



Handling Calls

To answer, dial, and transfer calls with Cisco CallManager Attendant Console, you can use the mouse, keyboard shortcuts, or the Cisco IP phone associated with Cisco CallManager Attendant Console to perform these functions.

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Answering a Call

When Cisco Attendant Console receives an incoming call, the call displays in the Call Details pane of the Control Call window. You answer calls from the Call Control window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

**Note**

You cannot answer calls from the Speed Dial or Directory windows.

Use any of the following methods to answer a call. All methods achieve the same result; you can use them interchangeably.

- Right-click the call and choose **Answer** in the context-sensitive menu.
- Click the **Answer** button on the Call Control toolbar.
- From the Actions menu, choose **Answer**.
- Press **Ctrl + A** key on your PC keyboard.
- Double-click the call in the Call Control window.
- Use the mouse to drag the highlighted call onto the **Answer** button.
- Use the Cisco IP phone to answer the call (for example, press the line button with the incoming call, or press the Answer softkey).

**Note**

Answering a new call automatically places an active call on hold.

Placing a Call

You can place calls when a line is available in the Call Control window. You place calls from any window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

Use any of the following methods to place a call. All methods achieve the same result, and you can use them interchangeably.

- In the Speed Dial or Directory window, right-click the entry, and choose **Dial** from the context-sensitive menu.
- Click the directory or speed-dial entry; then, perform one of the following tasks:
 - Click the **Dial** button on the Call Control toolbar.
 - From the Actions menu, choose **Dial**.
 - Use the mouse to drag the entry onto the **Dial** button on the Call Control toolbar, the Call Details pane, or the **Operator Line** button in the Call Control window.
 - Press **Ctrl + D** on your PC keyboard.
- Double-click a directory entry to automatically dial that number.
- Double-click a speed-dial entry to automatically dial that number.
- Use the Cisco IP phone to dial the number.
- Use the numeric keypad on the right side of your PC keyboard to dial a number; then, press **Enter**.

Ending a Call

When Cisco Attendant Console disconnects the call, the call disappears from the Call Details pane of the Control Call window. You end calls from the Call Control window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.

**Note**

You cannot end calls from the Speed Dial or Directory windows.

Use any of the following methods to end (disconnect) an active call in the Call Control window. All methods achieve the same result, and you can use them interchangeably.

- In the Call Control window, right-click the call and choose **Hang Up** from the context-sensitive menu.
- Click the **Hang Up** button on the Call Control toolbar.
- Click the **Operator Line** button in the upper, right corner of the Call Control window that indicates the directory number of your Cisco IP phone.
- Press **Ctrl + H** on your PC keyboard.
- From the Actions menu, choose **Hang Up**.
- Use the mouse to drag the active call onto the **Hang Up** button.
- Use the Cisco IP phone to end the call (for example, lift and replace the handset or press the EndCall softkey).

Placing a Call on Hold

You can place an active call on hold to take another incoming call or to check availability of the intended recipient. When you place a call on hold in the Call Control window, the held icon displays in the line status area, and the active icon displays on the Operator Line button.

You place calls on hold from the Call Control window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.



Note

You cannot place calls on hold from the Speed Dial or Directory windows.

Use any of the following methods to place a call on hold. All methods achieve the same result, and you can use them interchangeably.

- Right-click the active call and choose **Hold** from the context-sensitive menu.
- Click the call in the Call Control window; then, perform one of the following tasks:
 - Click the **Hold** button on the Call Control toolbar.
 - Press **Ctrl + L** on your PC keyboard.
 - From the Actions menu, choose **Hold**.
- Use the mouse to drag the active call onto the **Hold** button.
- Use the Cisco IP phone to place the call on hold (for example, press the Hold softkey).

Retrieving a Call from Hold (Unhold)

When you retrieve a call from hold, the caller connects to you. When you retrieve a call from hold in the Call Control window, the active icon displays in the line status area, and the active icon displays on the Operator Line button.

You retrieve calls from hold in the Call Control window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.



Note

You cannot retrieve calls from hold from the Speed Dial or Directory windows.

Use any of the following methods to retrieve the call. All methods achieve the same result, and you can use them interchangeably.

- Right-click the call that is on hold; choose **Unhold** from the context-sensitive menu.
- Click the call that is on hold and then perform one of the following tasks:
 - Click the **Unhold** button on the Call Control toolbar.
 - Press **Ctrl + L** on your PC keyboard.
 - From the Actions menu, choose **Unhold**.

- Using the mouse, drag the call that is on hold onto the **Unhold** button on the Call Control toolbar.
- Use the Cisco IP phone to retrieve the call from hold.

Transferring a Call

When you transfer an active call, the caller connects to the person that you designate. Cisco CallManager Attendant Console allows you to perform either an unsupervised transfer or consult (supervised) transfer, as defined in the following sections.

You perform unsupervised or consult (supervised) transfers in any window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.



