Cisco WebAttendant User Guide

Software Release 2.4

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CONTENTS

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.

CHAPTER 1

Using Cisco WebAttendant

Cisco WebAttendant allows you to answer and direct calls on an individual or company-wide basis. For example, you can use Cisco WebAttendant to handle the direction of calls for your entire company, or it can be used by an individual to manage calls coming into a single Cisco IP Phone.

Cisco WebAttendant works in conjunction with a Cisco IP Phone. The keypad template used by the Cisco IP Phone determines the number of available Smart Lines (SLs) on Cisco WebAttendant. The keypad template for the Cisco IP Phone must have buttons assigned for Hold, Transfer, and Answer/Release for Cisco WebAttendant to work.

Figure 1-1 shows an overview of Cisco WebAttendant.

Figure 1-1 The Cisco WebAttendant Interface

Using the Cisco WebAttendant Interface

The interface is comprised of several areas. Each area is described in detail in the following sections.

Display

The display on the Cisco WebAttendant is similar to the display on a Cisco IP Phone. It is located in the upper left corner and shows the call action in progress and the server and Telephony Call Dispatcher states.

Action Buttons

The action buttons are located in the upper middle of the Cisco WebAttendant and allow you to perform the attendant functions, including going online, logging in, updating settings, and performing the various call operations.

Speed Dial Area

The speed dial area is located on the upper right of the Cisco WebAttendant and allows you to program speed dial numbers. There are two columns of speed dial buttons, providing up to 26 different speed dial numbers. The speed dials have two buttons, one allowing up to six characters and a longer display area allowing up to 14 characters. See the “Setting Speed Dial Buttons” section on page 4-2 for complete instructions on how to program speed dial buttons.

SL Area

The SL area appears beneath the display on the left side of the Cisco WebAttendant. It displays the number of smart lines (SLs) that are available, up to eight.

There are three SL states that are reflected by action and color on the SL button. A solid light blue SL button indicates an active line, a flashing yellow SL button indicates a call is ringing on the SL button, and a flashing or fluttering red SL button indicates a call on that line is on hold. The number of available SL buttons is determined by the number of lines on the keypad template for the associated Cisco IP Phone. Each SL has two possible calls: primary and secondary. See the “Using SLs and Primary and Secondary Lines” section on page 1-4 for more information about calls on these lines.

Status

The status displays on the lower left of the Cisco WebAttendant. For each entry in the directory, the status of the associated phone is displayed. A blue line indicates the user phone is available, a blue phone indicates the user phone is busy, and a red line indicates the user phone status is unknown.

Directory

The directory is displayed on the bottom of the Cisco WebAttendant. Directory information is provided by the Cisco CallManager database. You can click a column header to sort the column in ascending order, or search the directory by typing a letter or number in the title bar of the column you want to search.

Using SLs and Primary and Secondary Lines

Cisco WebAttendant can display one to eight Smart Lines (SL), depending on the number of lines configured in the keypad template for the associated Cisco IP Phone. Each SL has two lines, primary and secondary. For example, a call is received on the primary line for SL1. You can answer the incoming call on SL1 and then place it on hold. You can then click SL1 to activate the secondary line (you hear a dial tone). Using the secondary line on SL1, you can place calls or perform other functions without disturbing the caller on hold on the primary line of SL1.

Getting Started

After the system administrator configures Cisco WebAttendant and associates it with a Cisco IP Phone (through the Cisco WebAttendant Settings dialog box), you can set up your working environment.

Follow these steps to set up your environment:

Step 1 Decide whether you want primarily to use the mouse or the keyboard to handle call functions, and whether you want to use the associated Cisco IP Phone on occasion.

Step 2 Attach a headset if you have one (may be provided to you by your employer).

We recommend using a headset with Cisco WebAttendant if you expect to handle a large call volume or you expect to perform other duties while using Cisco WebAttendant. The headset allows you to use Cisco WebAttendant without picking up the handset of the associated Cisco IP Phone.

Step 3 Start Cisco WebAttendant.

