



Use Assistant Console to Handle Calls

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Use Assistant Console to Handle Calls

You can use your mouse and keyboard to place, answer, transfer, end, and generally handle calls from the Assistant Console.

Make sure that the call you want to handle is selected (highlighted) on the console. Call-control buttons and menu items appear dimmed (inactive) if they are not relevant to the selected call.

Place a Call

To place a call from the Assistant Console:

Procedure

Select one of the options to place a call:

- Click the **Dial** call-control button.
- Right-click a phone line in the **My Calls** panel and select **Dial** from the popup menu.
- From the menu bar, choose **Call > Dial**.

- Double-click speed dial or directory number.
- Drag directory number into the **My Calls** panel.
- Use the associated keyboard shortcut.
- With the console open and active on your desktop, enter the phone number that you want to call using your keyboard and then press **Enter**. You will see the number that you are calling in the status bar along the bottom of the console.
- If the **Enter Number** popup window appears, enter the phone number that you want to call and click **OK**. Enter the number exactly as you would if you were placing the call from your Cisco Unified IP Phone.

Calls originated from Assistant Console use the first physical line of the assistant phone.

Answer a Call

To answer a selected call:

Procedure

Select one of the options to answer a call:

- Click the **Answer** call-control button.
- In the **My Calls** panel, double-click a ringing call.
- Right-click the call and choose **Answer** from the popup menu.
- From the menu bar, choose **Call > Answer**.
- Use the associated keyboard shortcut.
- If the incoming call that you want to answer is not selected, click the incoming call to select it to answer the call.

End a Call

To end a selected call:

Procedure

Select one of the options to end a call:

- Click the **Hang Up** call-control button.
- Click the **Hang Up** call-control button.
- From the menu bar, choose **Call > Hang Up**.
- Use the associated keyboard shortcut.

Put Calls On Hold

To put a selected call on hold:

Procedure

Select one of the options to put calls on hold:

- Click the **Hold** call-control button.
- Double-click the connected call.
- Right-click the call and choose **Hold** from the popup menu
- From the menu bar, choose **Call > Hold**.
- Use the associated keyboard shortcut.

Transfer Calls

To transfer a call, you must answer it first. After you transfer a call, you cannot retrieve it unless the call is transferred back to you.

Transfer calls using:

- Transfer—Redirects the call immediately without allowing you to speak to the transfer recipient (the person to whom you are transferring the call).
- Consult transfer—Redirects the call after first allowing you to speak to the transfer recipient.
- Direct transfer—Connects two calls (active calls and calls on hold) directly.

Set Up Conference Call

You can set up a conference call using:

- Conference—Initiate a call to add participants in a conference.
- Join—Connect active calls and calls on hold in a single conference call.

To add conference participants to an active and selected call:

Procedure

Step 1 Select one of these options:

- Click the **Conference** call-control button.
- Right-click the call and choose **Conference** from the popup menu.

- From the menu bar, choose **Call > Conference**.
- Right-click a listing in the **Speed Dials** or **Directory** panels and choose **Conference** from the popup menu.
- Use the associated keyboard shortcut.

The **Enter Number** popup window appears (unless you drag the call to a listing in the **Speed Dials** or **Directory** panel).

Step 2 Enter the conference participant's phone number and click **OK**.

Step 3 Click the **Conference** button again to add the person to the call, after speaking to the new conference participant.

Divert a Call to Another Number

Use **Redirect** to transfer a selected call to a predetermined target number. You can redirect a call that is ringing, connected, or on hold. The default targets differ based on the mode:

- In the proxy-line mode, the default target is the manager for whom the call was originally intended.
- In the shared-line mode, no default target exists. However you can configure the target using any valid phone number or extension.

Use Redirect

Unlike **Transfer**, which requires you to specify the target with each use, **Redirect** sends calls to a single, predetermined target number. You can divert a call that is ringing, connected, or on hold.



Note

You cannot divert a call that you have placed or received on one of your own phone lines (rather than on a manager's proxy line).

To redirect a selected call to the divert target:

Procedure

Select one of these options:

- Click the **Redirect** call-control button.
- Right-click on the call and choose **Redirect** from the popup menu.
- From the menu bar, choose **Call > Redirect**.
- Use the associated keyboard shortcut.

Configure the Divert Target

You can set your divert target to be the manager for whom the call was originally intended or another directory number.

To view or change the target:

Procedure

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- Step 1** Select **Edit > Redirect** from the menu bar. The **Divert Target** popup window appears.
- Step 2** In the shared-line mode, enter a phone number or office extension in the text box. Enter the number exactly as you would dial it from your office phone.
- Step 3** In the proxy-line mode, you can choose to toggle between a manager or directory number target. If you choose the directory number option, enter a phone number or office extension. Enter the number exactly as you would dial it from your office phone.
- Step 4** Click **Save**.
You can also configure a divert target for your manager, which is unique from your target. For instructions, see [Configure the Divert Target for a Manager](#).

You can divert a call using your Cisco Unified IP Phone. Answer the call, then press the **Redirect** softkey on your Cisco Unified IP Phone to transfer the call to your divert target.

Send a Call to a Voice-Messaging Service

You can transfer a ringing or connected call that you are handling for a manager to that manager's voice-messaging service.



Note This feature does not apply to calls that you have placed or received on one of your own phone lines. It applies only to calls on your manager's proxy line.

To send the selected call:

Procedure

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- Step 1** Select one of these options:
- Click the **Transfer to Voice Mail** call-control button.
 - Right-click on the call and choose **Transfer to Voicemail** from the popup menu.
 - From the menu bar, choose **Call > Transfer to Voicemail**.

- Use the associated keyboard shortcut.

Step 2 You can also perform this task from your Cisco Unified IP Phone. Answer the call and then press the **TrnsfVM** softkey on your Cisco Unified IP Phone to transfer the manager's call to the voice-messaging service.