Note

You can perform all transfers from any window.

Performing an Unsupervised Transfer

When you perform an unsupervised transfer, you cannot consult the receiver of the call before transferring the call.

To perform an unsupervised transfer, complete the following procedure:

Procedure

- Step 1** Perform one of the following tasks:
- Right-click the call that you want to transfer; then, choose **Transfer** from the context-sensitive menu.
 - Click the call that you want to transfer; then, click the **Transfer** button on the Call Control toolbar.
 - Click the call that you want to transfer; then, from the Actions menu, choose **Transfer**.
 - Click the call that you want to transfer; then, press **Ctrl + X**.

- Step 2** After the dialog box opens, enter the number to which you want to transfer the call.
- Step 3** Click **OK**.
- The dialog box closes, and the unsupervised transfer occurs.
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**Tip**

If you prefer, 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.

Performing a Consult (Supervised) Transfer

A consult transfer allows you to consult the receiver of the call before transferring the call.

To complete a consult transfer, perform the following procedure:

Procedure

- Step 1** Perform one of the following tasks:
- Right-click the call that you want to transfer; then, choose **Consult Transfer** from the context-sensitive menu.
 - Click the call that you want to transfer; then, click the **Consult Transfer** button on the Call Control toolbar.
 - Click the call that you want to transfer; then, from the Actions menu, choose **Consult Transfer**.
 - Click the call that you want to transfer; then, press **Ctrl + T**.
- Step 2** After the dialog box opens, enter the number to which you want to transfer the call.
- Step 3** Click **OK**.
- You placed the active call in the Call Control window on hold.

Step 4 Ask the user if you should transfer the call.

Step 5 To transfer the held call, perform any of the methods from [Step 1](#).

To retrieve a held call that you do not want to transfer, end the consultation with the user to whom you want to transfer the call; then, after you click the held call, perform one of the methods from the [“Retrieving a Call from Hold \(Unhold\)” section on page 2-5](#).



Tip

If you prefer, you can perform a consult transfer by right-clicking a speed-dial or directory entry and choosing **Consult Transfer** from the context-sensitive menu.

Initiating a Conference Call

Cisco CallManager Attendant Console allows you, the conference controller, to build a conference that has not been previously arranged. In an ad hoc conference, you call and add each participant to the conference.

You initiate an ad hoc conference in any window by using keyboard shortcuts, context-sensitive menus, the menu bar, or the mouse.



Note

You can initiate an ad hoc conference call from any window.

Perform the following procedure to initiate an ad hoc conference from the Cisco CallManager Attendant Console:

Procedure

Step 1 Click the appropriate call.

Step 2 Perform one of the following tasks:

- 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.

Performing the previous tasks places the call on hold.

Step 3 Perform one of the following tasks:

- Use the numeric keypad on your PC keyboard to enter the destination number to which you want to conference the call.
- Drag the speed-dial or directory entry onto the **Conference** button.

Step 4 Perform one of the methods from [Step 2](#) to complete the call-control task.

You initiated the conference.

Parking a Call



Note

You can perform this call-control task only if the Cisco CallManager server that is associated with the attendant console runs a version of Cisco CallManager Release 3.3 or later. This icon displays on the Call Control toolbar only if you run a compatible version of Cisco CallManager Release 3.3.

The Call Park feature allows you to place a call on hold, so it can be retrieved from another phone in the system. For example, if you are on an active call at your phone, you can park the call to a call park extension such as 1234. Someone on another phone in your system can then dial 1234 to retrieve the call.

Perform the following procedure to park a call:

Procedure

Step 1 Perform one of the following tasks:

- Right-click the call that you want to park; then, choose **Call Park** from the context-sensitive menu.
- Click the call that you want to park; then, click the **Call Park** button on the Call Control toolbar.

- Click the call that you want to park; then, from the Actions menu, choose **Call Park**.
- On the PC keyboard, press **Ctrl + P**.

A dialog box displays the directory number where the call is parked.

Step 2 Contact the user that is to retrieve the parked call.

Using Default Keyboard Shortcuts

The keyboard shortcuts configured for Cisco CallManager Attendant Console allow you to perform call-control tasks efficiently. Use [Table 2-1](#) as a guide for performing keyboard shortcuts:

Table 2-1 Keyboard Shortcuts

Desired Result	Action Performed
Answering a Call	Ctrl + A
Placing a Call	Ctrl + D
Ending a Call	Ctrl + H
Placing a Call on Hold	Ctrl + L
Retrieving a Call from Hold (Unhold)	Ctrl + L
Parking a Call	Ctrl + P
Performing an Unsupervised Transfer	Ctrl + X
Performing a Consult (Supervised) Transfer	Ctrl + T
Initiating a Conference Call	Ctrl + C



Note

You can change any default keyboard shortcut on a per-attendant basis. See the [“Using the Menu Bar”](#) section on page 3-1 for more information.
