



Using the Speed Dial Window

This chapter addresses the following tasks:

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You categorize speed-dial entries into speed-dial groups, which display as individual tabs in the Speed Dial window. Because the tabs can stack on top of each other, you can add as many groups as you want. Likewise, you can add as many entries to a group as you want.

Before you use speed-dial entries to perform call-control tasks, you must add at least one speed-dial group and include at least one entry in the group or, you can rename the Sample Group tab and then add entries. See the [“Renaming a Speed-Dial Group”](#) section on [page 5-3](#) for more information.



Tip

Right-clicking the tabs in the Speed Dial window allows you to quickly add, edit, or delete the speed-dial group.

Adding a Speed-Dial Group

You categorize speed-dial entries by configuring them in speed-dial groups. For example, you can add a speed-dial group named “Human Resources” and include parties from human resources as speed-dial entries.

**Note**

You can add as many speed-dial groups as you want because Cisco CallManager Attendant Console can stack groups on top of each other in the Speed Dial window.

Speed-Dial groups do not appear alphabetically; instead, they appear in the order in which you configure them in the Speed-Dial window. For example, if you configure the “Human Resources” speed-dial group first and then configure the “Development” speed-dial group, the “Human Resources” group appears on the left because you configured it first.

To add a speed-dial group to the Speed Dial window, perform the following procedure:

Procedure

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- Step 1** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **New Speed Dial Group...** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > New Speed Dial Group...**
- Step 2** In the Group Name field of the dialog box, enter the new group name; then, click **Save**.
- The dialog box automatically closes, and the new tab displays in the Speed Dial window.
- Step 3** Now you can rename the speed-dial group, delete the group, or add speed-dial entries to the speed-dial group.
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Renaming a Speed-Dial Group

You can rename a speed-dial group at any time and for any reason. Consider renaming the “Sample Group” that automatically displayed in the Speed Dial window when you logged in to the attendant console.

To rename a speed-dial group, perform the following procedure:

Procedure

- Step 1** Click the tab of the speed-dial group that you want to rename.
- Step 2** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Rename Speed Dial Group** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Rename Speed Dial Group**.
- Step 3** In the Group Name field of the dialog box, enter the new group name; then, click **Save**.

The dialog box automatically closes, and the renamed tab displays in the Speed Dial window.

Deleting a Speed-Dial Group

You can delete a speed-dial group at any time for any reason. Be aware that if you delete the speed-dial group, you delete all entries configured within the group.

To delete a speed-dial group, perform the following procedure:

Procedure

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- Step 1** Click the tab of the speed-dial group that you want to delete.
- Step 2** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Delete Speed Dial Group** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Delete Speed Dial Group**.
- Step 3** When the prompt asks whether you want to delete the group, click **Yes**, **No**, or **Cancel**.



Caution

Clicking Yes ensures that you delete all speed-dial entries in the speed-dial group.

When you click Yes, the tab disappears from the Speed Dial window.



Tip

The name of the speed-dial group displays in the upper, left corner of the Speed Dial window when you click the speed-dial tab.

Adding a Speed-Dial Entry

Speed-dial entries include the name, phone number, and notes on the person that you added to the speed-dial group. Adding speed-dial entries allows you to quickly place calls, transfer calls, perform consult (supervised) transfers, and initiate conferences with the person associated with the speed-dial entry.

Although you are not required to enter information in the Notes field, Cisco CallManager Attendant Console requires that you enter a name and phone number for each speed-dial entry.

To add a speed-dial entry to the Speed Dial window, perform the following procedure:

Procedure

- Step 1** Click the speed-dial tab where you want to add the entry.
- Step 2** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Add Speed Dial...** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Add Speed Dial...**
- Step 3** After the dialog box displays, enter the name, phone number, and any notes in the appropriate fields.
- Step 4** Click **Save** or **Save and Close**.



Note Clicking Save allows you to immediately add another speed-entry to the speed-dial group.

The dialog box closes, and the speed-dial entry displays in the Speed Dial window.



Tip

If you prefer, you can add a speed-dial entry by dragging a directory entry from the Directory window and dropping it in the Speed Dial window.

Editing a Speed-Dial Entry

You can edit the name, phone number, or notes for a speed-dial entry at any time for any reason. Although you are not required to enter information in the Notes field, Cisco CallManager Attendant Console requires that you enter a name and phone number for each speed-dial entry.

To edit a speed-dial entry, perform the following procedure:

Procedure

- Step 1** Click the speed-dial tab where you want to edit the entry.
- Step 2** Click the speed-dial entry that you want to update.
- Step 3** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Edit Speed Dial...** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Edit Speed Dial...**
- Step 4** After the dialog box displays, edit the name, phone number, or any notes that you previously entered in the appropriate fields.
- Step 5** To save the information, click **Save**.
- The dialog box automatically closes, and the updated speed-dial entry displays in the Speed Dial window.
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Deleting a Speed-Dial Entry

You can delete a speed-dial entry at any time for any reason. When you delete the speed-dial entry, you delete the entire entry. You cannot delete particular fields in the entry; if you want to delete notes, which is the only field from which you can delete information, consider editing the speed-dial entry.

