



Getting Started with the Cisco Unified CallManager Assistant Console

The Assistant Console application helps assistants to handle calls for managers more effectively. Cisco Unified CallManager Assistant operates in two modes—shared-line mode and proxy-line mode. Your access to the features described below are based on the mode your system administrator has chosen for your Cisco Unified CallManager Assistant configuration. As an assistant using Cisco Unified CallManager Assistant in shared-line mode, you are assigned the same directory number as your manager. You use this shared number to handle calls on your manager's behalf. As an assistant using Cisco Unified CallManager Assistant in proxy-line mode, your manager is assigned a directory number and you are assigned an alternate directory number that you will use as a proxy. You use the proxy number to handle calls on your manager's behalf. Before you begin, you should identify which mode your system administrator has chosen. See the [“How to Identify the Cisco Unified CallManager Assistant Mode on the Assistant Console” section on page 1-4](#) for more information.

As an assistant, you can access Cisco Unified CallManager Assistant features on your computer using the Assistant Console application.

You can use the Assistant Console to:

- Place, answer, divert, transfer, end, or hold a call
- Add conference participants to a call
- Perform speed dialing
- Do directory searches
- Open an intercom line to your manager

- Monitor manager call activity
- Change manager features and settings
- Customize your call-handling tools
- Key in numbers on a virtual keypad in response to interactive voice systems.

To learn more, refer to the following topics:

- [Description of Shared-line Mode and Proxy-line Mode, page 1-1](#)
- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How You and Your Manager Will Use Cisco Unified CallManager Assistant, page 2-21](#)

**Note**

Cisco Unified CallManager Assistant allows you to handle calls for yourself and for as many as 33 managers.

Getting Started with the Assistant Console

This section contains the following topics:

- [How to Log In to the Assistant Console, page 2-3](#)
- [How to Log Out of the Assistant Console, page 2-4](#)
- [How to Explore the Console without Assisting Managers, page 2-5](#)
- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Console with Your Mouse and Keyboard, page 2-18](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)

How to Log In to the Assistant Console

Log in to the Assistant Console to handle calls on behalf of one or more managers. When you log in, you are online and ready to handle calls.

To log in, enter your User ID and Password in the Cisco Unified CallManager Assistant Log In dialog box. Your user name and password are provided to you by your system administrator.

**Note**

You can instruct Cisco Unified CallManager Assistant to remember your Login information.

The Assistant Console opens on your desktop.

You are now logged in and available to provide call-handling support for your managers until the time that you log off (or until there is a change in your online, connected, or call control status. For more information on status information, see the [“Using the Status Bar”](#) section on page 2-16.)

Tips

- The My Managers panel of the console shows you which managers expect your assistance. Two green arrows next to a manager’s name indicates that the manager is logged in and therefore expects assistance; a manager whose name is greyed-out does not expect assistance.

- If you click the **Settings** button in the Cisco Unified CallManager Assistant Log In dialog box, you can monitor basic and advanced administrative settings. Your system administrator might ask you to monitor these settings to help troubleshoot a problem. Do not modify these settings unless instructed to do so by your system administrator.

Related Topics

- [How to Log Out of the Assistant Console, page 2-4](#)
- [How to Explore the Console without Assisting Managers, page 2-5](#)
- [How to Find Your Way Around the Console, page 2-6](#)
- [Using the My Managers Panel, page 2-11](#)
- [How to Use the Console with Your Mouse and Keyboard, page 2-18](#)

How to Log Out of the Assistant Console

To log out of the Assistant Console, click **File > Exit** from the menu bar at the top of the console. If you check the **Remember user ID and Password** option, you will be automatically logged in the next time that Assistant Console is started on your computer.



Note

If you are using a shared computer, you may wish to log out of the Assistant Console by clicking **File > Log Out** from the menu bar. Assistant Console will display the login dialog box instead of automatically logging in with your user ID and password.

