



USER GUIDE

Cisco Small Business Pro

Cisco Smart CallConnector Operator

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Cisco Smart CallConnector Operator

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Preface

This chapter introduces Cisco Smart CallConnector Operator (CallConnector Operator), describes the purpose of this document, and outlines the required software. The chapter includes the following topics:

- Purpose
- Audience
- Organization
- Related Documentation
- Required Software
- Supported Windows Platforms
- Conventions
- Obtaining Documentation
- Documentation Feedback
- Cisco Product Security Overview
- Obtaining Technical Assistance
- Obtaining Additional Publications and Information

Purpose

This manual is intended for end customers who will be using the CallConnector Operator to handle their business calls.

CallConnector Operator has an extensive set of features and customization options to allow you to adapt its functionality to your needs. This purpose of this guide is to acquaint you with these CallConnector Operator features and help you get the most out of the system by providing step-by-step instructions. The document also provides links to additional product information and the methods and options for accessing support.

Audience

This manual is intended for operators who will be using the CallConnector Operator to manage the incoming business calls and messages and route them to the most appropriate available employee.

The guide will also be useful to those administering and providing support to the CallConnector Operator users.

The user guide assumes that you know the basics of using your computer and are familiar with Windows, using a mouse and selecting items from a dialog box.

Organization

This guide contains ten chapters:

Preface -	This chapter provides an overview of the User Guide and describes how to use the manual.
Overview -	This chapter provides an overview of the CallConnector Operator and describes the user interface and screens.
Installation and Configuration	This chapter describes how to install and setup the CallConnector Operator.
Getting Started -	This chapter describes how to start and operate the CallConnector Operator and its user interface components.
Handling Operator Calls -	This chapter provides instructions for making, answering, transferring operator calls, and the other call handling methods.
Monitoring Queued Calls -	This chapter describes the display of the queued calls and the features available from the queue window.
Using Directories -	This chapter describes how to use the directories to find entries, make calls or send messages and to maintain the organizational contact information.
Taking Actions -	This chapter provides step-by-step instruction for the methods available in the Action bar for the selected contact.
Viewing Telephone Status -	This chapter describes the information displayed in the telephone status window and how to use the available features.
Setting up Preferences -	This chapter describes the preference options available to the operators and how to make changes to them.

Related Documents

For more information about the CallConnector Operator please visit the Cisco System site:

[http://www.cisco.com/go/unifiedCallConnector Operator](http://www.cisco.com/go/unifiedCallConnectorOperator)

Required Telephone Systems

The CallConnector Operator supports the following Cisco Systems IP PBXs and telephones. Please visit the Cisco Systems site for the CallConnector Operator for the latest product compatibility list.

Supported Windows Platforms

The following Windows operating systems and application versions are supported by the CallConnector Operator:

Windows 7, Windows XP, Windows Vista
Microsoft Outlook 2003 and 2007
Microsoft Internet Explorer version 6.0, 7.0 and 8.0

Please visit the Cisco Systems site for the CallConnector Operator for the latest Windows operating sSystem compatibility list.

Conventions

The following conventions are used in this guide:

Convention	Description
boldface	Commands and keywords are in boldface .
<i>italic font</i>	Arguments for which you supply values are in <i>italics</i> .
[]	Elements in square brackets are optional.
{ x y z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	An unquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
screen font	Terminal sessions and information that the system displays are in screen font.
boldface screen font	Information you must enter is in boldface screen font .
<i>italic screen font</i>	Arguments for which you supply values are in <i>italic screen font</i> .
→	This pointer highlights an important line of text in an example.
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Conventions Used

The following conventions are used in this guide:

Most of the operations of the CallConnector Operator can be initiated by using either the mouse or keyboard. The user guide provides the instructions for both these methods. The body of the text describes the operation in more detail.

The names of keys appear in bold capital letters: **ENTER**

Information that you type appears in small, light typeface: CallConnector Operator

Menu commands appear in bold and are abbreviated in the text. For example the **Print** command on the **File** menu is indicated by **File-Print**. The names of buttons in dialog boxes also appear in bold.

Actions you take or procedures for you to follow are indicated by indented and bulleted steps.

Terminology

The following terms are used frequently in the manual to identify different kinds of individuals and objects.

Term	Meaning
Administrator	The person responsible for the administration of the CallConnector system.
Dialog	Popup window from which options are selected.
Directory	A directory is a database that usually contains names and related information.
Database	A database is a file that contains information in a tabular format.
Field	Each column of the database table is called a field.
Group	A collection of users. A group is also displayed as the department in the corporate directory.
Manager	The person responsible for a group of agents.
Operator	Person answering and routing the organization's main number calls.
Presence	Real-time availability status of a user. Presence status can include availability, location , telephone status and away messages.
Record or Entry	Each row of the database table is called an entry or a record.
Server	Named directory containing control and data files.
Sidebar	A secondary window that can display application information. A Sidebar can be open and closed without effecting the contents of the main window.
SIP	Session Initiation Protocol – a standardized set of messages and methods for setting up communication sessions.
Toolbar	A row of icons on a computer screen that activate commands or functions when clicked.
Users	Individuals who are authorized to use the system.
Window	An area of the screen where the application displays information.

Using the Mouse

The following terms are used in the manual when describing mouse-based operations:

Term	Meaning
Point	Move the mouse pointer on screen to the desired item or location.
Select	Click on the item of choice.
Click	Quickly press and release the left mouse button.
Right-Click	Quickly press and release the right mouse button.
Double-Click	Quickly press and release the left mouse button twice in CallConnector session.
Drag & Drop	Click down on item, holding down the button, move the mouse pointer to desired location, and then release the button.

Obtaining Documents

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Cisco Marketplace:

<http://www.cisco.com/go/marketplace/>

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/>

Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to:

bug-doc@cisco.com

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

Emergencies—security-alert@cisco.com

Nonemergencies—psirt@cisco.com

Tip We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x. Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&export=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

<http://www.cisco.com/techsupport>

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Note Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly. To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definition of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:
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CallConnector Operator Overview

This chapter provides an overview of the CallConnector Operator. It describes the key features and the different modes of operations. It also describes the main graphical user interface components of the CallConnector Operator.

This chapter describes the following in more detail:

Key Features -	Describes the key features of the CallConnector Operator.
Deployment Options -	Provides an overview of the features of the CallConnector Operator Personal model.
Standalone Operator -	Provides an overview of the features of the CallConnector Standalone Operator configuration.
Backup Operator -	Provides descriptions of the differences and dependencies for the CallConnector Backup Operator.
Client/Server Operator -	Provides an overview of the additional features available from the CallConnector Client/Server Operator.
Operator User Interface -	Provides an overview of the features available from the main CallConnector Operator windows.
Using Mouse and Keyboard-	Describes the methods of access to the features using the mouse or keyboard shortcuts.
Drag and Drop -	The CallConnector Operator support drag and drop for making and transferring calls. This section provides an overview of the drag and drop features.
Customizing the GUI -	The application GUI is highly customizable. An overview of the customization options is described in this section.

CallConnector Operator Overview

The CallConnector Operator is a Windows application that has been specifically designed for the call, messaging and contact management requirements of the small-to-mid-size business operator positions. It is designed for the Cisco Communication Manager Express (CME) running on both the Integrated Service Routers and the UC5xx family of routers and is tightly integrated with most of the CME/CUE telephony and messaging facilities.

The CallConnector Operator offers these features:

Deployable as single or multiple operator positions for one or more routers/sites. (Note - multiple operator positions are server-based and require the CallConnector Server to be installed on a separate PC.)

Highly customizable graphical user interface optimized for both mouse and keyboard access to operator calls, message management and employee contact information administration.

Powerful Operator Call Handling features to allow the operator to efficiently handle large volumes of calls and accurately direct them to the most appropriate and available person. Busy/Idle status of extensions and availability of all employees can be viewed prior to extending the call. Operator can also click to dial the alternate contacts for an employee and even send the call to an available member of their group.

Graphical call queues display the incoming operator calls and allow for answering the highest priority call or a specific call listed in the queue. Queues also display the calls that are parked by the operator and the calls that have been extended/transferred to allow them to be monitored and pulled-back.

Presence and Telephone Status-integrated Directories that can be searched to locate contacts and provide click-to-dial, drag-n-drop for transfer or conference and messaging options. Operator can view information in multiple directories including the organizational or employee directory, external directory with imported contacts or their Outlook contacts.

Flexible and Powerful Query Option allows the operator to enter any search text when looking for a contact. They can enter the last name or first name, the department of the contact in any order. If the search text matches the contact information in any of the fields, then those contacts are displayed. This very flexible search method allows the operators to locate the desired contact from the partial information provided by the callers.

Maintain Organizational Contacts and keep current all telephone numbers, presence/availability status and even setup the call forwards for the employee phones.

Receive Popup notifications of Incoming Calls display information on the incoming calls to the attendant.

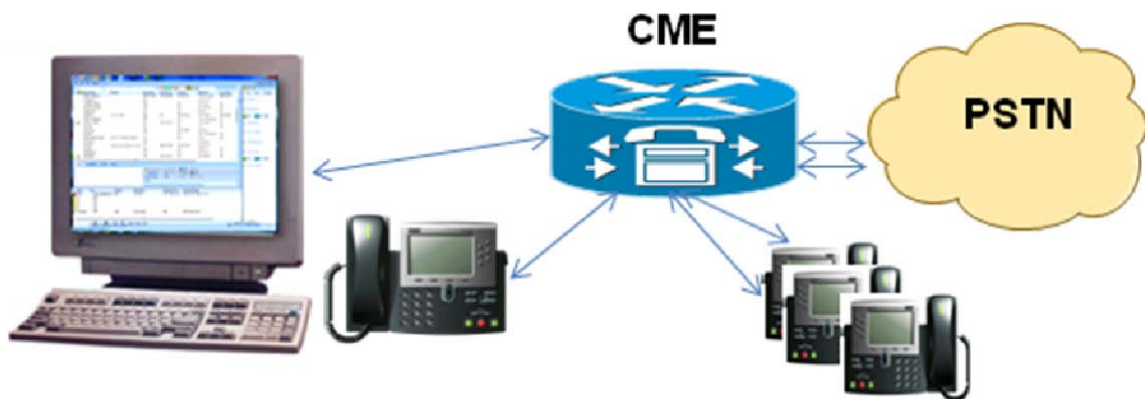
CallConnector Operator Deployment Options

CallConnector Operator is available in three deployable configurations:

- Standalone** This is a single self-contained operator position that connects the Cisco Router for telephone status information and call control.
- Backup** The Backup Operator position is always associated with a Standalone Operator. It connects to the Primary operator to receive the call control and configuration information.
- Server-Based** The Operator Client is installed at the operator position. It connects to the CallConnector Server for configuration and call control information. The server-based configuration is required for multiple operator deployments.

CallConnector Standalone Operator

The CallConnector Operator can be deployed as a single call handling position for a small business as shown below:



CALLCONNECTOR STANDALONE OPERATOR

Here the CallConnector Operator is installed on the operator's PC and it manages the calls that are delivered to the operator's phone.

Note: Each CallConnector Operator requires and connects to its own Cisco IP Phone.

CallConnector Standalone Operator is a separate install on each Windows workstation with an IP Phone connected to Communication Manager Express.

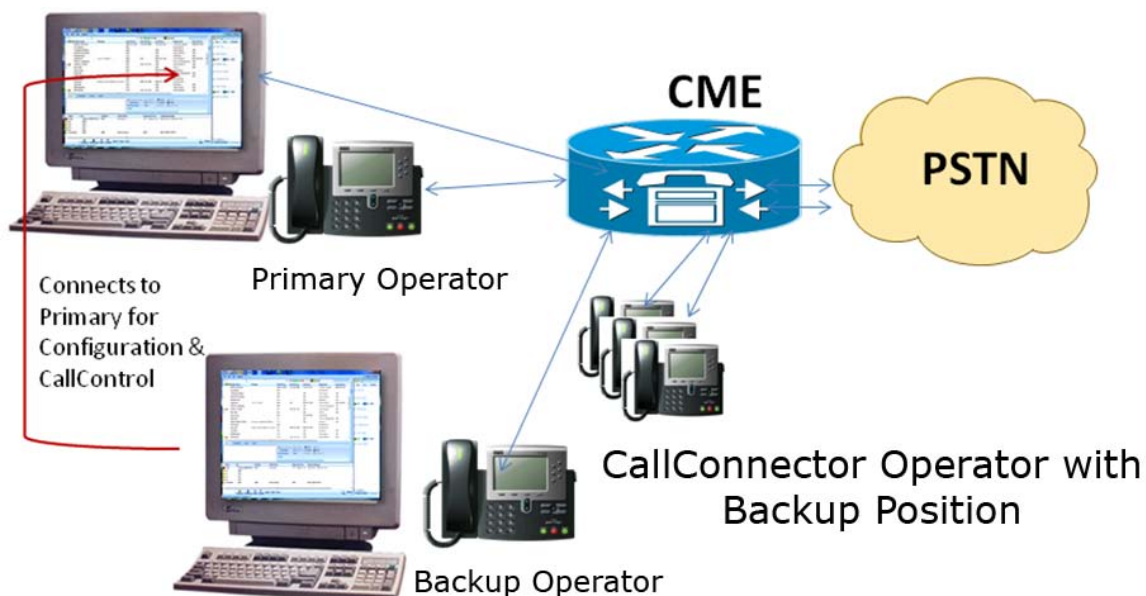
The main features of the Standalone Operator are summarized in the table below:

CallConnector Standalone Operator	Description/Benefit
All CallConnector Software install and run on the Operator's PC	Standalone Operator is self contained and only requires connection to the Cisco router for its telephony features.
Control all operator calls from the PC with context sensitive telephony toolbar	Makes the operator operations more efficient by using the contact information and the PC keyboard for call handling.
Customizable access to features from keyboard, mouse and drag-n-drop	Operator operations can be tailored to individual preferences for using the mouse or keyboard to operate.
Automatic mode for incoming call answer and transfer complete	Minimizes the operator key strokes for busy call handling positions by automatically answering the calls and completing the transfer to ringing phones.
Incoming Call Popup with Directory and Outlook Caller ID Lookup	Provides the name of the caller by looking up in the operator directories to help in proper handling of the call. Operators can quickly switch to CallConnector to process the call.
Quickly locate contacts and auto-dial for new call or transfer	Enter any text separated by spaces to locate a contact, then auto-dial to make or transfer to that number.
Speed dial from menu for frequently dialed numbers	Administrator can configure speed dial numbers for frequently called numbers.
Operator calls organized into multiple call queues with priority and greeting; view waiting and timed-out calls	Provide higher quality of service by answering the highest priority call, provide greeting appropriate for the caller or answer specific calls from the queue
Display of parked calls and the calls that have been extended by the attendant	View all operator parked calls and the un-supervised transferred calls with the ability to pullback if not answered
Ability to route operator calls with busy or unavailable	Enable alternate routing of the incoming calls when taking a break or during unavailable/night conditions
View and find contacts from multiple directories	Provides access to multiple types of organizational contact information including the employees, external contacts and information from the Outlook contacts
Manage organizational contact information and maintain presence and availability status for all employees	Operators can add, modify and delete and keep current the employee and organizational contact information. They can also keep the availability status of employees up to date.
Transfer calls to contact's preferred number or to the programmed alternate numbers	The CallConnector directories support multiple contact numbers including the work, home, mobile and the alternate and preferred number. Calls can be transferred to any of these numbers
Send messages to employees about calls received at the reception	When a party is unavailable or on call, the operator can send them a message directly from CallConnector.