Caution Do not use the Cisco WebAttendant browser to browse any other Web sites. Doing so can result in the termination of Cisco WebAttendant and termination of your ability to direct calls. To avoid this problem, always open a new instance of Internet Explorer to browse to a new URL. See the "Setting Up Your Web Browsing Environment for Internet Explorer" section on page 1-5 for details.

Step 4 Log in.

See the "Logging In To Cisco WebAttendant" section on page 1-7 for details.

When you finish using Cisco WebAttendant (typically at the end of the day), go off-line or close Cisco WebAttendant. This allows Cisco WebAttendant to release any memory stored in cache and perform optimally for the next session. You will also prevent calls from being transferred (through hunt groups) to an unavailable directory number.

Step 5 You can now begin using the Cisco WebAttendant. See "Using the Directory" section on page 3-1 for details.

Caution Do not press the F5 key on the keyboard while Cisco WebAttendant is running. Doing so will shut down Cisco WebAttendant.

Setting Up Your Web Browsing Environment for Internet Explorer

Complete the following steps to avoid unintentional interruption of Cisco WebAttendant when you use Internet Explorer. For example, if you are running Cisco WebAttendant in one Web browser and receive an email with a link to a Web site in it and then click the link, the new Web site would display in the same Web browser as Cisco WebAttendant, causing the Cisco WebAttendant functions to terminate. To avoid this situation, configure the Internet Explorer using the following steps, and always open Cisco WebAttendant before any other Web browser windows are opened:

Step 1 Open an Internet Explorer (4.0 or higher) Web browser.

Step 2 Select **View > Internet Options**.

The Internet options dialog box is displayed.

Step 3 Click the Advanced tab.

A list of advanced options is displayed.

Step 4 In the list under the section called Browsing, select the check box for Browse in a New Process.

Step 5 Click **Apply**, and then click **OK**.

Internet Explorer is configured to always open a new browser window, instead of opening in an existing window.

Starting Cisco WebAttendant

Open a Web browser using Internet Explorer 4.0 or higher. Cisco WebAttendant will not work in conjunction with Netscape Navigator. In the URL box of Internet Explorer, type the URL provided by your system administrator. The URL is commonly in the following format:

http://*computername*/attendantconsole.asp

where *computername* is the name of the computer where Cisco WebAttendant is installed.

Caution Always open Cisco WebAttendant before you open any other Web browsers or additional instances of the same Web browser. Failure to do so could result in termination of Cisco WebAttendant (and termination of your ability to direct calls) when a new Web browser is opened.

Caution Do not use the Cisco WebAttendant browser to browse any other Web sites. Doing so can result in the termination of Cisco WebAttendant and termination of your ability to direct calls. To avoid this problem, always open a new instance of Internet Explorer to browse to a new URL. See the "Setting Up Your Web Browsing Environment for Internet Explorer" section on page 1-5 for details.

Logging In To Cisco WebAttendant

Click the **Login** button in Cisco WebAttendant. Cisco WebAttendant checks the information provided by the system administrator in the Settings dialog box, and accesses the user information for your company.

Caution Do not use the Cisco WebAttendant browser to browse any other Web sites. Doing so can result in the termination of Cisco WebAttendant and termination of your ability to direct calls. To avoid this problem, always open a new instance of Internet Explorer to browse to a new URL. See the "Setting Up Your Web Browsing Environment for Internet Explorer" section on page 1-5 for details.

Using the Action Buttons

Cisco WebAttendant provides the following action buttons to the right of the display area. You use these buttons when starting or ending a session on Cisco WebAttendant, and to direct call functions.

- **Go Online/Go Offline**—When starting a Cisco WebAttendant session, click **Go Online**. At the end of the day, click **Go Offline**.
- **Login/Logout** —Once you are online, click Login. At the end of the day, click Logout to end the session.
- **Settings**—Allows the system administrator to set certain values between Cisco CallManager, the associated Cisco IP Phone, and Cisco WebAttendant. Information about the Settings dialog box is provided in the Cisco CallManager System Guide.
- **Auto/Manual**—Only Manual mode currently is available. Manual mode requires that you answer all calls using either the mouse, the keyboard, or the Cisco IP Phone.