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)

How to Explore the Console without Assisting Managers

If you are using Cisco Unified CallManager Assistant in proxy-line mode you can get familiar with Assistant Console without making yourself available to managers. You will not be able to go offline to explore the console in share-line mode.

To access the console without assisting managers, log in as usual, then click the **Go Offline** call control button. This is the first icon button in the row of icons along the top or side of your screen. You can also perform this task by choosing **File > Go Offline** from the menu bar.

When you go offline in this way, Cisco Unified CallManager Assistant moves the managers whom you were assisting to another assistant. During the time that you are offline, you will be unavailable to receive phone calls for managers and the My Managers panel on your console will be inactive.

Once you go back online, you will be available to assist managers again. Cisco Unified CallManager Assistant might move managers whom you were previously helping (before you went offline) back to you. This depends on the availability of other assistants and whether or not you have been designated as the default assistant for a manager. For information about how to assign a default assistant, see the [“How to Assign a Default Assistant to a Manager” section on page 7-3](#).

To resume your online status, click the **Go Online** call control button. (This is the same button as the Go Offline button). Or you can choose **File > Go Online** from the menu bar.

**Tip**

Your online status is visible from the status bar in the lower right corner of the console.

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)

How to Find Your Way Around the Console

The following sections identify areas on the Assistant Console and how you can use them to control features and handle calls:

- [Using the Menu Bar, page 2-6](#)
- [Using Call Control Buttons, page 2-7](#)
- [Using the My Calls Panel, page 2-10](#)
- [Using the My Managers Panel, page 2-11](#)
- [Using the Speed Dial Feature, page 2-14](#)
- [Using the Directory, page 2-15](#)
- [Using the Status Bar, page 2-16](#)
- [Adjusting the Console Layout, page 2-17](#)
- [Viewing Administrative Settings, page 2-17](#)

Using the Menu Bar

The menu bar is located along the top of the Assistant Console. Menu commands are context-sensitive.

You can use the menu bar as follows:

- **File**—Go online/offline, log in/log out, and exit the console.
- **Edit**—Create and edit speed dials, personalize keyboard shortcuts, change the immediate divert target, set preferences, and access administrator settings.
- **View**—Specify text size and color schemes, and refresh the default layout.
- **Call**—Dial, answer, hang up, place on hold, transfer, divert, or add conference participants to a call.
- **Manager**—Place an intercom call to a manager, access the Manager Configuration window, and enable/disable features for a manager.
- **Help**—Access online help.

Related Topics

- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)

- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

Using Call Control Buttons

You can perform tasks from the Assistant Console by clicking call control buttons (the row of icons located along the top or side of the console). Position your mouse over a call control button to see a description of its function.

See [Table 2-1](#) for a list of call control buttons.

Table 2-1 *Call control buttons*





Call control button	What it does
Go Online 	Works in conjunction with the Go Offline button to toggle your connection status on the Assistant Console application. The Go Online button allows you to resume your online connection on Assistant Console, so you can handle calls on behalf of your manager.
Go Offline 	Works in conjunction with the Go Online button to toggle your connection status. The Go offline allows you to explore the console; you will be unavailable to handle manager calls.
Dial 	Opens a dialing pad that you can use to place outgoing calls.
Answer 	Connects you to an incoming call.

Table 2-1 *Call control buttons (continued)*











Call control button	What it does
Hang Up 	Ends an active call.
Hold 	Works with the Resume button to toggle a call's hold status. The hold button places a call on hold.
Resume 	Works with the Hold button to toggle a call's hold status. The resume button takes a call off hold.
Transfer 	Transfers a connected call directly to the target number that you enter in a pop-up window.
Consult Transfer 	Works like the Transfer button, but allows you to speak to the person to whom you want to transfer a call.

