

About This Guide

Cisco WebAttendant provides call dispatch capabilities for large and small companies. This guide will assist you in learning how to use Cisco WebAttendant.

Who Should Read This Guide

This guide is a reference and procedural guide for users of Cisco WebAttendant. Installation and configuration information is provided for the system administrator in the Cisco CallManager online System Guide.

How This Guide is Organized

The major sections of this guide are as follows:

Chapter Title	Description
Chapter 1: Using Cisco WebAttendant	Provides important information about how to use Cisco WebAttendant.
Chapter 2: Using the Action Buttons	Describes each of the action buttons.
Chapter 3: Using the Directory	Describes the directory feature.
Chapter 4: Using the Speed Dial Area	Describes how to use and configure speed dial buttons.
Chapter 5: Troubleshooting	Describes some common scenarios and the explanation or resolution for each.

Related Documentation

Installation and configuration information is provided in the Cisco CallManager online System Guide.

Document Conventions

The following conventions are used throughout this document:

Note Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.



Caution Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.