# Cisco Operator Attendant Console – using and managing directories

### Using the directory

**Directory tabs** - there will be a 'Full Directory' tab consisting of all the users that are currently programmed onto the live system. There may be additional directory tabs that are imported from other company directory lists or switchboard contacts. Operators can also create personal directory lists for departments or useful contacts that are meaningful for their use.

**Directory search** - use the directory field headings to search for users. Depending on the preference settings you can search on multiple headings at the same time – enable 'AND' searching in the Preferences.

Full Directory Trai	ining Department	Agency 2 Test	+		
Last Name	First Name	Department	Job Title	Number	Location
$\propto$	trai		ļ		
👌 📼 🚸 🥕	Number	Last Nam	e	First Name 🛆	Depart
<b>*</b>	8603002	user11		train	
👘 🔅 🥐	8602107	User12		Training	
i de la companya de l	8602107	User12		Training	
<b>1</b>	80248337	user9		training	

Insert the users Last Name and/or First Name to start the filter search.

**To call user:** select to highlight the user, press 'Enter' key once, or double click the user to initiate the call.

#### While transferring

- Blind Transfer: select user, press 'Enter' key twice, or double click user to send call
- **Consult Transfer:** select user, press 'Enter' key once to dial, consult the user, press 'Enter' again to release call to user.

#### **User details**

The **Presence** column <sup>IIII</sup> displays icons for the status of users: available, on a call, diverted to another number, or status unknown.

L	ast N	lame	2	First Name	Department
X				tra	
8	1	0	1	Number	Last Name
	X			8603002	user11
		12	-	8602107	User12
	1			8602107	User12
	1987			80248337	user9

Description	lcon
On-hook.	đ
Off-hook / In a Call	i
Unavailable / Status not Known	1
Ringing in	2 <b>4</b>
Ringing out	21 1
Ringing out on busy extension	*
Connected	
Call on hold	9. C
Call forwarding enabled	X
Notes	1
Contact not in BLF.	
*	

The **Notes** column <sup>1</sup> allows notes to be entered and viewed by the operator for useful absence information that a user may only work part time, on holiday, or always screen calls with their assistant first.

The Alternate Number column *identifies that other alternate numbers* exist for the user, example an assistant or a mobile number.

#### Adding contact information to users

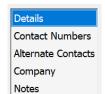
F12: to add additional user information to their record card highlight a user – press F12, or right click, select 'Contact', Select 'Contact Details'

- Details other useful information e.g department
- Contact numbers other numbers, mobiles
- Alternate contacts Hunt groups, manager/assistant
- Company useful for external contacts
- Notes add Absent Messages, alternate user information

These details are useful when searching for users or knowing where to direct calls if they are not available.

### Using alternative contact numbers for extension users

You can define alternate numbers for a contact, e.g. you may wish to define a secretary as an alternate number for a manager, or a hunt group for a team of users.



Contact Details

BT

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Using the directory, search for the extension user you wish to add an alternative number to.

Press F12 to open the contact details page.

Select Alternate Numbers.

Select Assistant or Alternate.

Click Add button.

Search for the user in the directory. Select the user and click Add. Click OK to save changes.

**Note:** Alternate contacts can only be selected from the directory.

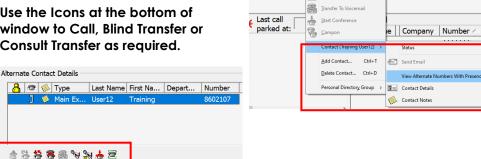
# Transferring callers to alternate numbers

Alternate numbers for extensions are indicated by

### To transfer a call to an alternate number:

- right click on the extension in • the directory
- select Contact (Name)
- select View Alternate numbers.

Use the Icons at the bottom of window to Call, Blind Transfer or Consult Transfer as required.



Mumber

8603002

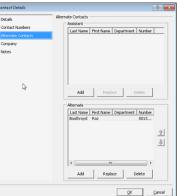
8602107

80248337

or Wait Time

+44135876

Select the Blind transfer or Consultative transfer icon to transfer the call.



First Name /

train

Trainin

Training

training

Status

Training14

Last Name

user11

Call

Consult

Blind Transfe

Complete Transfe

Hold With Note

Hold

Park Call

# Adding new contacts (internal and external)

Click or hover mouse on directory panel.

Right click > Select Add Contact (or Ctrl +T).

A blank contact card is displayed. Complete all the relevant fields and sections as required for the new contact.

For external contacts, Insert any external prefix code e.g. 9 before the number when creating.

Click **OK** to save.

## Personal directory groups

A maximum of 100 personal directory groups may be created. Personal directory groups allow operators to customise their directories. In a global organisation an operator might want to see only the contacts for a particular site or region only.

## Create a new personal directory group

Click the + symbol at personal directory headings Or point the mouse at the directory field and press F4 Or right-click then select **Personal Directory Group > New** 

Test	+
Test	

Contact (26feb 26feb)

Ctrl+1

QK Cancel

× ?

Add Contact...

Contact T

Initials:

First Name Middle Name

Last Name

Email:

Email 2: Email 3:

Address Line : Address Line 2:

Address Line 3

Address Line 4:

Post/Zip Code: User Field 1

User Field 2: User Field 3:

User Profile:

New Personal Directory Group Enter a name and description for the new group. Enter filter values to

Enter a name	and	Details			
description fo	r the new	Owner: OPMACC2			
group.		Name:	Description:		
0		Filter			
Enter filter valu	Jes to	Field  Select field	begins with	Value	New Remove
filter out the c	ontacts				
required for your new					OK Cancel
group. An ex	ample might	tbe:			
Number	begins with	401			
Department	is equal to	Leeds			

This would filter all users with extension range beginning 401 with a department of Leeds. Click OK when finished.



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The new Personal Directory Group will appear as a tab within the Directory Field.

Full Directory	Macclesfield	Adastral Park	+ 1
Last Name	5	First Na	me
×.			

### Programming speed dials

Speed dials are quick and useful contacts only available to the console operators, they can be internal or external contacts, e.g. local taxi companies.

#### To add a new speed dial number:

- select the speed dial panel
- right-click, select Add Speed Dial
- tick/untick Private Speed Dial
- enter number (prefix with external access code if the number is external)
- enter name
- enter company
- click OK.

**Note:** speed dials are private to each console unless the box is unchecked. Public speed dials are visible on all consoles on the system.



Icon indicates the speed dial number is public

Con indicates the speed dial number is private

#### To change a speed dial:

- point the cursor at the speed dial you wish to change
- right-click, then select Edit Speed Dial
- make changes then click **OK**.

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

Speed Dial	
F	Enter the number, name and company for this speed dial. NOTE: A private speed dial can only be viewed and changed by you.
	I Private Speed Dial
Number:	901924220808
Name:	Local Taxis
Company:	Ī
	OK Cancel Help