Table 2-1 *Call control buttons (continued)*

Call control button	What it does
	Transfers one existing call to another existing call.
	Allows you to add conference participants to a call.
	Conferences multiple existing calls. You can join up to 15 simultaneous calls.
	Immediately diverts a ringing, connected, or held call to the manager for whom the call was originally intended, or to another target number. To specify your immediate divert target, choose Edit > Immediate Divert from the menu bar.
	Redirects a ringing or connected call to the manager's voice messaging system.

Call control buttons are context-sensitive; the availability of a button depends on the state of the selected call.

Make sure that the call that you want to handle with a call control button is selected (highlighted) before you click the button.

**Tip**

You can right-click on the blank space (not on the buttons, themselves) in the call control panel to rearrange its position on the console.

Related Topics

- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

Using the My Calls Panel

The Assistant Console displays calls for you and for your managers in the My Calls panel. These are calls that you can act on by using tools in the Assistant Console. Cisco Unified CallManager Assistant supports up to 33 lines.

Each call is displayed beneath its associated phone line.

Each phone line is displayed beneath one of the following headings:

- **My lines**—Displays any currently active call that you have placed or received using your own phone line.
- **Manager lines**—Displays active calls that you are handling or can handle on behalf of your manager.
- **Intercom**—Displays the status of your intercom lines, if applicable.

Depending on the number of managers assigned to you, you will see one to 33 lines in the “Manager lines” section of the My Calls panel.

Each manager line contains:

- Either your manager’s shared-line number or your manager’s proxy phone extension number. The proxy number is not your manager’s directory number, but a number that you use to handle your manager’s calls.
- The manager’s name.
- Active call information—Active calls are represented by:

- an animated icon indicating the status of the call (ringing, connected, or on hold)
- the caller ID
- a timer indicating the duration of the call

Tips

- You must enter the actual extension (rather than a proxy extension) when transferring a call to a manager. You can see a manager's actual phone extension in the My Managers panel on the Assistant Console.
- You cannot apply Transfer to Voice Messaging or Immediate Divert to calls that you place or receive on your own phone line. These features apply only to calls you receive on a manager's line.
- When you are using Cisco Unified CallManager Assistant in shared-line mode, you can identify that your manager or another assistant has answered a call when you see a double red arrow next to your manager's line.

Related Topics

- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

Using the My Managers Panel

You can use the My Managers panel in the Assistant Console to monitor call activity and feature status for each of your managers. You can also enable and disable manager's features from this panel.



Note

Do not disturb, Divert All, Assistant Watch, Filter Calls, and Filter Mode features are only available in proxy-line mode.

[Table 2-2](#) describes the information displayed under each column heading in the My Managers panel.

Table 2-2 Information displayed in the “My Managers” panel of the Assistant Console

“My Managers” column heading	What it means
Manager	<p>Displays the name of the manager. If the entire row of information for a manager is greyed-out, the manager is not expecting you to handle calls on his or her behalf. In addition, you may see the following two different icons next to the manager icon:</p> <ul style="list-style-type: none"> • If you see two green arrows next to the manager icon, the corresponding manager expects you to handle calls on his or her behalf. • If you see an envelope icon next to the manager icon, then the corresponding manager has a voice message.
Intercom	Click on this column to place an intercom call to a manager.
DND	If this box is checked, the Do Not Disturb (DND) feature is enabled. To toggle DND on and off, click the DND cell. The DND feature disables the ringer on the manager’s phone; it does not redirect calls.
DivAll	(Proxy-line Mode Only) If this box is checked, the Divert All (DivAll) feature is enabled. To toggle Divert All on and off, click the DivAll cell. Divert All automatically redirects all incoming calls to the manager’s divert target.
Assistant Watch	(Proxy-Line Mode Only) A check mark indicates that the manager has enabled Assistant Watch. This feature allows a manager to view the caller ID and duration of calls that you are handling on his or her behalf.
Filter Enabled	(Proxy-Line Mode Only) If this box is checked, a call filter is active. To toggle the filter on and off, click the filter cell. Filters can route calls to you or to the corresponding manager, based on caller ID and filter mode.