Table 2-1 Features of the CallConnector Standalone Operator

CallConnector Operator Backup

The CallConnector Backup Operator position is a CallConnector Operator client software installed on the backup operator's PC. This CallConnector Backup Operator position requires and connects to the primary operator PC.



The differences between the primary operator and the backup operator are summarized in the table below:

Differences	Description
Requires the CallConnector Standalone Operator PC to be running	The backup operator connects to the primary attendant. That PC has to be up and running for the backup position to work. The primary operator does not need to be running or logged in.
Only one backup operator position is supported with the Standalone Operator	Customers requiring more than two operator positions should deploy the client/server configuration.
Requires hunt groups to be configured to distribute the calls between the operators	Incoming calls have to be routed to the backup attendant, when the primary operator is not available. This can be handled in the Cisco router using hunt groups.
Administrative and configuration utilities are installed only with the Standalone Operator software	All the configuration for the CallConnector Operator solution is performed on the primary operator position using the Configuration Manager application.
Both operators can participate in the call handling	The Cisco router hunt groups can be configured to incoming calls alternately to each operator or send them to the primary operator and route to secondary for overflow and operator unavailable conditions.

Table 2-2 Differences between the CallConnector Standalone and Backup Operators

CallConnector Server-Based Operator

The multiple CallConnector Operator s can also be deployed for larger businesses to share the call handling volumes or be deployed across the branch offices.



SMART CONNECTOR OPERATOR CLIENT/SERVER

The differences between the CallConnector Server-based Operator and Standalone Operator are summarized in the table below:

Differences	Description
Server-based solution requires the CallConnector Server to be installed and running on a server PC	The server solution runs on a dedicated machine to support higher performance and reliability
Support for multiple operator positions	Server solution can support multiple operator positions up to ten per server
Support for multiple routers	One CallConnector Server can connect and support up to five routers
Advanced Operator Windows	User can enable access to additional advanced operator window in the client/server version including the Action Bar, Telephone Status and Log windows
Additional Messaging Options	Additional messaging options are available in the client/server deployment version

Table 2-3 Differences between the CallConnector Standalone and Server-based Operators

CallConnector Operator Application Windows

The CallConnector Operator application is comprised several customizable window panes that present the following information – from the top clockwise:

- **Call Window:** Displays the calls on the operator's phone and provides access to the telephony features.
- **Directory Window:** The directory window displays the telephony status and presence enabled contact information. The operator can quickly locate the requested employees, check their availability and transfer the call using the mouse or keyboard.
- **Queued Calls Display:** Presents the incoming call ringing at the operator and allows to operator to press a 'Next Call' key answer the highest priority, longest waiting call. It can also display the calls that are waiting in park and the calls that have been extended by the operator that are not answered.
- **Action Bar:** The Action bar is below the directory window. The operator can send a message, dial alternate numbers, change the availability or setup the call forwards for an employee.

These windows can be re-positioned, re-sized or closed based on user preferences.

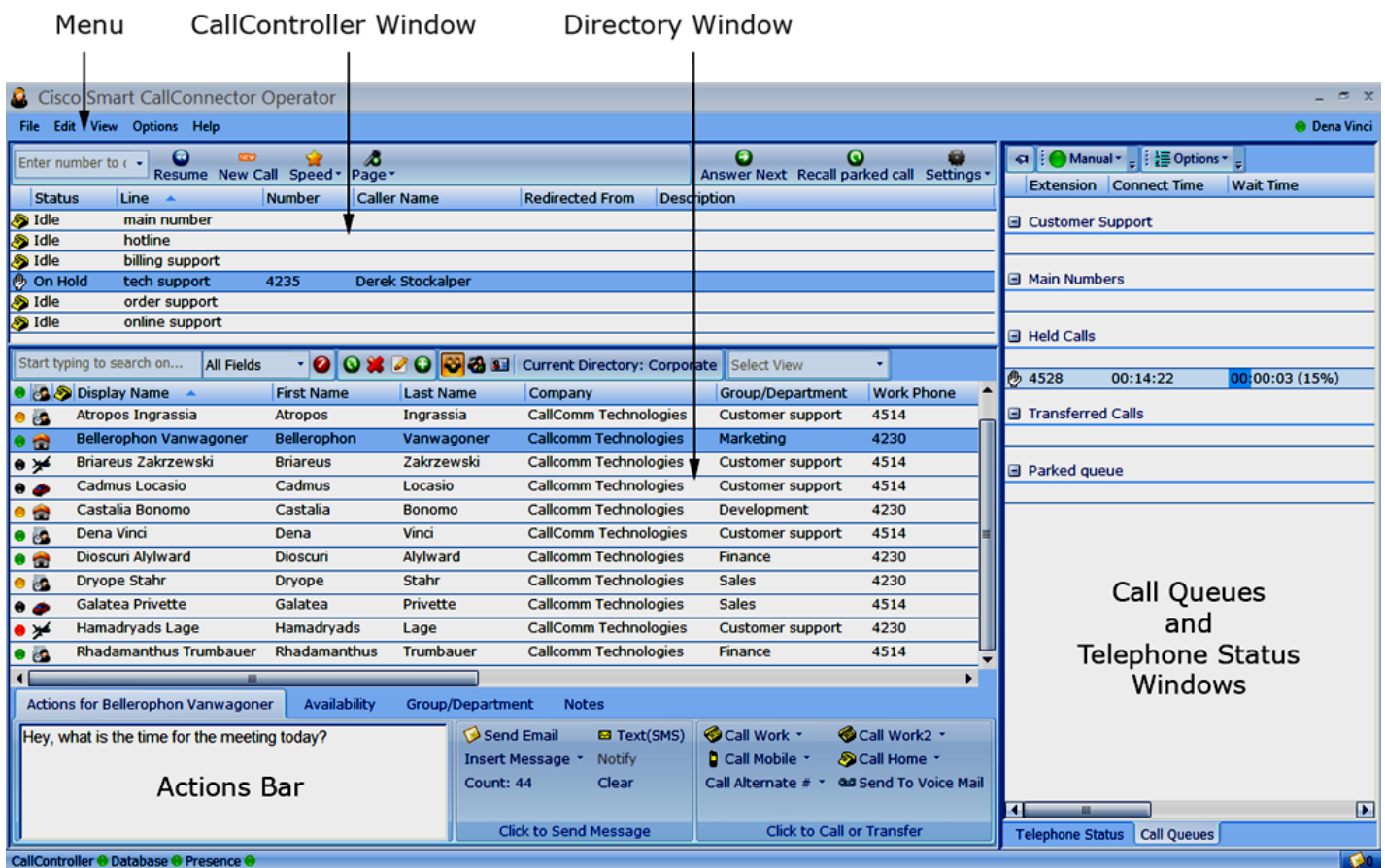


Figure 2-1 CallConnector Operator Windows

Call Control Window

The CallConnector Operator Call Control window displays the operator phone lines and the details of the calls that are on those lines. This window is the focal point for the management of the calls by offering operators a number of ways to efficiently handle large volumes of incoming calls, and quickly and accurately extend them to the right number. The detailed information is provided for each line including line status and extension number, caller's name and number, the name and number of the called party, and a description field.

Access to the telephony features for each call is conveniently provided from a context sensitive toolbar as well as from the right-click menu. The toolbar features can also be accessed from the menu displayed by right-clicking on a line or call.

Operators are able to drag a contact from the Directory into the Call window to make, transfer or conference calls.

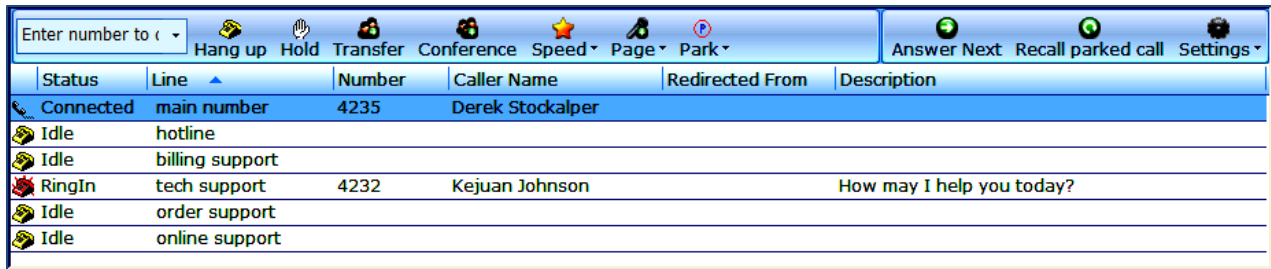


Figure 2-2 CallConnector Call Control Window

The operators can perform the following functions from the Call Control window and the toolbar.

- View Call Information -** Displays the call information for the selected line or call including the call/line state, line number, caller number and name
- Number Field -** The number field allows a telephone number to be entered for dialing.
- Answering Calls -** Calls can be answered using the Answer Next button for the highest priority call or by selecting the incoming call and clicking on the Answer button.
- Transferring Calls -** A connected call can be transferred to a manually dialed number, to a speed number from the toolbar. Operators are able to supervise the transfer by selecting transfer complete button.
- Making Calls -** Operators can make calls by dialing a number, using speed dial, or re-dialing a previously called number.
- Hanging-up Calls -** Calls can be disconnected by clicking on the Hang-up button.
- Putting Calls On Hold -** A connected call can be placed on hold by pressing the Hold button, or by going to another call. Operators can

use the Resume button or the Next key to re-connect with the call.

Parking Calls -

Call Park allows a call to be placed on extension number to allow it to be picked up from another phone. Operators can park a call to a specific number from the configured list in the Park menu.

Making Page Announcement - The Page button displays a list of the configured page numbers allows calls to be transferred to page or to make page announcements.

Conferencing Calls -

Operators can join multiple parties on a call.

Forwarding Calls -

Operators can forward their lines to a number of their choice.

Call Queue Overview

The CallConnector Operator Call Queue window displays the call queues that have been configured for the operators. There are two basic types of CallConnector call queues – Incoming Call Queues and Monitored Call Queues. The Incoming Call Queues displays the new, incoming calls that are ringing at the attendant's phone. The Monitored Call Queues are calls that have been processed by the operator and are waiting for some external event. These are calls that the operator has put on hold, or park or has transferred.

From the Call Queue window, the operator can:

- View the incoming calls waiting to be answered
- Answer the longest waiting highest priority call or a specific waiting call.
- View the calls that have been placed on hold or transferred to park slots or other numbers.
- Recall the longest waiting, timed out call or bring back a specific call.
- View the calls that have been timed out.

Extension	Connect Time	Wait Time	Number	Name	State	Department	Redirect Name	Redirect Number	Start Time
Customer Support									
4516		00:00:07 (35%)	4235	Derek Stockalper	Ringing				12/16/2009 20:42:53 PM
Main Numbers									
Held Calls									
4514	00:06:34	00:06:07 (100%)	4232	Kejuan Johnson	On Hold				12/16/2009 20:36:44 PM
Transferred Calls									
Parked queue									
4354	00:06:52	00:06:52 (100%)	4231	Chris Devine	Connected		Hok Shi Won	4514	12/16/2009 20:36:8 PM

Figure 2-3 CallConnector Queue Window

The Call Queue window supports the following features:

Multiple Queues	The system administrator can configure multiple incoming call queues for the CallConnector operators. These are in addition to the pre-defined Held, Parked and Transferred call queues.
Customized Queue Properties	For each queue, the administrator can specify the priority level, timeout values, greeting text and the busy/unavailable routing.
Customizable View	Operators can customize the information fields to hide or display and change the position and size of the fields in the Call Queues window.
Progress Bar Display	A progress bar displays the duration of the calls in the queues. Icons change to indicate timed-out condition.
Next Call	The longest waiting highest priority call can be answered from the incoming call queues by a single button or key press.
Answer Specific Call	The operator can answer a specific call from the list of calls in the call queues.
Recall Parked, Transferred Calls	The recall feature pickups and connects to the highest priority longest waiting timed-out call from the Parked and Transferred queues.
Busy and Unavailable Routing	The operator queue directory numbers are logged in or forwarded based on the attendant's availability status.
Drag and Drop	Allows the operator to drag and drop calls to answer or transfer.

