   Under either **Assistant** or **Alternate**, as appropriate, click **Add**.

The **Select** dialog box appears

Step 3   Select the contact and then click **Add**.

Step 4   In **Contact Details**, click **OK**.

Controls enable you to **Delete** Alternate Numbers, or **Replace** each with another.

Editing Contact Details

To edit contact details do the following:

Step 1   Select the required directory pane by pressing the relevant Alt-<number> combination, or by clicking the tab.

Step 2   Select a contact.

Step 3   Do one of the following:

- Press **F12**

- Right-click and then choose **Contact > Contact Details**.

- Click 🔳 (Contact Properties)

The **Contact Details** window appears.

Step 4   Edit the contact information as required.

Step 5   Click **OK**.

Adding Absent Message and Contact Information

You can add **Absent Messages** and **General Contact Information** through the **Notes** tab. Absent messages are short notes explaining why the extension is not manned or not to be disturbed.

- **Contact Information** - Add extra information to any of the contacts in the directories. This information will be displayed with the contact as tool tip.

- **Absent Message** - Add an absent message with any of the devices in **Directory** area.

✎

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

Figure 3-6 ***Contact Details Notes Tab***
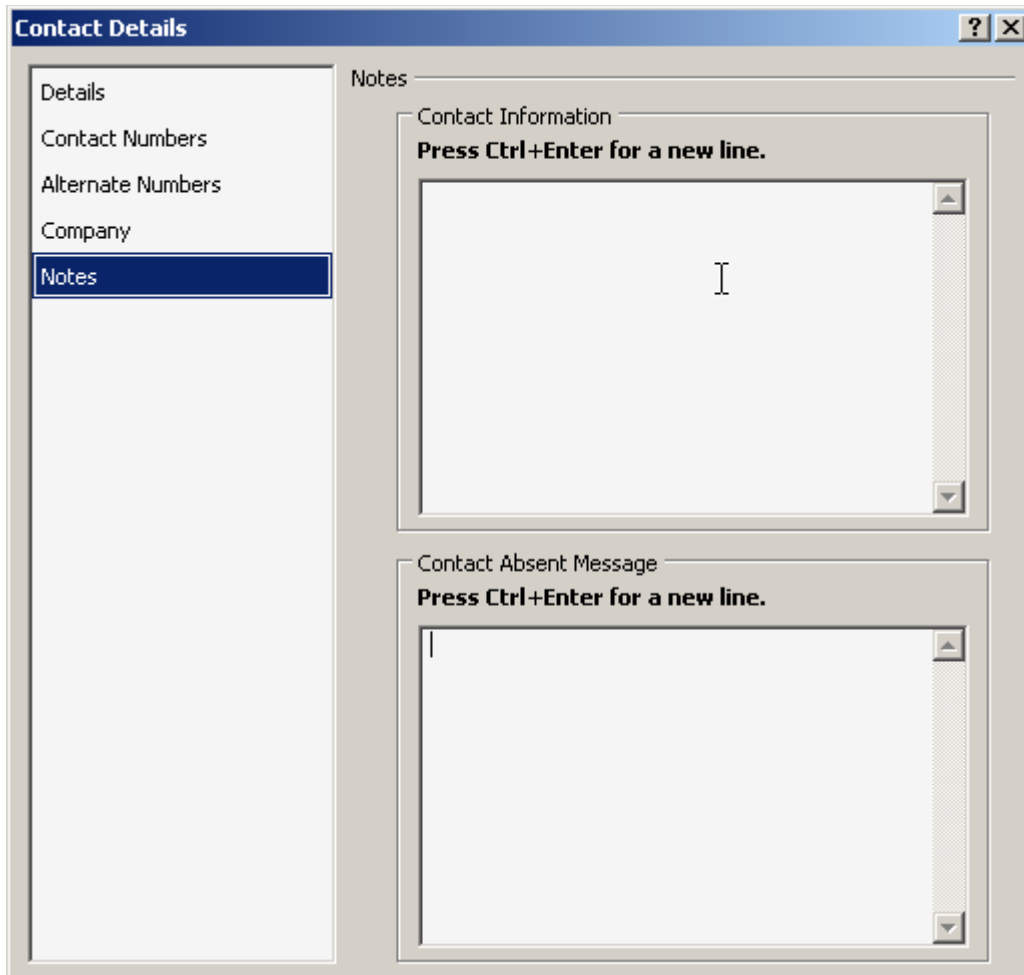
Viewing Cisco Unified Presence Status

Attendants can view CUP (Cisco Unified Presence) information for IP Phone users in the directory area. This information shows the contact's availability. Figure 3-7 shows an example.

Figure 3-7   CUP Information

The presence status icons are listed below.

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

To view Presence Status as text, hover the mouse cursor over the presence status icon. Any additional information entered by the contact is also displayed; for example, their vacation return date.

Viewing Microsoft Presence Status

Cisco Unified Attendant Console Advanced can display Microsoft Presence Information for contacts that have been added to the local copy of Microsoft Office Communicator.

Where contact status has been set, the following presence status icons will be displayed in the Directory area.

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

To view Presence Status, perform the following steps:

Step 1   Select a contact in a Directory.

Step 2   Hover over a presence status graphic.

Step 3   Presence Status details will be displayed

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

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