Table 2-2 Information displayed in the “My Managers” panel of the Assistant Console (continued)

“My Managers” column heading	What it means
Filter Mode	<p>(Proxy-Line Mode Only) There are two filter modes:</p> <ul style="list-style-type: none"> • Inclusive—Calls that match the numbers in the Inclusive filter are sent to the <i>manager</i>; the remainder are redirected to you. • Exclusive—Calls that match the numbers in the Exclusive filter are redirected to <i>you</i>; the remainder are sent to the manager. <p>To configure filters for a manager, use the Manager Configuration window. Right-click anywhere in a manager’s row in the My Managers panel and choose Configure to open this window.</p> <p>Note that the initial default filter settings are such that the Inclusive filter is enabled and all manager calls are directed to you.</p>
Call Details	<p>Call details consist of the manager’s line number, the call duration, and the caller ID:</p> <ul style="list-style-type: none"> • Line—The actual extension number for the manager’s primary phone line; a phone icon indicates the line state. • Call duration—The real-time duration of an active call that was placed or received by the manager. The timer starts as soon as a call is initiated (outgoing) or received (incoming). The timer stops when the call is dropped or transferred. • Caller ID—The name (if available) and number of the person to whom the manager has placed a call, or from whom the manager has received a call. Assistant console will display forwarded call information when the information is available.

**Tip**

You can monitor—but cannot handle—calls that appear in the My Managers panel of the console. These are calls that you have already redirected to your manager, or calls that your manager has placed or received directly.

Related Topics

- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)
- [How to Configure Manager Features, page 7-1](#)

Using the Speed Dial Feature

The speed dial feature allows you to set up a personal phone book right on the Assistant Console. You can place calls and perform other call-handling tasks using speed dial numbers.

To open the speed dial menu and view a list of available commands, right-click on the Speed Dials panel or choose **Edit > Speed Dials** from the menu bar. If some speed dial commands are greyed-out, try selecting a speed dial listing before opening the menu.

Use the speed dial menu to create and modify speed dial groups, place a call, specify a transfer target, and add conference participants to a call.

To access speed dial numbers quickly, consider organizing entries into speed dial groups. For example, create a personal group for yourself and a group for each of your managers.

When you add new speed dial listings, the listings appear in the order that you created them. To sort all the items in a speed dial list, click on a column header (Name, Telephone Number, or Notes). Lists are sorted alphabetically or numerically, depending on the header you choose. Click the header again to toggle between ascending and descending order.

You can make calls using your speed dial listings in one of the following ways:

- Drag the speed dial entry to either your line or your manager's line.
- Make a call on your line by highlighting your line and double-clicking on the speed dial entry. Make a call on your manager's line by highlighting your manager's line and double-clicking on the speed dial entry.
- Drag the speed dial entry to the dial button on your call control panel and click **OK**.

Here are some quick ways to use your speed dial listings (without opening the speed dial menu):

- To perform a blind transfer to a person in your speed dial list, drag and drop an active call to the person's speed dial listing.
- To add a new speed dial listing, drag and drop a listing from the Directory panel to the Speed Dial panel.

**Tip**

The Sample speed dial group and example speed dial listing are inactive; they are included to demonstrate how speed dial information appears on the console. You can delete the samples at your convenience.

Related Topics

- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

Using the Directory

Use the directory to search for a coworker, and to place and handle calls using the search results.

To search for a coworker, enter any portion of the person's first and/or last name in the search fields and click **Search**.

The directory displays a list of all users that match your search string. Search results are sorted by first name, last name, phone number, and department.

To clear search results and search fields, click the **Clear** button.

Here are some ways to use the search results:

- Double-click on a person's name or number to place a call.
- Right-click on a person's name to display a pop-up menu containing relevant commands.
- To perform a blind transfer to a person in your directory, drag and drop an active call to the appropriate name or number.

- To add a new speed dial listing, drag and drop a listing from the Directory panel to the Speed Dials panel.