Directory Overview

The CallConnector Operator Directory displays a list of names and their detailed contact information from multiple directory databases and provides integrated communication services utilizing that data. It allows operators to maintain extensive information on the organizational contacts and lets them quickly locate entries and directly use this information for their call handling and messaging needs.

The Directory supports the following functions:

Multiple Directories	The CallConnector Operator provides access to contact information from three directories – organizational, external and Outlook.
Multiple Customizable Views	Operators can customize the how the directory information is presented by select the information fields to view and the display style – tabular or hierarchical.
Character-by-Character Search	Operators can quickly locate a contact by entering in the first few letters of the name.
Multiple Field Query	Drill down for information by entering queries over multiple fields.
Quick Sort	Change the order in which the contacts are listed in the view.
Multiple Phone Numbers	Supports multiple phone numbers per entry.
Store Notes	Lets you store extensive notes for each contact.
Drag & Drop	Allows you to drag entries to make a call, speed dial shortcuts or add to a conference.
View Presence Status	View the availability, location and telephone status of the organizational contacts in real-time.
Select Directory	Open a different directory databases by switching to its displayed information.
Manage Contacts	Add, modify, or delete the organizational contact information.
Integrated Calling	Dial numbers, transfer calls, and set up conferences from the directory.
Send Messages	Send quick messages via email and text messages.

Directory Window

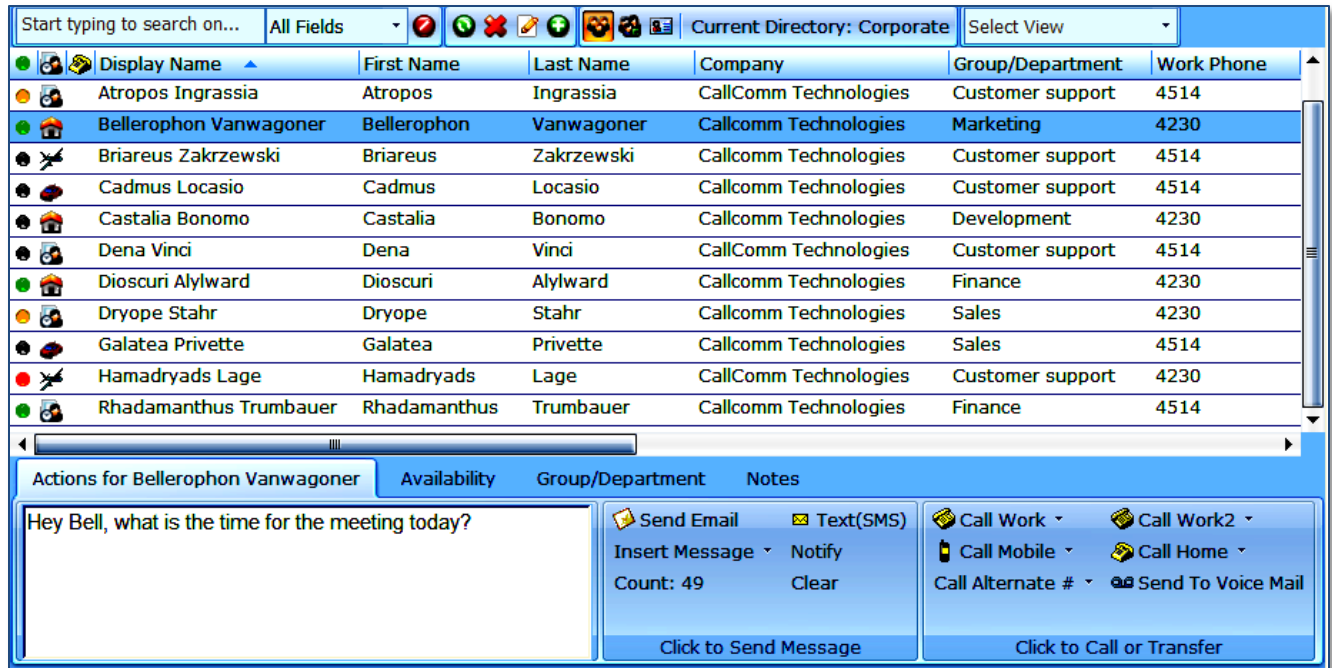


Figure 2-4 CallConnector Operator Directory Window

The Directory window consists of the following regions and buttons:

- Directory Toolbar:** Provides access to features associated with the directory application.
- Information Window:** The contact information is viewed in this window. The information may be viewed in a summary listing or organized hierarchically.
- Action Bar:** Provides quick access to communication services for the selected contact and ability to update the contacts presence and notes. The Action bar has tabbed sections.

Directory Toolbar

The directory toolbar is located at the top of the directory window. Using the toolbar the operators can:

- Locate an entry as you type in the first few letters.
- Query the contact list to retrieve a list that matches the entered search text for a specified field.
- Navigate to a specific entry; refresh the directory views.
- Add, modify, or delete entries in the directory.
- Open a different directory.
- Save or load a customized directory view.



Figure 2-5 Directory Toolbar

Action Bar

The CallConnector Operator Action Bar consists of four tabs:

- Actions
- Availability
- Group/Department
- Notes

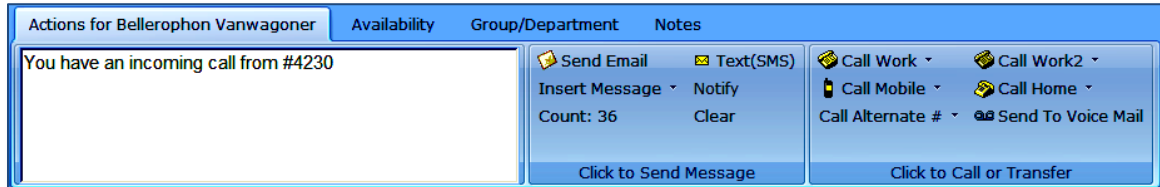


Figure 2-6 CallConnector Action Bar

The Action Bar provides access to the communication services that are available for the selected contact in the directory. These communication services include the following:

- Ability to make, transfer or conference calls to the multiple contact numbers configured for the selected contact in the directory.
- View the selected contact's work associates including their manager, assistant and backup person as well as all the members of their department/group.
- Availability to make/send calls to the contact's associates.
- Availability to make/send calls or IM to an available member of their department/group.
- Send a brief message to the selected contact using one of the several message transport options including Email and SMS messages.
- Allows the operator to change the contact's call forward settings.
- Allows the operator to change the contact's presence settings – availability, location and away message.

Not all directory windows support all tabs:

- The Corporate directory includes all four tabs
- The External directory consists of Actions and Notes tabs
- The Outlook directory supports only Actions tab

Telephone Status Overview

The real-time status information on the state of an extension is provided by the router. This state can be idle, ringing, or connected/held. The CallConnector Operator Telephone Status window provides this information in an easy-to-use graphical interface.

Extension	Connect Time	Wait Time	Number	Name	State	Department	Redirect Name	Redirect Number	Start Time
6001	00:27:51		4015	4015	Connected		Huan Dao	4678	12/17/2009 19:6:31 PM
4117		00:27:20	4213	Roberta Vinci	Ringing				12/17/2009 19:7:2 PM
4422			4707	hunt7	Ring Back				12/17/2009 19:8:2 PM
4707		00:26:20	4422	kobeson81	Ringing				12/17/2009 19:8:2 PM
4121	00:25:60		1268	Huan Dao	Connected				12/17/2009 19:8:24 PM
1268	00:25:60		4121	Unknown	Connected				12/17/2009 19:8:24 PM
4281			4394	Duc Hoang	Ring Back				12/17/2009 19:8:23 PM
4394		00:25:59	4281	50 Cent	Ringing				12/17/2009 19:8:23 PM
4305			4225	Rex Grossman	Ring Back				12/17/2009 19:8:24 PM
4225		00:25:58	4305	Prince Alwaleed Bin Tabal	Ringing				12/17/2009 19:8:24 PM
4231			4139	139	Ring Back				12/17/2009 19:8:24 PM
4139		00:25:58	4231	Chris Devine	Ringing				12/17/2009 19:8:24 PM
4426			4260	C.J.Morgan	Ring Back				12/17/2009 19:8:28 PM
4260		00:25:54	4426	Mimitwin	Ringing				12/17/2009 19:8:28 PM
4221			1264	Kay Dang	Ring Back				12/17/2009 19:8:30 PM
1264		00:25:52	4221	Brett Favre	Ringing				12/17/2009 19:8:30 PM
4226			4261	1 password calcomm	Ring Back				12/17/2009 19:8:30 PM
4261		00:25:52	4226	Alex Harris	Ringing				12/17/2009 19:8:30 PM
4406		00:25:52	4233	Calvin Chitwood	Ringing				12/17/2009 19:8:30 PM
4308			4267	Jason Hill	Ring Back				12/17/2009 19:8:31 PM
4267		00:25:51	4308	Helen Walton	Ringing				12/17/2009 19:8:31 PM
4220		00:25:51	4299	Johnny Depp	Ringing				12/17/2009 19:8:31 PM
4299			4220	Carson Palmer	Ring Back				12/17/2009 19:8:31 PM
6001	00:24:10		4015	4015	Connected		Huan Dao	4678	12/17/2009 19:10:12 PM
6001	00:20:14		4015	4015	Connected		Huan Dao	4678	12/17/2009 19:14:9 PM
6001	00:16:30		4015	4015	Connected		Huan Dao	4678	12/17/2009 19:17:52 PM
4225		00:06:55	4305	Prince Alwaleed Bin Tabal	Ringing				12/17/2009 19:27:27 PM
4678		00:06:55	4015	4015	Ringing				12/17/2009 19:27:27 PM
6001	00:04:35		4015	4015	Connected		Huan Dao	4678	12/17/2009 19:29:48 PM
4391	00:01:20		4108	4108intercom#142	Connected				12/17/2009 19:33:3 PM

Figure 2-7 CallConnector Telephone Status Window

The monitored extensions are line appearance buttons on the telephone. These line appearances can be configured as incoming or outgoing directory numbers for receiving or placing calls from the Call Control window.

Alternatively they may be configured to reflect the status of an extension number on another telephone. With this configuration, the operator and other operators always has visibility on the busy/idle state of these extensions.

The Telephone Status window allows you to:

- View the status of a line or an extension.
- Pick up a ringing line or extension.
- Clear telephone status.

Using Mouse and Keyboard

The CallConnector Operator application provides access to its functions using either mouse clicks or the customizable shortcut keys.

By default the keyboard is partitioned in to two sections:

Alphanumeric keyboard: By default the alpha keys immediately start the search for the directory contacts.

Numeric keyboard: By default, the numeric key shortcuts are available for call control functions such as answering, dialing or transferring calls.

This partitioning allows the operator to manipulate the calls from the numeric keypad while using the alpha key to search and locate contacts. This figure below displays the use of keys for dialing:

Status	Line	Number	Caller Name	Redirected From	Description
Connected	main number	4235	Derek Stockalper		
Idle	hotline				
Idle	billing support				
RingIn	tech support	4232	Kejuan Johnson		How may I help you today?
Idle	order support				
Idle	online support				

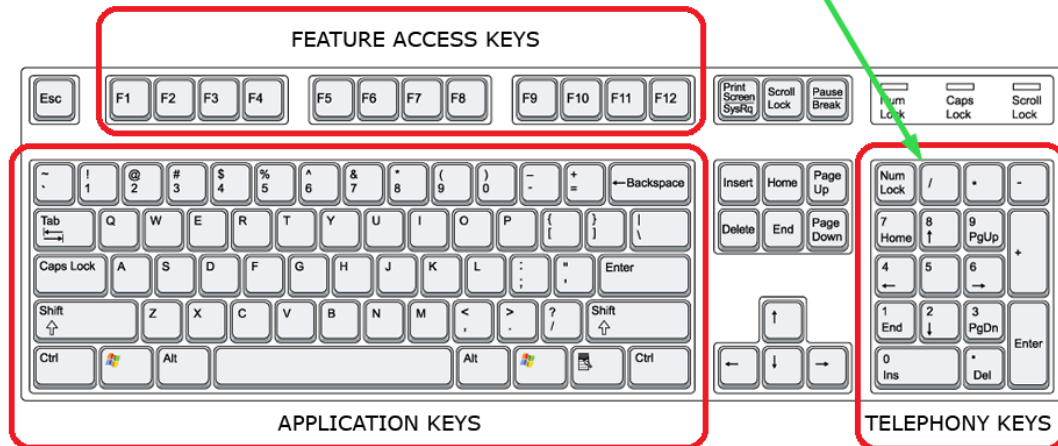


Figure 2-8 Keyboard Partitioning for the CallConnector Operator

Shortcut Keys

The CallConnector Operator features can be accessed from shortcut keys. These key assignments are customizable and can be changed from the Preference->Keyboard->Shortcuts.

Drag and Drop

The CallConnector Operator supports drag and drop feature to allow information to be dragged from one window and acted on in another. Operators can use drag and drop to make, transfer, conference or pickup calls. The direction of the dragging actions and the state of the line to which the call is dragged affects the resulting operation. The table below summarizes these operations:

Drag Source	Destination/Call State	Action
Drag a contact from Directory	Drop in Call Control Window on idle line	An outgoing call is made to the selected contact
Drag a contact from Directory	Drop in Call Control Window on a connected call	A conference operation is initiated and a call is made to the selected contact's preferred number
Drag a contact with a ringing call from Directory	Drop in Call Control Window on a idle line (no action if call is connected)	A pickup operation is initiated and the ringing call on the contact's number is connected to the attendant
Drag an call from the Call Control window	Drop the call on a contact in the directory	The connected call is transferred to the selected contacts preferred number
Drag a call from the Park or Transferred call queues	Drop in the Call Control window on an idle line	A pickup operation is initiated and the ringing call in that queue is connected to the attendant
Highlight and drag a number in another application	Drop in the Call Control window on an idle line	An outgoing call is made to the dragged number
Highlight and drag a number in another application	Drop in the Call Control window on a connected line	The connected call is transferred to the dragged number

Table 2-4 Drag and Drop between the CallConnector Windows

Customizing the GUI

The CallConnector Operator graphical user interface and the shortcut keys can be customized at each operator position from the Options Preference window. The Appearance section provides a number of options that allows you to customize the look and feel of the Operators window. You can:

- Change the display font face and size.
- Show or hide a window.
- Lock the windows. While being locked, the windows cannot be resized.
- Change the location of a window.
- Auto-hide a window.
- Enable personal mode.
- Change the theme of the CallConnector Operator window.

