Accessing the Attendant Console

The Cisco Attendant Console is a software application that you can use to control many of the features of your Cisco IP phone. ADP usually installs this application for all receptionists at your dealership.

Opening the Attendant Console
- Double-click the Attendant Console shortcut on your desktop.
- Or click Start | Programs | Cisco Unified Attendant Console | Attendant Console.

Logging in to the Attendant Console
1. From the menu, click File | Login.
2. Type your Login Name and Password, and then click Login.

Call Control Toolbar

The Call Control toolbar sits between the All Queues and Active Calls windows. This toolbar provides buttons for fast access to various features for managing your calls in the Attendant Console.

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<th>Call Control Toolbar Button</th>
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Using the Directory

The Internal Directory window lists all users set up in your ADP Network Phone system. The directory lists all users by default, but you can filter the list by first and last name, department, or extension.

The following status icons display next to entries in your Internal Directory.

<table>
<thead>
<tr>
<th>Status</th>
<th>Icon</th>
<th>Status</th>
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</tr>
<tr>
<td>Phone Off Hook</td>
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<td></td>
</tr>
</tbody>
</table>

Answering Calls

To answer an incoming call, complete one of the following:
- From the Call Control toolbar, click the button to answer calls ringing in the Active Calls pane (i.e., calls to your extension or direct dial number, not a queue).
- Double-click the call in the Active Calls or All Queues window.
- Right-click the call to answer in the Active Calls or All Queues window, and then click Answer.

Making Calls

To make a call, complete one of the following in the Internal/External Directory or Speed Dials windows:
- Double-click the entry to call.
- Right-click the entry, and then click Call.
- Type the number using your keyboard, and then press Enter.

Ending Calls

To end an active call, complete one of the following:
- From the Call Control toolbar, click the button.
- Double-click the call to end in the Active Calls window.
- Right-click the call to end in the Active Calls window, and then click Clear.

Placing Calls on Hold

With the call selected on the Active Calls window, complete one of the following:
- From the Call Control toolbar, click the button.
- Right-click the call to place on hold, and then click Hold.
- Drag-and-drop the call from the Active Calls window to the Held Calls window.
### Quick Reference Guide

#### Retrieving Calls from Hold
To retrieve a held call, complete one of the following:
- From the Call Control toolbar, click the button.
- Right-click anywhere in the Active Calls window, and then click Retrieve.
- Right-click the call in the Held Calls window, and then click Retrieve.
- Drag-and-drop the call from the Held Calls window to the Active Calls window.

#### Parking Calls
To park an active call, complete one of the following:
- Select the call, and then from the Call Control toolbar, click .
- Right-click the call, and then click Park Call.
- Drag-and-drop the call from the Active Calls window to the available park extension where you want to park the call.
- Right-click an entry in the directory for whom you want to park the call, then click Park Call. Note that the extension where the call is parked displays the person’s name, which is helpful if the call reverts back to you.

#### Retrieving Parked Calls
To retrieve a parked call, select the call in the Parked Calls window and then complete one of the following:
- From the Call Control toolbar, click the button.
- Right-click the call, and then click Retrieve.
- Drag-and-drop the call from the Parked Calls window to the Active Calls window.

#### Transferring Calls

**Setting Transfer Options:**
You can select whether dragging-and-dropping a call to or double-clicking an entry in the directory performs a blind transfer or initiates a warm transfer.

**Supervised (Warm) Transfers:**
Where you first speak with the person you want to transfer the call to.

**Unsupervised (Blind) Transfers:**
Where you transfer the call without first speaking to the person you want to transfer the call to.

**Voice Mail Transfers:**
Transfers the caller directly to the selected person’s voice mailbox (doesn’t ring his or her phone).

**Setting Transfer Options**
Most receptionists prefer to set their drag-and-drop/double-click transfer option to blind transfers.
1. From the Options menu, click Preferences.
2. Click Call Transfers.
3. Select your preferred option in the When Dragging and Dropping or Double Clicking section, and then click OK to save the change.

**Unsupervised (Blind) Transfers**
These steps assume you set the double-click/drag-and-drop transfer option to blind.
- Double-click the person’s entry in the Directory.
- Drag-and-drop the call to the person’s entry in the Directory.
- Select the entry of the person to transfer the call to in the Internal Directory, right-click the entry, and then click Blind Transfer.

**Supervised (Warm) Transfers**
1. While on an active call, select the entry of the person to transfer to call to in the Internal Directory or Speed Dial window, right-click the entry, and then click Consult.
2. Once the second party answers, complete one of the following:
   - Right-click the call, and then click Complete Transfer.
   - From the Call Control toolbar, click the button.

**Using the Keyboard To Transfer Calls**
If you know the extension you want to transfer a caller to, using the keyboard is the fastest option.
- To complete a blind transfer, type extension and then press Enter twice.
- To complete a supervised transfer, type the extension, press Enter, wait for the other person to answer the call, announce the call, and then press Enter again.

**Transfer to Voice Mail**
1. In the Active Calls window, click the call to forward to voice mail.
2. Select the person’s entry in the Internal Directory.
3. Right-click the entry, and then click Transfer to Voicemail.
### Displaying Queue Names on Calls
You can set an option so that incoming calls to queues display the name of the queue that the call arrived on. This is helpful for customizing your greeting for each caller.

1. From the **Options** menu, click **Preferences**.
2. Click **Display**.
3. In the Display Call Information Section, click to select **Show Routing Tag**, and then click **OK** to save the change.

### Using Speed Dials
The Speed Dials window provides quick access to the numbers you use most frequently.

1. Right-click anywhere in the Speed Dial window, and then click **Add Speed Dial**.
2. Enter the following information for the speed dial entry:
   - **Private Speed Dial**: If you want other Attendant Console users at your dealership to be able to view and/or change the speed dial entry’s information, uncheck this box.
   - **Number**: Type the extension or phone number for the entry.
   - **Name**: Type the name for the entry.
   - **Company**: Type the name of the person’s department, company, or other useful information to help you identify this speed dial entry.
3. Click **OK** to save the speed dial entry.

### Adding Speed Dial Entries
1. On the Speed Dials window, click to select the entry to edit.
2. Right-click the entry, and then click **Edit Speed Dial**.
3. Make the needed changes, and then click **OK** to save the update.

### Editing Speed Dial Entries
1. On the Speed Dials window, click to select the entry to delete.
2. Right-click the entry, and then click **Delete Speed Dial**.
3. Click **Yes** in the dialog box to confirm that you want to delete the speed dial entry.

### Personal Directory Groups
With Personal Directory Groups, you can create new tabs in the directory that contain a subset of the entries full directory. A useful application of this feature is to create departmental lists, such as Sales, Service, and Parts.

When you create a new personal directory group, you can specify various filter criteria to build the group. After you create the group, you can add entries individually by dragging-and-dropping them to the group.

1. Right-click anywhere in the Directory pane, select **Personal Directory Group**, and then click **New**.
2. Define the settings for the new directory group:
   - **Name**: Type a name for the group. This value displays on the tab.
   - **Description**: Type an optional description of this group.
   - **Filter**: Select the field to filter the group by and enter the value. To add another filter, click **New**.
3. Click **OK** to create the new personal directory group, which displays as a new tab in the Directory pane.

### Adding Entries to Existing Groups
You can add new entries to existing groups by dragging-and-dropping entries from the Full Directory to the tab of your choice.

### Editing Existing Groups
1. Click the name on the tab of the group you want to edit.
2. Right-click anywhere in the Directory pane, select **Personal Directory Group**, and then click **Details**.
3. Edit the group as needed, then click **OK** to save the changes.