Related Topics

- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

Using the Status Bar

The status bar is located along the bottom of your Assistant Console screen and displays the following system information:

- Connected/Not Connected—Indicates the status of your connection to the Cisco Unified CallManager Assistant server.
- Online/Offline—Indicates the status of your availability to managers.
- Call Control Up/Call Control Down—Indicates the availability of call-handling features.
- Filtering Down —Indicates the availability of the call filtering features.

The status bar also displays a pop-to-top icon to indicate whether your console is set to automatically surface on your desktop when you receive an incoming call. Click the pop-to-top icon to toggle this feature on and off. (By default, the feature is disabled.) The icon appears darker (depressed) when the feature is enabled.

Additionally, you can enable/disable pop-to-top from the **Edit > Preferences** menu.

Related Topics

- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

Adjusting the Console Layout

You can customize the size and position of panels in the Assistant Console. Use the View menu to change the color scheme and font, and to refresh initial default settings.

**Tip**

You can set the console to automatically surface on your desktop when you receive an incoming call. To enable this “pop-to-top” feature, choose **Edit > Preferences** from the main menu, then click the “Activate console on new call” check box. A pop-to-top icon is located in the status bar at the bottom of your console screen. The icon appears darker (depressed) when the feature is enabled.

Related Topics

- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

Viewing Administrative Settings

You can view your administrative settings from the Log In dialog box or you can choose **Edit > Settings** from the menu bar.

**Note**

You do not need to modify administrative settings unless you are instructed to do so by your system administrator.

There are two types of settings:

- Basic Settings
 - Cisco Unified CallManager Assistant Server Host Name or IP address
 - Cisco Unified CallManager Assistant Server Port
- Advanced Settings
 - Traces enabled/disabled

The Advanced Settings tab displays the location where your trace files are stored.

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)
- [How to Configure Manager Features, page 7-1](#)

Setting Preferences

You can enable the following two settings in the preference menu:

- Setting the console to automatically appear on your desktop when you receive an incoming call—To enable the “pop-to-top” feature for the console, choose **Edit > Preferences** from the main menu, then click the “Activate console on new call” check box. A pop-to-top icon is located in the status bar at the bottom of your console screen. The icon appears in a darker shade when the feature is enabled.
- Setting your computer to automatically launch the assistant console application when you start up your computer—To enable the automatic startup feature, choose **Edit > Preferences** from the main menu, then click the “Autostart Console on computer startup” check box. Assistant Console will automatically launch the next time that you start up your computer

To disable each of the features, uncheck the corresponding check box.

How to Use the Console with Your Mouse and Keyboard

The Assistant Console provides you with several mouse and keyboard combinations to perform any given task.

You can:

- Click, right-click, and double-click console items
- Drag and drop console items
- Use keyboard shortcuts

For example, you can choose among the following options to answer a call:

- Click the **Answer** call control button
- Double-click the call in the My Calls panel
- Right-click on the call in the My Calls panel, then choose **Answer** from the pop-up menu
- Use a keyboard short cut

Some tasks can be accomplished by dragging and dropping console items. To add a speed dial listing, for example, you can drag and drop a selected call from the My Calls panel onto the Speed Dials panel.

**Tip**

You can find all of the options for performing a specific task, such as transferring a call, in [Chapter 3, “How to Use the Assistant Console to Handle Calls.”](#)

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

How to Use the Intercom Feature from the Console

The Intercom feature is an optional feature that is configured by your system administrator. It allows you to speak to a manager on an intercom line.

To place an intercom call, double-click on that manager’s name in the My Calls panel. You can also single-click the corresponding intercom icon in the My Managers panel.

If your manager is not on another call when you initiate an intercom call, your speakerphone and your manager’s speakerphone will open simultaneously. You can then converse using your phone’s speakerphone, headset, or handset.

If your manager is on another call when you initiate an intercom call, the intercom call will ring on the manager's phone and must be answered manually. This is also the case when a manager places an intercom call to you at a time when you are on another call.