The operator can also select the options to:

“Show Basic Operator Windows”: This option displays only the directory and call control windows.

“Show Advanced Operator Windows”: This option displays all the operator application windows including the directory, call control and queue windows.

Keyboard

The CallConnector Operator allows the operators to define how they want to use the keyboard to interact with the application. It employs a series of keyboard shortcuts in order for operators to handle calls faster without having to use other input devices such as mouse.

The shortcuts are also setup from the Options->Preference->Keyboard window shown below.

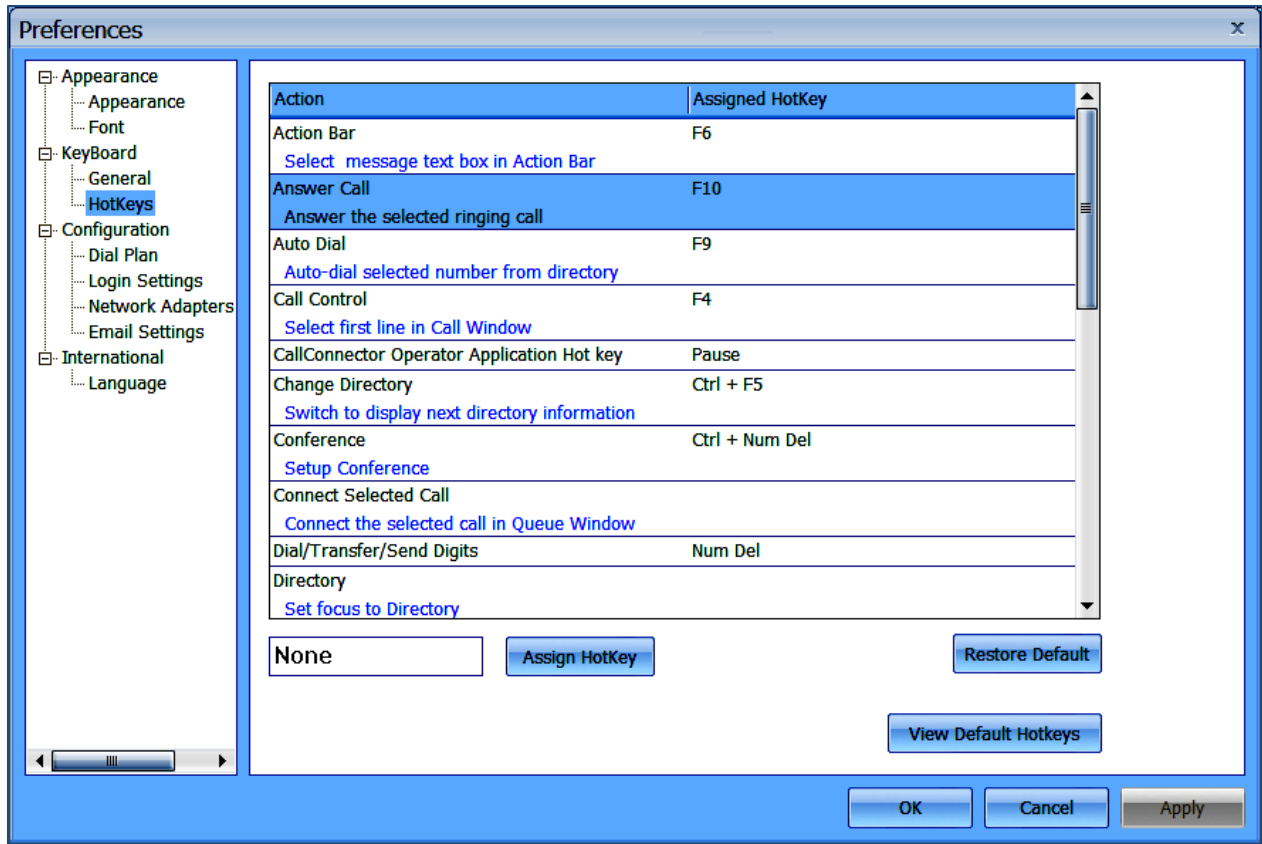


Figure 2-9 CallConnector Operator Shortcut Preferences Window

Installation and Configuration

This chapter describes the steps for downloading, installing and configuring the CallConnector Operator Standalone and Client. The following topics are discussed:

Installation Overview -	Provides an overview of the CallConnector Operator client and standalone installation process.
Pre-requisites for Installation -	Describes the information you need to have on hand during the installation of the CallConnector Operator client and standalone.
Configurations on Router -	Describes the features and services that need to be setup on the Cisco Router for the CallConnector Operator.
Minimum System Requirements -	Describes the minimum hardware and software required to run the CallConnector Operator.
Download Site -	Site from which the CallConnector Operator software can be downloaded.
Installing CallConnector Operator -	Describes the steps and options for installing CallConnector Operator.
Configuring CallConnector Server -	This section provides the steps for configuring CallConnector Operator in Standalone mode. It refers installers to the Administrator's Guide.
Performing an Upgrading -	Describes the steps for upgrading an existing CallConnector Operator with a new install program.
Removing CallConnector Operator -	This section describes the steps for removing and un-installing the CallConnector Operator program and all its components.
Troubleshooting -	Describes the steps for resolving installation and configuration issues.

CallConnector Operator Installation Overview

The CallConnector Operator can be deployed in two modes:

Standalone: In this configuration, all the software for controlling the phone and accessing the contact data are installed and run on the attendant's personal computer. There is no dependency on external software components. There is an installation program (CallConnector Operator – Standalone) for this mode that checks the system configuration, copies the software to the hard disk, and provides the tools to make the required configuration settings.

Server-based: In the server-client mode, the controlling software is installed and run on a server computer to be accessed by the CallConnector Operator application. Each CallConnector Operator is installed on a separate computer and obtains the configuration data and contact information from the server. There is an installation program (CallConnector Operator client) to install the CallConnector client on the operators' PC. The instruction for installing the CallConnector Server is available from the Server Administrator's Guide. This chapter will discuss only the installation process for the CallConnector Operator Standalone and CallConnector Operator Client programs.

The installation of the CallConnector Operator client or standalone mode involves the following steps:

- Collecting the information required for installing and configuring the CallConnector Operator. This includes obtaining the access rights to the download site for the installation program as well as the information that required during the installation process. See the Pre-requisites for Installation section below for these parameters.
- Configuring the Cisco Router for the features required by the operator – including the operator's phone, the routing of calls to the operator phone and also setting up the Telnet access to allow the configuration program to setup the attendant. See the Router Configuration Required for the CallConnector Operator section below.
- Acquiring the CallConnector Operator installation program. This can be downloaded from the Cisco Software Download Site or obtained from your Cisco channel partner.
- Running the CallConnector Operator client or standalone installation on your personal computer, and entering the configuration information requested by the installation and configuration wizards.
- Registering the CallConnector Operator license by entering the PAK-ID or Serial Number during the activation process.
- Setting up the CallConnector Operator configuration parameters.
- Verifying that you are able to receive and make calls from CallConnector Operator user interfaces and able to access your contact data.

Pre-Requisites for Installation

As a part of the CallConnector Operator installation, you need to have certain PC network connectivity and configuration information. These include:

Admin or Power User Account on Installation PC: The installation program and the CallConnector Operator require access to Windows registry and installation of services. These changes can only be performed with an account with administrator or power user rights to the personal computer.

Internet Access to the Software Download Site: The installation files can be downloaded from the Cisco software download site. You will need an account to login to the site.

IP Connectivity to the Operator's Cisco Router: The CallConnector Operator or Server PC needs to connect to the Cisco router providing the telephone service. You will need the router IP address.

Executive-Level Telnet Account: After the installation, the CallConnector configuration program connects to the Cisco router to download the router phone configuration information and if necessary make changes. It uses the Telnet and HTTP access to the Router.

Configuration of Required Operator Features on the Cisco Router: The Cisco Router need to have certain features/services configured to provide an effective operator service. See section below on Router Configuration for the CallConnector Operator.

PAK ID: This is a number sent with the purchase of the CallConnector Operator. It is used together with information from your personal computer to register and activate the license from the Cisco Software License site.

Internet Access the CallConnector License Server: The CallConnector Operator application requires the license to be registered.

Additional Requirements for Server-Based Mode Installation

IP connectivity to the CallConnector Server in the network configurations that you will be using the CallConnector Operator. You should be able to access the CallConnector Server from your personal computer.

Server PC IP-Address: You will need to get the IP address of the CallConnector Operator Server from your system administrator or service provider.

Login User Name and Password: Your operator login name and password are required to log in to the CallConnector Server. The password is case sensitive.

CallConnector Operator Standalone Installation Parameters

The following information is required during the installation of the CallConnector Operator:

Item	Description	Source
Access to Download Site or Installation Software	Download or otherwise obtain the CallConnector Operator installation program	Service Provider or Sys-Admin
Internet Access to CallConnector License Server	CallConnector Operator needs to be registered and activated using the PAK-ID or Serial Number. The activation requires Internet access to the CallConnector License server. You can get started with an evaluation version if you do not have a license.	Service Provider or Sys-Admin
PAK ID	The Product Authorization Key (PAK-ID) is a number sent with your purchase to allow you to register the software.	Service Provider or Sys-Admin
User Name*	User name configured for your IP-Phone	Service Provider or Sys-Admin
User Password*	Password configured for the user on that IP-Phone.	Service Provider or Sys-Admin
IP Address of Cisco Router	IP Address of the Cisco Router to allow the CallConnector Operator to connect to the router	Service Provider or Sys-Admin
Area Code	The telephone area code of the location in which the router is located	Service Provider or Sys-Admin
Dial Out Pre-Fix	The digit required to be pre-fixed to allow an external number to be dialed	Service Provider or Sys-Admin
Length of the Extensions	The length of the internal extension numbers	Service Provider or Sys-Admin
Email Profile Name	Profile to be used by the CallConnector Operator to login to the email server	Sys-Admin
Email Password	Password used to log into your email service	Sys-Admin

*Required for Standalone mode only

Table 3-1 CallConnector Operator Standalone Installation Parameters

Additional Information for the Server-Based Mode:

Item	Description	Source
Cisco CallConnector Operator Server IP Address	IP Address of the server computer running the CallConnector Operator server software	Sys-Admin
Login Name	Your CallConnector Operator user login name as configured in the CallConnector Server.	Sys-Admin
Login Password	Password used to log into the CallConnector server.	Sys-Admin

Table 3-2 Additional Installation Parameters For Server-Based Mode

Windows Access Rights:

To install and run the CallConnector Operator, you need to have local admin or power user rights to the personal computer. This is to allow various system files to be loaded and Windows registry entries to be written.

If you are not logged in to the PC with the required access rights, the installation and running of the application may fail or not run through completion.

Router Configuration for CallConnector Operator

The CallConnector Operator installation requires certain configuration on the CME Router. These include:

Configure the Operator's IP Phone(s): The CallConnector Operator application allows the operators to control the calls on their IP phone from the PC. This requires the phone to be configured with directory numbers and features suitable for the operator call handling functions.

Call Routing to the Operator Phones: There can be several categories of calls received by the operators each requiring a distinct call treatment. Examples of such call categories might include the Main Number calls, Customer Support calls, Sales calls or Internal calls. The routing of these calls to the operator phones needs to be configured in the Cisco Router. Generally these calls will be directed to different numbers in the attendant's phone.

Multiple Operators Deployments: If the organization has multiple operators, the calls need to be distributed to the operators. The recommended method is to use a hunt group for each operator call queue. See below for more details.

Busy and Night Service Routing: When the operators are not available during the work day the incoming calls need to be routed either to an alternate number or to voice mail. For off-hour call routing, the Cisco router night service routing can be enabled.

Park and Page Numbers: Park slots or directory numbers need to be configured on the router to allow the operators to park the calls and make overhead announcements.

Configuration of the Operator's Phone

The attendant's IP phone is required to be a multi-line Cisco IP Phone with sufficient capacity to handle the operator calls. The considerations for configuring the attendant's phone include:

Number of Call Queues:

An operator can be configured with multiple call queues. Each call queue is comprised of one or more directory numbers on the operator phone. The number of directory numbers required depends on the maximum number of calls that are expected concurrently at that attendant's phone and the number of channels for directory numbers. We recommend that the attendant's directory numbers be configured to have eight channels i.e. are octal-line DNs.

As an example, let us configure an operator with three incoming call queues – Main Number, Sales and Support. The Main Number queue could have up to six call waiting, which the sales and support generally do not exceed for concurrent calls.

Number and type of Directory Numbers or DNs:

For the three queues above, we can use four octal-line DNs to receive all the operator calls. Two DNs, with a total of sixteen channels, for the Main Number queue. One DN each with eight channels for Sales and Support calls.

In addition, the operator phone should have a personal DN for receiving and making their own calls.

Multiple Operator Positions

When there are more than one operator positions, then for each call queue, a hunt group should be configured in the router. The hunt group is required to have the DN's for that call queue on each of the operator phones in the hunt group number list.

So in the example above, a hunt group for the Main Number queue would need to have the two DN's from each of the operator phone in the hunt list.

For more detailed discussion, please see the CallConnector Server Administrator Guide.