Using the additional action buttons, you can perform the following call direction functions:

- DIAL—Making a Call
- ANSWER—Answering a Call
- HANGUP—Disconnecting a Call
- UNHOLD—Retrieving a Call from Hold (Unhold)
- HOLD—Placing a Call on Hold
- XFER—Transferring a Call

Answering a Call

When an incoming call is received, the appropriate SL button changes from solid blue to flashing yellow.

When the call is answered, the caller is connected to you and the SL button changes to solid light blue.

Use any of the following methods to answer the call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Click the flashing yellow SL button.	Using the number keys that are above the letter keys, press the number key that corresponds to the SL button that is flashing yellow. For example, press the **1** key in the upper left corner of the keyboard to answer a call that is ringing on SL1.	Press the line with the incoming call.
Drag the flashing yellow SL button and drop it onto the **ANSWER** button.	When the call comes in, press the **A** key.	
Mouse and Keyboard Combination Click to select the SL line (Primary or Secondary), and then press the **A** key.		

Disconnecting a Call

You can disconnect (hang up) an active call (SL button is solid light blue), a call currently on hold (SL button is flashing or fluttering red), or an incoming call that has not yet been answered (SL button is flashing yellow).

Use any of the following methods to disconnect the call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Drag the appropriate SL line and drop it onto the **HANGUP** button. If you have two calls on the same SL line, be sure to drag the correct caller (either Primary or Secondary)	With the line active, press the **D** key or the **DELETE** key. When you use the keyboard, all active callers for the specific SL line (both Primary and Secondary callers) are disconnected.	With the line active, lift and replace the handset. The active call is disconnected.
Mouse and Keyboard Combination Click to select the specific SL line you want to disconnect (Primary or Secondary), then press the **D** key or the **DELETE** key.		

Placing a Call on Hold

You can place an active call on hold to take another incoming call, check to see if the intended recipient is available, and so on.

When a call is placed on hold, the SL button for that line flashes or flutters red. The call flashes red when there is only one active call on the line. The SL button changes to fluttering red when you have a call on hold, on the primary line for example, and the secondary line is also active. The SL button flutters to remind you that there is a call on hold in addition to the active call on the same line.

Use any of the following methods to place a call on hold. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Right-click your mouse over the active line.	With the call active, press any of the following keys: • **H** • **+** • left arrow	While the call is active, press the **HOLD** button.
Drag the SL button and drop it onto the **HOLD** button.		
Click to select the SL button, then click the **HOLD** button.		
Mouse and Keyboard Combination Use the mouse to select the line, and then press the left arrow key.		

Retrieving a Call from Hold (Unhold)

When a call is retrieved from hold, the flashing or fluttering red SL button changes to solid light blue and the caller is connected to you.

Use any of the following methods to retrieve the call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Drag the specific line (Primary or Secondary) and drop it onto the **UNHOLD** button.	Using the number keys that are above the letter keys, press the number key that corresponds to the fluttering red SL button, and then press any of the following keys: • **U** • **R** • **-** • right arrow	Select the appropriate line and press the **HOLD** button.
Double-click the SL button or line of the call that is on hold.	**Mouse and Keyboard Combination** Use the mouse to select the line, and then press the right arrow key.	
Click to select the line, and then click the **UNHOLD** button.		

Transferring a Call

You can transfer an active call (SL button is solid light blue). When the call is transferred, the caller is connected to the person you designate.

Use any of the following methods to transfer a call. All methods achieve the same result and can be used interchangeably.

Mouse	Keyboard	Cisco IP Phone
Drag the solid light blue SL button and drop it onto the name or number in the Directory.	With the call active, use the right-hand number pad to dial the number of the person you want to transfer the caller to, and then press the **T** key or the **X** key.	With the call active, press the **XFER** button, dial the number of the person you want to transfer the caller to, and press the **XFER** button again.
Click to select the appropriate line, and then do one of the following actions: • Click the name or number in the Speed Dial area. • Double-click the name or number in the Directory.	**Mouse and Keyboard Combination** Use the mouse to select the SL line (Primary or Secondary), use the right-hand number pad to dial the number of the person you want to transfer the caller to, and then press the **T** key.	
Click to select the appropriate line, and then click the **XFER** button.		