Deleting a speed-dial entry does not delete the entire speed-dial group. To delete a speed-dial entry, perform the following procedure:

Procedure

- Step 1** Click the speed-dial tab where you want to delete the entry.
- Step 2** Click the speed-dial entry that you want to delete.
- Step 3** Perform one of the following two tasks:
- In the Speed Dial window, right-click the mouse and choose **Delete Speed Dial...** from the context-sensitive menu.
 - From the Edit menu, choose **Speed Dials > Delete Speed Dial...**
- Step 4** When the prompt asks whether you want to delete the entry, click **Yes**, **No**, or **Cancel**.
- When you click Yes, the speed-dial entry disappears from the Speed Dial window.
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Sorting Entries in a Speed-Dial Group

You sort speed-dial entries by name by clicking on the Name header in the Speed Dial window. The up arrow that displays in the header indicates that you are sorting the entries in ascending order; the down arrows indicates that you are sorting in descending order.

Using Speed-Dial Entries to Perform Call-Control Tasks

Table 5-1 describes call-control tasks that you can perform through the Speed Dial window. For more information about handling calls, see the [“Handling Calls” section on page 2-1](#).

Table 5-1 Quick Reference Table

Desired Result	Action Performed
Answering a Call	You cannot answer calls from the Speed Dial window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.
Placing a Call	To place a call, perform one of the following tasks: <ul style="list-style-type: none"> • Use the mouse to drag the speed-dial entry onto the Dial button on the Call Control toolbar, the Call Details pane, or the Operator Line button in the Call Control window. • To place a call to a speed-dial entry, double-click the entry. • Right-click the speed-dial entry and choose Dial from the context-sensitive menu.
Ending a Call	You cannot end calls from the Speed Dial window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.
Placing a Call on Hold	You cannot place calls on hold from the Speed Dial window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.
Retrieving a Call from Hold (Unhold)	You cannot retrieve calls from hold from the Speed Dial window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.
Performing an Unsupervised Transfer	To complete an unsupervised transfer, perform one of the following tasks: <ul style="list-style-type: none"> • You can perform an unsupervised transfer by dragging the call onto a speed-dial or directory entry. • You can also right-click the entry and choose Transfer from the context-sensitive menu.

Table 5-1 Quick Reference Table (continued)

Desired Result	Action Performed
Performing a Consult (Supervised) Transfer	<p data-bbox="290 285 1245 321">To complete a consult (supervised) transfer, perform the following procedure:</p> <ul style="list-style-type: none"> <li data-bbox="303 334 1245 370">• Perform one of the following tasks: <ul style="list-style-type: none"> <li data-bbox="350 383 1245 444">– Right-click the call that you want to transfer; then, choose Consult Transfer from the context-sensitive menu. <li data-bbox="350 457 1245 519">– Click the call that you want to transfer; then, click the Consult Transfer button on the Call Control toolbar. <li data-bbox="350 532 1245 594">– Click the call that you want to transfer; then, from the Actions menu, choose Consult Transfer. <li data-bbox="350 607 1245 643">– Click the call that you want to transfer; then, press Ctrl + T. <p data-bbox="290 656 1245 717">Note After the dialog box opens, enter the number to which you want to transfer the call. Click OK.</p> <p data-bbox="290 730 1245 766">You placed the active call in the Call Control window on hold.</p> <ul style="list-style-type: none"> <li data-bbox="303 779 1245 815">• Ask the user if you should transfer the call. <li data-bbox="303 828 1245 889">• Complete a consult transfer by right-clicking a speed-dial entry and choosing Consult Transfer from the context-sensitive menu.

Table 5-1 Quick Reference Table (continued)

Desired Result	Action Performed
Initiating a Conference Call	<p>To initiate an ad hoc conference, perform the following procedure:</p> <ul style="list-style-type: none"> • Click the appropriate call. • Perform one of the following tasks: <ul style="list-style-type: none"> – Right-click the call and choose Conference from the context-sensitive menu. – Click the Conference button on the Call Control toolbar. – Choose Actions > Conference. – Press Ctrl + C on the PC keyboard. <p>Performing the previous tasks places the call on hold.</p> <ul style="list-style-type: none"> • Drag the speed-dial or directory entry onto the Conference button. • Perform one of the methods from the top of this column to complete the call-control task.
Parking a Call	<p>You cannot park calls from the Speed Dial window. See the “Performing Call-Control Tasks in the Call Control Window” section on page 4-2 and the “Handling Calls” section on page 2-1 for more information.</p>