Softkey features for the operators' phone

The CallConnector Operator utilizes several softkey features that need to be configured and enabled in the attendant's phone. These features need to be enabled in the default ephone-DN templates. The required softkeys include:

- Standard softkey options for the basic telephony features – hold, transfer, conference, pickup etc.
- Transfer-to-Voicemail. This softkey should be enabled for the connected state to the called to be transferred to the requested contact's voicemail.
- HLog → Hunt group login/logout for the configurations with hunt groups.
- Record. To allow emergency or problem calls to be recorded and saved to voicemail.

Busy and Night Service Routing

The routing for the incoming calls when the operator is busy or unavailable/off hours needs to be configured. The configuration options are different for deployments using hunt groups versus where calls terminate directly at the attendant's phone.

When the operators make themselves available, busy or unavailable, the CallConnector software will log out of the operator hunt groups and set call forwards for the non-hunt-group (local) queues.



Notes

This automatic setting can be disabled from the Call Queue toolbar.

When the hunt groups are used to distribute the calls to the operators, the busy and unavailable numbers have to be configured for the hunt group.

For other call queues, the busy and unavailable forward numbers can be configured when the queues are setup.

The Cisco Router night service feature should be setup to route calls during off-hours.

Park Numbers

The Call Park feature requires the park numbers (DN) to be configured. These 'park slots' need to be configured on the router. During the operator configuration, all or some these park numbers can be allocated for operator use.

Page Numbers

If overhead/zone paging is in use, these directory numbers need to be configured in the router and selected as page numbers during the Operator setup.

Minimum System Requirements

Your system must meet the minimum system requirements described in this section. We recommend that your system exceeds the minimum when possible to ensure better performance.

Hardware

CallConnector Operator requires the following minimum PC hardware configuration:

- 250 MB free hard drive space for Operator installation
- Reserve additional 150 MB for upgrades
- 3.2-GHz or faster Dual-Core Pentium 4 or compatible processor for workstation
- 2-GB RAM minimum

System Software

CallConnector Operator also requires the following PC software:

- Microsoft Windows XP Professional (Service Pack 2 or later), Microsoft Windows Vista, or Microsoft Windows 7.
- Microsoft Windows 2003 Server for the server applications
- Installed and correctly configured Local Area Network with access to the Internet.

LAN Access

The Local Area Network between the CallConnector PCs (client and/or server) and the Cisco Router and Phones is required to be a non-NATed network.

Download Site

The CallConnector Operator software can be downloaded and installed from the Web. Go to the link below, select the CallConnector Operator, and download the installation files.

<http://www.cisco.com/cgi-bin/tablebuild.pl/CallConnector-ms>

A valid CCO User ID and Support Contract are required to access the software download center. If you don't have access, please contact your Cisco reseller.

Alternative licensing option can also be used.

Installing the CallConnector Operator

During the installation process, the Cisco CallConnector Operator install program will check your system's components and determines what files need to be upgraded. It will copy program files to an installation folder of your choice. The installation needs to be run on each personal computer on which the CallConnector Operator services is to be accessed.

Step 1: Download the Installation Program

Log in to the Cisco Software Download site for the CallConnector Operator and download the latest CallConnector Operator client installation program. You can also obtain this from your Cisco Reseller.

Step 2: Run the CallConnector Installation

Launching the Installer:

Launch the CallConnector Operator install program by double-clicking on it. Once the install program is loaded, it will first ask you for your preferred language.

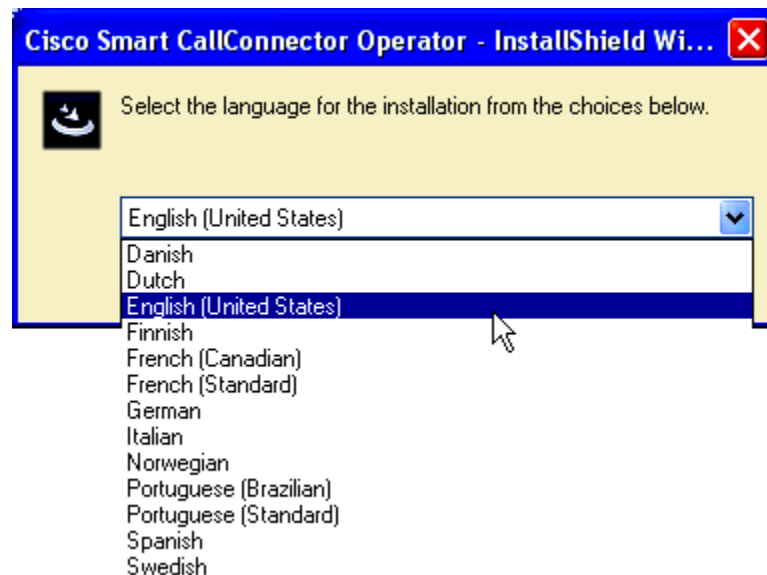


Figure 3-1 Select installation language

Select the installation language you want to use. Available languages are:

- Danish
- Dutch
- English (United States)
- Finnish
- French (Canada)
- French (Standard)
- German
- Italian
- Norwegian
- Portuguese (Brazilian)

- Portuguese (Standard)
- Spanish
- Swedish

Click on the **Next** button to continue. The install program will show you the Welcome screen:

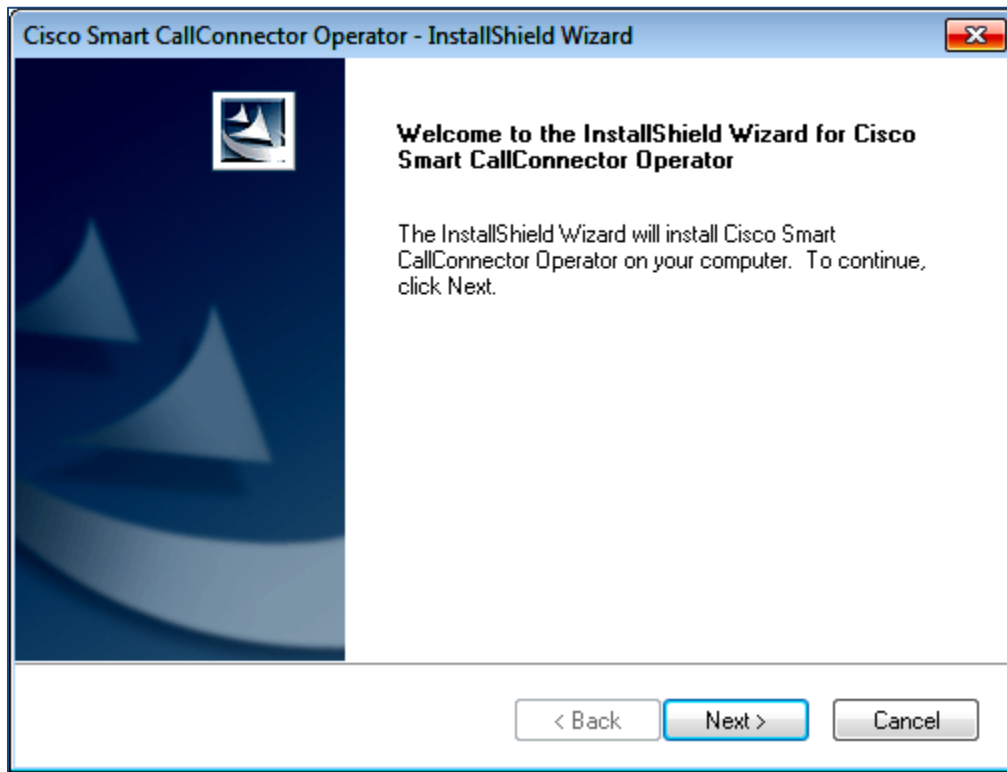


Figure 3-2 Welcome Screen

To terminate the installation at any time, click on the **Cancel** button. The installation program will reverse the installation process, and delete any data that has been copied to your local machine.

Checking for required components:

If you are using Microsoft Windows XP, the installer will check to see if the Microsoft Windows Installer 4.5 (x86) component already exists in your computer. If not, it will ask you to install this component:

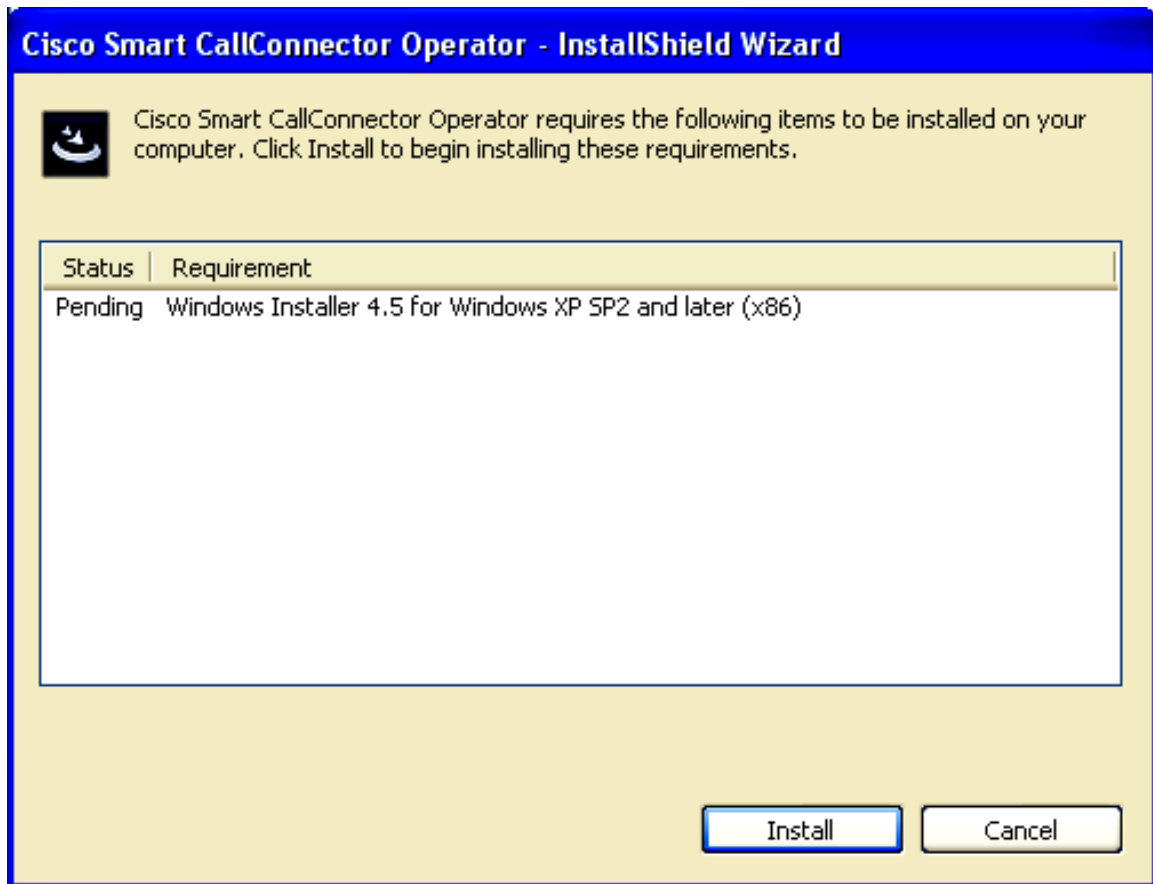


Figure 3-3 Required Software Component for Windows XP

If you are installing the CallConnector Operator Standalone, Microsoft .NET Framework 2.0 is required:

