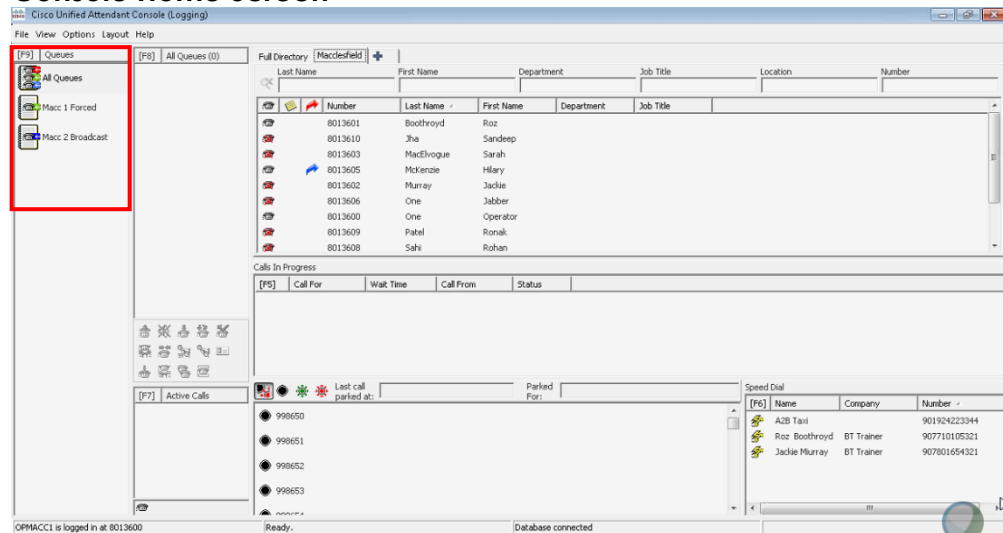


Cisco Operator Attendant Console – call handling

Operator Console – call handling

Console Home Screen



Queues: Calls are delivered via queues which can be programmed with different routing options for priority, overflow, and availability. The queues are visible in the left hand F9 panel.

Queue colours: Queues can be highlighted with different colours for easier identification or priority to answer. Options> Preferences> Queued Calls – select a different colour for each queue.

Call handling: Calls can be managed in several different ways on the console, using the mouse, the number keypad, the call icons, shortcut keys or a combination of all as preferred by the user. This guide will highlight some of the options available to the operator.

(Please note that some functions may be different or not available depending on your system configuration.)

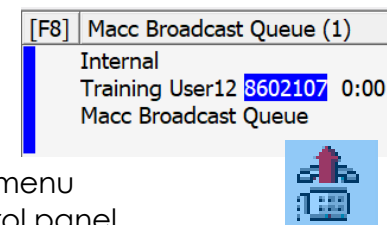
Answering calls

Calls waiting – External calls will be presented and visible in the 'All Queues' (F8) panel. Internal calls may be presented in the 'Active Calls' (F7) panel

Calls answered - will drop into the 'Active Calls' (F7) panel.

Quick answer options are:

- press the **+** (**plus**) key
- double Click on a call in the F8 panel
- drag and drop a call from the queue into the **Active Calls** window
- right click and select **Answer** from the menu
- select the **Answer icon** in the call control panel.



End an active call

Press the **Enter** key to disconnect.

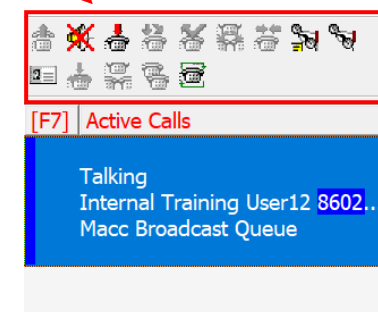
Or select the **Clear Call** icon in the call control panel.



Transferring a call

Active calls - can be transferred to internal users in several ways, usually as: blind (unannounced) transfers or consult (announced) transfers.

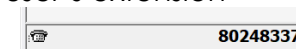
You can dial the user's extension number if known or use the directory search to find a user.



