Using the Assistant Console to Handle Calls

You can use your mouse and keyboard to place, answer, transfer, end, and generally handle calls from the Assistant Console.

Ensure the call you want to handle is selected (highlighted) on the console. Call-control buttons and menu items appear grayed-out (inactive) if they are not relevant to the selected call.

Within this topic, see these call-handling subtopics:

For more information, see these topics:

Placing Calls

To place a call from the Assistant Console, choose any of these options:

- Click the **Dial** call-control button.
- Right-click a phone line in the My Calls panel and choose **Dial** from the pop-up menu.
- From the menu bar, choose **Call > Dial**.
- Double-click a speed dial or directory number.
- Drag and drop a directory number into the My Calls panel.
- Use the associated keyboard shortcut.
- With the console open and active on your desktop, enter the phone number that you want to call using your keyboard and then press **Enter**. You can see the number that you are calling in the status bar along the bottom of the console.

If the Enter Number pop-up window appears, enter the phone number that you want to call and click **OK**. Enter the number exactly as you would if you were placing the call from your Cisco Unified IP Phone.

Calls originated from Assistant Console use the first physical line of the Assistant phone.

Answering Calls

To answer a selected call, choose any of these options:

- Click the **Answer** call-control button.
- In the My Calls panel, double-click a ringing call.
- Right-click the call and choose **Answer** from the pop-up menu.
- From the menu bar, choose **Call > Answer**.
- Use the associated keyboard shortcut.

If the incoming call that you want to answer is not selected, click the incoming call to select it before performing one of the above actions.

Ending Calls

To end a selected call, choose one of these options:

- Click the **Hang Up** call-control button.
- Right-click the call and choose **Hang Up** from the pop-up menu.
- From the menu bar, choose **Call > Hang Up**.
- Use the associated keyboard shortcut.

Putting Calls on Hold

To put a selected call on hold, choose one of these options:

- Click the **Hold** call-control button.
- Double-click the connected call.
- Right-click the call and choose **Hold** from the pop-up menu
- From the menu bar, choose **Call > Hold**.
- Use the associated keyboard shortcut.

Removing Calls from Hold

To take a selected call off of hold, choose one of the following options:

- Click the **Resume** call control button.
- Double-click the held call.
- Right-click the call and choose **Resume** from the pop-up menu
- From the menu bar, choose **Call > Resume**.
- Use the associated keyboard shortcut.

Transferring Calls

To transfer a call, you must answer it first. After you transfer a call, you cannot retrieve it unless the call is transferred back to you.

Transfer calls in one of these ways:

- Transfer—Redirects the call immediately without allowing you to speak to the transfer recipient (the person to whom you are transferring the call)
- Consult transfer—Redirects the call after first allowing you to speak to the transfer recipient
- Direct transfer—Connects two calls (active calls and calls on hold) directly

Transfer

To begin transferring a selected call, choose one of these options:

- Click the **Transfer** call-control button.
- Right-click the call and choose **Transfer** from the pop-up menu.
- From the menu bar, choose **Call > Transfer**.
- Drag the call to a listing in the Speed Dials or Directory panel.
- Use the associated keyboard shortcut.

The Enter Number pop-up window appears (unless you drag the call to a listing in the Speed Dials or Directory panel). Enter the transfer recipient's phone number and click **OK**.

Consult Transfer

To perform a consult transfer for a selected call, choose one of these options:

- Click the **Consult Transfer** call-control button.
- Right-click the call and choose **Consult Transfer** from the pop-up menu.
- From the menu bar, choose **Call > Consult Transfer**.

- In the Speed Dials or Directory panel, right-click the listing to which you want to transfer the call and then choose **Consult Transfer** from the pop-up menu.
- Use the associated keyboard shortcut.

If the Enter Number pop-up window appears, enter the transfer recipient's phone number and click **OK**.

After you have spoken to the recipient, click the **Consult Transfer** button again to complete the transfer.

You cannot complete a consult transfer while the phone is ringing or by using the drag-and-drop method. You must speak to the recipient to complete a consult transfer.

Direct Transfer

To perform a Direct transfer for a pair of calls, highlight the two calls and choose one of these options:

- Click the **Direct Transfer** call-control button.
- Right-click the call and choose **Direct Transfer** from the pop-up menu.
- From the menu bar, choose **Call > Direct Transfer**.

Setting Up a Conference Call

You can set up a conference call in one of these ways:

- Conference—Initiate a call to add participants in a conference.
- Join—Connect active calls and calls on hold in a single conference call.

To add conference participants to an active and selected call, choose one of these options:

- Click the **Conference** call-control button.
- Right-click the call and choose **Conference** from the pop-up menu.
- From the menu bar, choose **Call > Conference**.
- Right-click a listing in the Speed Dials or Directory panels and choose **Conference** from the pop-up menu.
- Use the associated keyboard shortcut.

If the Enter Number pop-up window appears, enter the conference participant's phone number and click **OK**.

After you have spoken with the new conference participant, click the **Conference** button again to add the person to the call.

To set up a conference call using Join, highlight the calls that you want in the conference and choose one of these options:

- Click the **Join** call-control button.
- Right-click on the call and choose **Join** from the pop-up menu.
- From the menu bar, choose **Call > Join**.

Diverting a Call to Another Number

Use Redirect to transfer a selected call to a predetermined target number. You can redirect a call that is ringing, connected, or on hold.

The initial or default targets differ based on the mode:

- In the proxy-line mode, the initial default target is the manager for whom the call was originally intended.
- In the shared-line mode, no default target exists. However you can configure the target using any valid phone number or extension.

Using Redirect

Unlike Transfer, which requires you to specify the target with each use, Redirect sends calls to a single, predetermined target number. You can divert a call that is ringing, connected, or on hold.

You cannot divert a call that you have placed or received on one of your own phone lines (rather than on a manager's proxy line).

To redirect a selected call to the Divert target, choose one of these options:

- Click the **Redirect** call-control button.
- Right-click on the call and choose **Redirect** from the pop-up menu.
- From the menu bar, choose **Call > Redirect**.
- Use the associated keyboard shortcut.

Configuring the Divert Target

You can set your Divert target to be the manager for whom the call was originally intended or another directory number.

To view or change the target, choose **Edit > Redirect** from the menu bar. The Divert Target pop-up window appears:

- In the shared-line mode, enter a phone number or office extension in the text box. Enter the number exactly as you would dial it from your office phone.

- In the proxy-line mode, you can choose to toggle between a Manager or Directory Number target. If you choose the Director Number option, enter a phone number or office extension. Enter the number exactly as you would dial it from your office phone.

Click **Save**.

You can also configure a Divert target for your manager, which is distinct from your target. For instructions, see .

You can divert a call using your Cisco Unified IP Phone. Answer the call, then press the **Redirect** softkey on your Cisco Unified IP Phone to transfer the call to your Divert target.

Sending a Call to a Voice-Messaging Service

You can transfer a ringing or connected call that you are handling for a manager to that manager's voice-messaging service. To send the selected call, choose one of these options:

- Click the **Transfer to Voice Mail** call-control button.

- Right-click on the call and choose **Transfer to Voicemail** from the pop-up menu.

- From the menu bar, choose **Call > Transfer to Voicemail**.

- Use the associated keyboard shortcut.

You can also perform this task from your Cisco Unified IP Phone. Answer the call and then press the **TrnsfVM** softkey on your Cisco Unified IP Phone to transfer the manager's call to his or her voice-messaging service.

This feature does not apply to calls that you have placed or received on one of your own phone lines. It applies only to calls on your manager's proxy line.