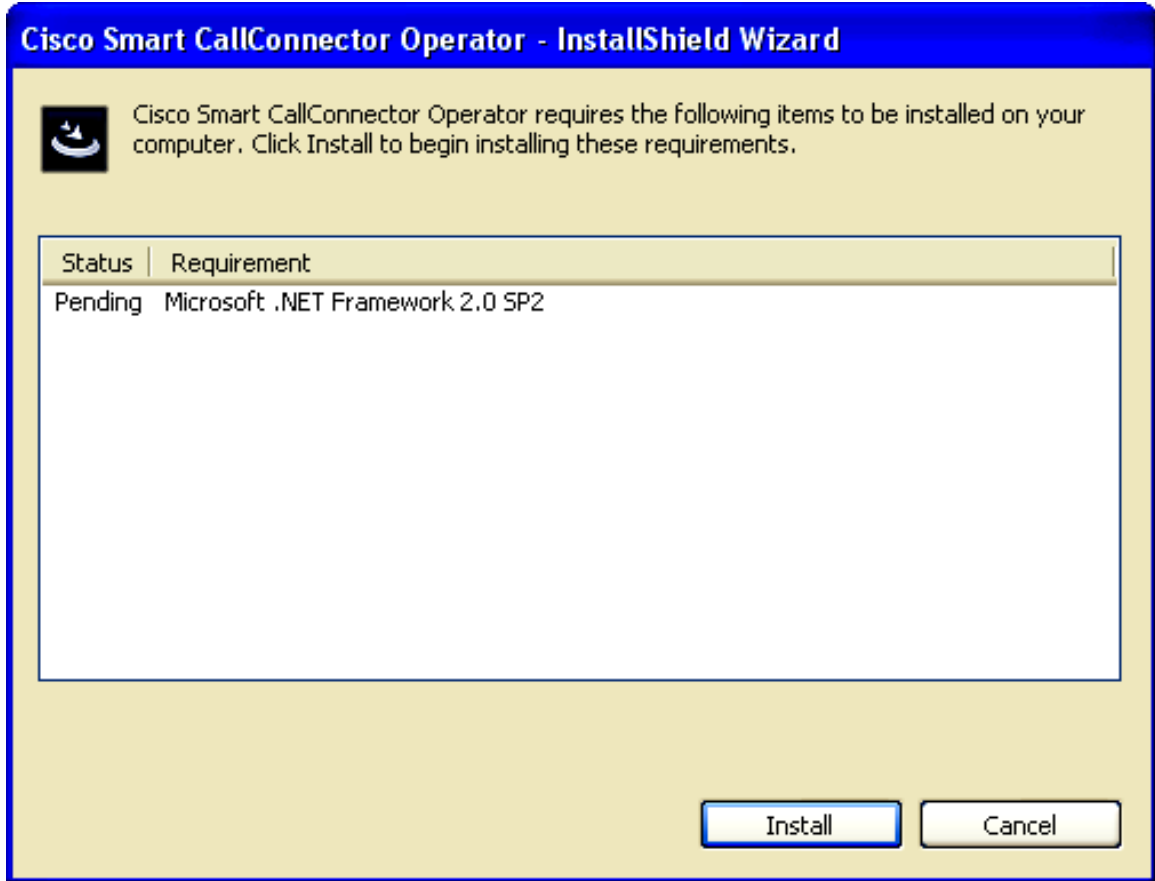


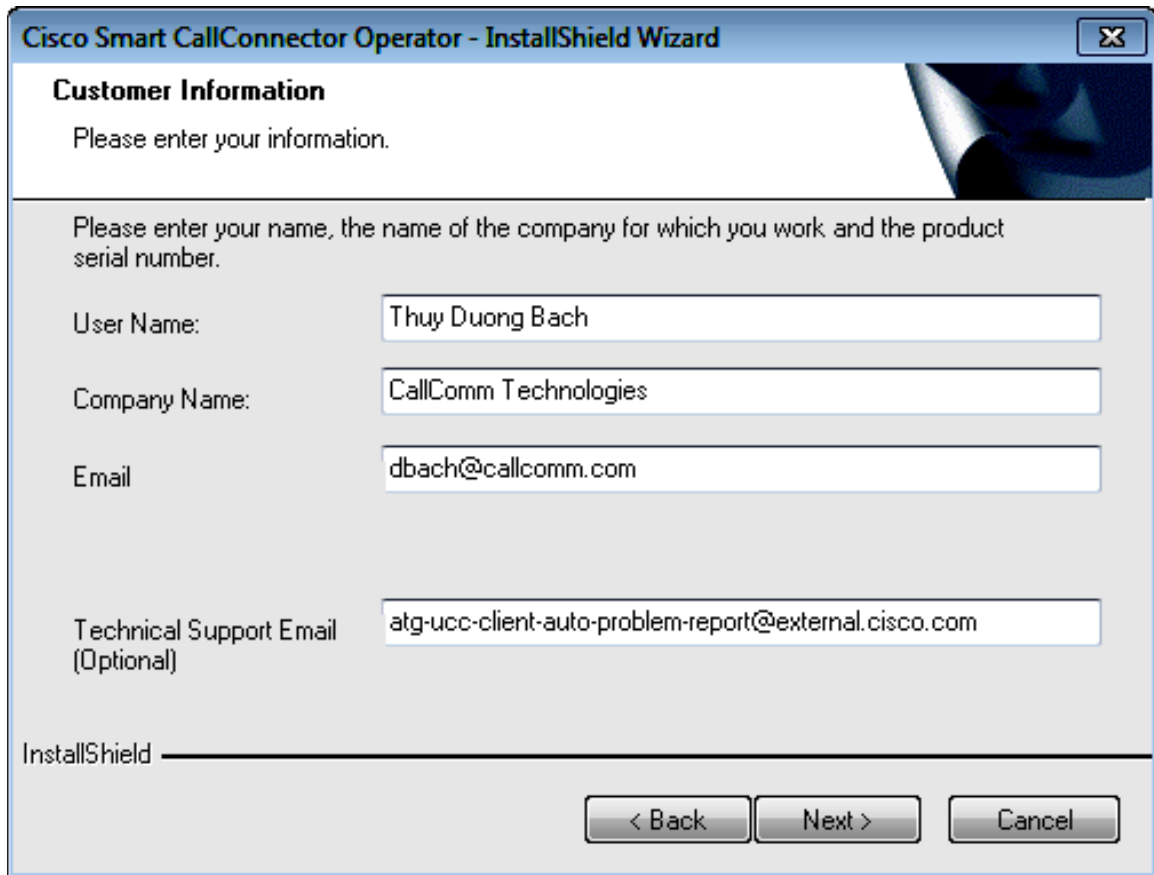
Figure 3-4 Required Software Component for Operator Standalone

Click on the **Install** button to continue. You may have to reboot your computer after the installation.

Entering User Data:

The installer will ask you for the following information:

- User Name: The name of person under which the software will be registered.
- Company Name: The name of the registering person company or organization.
- Email: The email address of the registering person.
- Technical Support Email: The email address of the company's technical support. This field is optional.



The screenshot shows a Windows-style dialog box titled "Cisco Smart CallConnector Operator - InstallShield Wizard". The window has a close button in the top right corner. The main content area is titled "Customer Information" and contains the instruction "Please enter your information." Below this, there is a sub-instruction: "Please enter your name, the name of the company for which you work and the product serial number." The form contains four text input fields:

- User Name: Thuy Duong Bach
- Company Name: CallComm Technologies
- Email: dbach@callcomm.com
- Technical Support Email (Optional): atg-ucc-client-auto-problem-report@external.cisco.com

At the bottom left of the dialog, the text "InstallShield" is visible. At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Figure 3-5 Customer Information Screen

To proceed:

Enter your full name, your company name, your email address.

The technical support email address is optional. By default the problem reports are emailed to a Cisco support alias, however the installer has the option to have the problem reports sent to an alternate email address. If this is entered, when you report a problem in CallConnector Operator, it will send the description of your problem to this email address.

Click Next or press the **ENTER** key to continue.

Selecting a License Option:

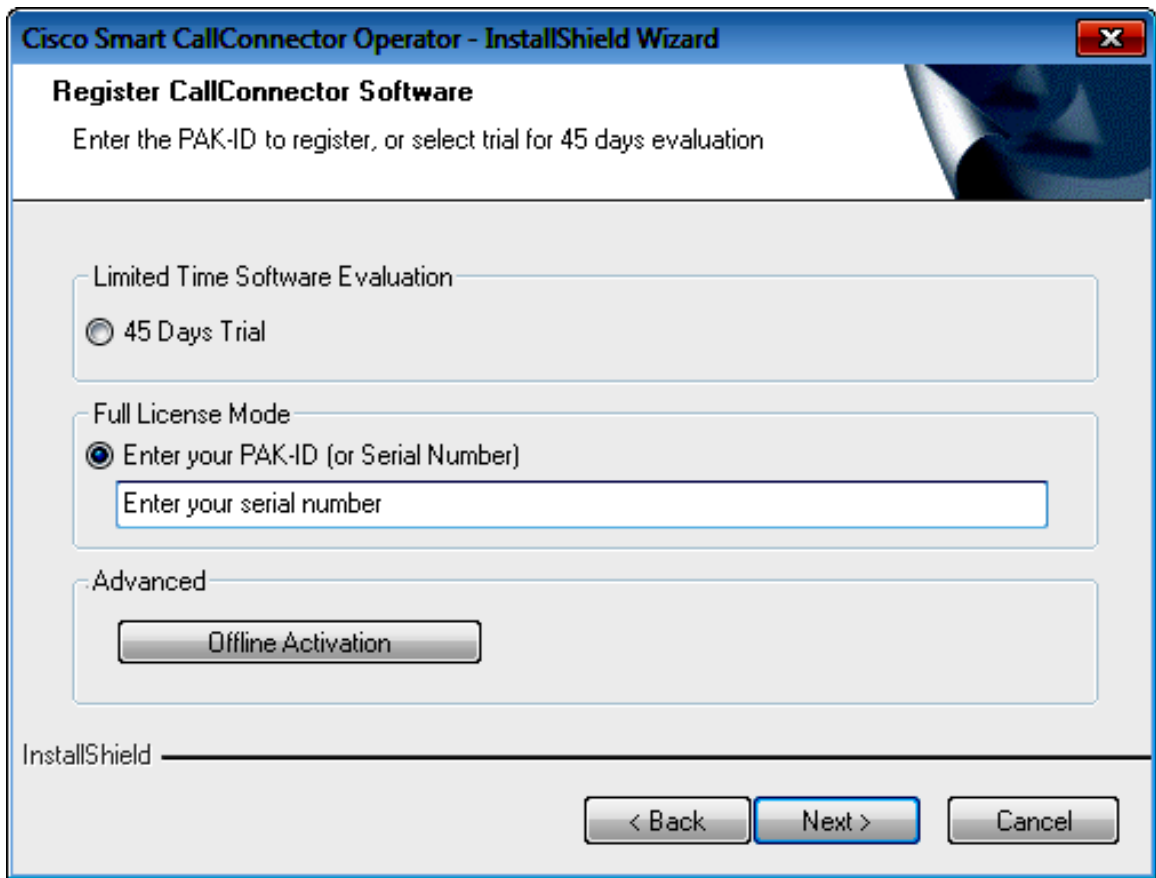


Figure 3-6 Licensing Options

You will be prompted to select one of the three licensing options:

- Evaluate CallConnector Operator Client for limited time period (45days) – no licensing needed.
- Use PAK-ID or Serial Number for automatic licensing (Internet connection required).
- If you have the license file, you can activate CallConnector Operator client without the need for Internet connection.

Evaluation Version:

By selecting the 45 days evaluations option, you will have a limited period of 45 days of usage. You don't need a License during the trial period. Anytime during the trial or after the trial period has ended, you can use a PAK-ID or a serial number for license activation to continue using the product.

PAK-ID or Serial number activation:

As a part of the purchase, you have received a document that has the PAK-ID (Product Authorization Key), which is used to authorize and obtain your product licenses for Cisco CallConnector Operator. Enter the PAK-ID to activate the product.

Offline activation:

This option is useful if you do not have Internet access, or when you prefer to activate CallConnector Operator client using a license file. To use this option, click on the **Offline Activation** button. The following screen will appear:

Figure 3-7 Offline Activation

Step 1: Acquiring a license file

To obtain a license file, you will need the following information:

- **PAK ID:** This is shipped to you as a part of your purchase from Cisco Systems.
- **Access to Cisco License Registration Site:** <http://www.cisco.com/go/license>
- **CCO Account:** This is used to log in to the Cisco License site. If you do not have an account, you can create one on-line at <http://tools.cisco.com/RPF/register/register.do>
- **CallConnector Operator Machine ID and CPU ID:** This information is needed for each client or server upon which CallConnector Operator software will be installed. The CallConnector Operator installation program identifies this information during the installation process. There is also a standalone CallConnector Operator Machine ID utility that specifically identifies this information. You can find the Display Machine ID utility in the Cisco Systems\CallConnector\Tools.

The license file is emailed to the address supplied by you.

Step 2: Activate the CallConnector Operator client using a license file

Once you have the license file:

- Click on the Browse button next to the License File Location textbox. A dialog will appear allowing you to select the license file.
- Select the license file. Click on the Next button or press Enter to continue.

Entering user's options:

The CallConnector Operator can operate in a Standalone mode with all the files on the attendant's PC or as a Client connected to the CallConnector Server mode using services installed on another computer.

Standalone Mode:

In the standalone mode, the following information needs to be entered:

Local PC Network Adapter IP Address: In case you have multiple network cards on your local computer, you need to specify the IP address you want to use to connect to the router.

Router IP Address: Enter the IP address of the Cisco Router that is providing the telephony service for the attendant.

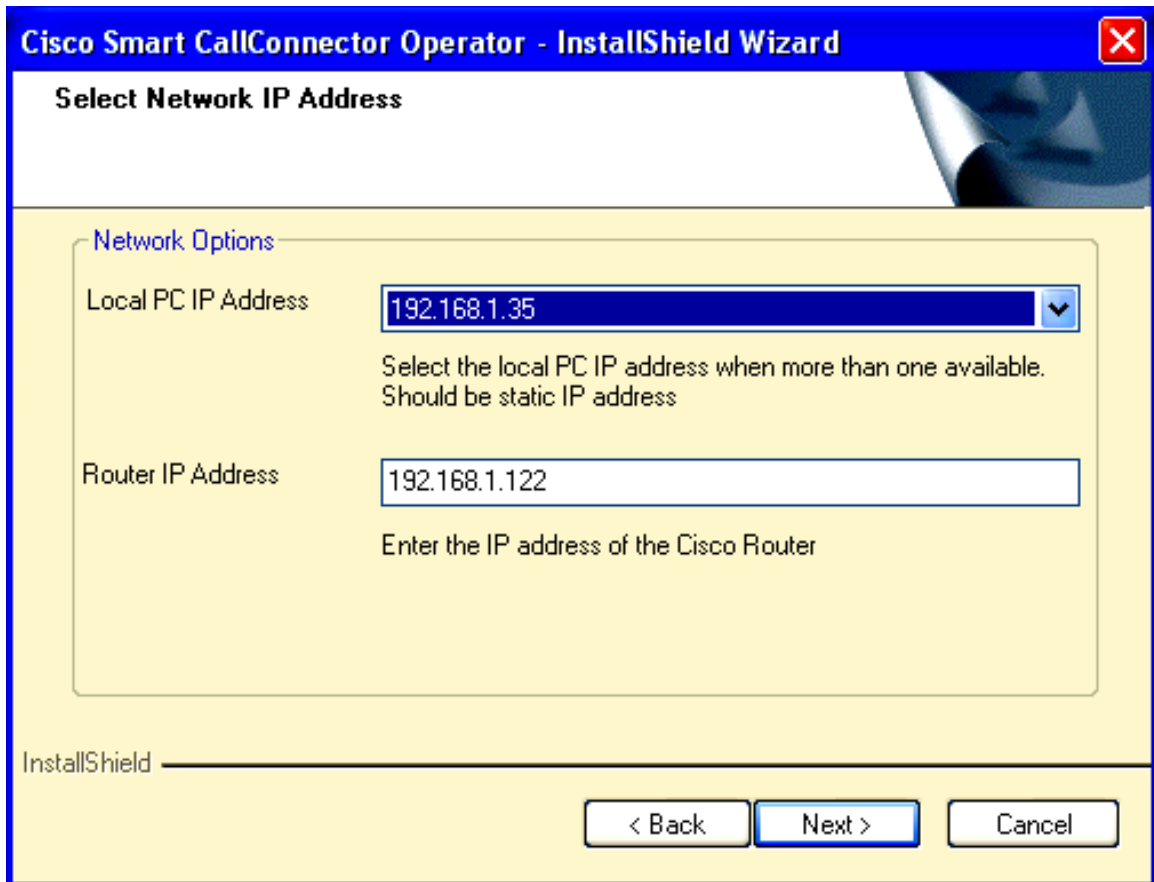


Figure 3-8 Select Network IP Address For CallConnector Operator Client Standalone

Country: Verify that the country location of the Cisco Router is correctly displayed; otherwise select the country from the pull-down list.