Blind transfer

By number – using the number keypad, type the user's extension number into the dial field.

Press the **Enter** Key **Twice** to release call to user.



Using the directory – using the search options on the directory locate the person you wish to transfer to. Select user.

Press **Enter** key twice or double click to release call to user.



Cisco Operator Attendant Console – call handling

The call is transferred, and you are available to answer a new call. Depending on the settings if the call is not answered by the user (no reply or busy), it will return to the console in the F5 'Calls In Progress' panel.

Consult transfer

Use the keypad to dial the user's extension number or use the directory search to locate the person you wish to transfer to.

Press **Enter** key once or single click mouse – wait for the user to answer the call.

Take one of the following actions:

Call Accepted	Press Enter key again to release
No Reply	Press – (minus) key to return to calling party
Call Refused	Press – (minus) key to return to calling party
More information requested	Press + (plus) key to toggle between calling party and called party

Transfer to an external number

You need to wait on the external call to start ringing or be answered before sending the call: With the active call, dial the external number (prefix 9 or 0), Press **Enter**.

Wait for the call to start ringing or answered. Press **Enter** to release.

Calls returned to the Console

If there is no reply and the extension is not forwarded to voicemail, or the user was engaged (Camp-on enabled) the call will return on time-out to the 'Calls In Progress' field (F5). A notification beep will alert.

Calls In Progress				
[F5]	Call For	Wait Time	Call From	Status
	Sarah ... 8602101 Macc Broadcast Queue	0:00	Training User12 8602107	No Reply (Sarah Mac

Retrieve on no reply: 'Calls in Progress' (F5) panel – Status No Reply

Double Click to retrieve the held call

or **Single click** to select a specific call - press the **Page Down** key

The call returns to the Active Calls field (F7) -You are re-connected to the original caller

If they want to remain holding for the user:

re-establish the call back to the user

press the **Delete** Key – re-sends to the same user again

or the **Re-establish** Icon on the call control panel.



Camping calls onto a busy extension

If the extension user is engaged (no voicemail active), a busy tone is heard, the call window will echo the word 'BUSY'. You can alert the caller that the user is busy, do they want to hold.

Press the **Insert** key.

The call will leave the console and camp-on, awaiting the user to become free.

Retrieve on busy: 'Calls in progress' F5 panel- Status Reverted Camp-on

Double Click to retrieve the held call.

Or **Single Click** to select call, Press **Page Down** key

Call returns to the Active Calls panel to speak to the caller.

If the Caller wants to remain holding – Press **Delete** Key

Or the **Re-establish** icon on the call control panel.

For both the No Reply and Busy scenarios, you can re-establish the call from the In Progress panel without speaking to the caller in between

Single Click to highlight the call

Press **Delete** key

Or use the **Re-establish** icon.



Cisco Operator Attendant Console – call handling

Retrieving a call transferred to an incorrect extension

A call transferred to an incorrect extension may be retrieved if it has not been answered, or prior to the timeout return.

Using the Internal Directory, locate the extension you transferred the call to. Select the extension then press **Ctrl+R**.

Call hold and retrieve

Place an active call on hold:

Press the **Page Down** key, or

Drag and drop the call into the Calls In Progress F5 panel, or Use the **Hold** Icon on the Call Control bar



The call will move to the Calls In Progress F5 panel

Hold with notes – to add a hold reminder note

Press the **Page Up** key, or

Press the Hold with Notes Icon in the call control bar

Type the Notes, a Name or Extension number of the person for whom the call is to be held.



Press the **Enter** key – Call will move the Calls in progress panel.

To retrieve a held call

Select the held call within the Call Progress F5 panel

Double Click the call, or

Press the **Page Down** key, or

Drag and Drop the call into the Active Calls panel,

The call returns to the Active Calls field.

Muting calls

To mute a call, click the Mute icon. Repeat to Unmute.

Callers will normally hear music when muted.



Tone dialing

If you are required to make menu choices during a call, press and hold down the **Control** key while selecting any keypad options.

