



Using the Directory

Cisco WebAttendant 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
- Determine if a phone is in use

The Cisco WebAttendant directory uses the Cisco CallManager user directory database. You can locate in the directory any user or resource that is identified in the User area of Cisco CallManager Administration. Your system administrator maintains the Cisco CallManager directory database. If you need people or resources such as conference rooms added to the directory, ask your system administrator to update the database with this information.

The directory provides the following information:

- **Status**—Displays a solid blue line when a telephone is available, a blue phone icon if the telephone is busy, and a solid red line if the state is unknown. An unknown state in the directory status area generally means the directory number cannot receive calls.
- **Directory Number**—Displays the telephone extension.
- **First Name, Last Name, and Department Columns**—Displays additional information about a directory number. 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.

Sorting the Directory

You can sort the directory in ascending order by clicking one of the following column headers or pressing one of the corresponding function keys:

- Directory Number (F1)
- Last Name (F2)
- First Name (F3)
- Department (F4)



Note

If you press the same function key two times consecutively, you return to the area of the window in which you were previously working.

Locating a Specific Name or Number in the Directory

You can enter the column header to locate a name or number that you specify. Perform the following steps to locate a specific name or number in the directory:

Procedure

- Step 1** Click the Directory Number (F1), First Name (F2), Last Name (F3), or Department (F4) column header or press one of the corresponding function keys. When you click the header, it automatically turns into a white box.
- Step 2** Enter the directory number, last name, first name, or department in the box. You do not have to enter the entire name or number.
- Step 3** Press **Return**. The directory list scrolls to the nearest entry matching the characters you entered.
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Example

The following examples support how to locate a specific directory number or name in the directory. If you are looking for directory number 4452, click the Directory Number column header. It turns into a white box in which you can enter values. Enter 4452, press Enter, and the list will scroll to the nearest entry matching the characters that you entered.

If you are looking for a user with the last name “Clark,” click the Last Name column header in the directory and enter the letters “Cla” to scroll the directory to the nearest matching entry.

Using the Directory to Place Calls

To use the directory to place calls, perform the following actions:

- Double-click a directory number in the Directory to automatically dial that number.
- Drag a directory number from the Directory onto an available Smart Line (SL) button.