Area Code: Enter the area code in which the router is located. In some countries the area code is not required. In this case this field should be blank.

Number Format: The selection of the country and area code will display the default number pattern.

Dial Out Prefix: Enter the digit required to dial an outside PSTN number.

Extension Length: Internal numbers in the router may be three, and/or four digits long. Enter the length of the internal extension numbers. If the internal numbers are of different lengths; then enter each of these lengths, separated by semi-colon.

Cisco Smart CallConnector Operator - InstallShield Wizard

Specify Location and Dialing Information
Select the Country, specify Area Code, Number Format as well as Dial Out Prefix.

Location and Dialing Options

Country	United States	Select the country in which the router is located
Area Code	949	Enter the area code, if not required leave blank
Number Format	(949) xxx-xxxx	Select or specify the PSTN number format
Dial Out Prefix	9	Digit entered to make an outside call
Extension Length	3;4	Length of Extension numbers, separated by semicolon

InstallShield

< Back Next > Cancel

Figure 3-9 Location and Dialing Options For CallConnector Operator Client Standalone

Server Mode:

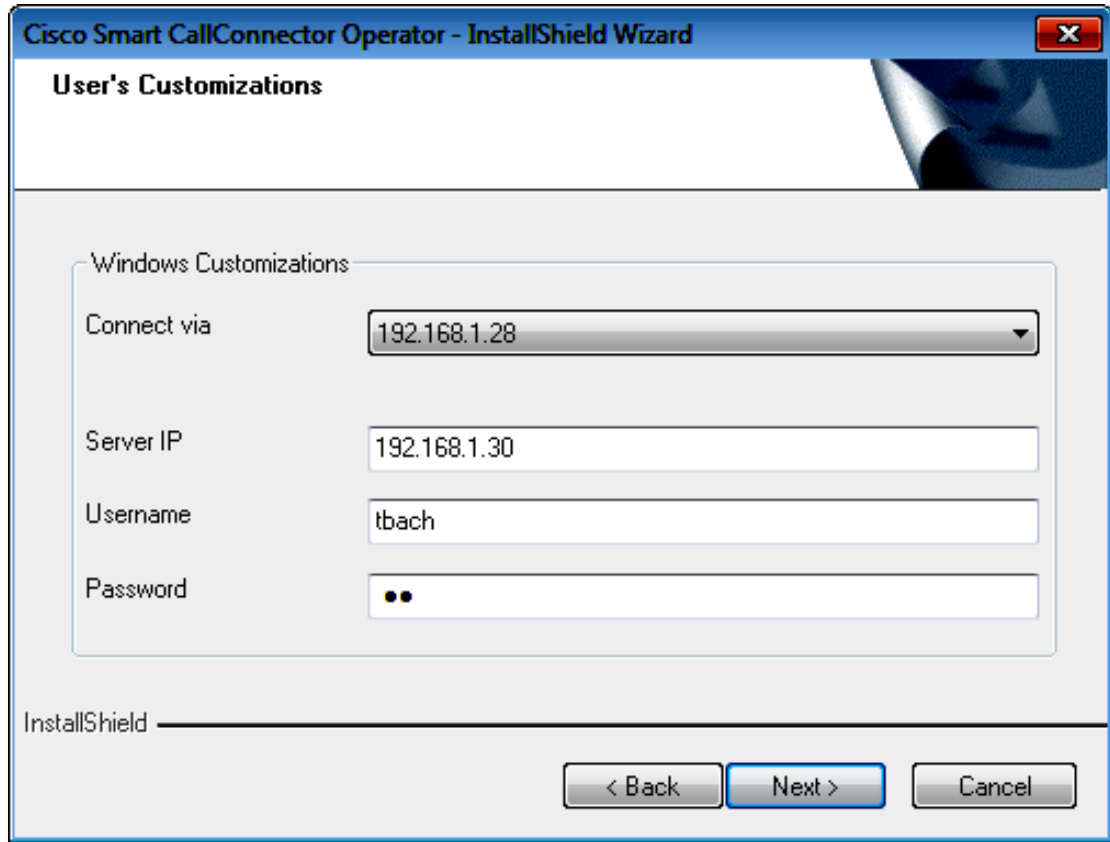


Figure 3-10 User's Options for CallConnector Operator Client Only

If your system administrator has installed the CallConnector Server to provide shared access to your telephone service and contact data, then you will be provided with the IP address of the CallConnector Server and your login information.

Enter the following information:

- **Connect via:** Select the IP address you want to use to connect to the router in case you have multiple network cards on your local machine.
- **Server IP:** Enter the IP Address of the CallConnector Server. This will be provided to you by your system administrator.
- **Username:** You will need to have a User Account in the CallConnector Server. To log into the CallConnector Server your system administrator will provide your Login User Name. Enter this User Login Name. (Note: This is not the IP-Phone user name.)
- **Password:** Enter the password associated with your Cisco CallConnector account.

To proceed:

Click Next or press the ENTER key to move to the next window.

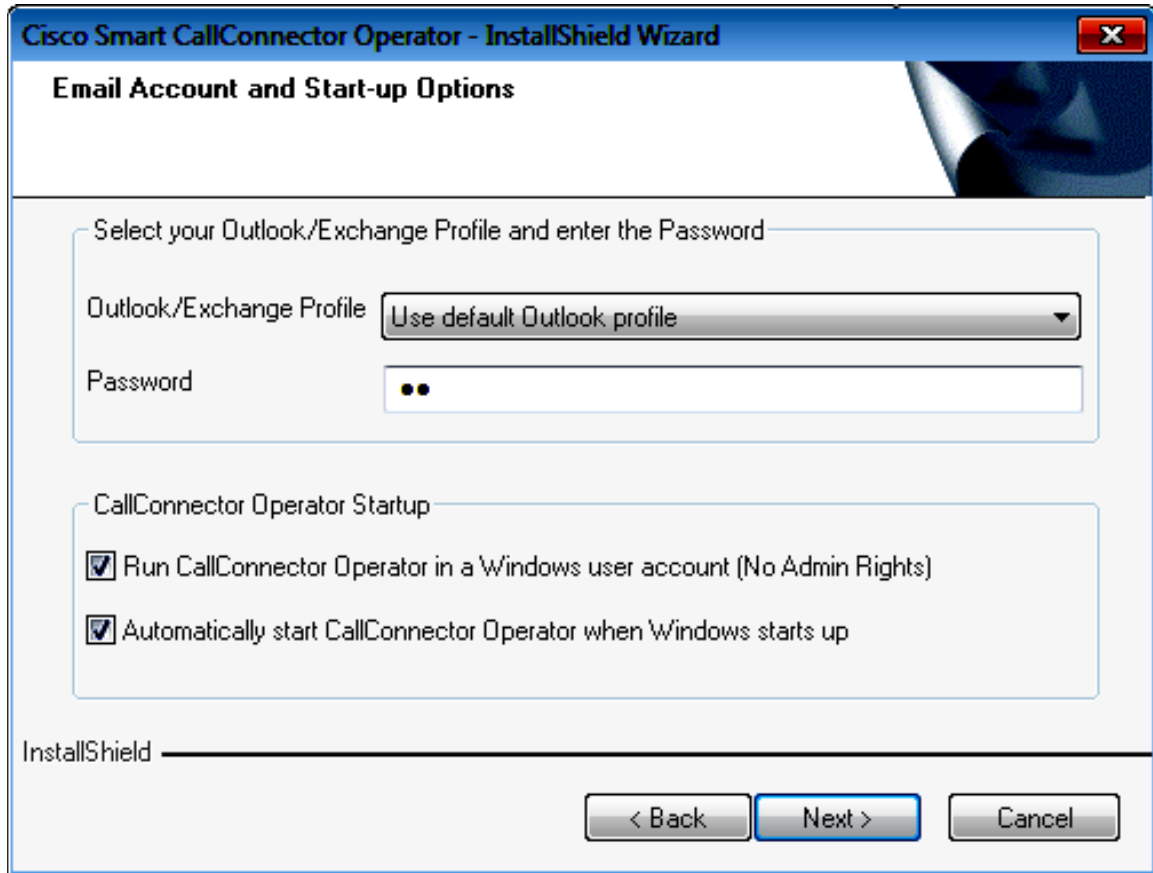
Editing user's configurations:

Figure 3-11 Users Configurations Screen

Selecting an Email Profile:

On the Users Configurations screen, you provide an account to access the Microsoft Outlook/Exchange contacts and view them in the CallConnector Operator Directory. This step is not necessary if you select Run CallConnector Operator in a Windows user account. You can always select the Outlook email profile in the Preferences windows.

Enter the following information:

Outlook/Exchange Profile: On the drop-down list, select the profile you want to use with the CallConnector Operator. If you have multiple email accounts in Outlook or if you are setup to connect to a Microsoft Exchange server, then Outlook creates 'profiles' or a collections of the parameters required for accessing each out these email accounts. This information is accessible from the Control Panel Mail window as shown below:

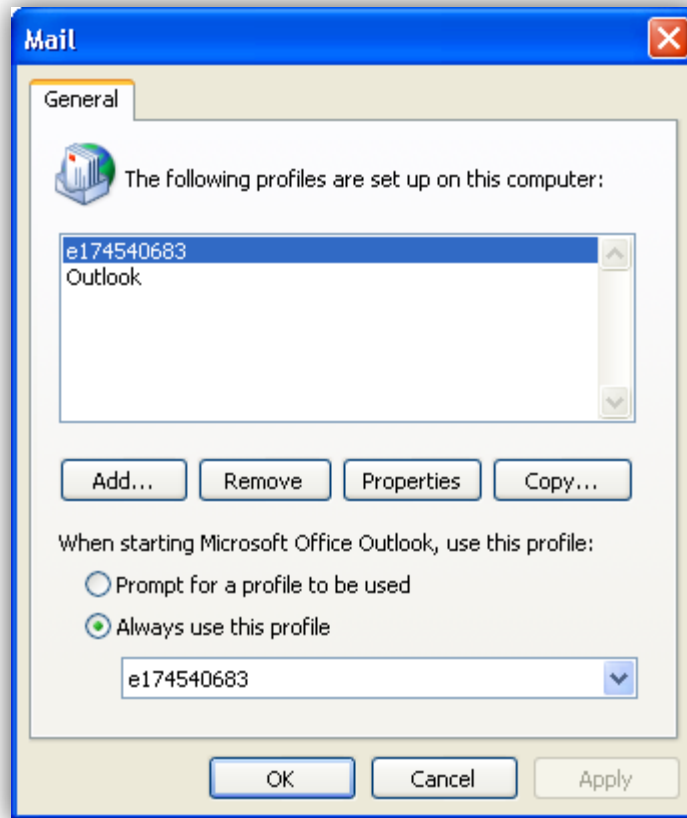


Figure 3-12 MS Outlook Email Profile

You can setup Outlook to always use a particular account or to prompt you to select a profile when Outlook is started. The profiles configured on your computer are displayed by the installation program.

The CallConnector Operator will use the Email Profile information in the following way:

- If no profile is selected, then it uses the default email login.
- If a profile is specified, then it will try to log in to the email service with the parameters specified in that profile. If you are an Outlook user, then you should specify the Outlook profile so that the CallConnector Operator can connect to the exchange server on your behalf.

If you have selected an incorrect email profile, then the CallConnector Operator will not be able to display Outlook/Exchange contact data.

Password: If required, enter the password of the Outlook email address stored in the selected Outlook profile.

Selecting Operator startup options:

There are several options for running the CallConnector Operator client:

Run CallConnector Operator with Limited User Rights: When you want to run the CallConnector Operator on a machine with limited user rights, you need to check on this option so that the install program will have the Local SIP Server started automatically for you.

If you do not select this option, the CallConnector Operator client will start the Local SIP Server by itself when necessary. Without the Admin or Power User right, the CallConnector Operator client will fail to do so.

Run at Windows' Startup: When selected, this option will allow the CallConnector Operator client run automatically when the Windows system starts up.

Choosing the Installation Folder:

The next window allows you to specify the location to which the CallConnector Operator program files will be copied. Click on the Browse button to select a different folder than the default.

