Cisco Operator Attendant Console – managing preferences
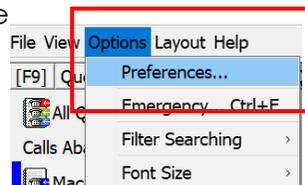
Customising the console (Preferences)

Access to 'Preferences' is role specific and may not be enabled for all operators to manage. For a more detailed explanation on configuration, please refer to the online CUACA Console user guide

From the main console menu select:
Options > Preferences

A brief description of each sub menu is offered.

General tab

Manage how the application responds to:

Popup windows for incoming calls – Select 'Queued Calls' waiting to be answered and 'My local device rings'

**Auto Unavailable** – select and add duration when your computer is idle

Alternate number priorities – select the preferred order for the alternate number data to be displayed for internal and external contacts
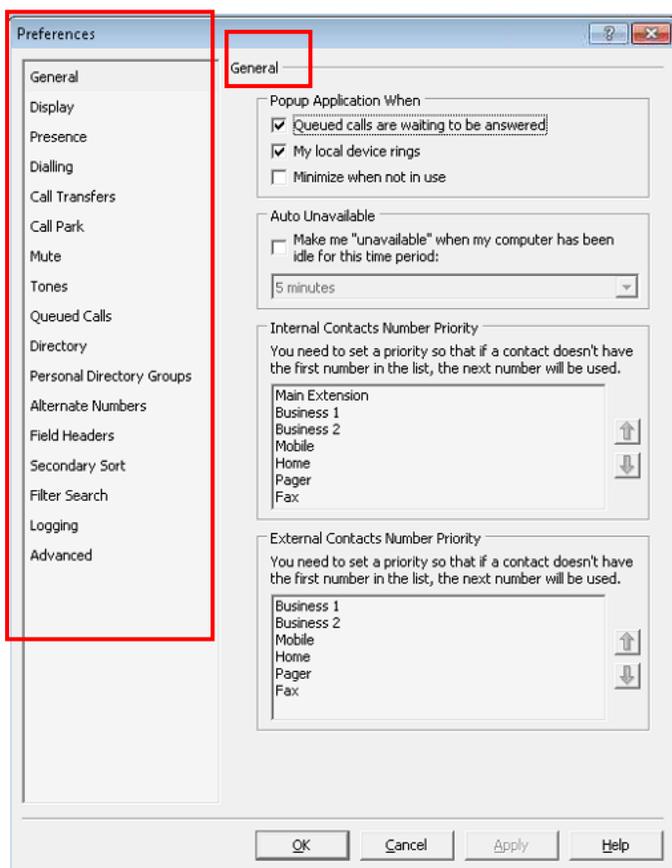
Display

Change display settings linked to
- Alphabetical queue lists – as programmed or sort alphabetically
- Change the font colour for selected items – select the preferred colour
- Displaying call Information – show Routing and timeout conditions
- Display user presence status prompts – for outbound calls
- Drag and drop shadow – show cursor change when moving
- Font size – small, medium, large as preferred
  Resilience – prompt when a server switches for back-up.
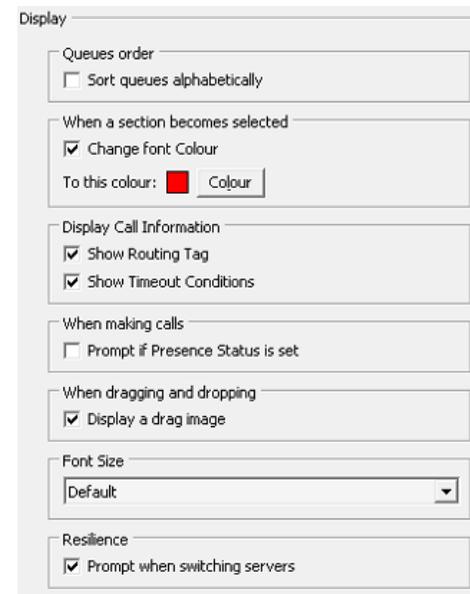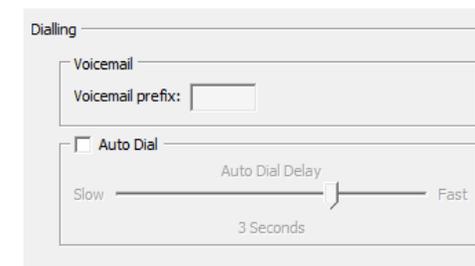
Presence

This is linked to the presence status of the users and displayed on the directory pages. Tick to enable the Busy Lamp Field Status
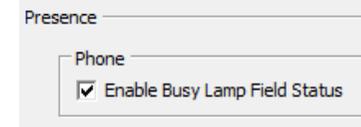
Dialing

Enter the voicemail prefix for you company server.

Auto dial delay – to insert a delay when selecting a number/user to dial.

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Call transfers

- Drag & drop transfers - select if you always want to use 'Consult Transfer' or 'Blind Transfer' as the default setting.
- Camp-on busy – select if you want calls to wait for a user that is busy before returning to the console.
- Re-establish on busy – resend the call back to the original user that was busy to wait a further timed duration.

(Camp-on will only activate on busy tone, if the user has voicemail enabled the caller will be directed to their voicemail on blind transfers)

Call park

Select to show all park devices (recommended).

Mute

While you are transferring and searching for a user using the directory, you are still live with the caller, this can be useful to ask additional questions while searching. You can change the Mute selections to automatically enable mute while searching.

Tones

If these boxes are ticked, a tone will play:

- when a call is waiting to be answered
- when a call has returned to the console on time out
- when the operator has made themselves unavailable (F10).

Queued calls

Queued calls: The operator can select a colour for each queue when it displays on the Console. This makes it easier to distinguish between External or Internal calls. The correct salutation can then be given.

Auto connect: Allows calls to be auto answered without selecting Answer, chose the delay time before call is presented to you.

Directory

The operator may define the number of Directory search fields displayed on the console and the order in which they appear.

Select a Default Display Order

Different settings may be configured for each Directory Group if required.

Chose the order the search fields display in preference to Surname / First Name / Department etc.

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Personal directory groups

Share any personal directory groups created with other or all operators, chose by groups or locations if multiple exist in your organization.

Alternate numbers

You can add alternate numbers for users, example manager and assistant combinations.

Select the information to display for alternate numbers and the manage the display order when viewing.

Field headers

Change how you want the directory field headers to display, rename the heading columns depending on the content stored in the directory.

Secondary sort

This is useful to allow the operator to search on both a first name and a Last Name to narrow the search criteria. The list sorts alphabetically. Select the 2 corresponding columns, usually allowing Last Name optional search. First Name / Last Name is most common search used. (Ensure you also enable 'And' searching in the Filter Search sub menu.)

Filter search

These are useful tools to enable when using directory searches

- During call control – enable to keep previous contact visible, recommend this is un-checked to return to blank search field

- **AND** searching – tick to enable to allow both a First name and Last Name column heading to be jointly searched (linked to Secondary Sort)

- Filter search – chose if you want to press 'Enter' to search or recommend using filter after every key press to narrow search. Chose a delay option if preferred.

Logging

Select to send Database and Server Communication information to a stored location (usually set or advised via administrator function).

Advanced

You can select which calls you want to return to the console when unanswered – All Calls, Internal Calls only, External Calls Only, No Calls.

Online Cisco Unified Attendant Console guides for each version can be found at: Cisco Unified Attendant Consoles - End-User Guides - Cisco