



Using Speed Dials

Cisco WebAttendant provides 26 buttons for speed dialing. You can program the buttons to perform the following actions:

- Dial an outside number (only six digits appear in the button).
- Dial an internal directory number for an employee who receives a large volume of calls. You will find this feature particularly useful if you have customer support or sales groups in your organization.

Located in the upper, right corner of Cisco WebAttendant Console, the 26 available speed-dial buttons display in two columns. When you use Cisco WebAttendant for the first time, no speed dial buttons are set.

Indicating the status of the user phone, the speed-dial area uses the same icons as in the directory status area, as shown in [Figure 4-1](#).



Note

Cisco WebAttendant only displays available or busy status for Cisco IP phones within your system. A red line (unknown status) displays in the status area for speed dials to outside lines. You can still direct calls to these lines.

Figure 4-1 Speed Dial Area

2201	Richard Jones	Lisa Petersen	1001
1771	Jeroen Smit	Ben Walton	1442
1031	Cathy Hamm		
	Petri Johannes		

28759

Setting Speed Dial Buttons

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

Using the Directory to Set Speed Dial Buttons

Perform the following steps to set a speed dial-button using the directory.

Procedure

- Step 1** In the directory, choose a directory number or name.
- 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) displays on the button, and the name (up to 14 characters) displays next to the number. You have programmed the speed-dial button, making it available for use.

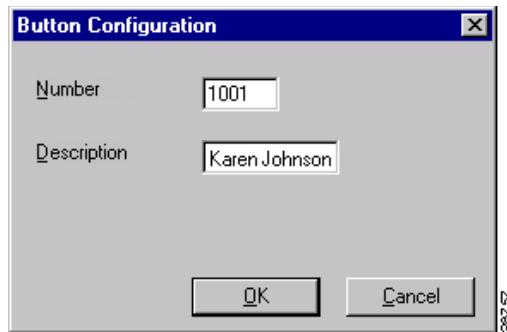
Configuring Speed Dial Buttons

Perform the following steps to program a speed-dial button using the Button Configuration dialog box.

Procedure

- Step 1** Right-click over the speed-dial button you want to configure.
A menu displays.
- Step 2** Click **Button Configuration**.

The Button Configuration dialog box displays. See [Figure 4-2](#).

Figure 4-2 Button Configuration Dialog Box

- Step 3** In the Number field, enter the telephone number you want to program for this speed-dial button, including any access codes for an outside line, such as 9, or a long-distance code or area code, such as 1972 or 972. Only six digits display on the button.
- You can enter only digits in this field. Do not include dashes or spaces in the phone number.
- Step 4** In the Description field, enter a description for the speed dial, such as a name or the complete number. Because the Number box displays only six digits, make sure to enter a description that uses no more than 14 alphanumeric characters.
- Step 5** Click **OK**.
- You have programmed the speed-dial button, making it available for use.
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Placing Calls with the Speed Dial Buttons

To place calls using the speed dial buttons:

- Click a speed-dial button to automatically dial that number.
- Drag and drop a speed-dial button onto an available Smart Line (SL) button.