Making a Call

You can place calls when a line is available.

Use any of the following methods to place a call. All methods achieve the same result and can be used interchangeably.

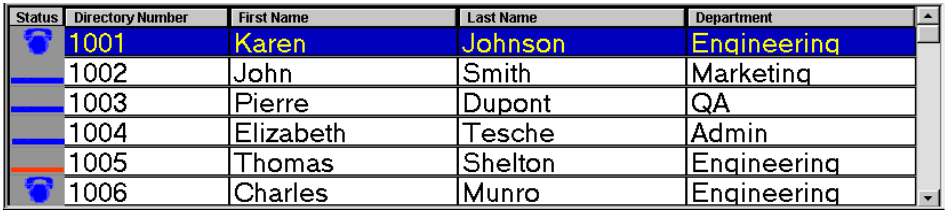
Mouse	Keyboard	Cisco IP Phone
Click an available SL button or line, and then click the speed dial button of the person you want to call.	Using the number keys that are above the letter keys on the keyboard, press the number that corresponds to an available SL line. Then use the right-hand number pad to dial a number and press the **M** key or **Enter**.	Press the button for an available line and dial a number.
Drag a speed dial button and drop it onto an available SL button or line.		
Mouse and Keyboard Combination Click to select an available line, then use the right-hand number pad on the keyboard to dial an outbound number and press the **M** key or **Enter**.		

Using the Directory

Cisco WebAttendant provides a directory of the directory numbers (telephone extensions) at your company. You can use this directory to deliver calls or to determine if a phone is in use. Use the scroll bar to move through the Directory list.

The Cisco WebAttendant directory uses the Cisco CallManager database. Any user or resource that is identified in the User area of Cisco CallManager Administration is available in the directory. The Cisco CallManager database is maintained by your system administrator. If you need people or resources such as conference rooms added to the directory, request that your system administrator update the database with this information. Figure 3-1 shows the Directory portion of Cisco WebAttendant.

Figure 3-1 Cisco WebAttendant Directory



The directory provides the following information:

- Status—Displays a solid blue line when a telephone is available, a blue phone if the telephone is busy, and a solid red line means the state is unknown. An unknown state generally means the directory number cannot receive calls.

- Directory Number—Displays the directory number.
- First Name, Last Name, and Department—Display additional information about a directory number. If any of these fields are blank, the information has not been provided in the User area of CallManager Administration. Your system administrator can update these fields for you.

Tips To sort the column in ascending order, click the column header (where it says Directory Number or First Name, and so on). You can also type in the column header to sort the list by a name or number that you specify.

For example, if you are looking for directory number 4452, click the Directory Number column header. It turns into a white box you can type in. Type 4452, press **Enter**, and the list will scroll to the nearest entry matching the characters you typed.

Using the Speed Dial Area

Cisco WebAttendant provides 26 buttons that can be configured for speed dialing. You can program the buttons to speed dial an outside number (although only six digits will appear in the button) or to speed dial an internal directory number for an employee who receives a large volume of calls. This feature is particularly useful if you have customer support or sales groups in your organization.

The speed dial area is located in the upper right corner of Cisco WebAttendant. When Cisco WebAttendant is used for the first time, no speed dial buttons have been set.

The speed dial area indicates the status of the user's phone using the same icons as in the directory, as shown in Figure 4-1.

Figure 4-1 Speed Dial Area

Setting Speed Dial Buttons

You can set the speed dial buttons by selecting directory numbers from the directory or by using the Button Configuration dialog box.

Using the Directory to Set Speed Dial Buttons

Setting a speed dial button using the directory:

Step 1 Select a directory number or person in the directory.

Step 2 Use your mouse to drag the line from the directory and drop it onto an available speed dial button.

The directory number (up to six digits) is displayed in the button and the name (up to 14 characters) is displayed next to the number. The speed dial button has been programmed and is available for use.

