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.

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 displays icons for the status of users: available, on a call, diverted to another number, or status unknown.

Description	Icon
On-hook.	☏
Off-hook / In a Call	☏
Unavailable / Status not Known	☏
Ringing in	☏
Ringing out	☏
Ringing out on busy extension	☏
Connected	↩
Call on hold	↳
Call forwarding enabled	☒
Notes	🗒
Contact not in BLF.	⬛

The **Notes** column 🗒 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.

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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.
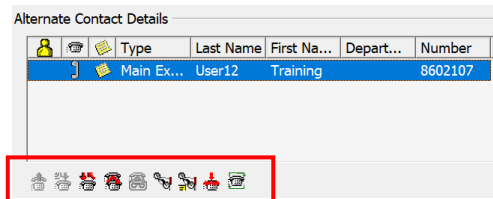

Transferring callers to alternate numbers

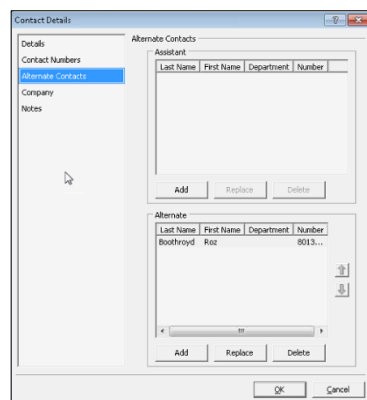Alternate numbers for extensions are indicated by

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.

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

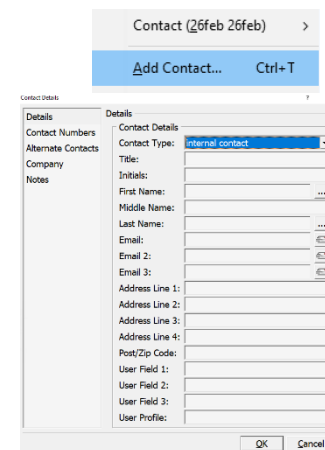## Adding new contacts (internal and external)
Click or hover mouse on directory panel.

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**

Enter a name and description for the new group.

Enter filter values to filter out the contacts required for your new group.   An example might be:
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.
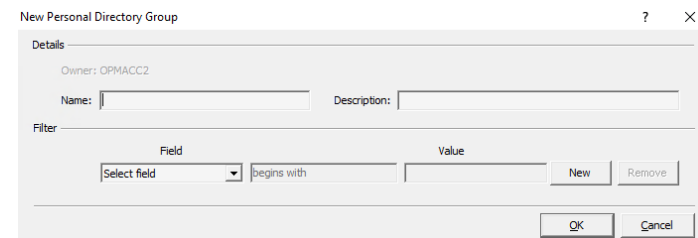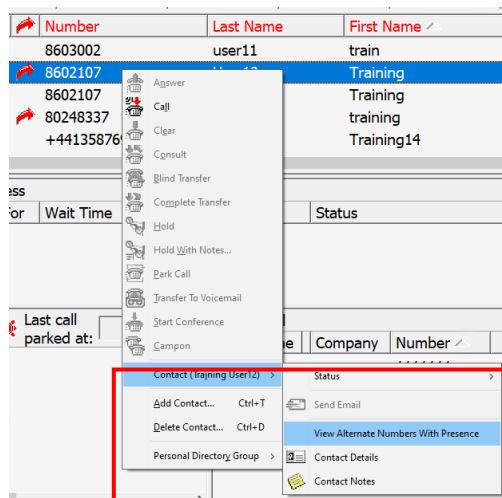
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The new Personal Directory Group will appear as a tab within the Directory Field.
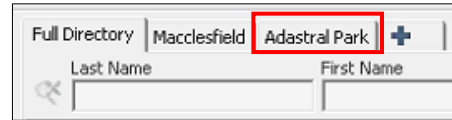
Programming speed dials
Speed dials are quick and useful contacts only available to the console operators, they can be internal or external contacts, e.g. local taxi companies.

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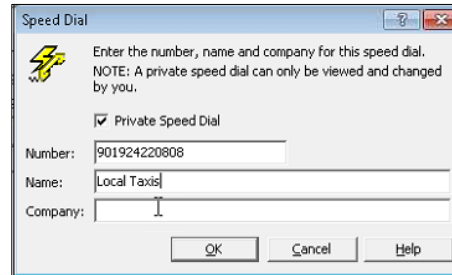
Note: speed dials are private to each console unless the box is unchecked. Public speed dials are visible on all consoles on the system.

Icon indicates the speed dial number is public

Icon 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: _Cisco Unified Attendant Consoles - End-User Guides - Cisco_

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