

Cisco Operator Attendant Console – managing preferences

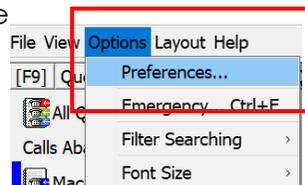
Customising the console (Preferences)

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.



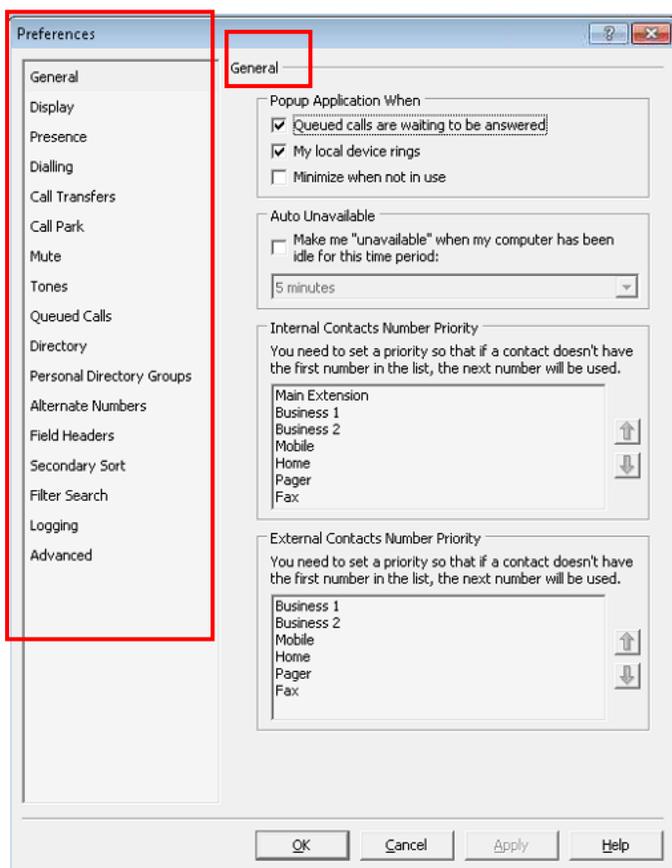
General tab

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

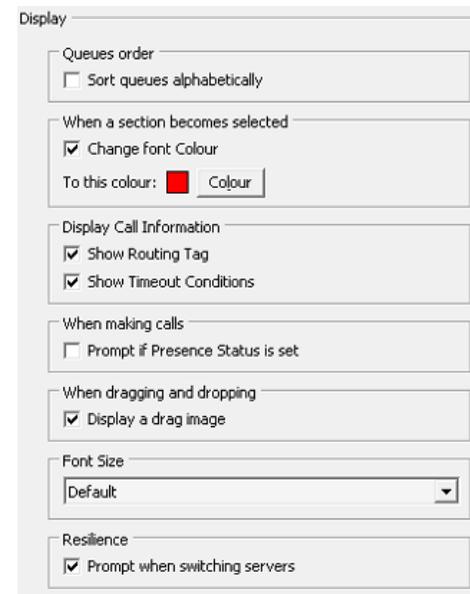
Alternate number priorities – select the preferred order for the alternate number data to be displayed for internal and external contacts



Display

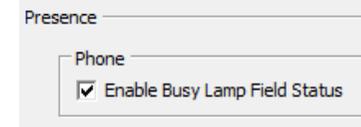
Change display settings linked to

- 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

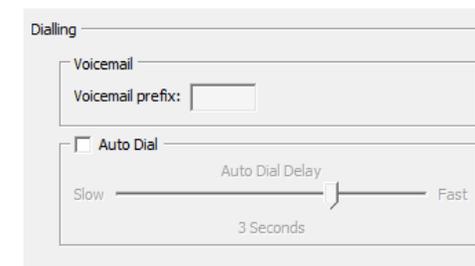
This is linked to the presence status of the users and displayed on the directory pages. Tick to enable the Busy Lamp Field Status



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.

Call Transfers

When Dragging and Dropping or Double Clicking

Perform consultation transfer

Perform blind transfer

When Blind Transferring

Automatically Campon if busy

When Re-establishing a Call

Automatically Campon if busy

(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).

Call Park

After a call has been parked

Show all park devices

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.

Mute

Automatically Mute Calls When

Performing a search

Pressing numeric keys to dial numbers

Changing or selecting Directory screens

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).

Tones

When I have made myself unavailable

Do not play any tones

When a queued call is waiting to be answered

Play a Ring Tone

When a call has timed out

Play a Ring Tone

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.

Queued Calls

Queue Call Colours

To allow you to quickly distinguish between calls in different queues you can set a coloured indicator to be different for each queue.

If at anytime you are unhappy with the colours you have specified you can restore the default colours by clicking the restore defaults button.

Queue Name	Show Indicator	Colour
Macc 1 Forced	<input checked="" type="checkbox"/>	Blue
Macc 2 Broadcast	<input checked="" type="checkbox"/>	Red

Restore Defaults

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

Auto Connect

When my phone rings I want the following calls to be automatically connected (use the delay option to alter the time the call remains ringing):

Queued calls

Delay: Short ————— Long (5 Seconds)

Forced delivery calls

Delay: Short ————— Long (5 Seconds)

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

Directory Groups

All directory groups use the same settings

Full Directory
Macclesfield
Adastral Park

Default Display Order

Last Name

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.

Search Based On

Display this many search fields on the screen: 6

Search 1: Last Name

Search 2: First Name

Search 3: Department

Search 4: Job Title

Search 5: Location

Search 6: Number

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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.

Sharing
All users with access to the shared Personal Directory Group have the ability to edit or delete manually added contacts, or add new ones.
Select the Personal Directory Group you wish to share:
Macclesfield
Adastral Park
Select the users you want to share the above Personal Directory Group with.
Unselecting a user will remove the Personal Directory Group from their screen.
 Select all Unselect all
 OPMACC2
 OPADP1
 OPADP2

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.

Alternate Numbers Display Order
When displaying the alternate numbers for contacts display them in the following order:
Business 1
Business 2
Home
Mobile
Fax
Pager
Assistant
Alternate
Main Extension

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.)

Secondary Sort
You can customise the way the application sort and searches for data by specifying a secondary sort column. If at any time you decide you are not happy with the secondary sort: columns you have assigned, you can return them to the default: settings by clicking the 'Restore Defaults' button.
Sort Column Secondary Sort Column
Title Last Name
Initials Last Name
First Name Last Name
Middle Name Last Name
Last Name First Name
Email Last Name
Restore Defaults

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.

Filter Search
During call control
 Retain existing directory search
AND Searching
If you use AND searching you will be able to search on multiple fields at the same time. For example you might want to search on First Name AND Last Name.
 I want to use AND searching
 Clear remaining search fields when typing
When Performing a Filter Search
 Press Enter to perform search
 Search after every key press
 Search after a delay
Search Delay
1 | 5
1 Second
Lateral Search
When pressing the Ctrl+F2 keys, perform a Lateral Search using the following column:
None

Logging

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

Logging
Logging Information
 Database
 Server Communication
Log path and filename:
C:\Users\cuaca\AppData\Roaming\Cisco\CUACA\Console\%L

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.

Advanced
When transferring calls
If calls are unanswered I want the following calls to time out and revert back to me:
 All calls
 Internal calls
 External calls
 No calls
PLEASE REFER TO DOCUMENTATION FOR DETAILED INFORMATION ON THE OPTIONS AVAILABLE

Online Cisco Unified Attendant Console guides for each version can be found at: [Cisco Unified Attendant Consoles - End-User Guides - Cisco](#)