Configuring Speed Dial Buttons

Setting a speed dial button using the Button Configuration dialog box:

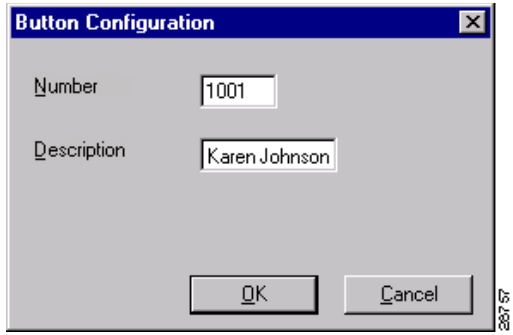
Step 1 Right-click the mouse over the speed dial button you want to configure.

A menu is displayed.

Step 2 Click **Button Configuration**.

The Button Configuration dialog box is displayed.

Figure 4-2 Button Configuration dialog box



Step 3 In the Number box, type the telephone number you want to program for this speed dial button, including any access codes for an outside line, such as 9, or long distance code or area codes, such as 1-972 or 972. Only six digits will display on the button.

Step 4 In the Description box, type a description for the speed dial, such as a name or the complete number. Because the Number displays only six digits, the description can be very important. Type up to 14 alphanumeric characters.

Step 5 Click **OK**.

The speed dial button has been programmed and is available for use.

CHAPTER 5

Troubleshooting

This chapter describes common questions or situations relating to the function or performance of Cisco WebAttendant. Read the response to the question for help on resolving the situation.

Login failed. How do I correct this?

Contact the system administrator to verify the following:

- The MAC address is correct for the Cisco IP Phone you are using in conjunction with Cisco WebAttendant
- The IP addresses for TCD and ports are correct
- The UserIDs and passwords

This information can be verified by clicking the Settings button in Cisco WebAttendant.

All my SLs disappeared and the Display line is red and indicating there is no server.

Either Cisco CallManager or the network connection has failed. Contact your system administrator.

Cisco WebAttendant is running but will not let me log in.

Either Cisco CallManager has failed or has not been started, or the network connection has failed. Contact your system administrator.

Cisco WebAttendant shut down suddenly. What happened?

One of the following actions may have occurred:

- You may have pressed the F5 key.
- You may have accidentally exited the Web browser.
- You may have accidentally browsed out of Cisco WebAttendant. Try clicking the Back button to return to Cisco WebAttendant.

When I transfer a call or place a call on hold, I sometimes hear a dial tone. Why?

For each SL, there are two lines, a primary and a secondary. When you transfer the call from the primary line or place it on hold, you hear the dial tone from the secondary line. When you hear the dial tone, you can disconnect the secondary line (press **D** on the keyboard or click the **HANGUP** button) to stop the dial tone.

There are three icons in my System Tray. What are those for?

A small blue phone, a red S3P, and a red SLS are all icons for Cisco WebAttendant. When Cisco WebAttendant is running, these icons should display in your System Tray.

Cisco WebAttendant was replaced by another website in my browser. What happened?

If Cisco WebAttendant was not opened in the first web browser (that is, any additional web browser windows were opened *after* Cisco WebAttendant), it can be replaced by a new website when a link to another site is clicked. See "Setting Up Your Web Browsing Environment for Internet Explorer" section on page 1-5" for more information.

If Cisco WebAttendant was opened in the first web browser and a link to another site was clicked, try clicking the Back button to return to Cisco WebAttendant.

Only directory numbers are displayed in the Directory; no names are displayed.

The information in the Directory is directly determined by the information in the User area of Cisco CallManager Administration. Contact your system administrator and request that the User area be updated with complete information for each person or directory number in the system.

The number in the speed dial button does not display properly.

The speed dial button allows only six digits to display, therefore, the entire number may not be shown. You can use the Description (the area next to the button) to display the number. See "Configuring Speed Dial Buttons" section on page 4-2 for more information.

Cisco WebAttendant would not work this morning. What could be the problem?

At the very minimum, Cisco WebAttendant needs to go offline each night. For optimal performance, it should be shut down at the end of use and restarted the next day.

The Auto/Manual button does not seem to work.

This feature is not yet available. Currently all calls must be answered manually.

I want to change the colors on the buttons and labels.

Currently only the default colors are available. Future versions of Cisco WebAttendant may allow you to set color preferences.

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