Making outbound calls

Use the keypad to dial the number required,



External Calls - you may need to input a prefix code i.e 9 or 0

Press the **Enter** Key

Internal Calls – type the users extension number, Press **Enter** key.

Or locate the extension you wish to call in the Directory, press **Enter** key, or **Double click** the user.

End / disconnecting calls

To End or disconnect a call, press the **Enter** key.

Parking calls – useful with a Tannoy or Paging system

Highlight the call in the Active Calls field

Press the **Home** key, or **Park** Icon in the Call Control bar

The call will move to an available Park position in the Call Park field

Or Drag and Drop the call onto a spare Park number

Last call parked at:		Parked For:
104203300	104203304	104203308
104203301	104203305	104203309
104203302	104203306	
104203303	104203307	

The Operator can use a tannoy or paging system to alert the user of the waiting call at the 'Parked' number. The user can retrieve the call themselves by dialling the Park number from any phone on their network.

If the parked call is not retrieved it will revert to the Call Progress field when the park timer expires.

The operator can retrieve a parked call by double-clicking it. The call will return to the Active Calls field.

Cisco Operator Attendant Console – call handling

Console short cut keys

Answer Call	Press + key or double click call with mouse
Hold/Retrieve	Page Down key
Hold with notes	Page Up key
Blind Transfer Call	Find user in directory, or type the number Press Enter twice to extend
Consultative Transfer	Find User in directory (or type number) Press Enter once. Wait for Answer, Announce Call, Press Enter again. <i>Use the + key to toggle between the caller and called party before transferring the call.</i>
Consult – No answer	If the user does not answer, or they cannot take the call,
Consult - Refused Transfer	Press - (minus) key to disconnect colleague and return to original caller.
Return on No Reply	Call returns to Call Progress Field (F5). Select call then press Page Down or double click . Call returns to Active Calls window. Press Delete to re-try the transfer again after time-out revert
Re-establish Call	
Busy / Engaged	Press Insert to Camp On to a busy extension Press Delete to re-try the transfer again after time-out revert.
Re-establish Call	
Make a Call (If external prefix with external access code)	Highlight Directory entry or dial number, then press Enter
To Clear Call	Press Enter key
Park Calls	Press Home Key
Conference	Press End key prior to dialing 2 nd participant to join a conference call.
Contact Notes	To add contact notes or absence information highlight required entry in directory then press F12
To Go unavailable	F10 - Press F10 again to make yourself available
Retrieve before timeout revert	Ctrl R – Retrieves wrong number / unanswered call
Keypad Tones (IVR)	Ctrl Key – to interact with a menu selection

Unavailable

If you leave your desk, Press **F10** to make yourself unavailable.

Calls will still be visible on your console, and available to other operators at the site. An overflow option should be configured when no operators are available.

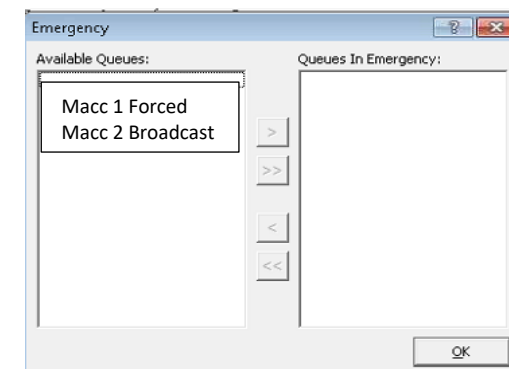
Press **F10** to go available when you return to your desk.

Emergency mode

The console queues can be placed in Emergency mode in the event that you have to evacuate the building e.g. on hearing the fire alarm. When in Emergency mode calls are sent to another destination as configured.

From the main menu select **Options > Emergency**.

Select the queues and move to 'Queues in Emergency' box using the arrows, then click **OK**.



To take the queues out of emergency mode repeat the procedure and move the queues back to the 'Available Queues' box. Click **OK**.

Online Cisco Unified Attendant Console guides for each version can be found at:

[Cisco Unified Attendant Consoles - End-User Guides - Cisco](#)