To end the intercom call, click the intercom icon again.

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [Assistants—How to Use Cisco Unified CallManager Assistant on Your Phone, page 4-1](#)

How to Use Keyboard Shortcuts

You can use keyboard shortcuts, rather than your mouse, to operate most of the tools and features on the Assistant Console. Keyboard shortcuts can help you handle calls more efficiently.

You can use initial default shortcuts or you can customize shortcuts to suit your needs. Cisco Unified CallManager Assistant remembers a customized shortcut the next time you log in.

Viewing Shortcuts

Click an item in the menu bar to display commands and shortcuts. A keyboard shortcut is associated with most menu commands.

Additionally, you can view shortcuts from the Edit Shortcut Key pop-up window. Choose **Edit > Keyboard Shortcuts** to open the window, then select a menu command from the list to see the associated shortcut.

For example, if you select Call > Answer in the Edit Shortcut Key window, you can see that the initial default shortcut uses a combination of the Control key (Ctrl) and the A key (Ctrl-A).

Customizing Keyboard Shortcuts

To customize a keyboard shortcut, choose **Edit > Keyboard Shortcuts** from the menu bar. Select a menu command from the list and click Ctrl, Shift, or Alt to assign the first part of the shortcut. Next, enter a letter or number in the Key field to assign the last part of the shortcut. Click **Save** to assign the new keyboard shortcut to the selected command.

Using Shortcuts

To invoke a shortcut, hold down the first key in the shortcut combination and press the second key. For example, if you want to use the Ctrl-L shortcut to put a call on hold, hold down **Ctrl** and press **L**.



Note

For keyboard shortcuts to work, the Assistant Console page must be the active window on your desktop.

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Find Your Way Around the Console, page 2-6](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use the Assistant Console to Handle Calls, page 3-1](#)

How You and Your Manager Will Use Cisco Unified CallManager Assistant

You will use Cisco Unified CallManager Assistant features from your phone and the Assistant Console to handle calls for your manager. For example, when you answer a call for your manager, you may wish to consult your manager by double-clicking the intercom line on your Assistant Console. If your manager chooses to pick up the call, you can forward the call by selecting the Immediate Divert call button on the Assistant Console or by choosing the **ImmDiv** softkey on your phone. If your manager wants the caller to leave a voice message, you can forward the call to your manager's voice messaging system by selecting the Transfer to Voice Mail call button or by choosing the **TrnsfVM** softkey.

On the other hand, your manager will use Cisco Unified CallManager Assistant features primarily from the Cisco Unified IP Phone. For example, your manager may be expecting a call from a real estate broker. Your manager would enable assistant watch to monitor the incoming calls. When the realtor's number appears, your manager can intercept the call with the **Intrcpt** softkey. Another example of how your manager might use Cisco Unified CallManager Assistant is to press the **ImmDiv** softkey on the phone to divert a ringing call to you. Your manager can confirm that you have answered the diverted call and monitors the duration of the call by looking at the Cisco Unified CallManager Assistant status window on the phone's LCD screen.

For a better understanding of how managers can use Cisco Unified CallManager Assistant features, see [Chapter 6, “For Managers—How to Use Your Phone with Cisco Unified CallManager Assistant in Proxy-Line Mode”](#) or [Chapter 5, “For Managers—How to Use Your Phone with Cisco Unified CallManager Assistant in Shared-line Mode.”](#)

**Tip**

You or your manager can customize manager features from the Manager Configuration window. To open this window, choose **Manager > Configuration** from the menu bar, or right-click anywhere in a manager's row in the My Managers panel and choose **Configuration**.

Related Topics

- [Getting Started with the Assistant Console, page 2-3](#)
- [How to Use the Intercom Feature from the Console, page 2-19](#)
- [How to Use Keyboard Shortcuts, page 2-20](#)
- [How to Configure Manager Features, page 7-1](#)