



Using the Directory Window

Cisco CallManager Attendant Console provides a directory, or listing, of the telephone extensions at your company. You can use this directory to look up directory numbers and place calls or determine if a phone is in use.

The Cisco CallManager Attendant Console directory uses the Cisco CallManager user directory or the list of users that you specified in the Advanced tab of the Settings dialog box. You can locate any user that is identified in the User area of Cisco CallManager Administration. Your system administrator maintains the Cisco CallManager directory. If you need people or additional information added to the directory, ask your system administrator to update the database.

The Directory window provides the following information:

- **Status**—Displays whether the line is idle, ringing, active, or unknown.
- **Telephone**—Displays the telephone extension.
- **First Name, Last Name, and Department** —Displays additional information about a telephone extension. If any of these fields are blank, the system administrator has not provided the information in the User area of Cisco CallManager Administration. Your system administrator can update these fields for you.

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Locating a Specific Name in the Directory

When you attempt to locate a specific name in the directory, you can use the Last Name or First Name fields or the Department drop-down list box to do so. To quickly access a person, consider using the Department drop-down list box first, if applicable, and then narrow the search by using the Last Name or First Name fields. When you enter information in the appropriate fields, Cisco CallManager Attendant Console attempts to locate the person, even if you enter only a portion of the information. At any time, you can click the Clear button to clear directory entries that display under the headers or in the fields.

Perform the following procedure to locate a specific name in the directory:

Procedure

- Step 1** To locate a person, enter the first and last name in the appropriate fields or choose the department under **Select One** or **Show All Users** from the Department drop-down list box.



Note The Show All Users option displays only if you have less than 1000 directory users in your directory. Choosing Select One displays a particular department in the company.



Note After you choose the department, you can narrow the search by entering the first and last names in the appropriate fields.

Example 6-1 *The directory attempts to find the entry as you enter the information in the fields. If you want to locate a user with the last name "Clark," you can enter the letters "Cla" in the Last Name field to scroll the directory to the nearest matching entry.*

- Step 2** To clear all directory entries that display or to clear the last and first name, click the **Clear** button.

Sorting the Directory

The directory headers display the current order (ascending or descending) of the directory entries. You sort the directory by clicking the up or down arrow in any header in the Directory window.

Reordering the Columns

At any time and for any reason, you can change the order in which the columns display in the Directory window. To perform this task, drag the header of the column to the new location in the window.



Note

You cannot drag the columns outside the Directory window.

Using Directory Entries to Perform Call-Control Tasks

[Table 6-1](#) describes the call-control tasks that you can perform through the Directory window. For more information about handling calls, see the [“Handling Calls” section on page 2-1](#).

Table 6-1 Quick Reference Table

Desired Result	Action Performed
Answering a Call	You cannot answer calls from the Directory 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	<p>To place a call, perform one of the following tasks:</p> <ul style="list-style-type: none"> To place a call to the user associated with the directory entry, double-click the directory entry. Use the mouse to drag the directory entry onto the Dial button on the Call Control toolbar, the Call Details pane, or the Operator Line button in the Call Control window. Right-click the directory entry and choose Dial from the context-sensitive menu.
Ending a Call	You cannot end calls from the Directory 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 Directory 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 Directory 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	<p>To complete an unsupervised transfer, perform one of the following tasks:</p> <ul style="list-style-type: none"> Perform an unsupervised transfer by dragging the call onto a directory entry. You can also right-click the entry and choose Transfer from the context-sensitive menu.

Table 6-1 Quick Reference Table (continued)

Desired Result	Action Performed
Performing a Consult (Supervised) Transfer	<p>To complete a consult (supervised) transfer, perform the following procedure:</p> <ul style="list-style-type: none">• Perform one of the following tasks:<ul style="list-style-type: none">– 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. <p>Note After the dialog box opens, enter the number to which you want to transfer the call. Click OK.</p> <p>You placed the active call in the Call Control window on hold.</p> <ul style="list-style-type: none">• Ask the user if you should transfer the call.• Complete a consult transfer by right-clicking a speed-dial or directory entry and choosing Consult Transfer from the context-sensitive menu.

Table 6-1 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 Directory 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>