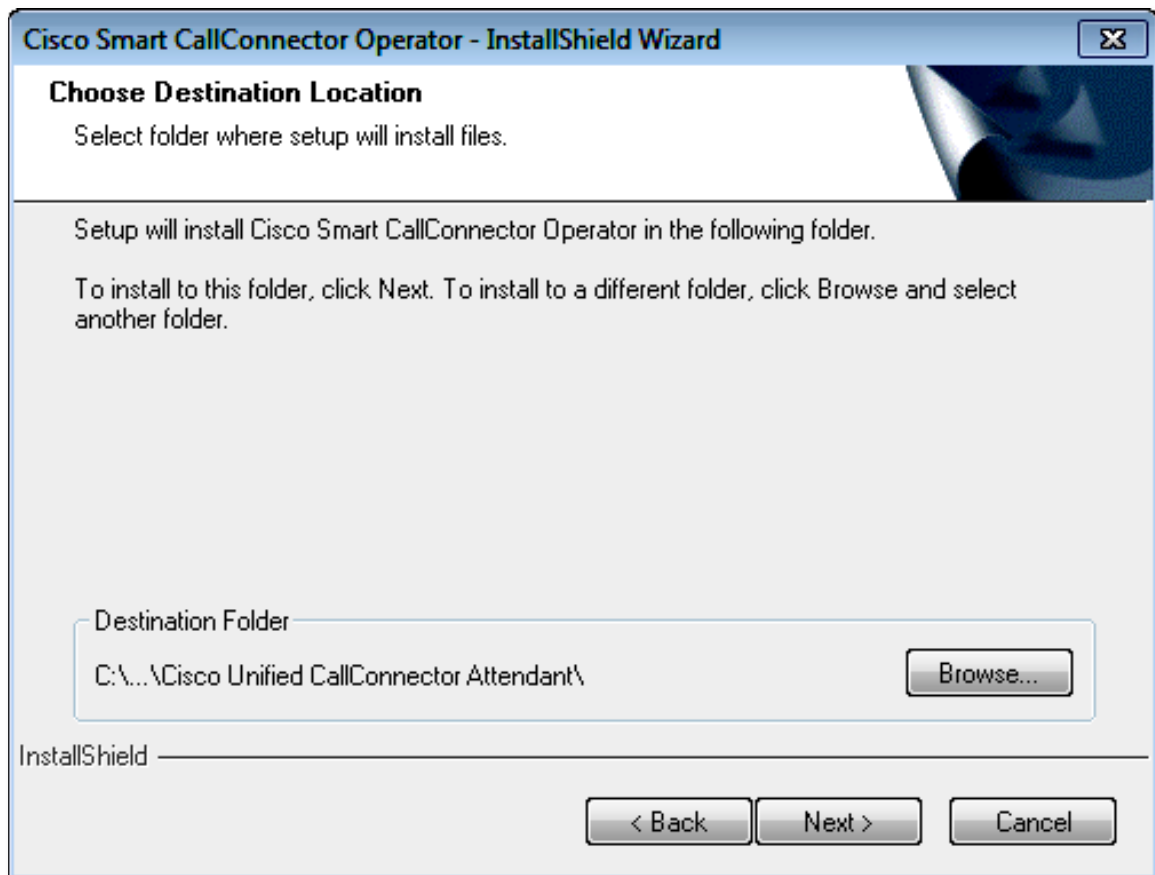


Figure 3-13 Choosing the Installation Folder

To proceed with the installation:

Choose the default program path or click on the Browse button and specify the desired path. Click on Next to move to proceed with the installation.

The installation will copy the program and system files and update the registry and XML file settings.

Configuring the server

If you install the standalone CallConnector Operator application, you have to configure the operator parameters before you can run the client. For information on how to configure the CallConnector Operator, please refer to the CallConnector Server Administrator's Guide.

Performing an update

To upgrade your Cisco CallConnector Operator to a newer version, you can download and run a later installation program. The installation program will ask you if you want to upgrade the Cisco CallConnector Operator files. Click on Yes to continue with the upgrade. Make sure that you have closed the Cisco CallConnector Operator program. The install program will then copy the newer versions of the files to your computer.

Removing Cisco CallConnector Operator

You can remove the Cisco CallConnector Operator and all its files from the Windows Add/Remove program.

From the Windows Start menu, select Settings and open the Control Panel.
Double click on Add/Remove Programs
Select Cisco CallConnector Operator and click on the Remove button.
The Cisco CallConnector Operator Installation program will run.
Click on the Remove and then Next.

The Cisco CallConnector Operator will be uninstalled from your computer.

Getting Started

This chapter describes how to get started with the CallConnector Operator Standalone and Client and exit the application.

This chapter describes the following in more detail:

Getting Started Overview -	Describes the information the operator needs to have prior to using the CallConnector Operator and the steps to get started and exit the application.
Starting CallConnector Operator -	Describes different options to start the CallConnector Operator Client and Standalone.
Logging In -	Describes how the operator can log into the CallConnector Operator.
Verifying Operator Information -	Provides an overview of the CallConnector Operator windows and describes how to open the windows and verify the displayed information.
Making Yourself Available/Unavailable -	Describes how to change the attendant's status to start/stop receiving incoming calls.
Logging Out of the Operator -	Describes the steps to log out of the CallConnector Operator.
Exiting the Operator -	Explains how to exit the CallConnector Operator application.

Getting Started Overview

After the installation and configuration of the CallConnector Operator, the operator can start using the application by logging to the CallConnector Server using the username and password provided by the administrator. However, in order to start receiving calls, the operator has to change the presence status and log into the call queue as well as verify that the Operator standalone or client can actually receive call information and availability status of other operators in the organization.

The following discusses the information the operator needs to have prior to using the CallConnector Operator and the steps to get started with the application and the instructions how to exit the application.

Pre-Requisites for Getting Started

Before the operator can start using the CallConnector Operator standalone/client, the system administrator must have setup and configured the CallConnector Server and provided the operator with the following information:

Item	Description	Source
PAK-ID/Serial Number	If the operator had selected to try the CallConnector Operator for 45 days, they must activate the Operator during or after the trial period to use the application.	System Admin/Service Provider
Server IP Address	The IP address of the CallConnector Server. It can be the same with the Operator if they are installed in the same machine.	System Admin
Username and Password	Each operator has a CallConnector account setup on the CallConnector Server including username and password.	System Admin

Table 4-1 Pre-requisite information for getting started with the CallConnector Operator

Getting Started Steps

The following lists the recommended steps to get started with the CallConnector Operator along with the references where the operator can find detailed instructions of the steps:

Steps	Description	References
Start the Operator	The Operator can be started up automatically with Windows or manually by the attendant.	Starting CallConnector Operator
Login to the application	In order to use the application, the operator must have a CallConnector account setup by the administrator. They need the following information to log in: <ul style="list-style-type: none"> • CallConnector Server IP Address • The attendant's username and password 	Logging in

Verify phone information	Each operator is normally assigned an IP phone. The operator should check the phone information in the Call Control window to make sure the assigned phone is connected and the displayed line information is correct.	Verifying Operator Information
Verify the corporate directory	If the system administrator had setup a corporate directory, the operator needs to check if the corporate directory information is loaded to the Operator.	Verifying Operator Information
Make Available	<p>After logging in, the operator should change the status to “Available” and log into the call queues to begin receiving calls by selecting the “Take Call” option from the Call Queues window.</p> <p>If the operator had selected the “Sync the Operator Status with Presence Server”, when they change their status to “Available”, the Operator will automatically log them in the call queues and change the queue status to “Take Call”.</p>	Making Yourself Available/Unavailable

Table 4-2 Steps for getting started

Steps for Exiting the Operator

The following lists the recommended steps for exiting the CallConnector Operator along with the references where the operator can find detailed instructions of the steps:

Steps	Description	References
Set Unavailable	<p>Before logging out or exiting the CallConnector Operator, the operator should change the status to “Set Unavailable”. This will do the following:</p> <ul style="list-style-type: none"> • Change the presence status to “Unavailable” • Log the operator out of the hunt group queues • Set call forward to the attendant’s directory numbers 	Making Yourself Available/Unavailable
Log out of the Operator	When the operator logs out of the CallConnector Operator, it will close the application window and present the Login window.	Logging Out of the Operator
Exit the Operator	After work hours, the operator can close all the Operator windows by exiting the CallConnector Operator application.	Exiting the CallConnector Operator

Table 4-3 Steps for exiting the CallConnector Operator

Starting CallConnector Operator

The CallConnector Operator can be started in several ways:

- From the Start Menu
- From the Desktop Icon
- Automatically start with Windows

Starting from Start Menu

From the Start - Programs menu, select the Cisco Systems group and select the CallConnector Operator option, then click on CallConnector Operator.

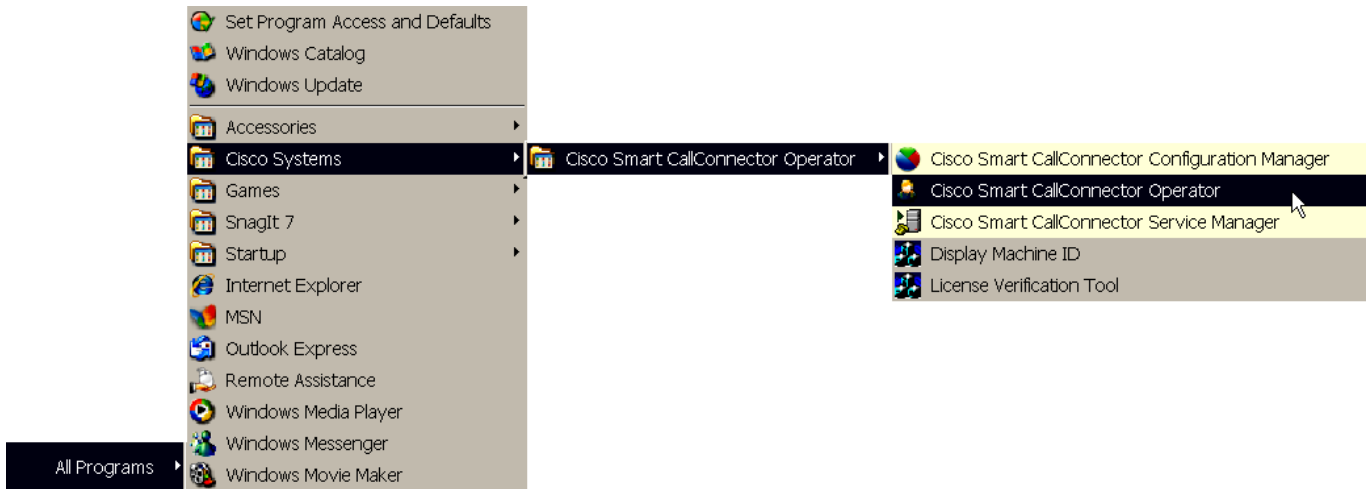


Figure 4-1 Starting the Operator from Start Menu

Starting from the Desktop Icon

Double-click on the CallConnector Operator icon located on the desktop to start the CallConnector Operator application.

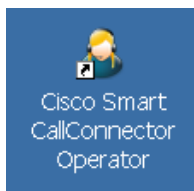


Figure 4-2 The CallConnector Operator Desktop Icon

Starting up with Windows

You can setup the CallConnector Operator to start with Windows by checking on the Run at Windows' Startup option during the installation process.

Logging In

After the operator starts the CallConnector Operator client or standalone, the login prompt will be displayed.

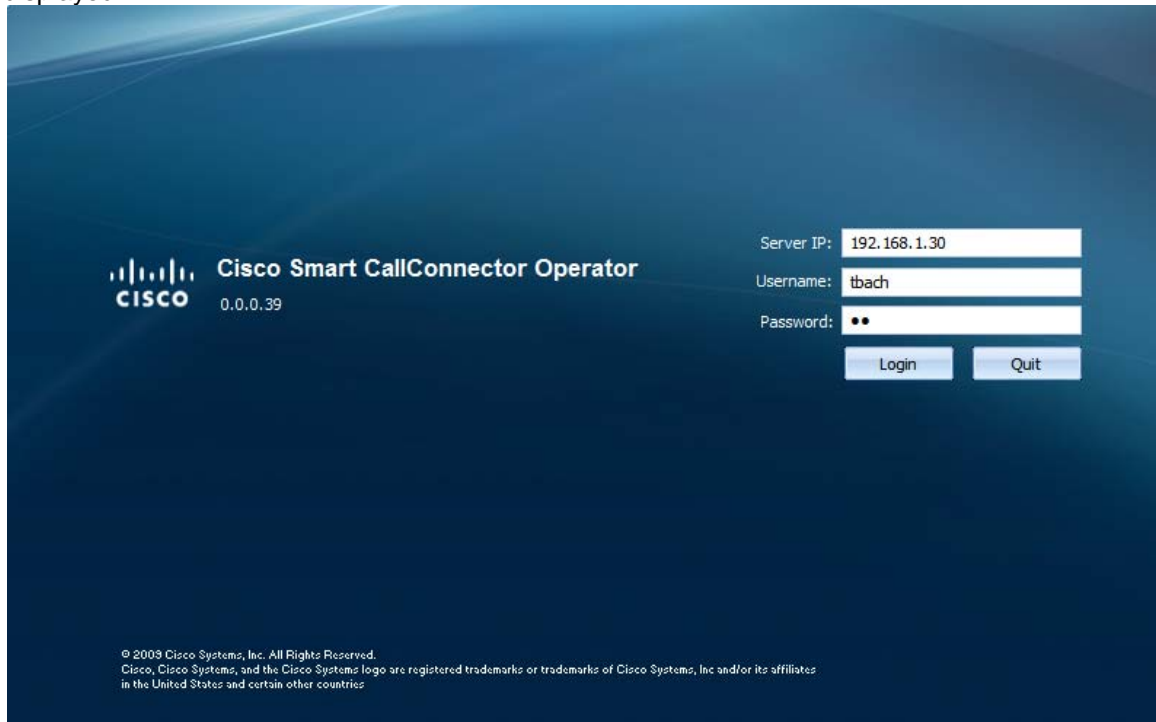


Figure 4-3 The CallConnector Operator Login Prompt

Enter the CallConnector Server IP Address and the attendant's username and password configured on the CallConnector Server. Then click on Login.

When the operator installs the CallConnector Operator Client, if they had specified the login information in the User's Options Screen, it will be populated in the login prompt. The operator can also change their login information in the Preferences window.

The CallConnector Operator will verify the login information with the CallConnector Server and the activation status with the License Server. If both of them are valid, the CallConnector Operator will display either the Basic Operator Windows or the Advanced Operator View depending on the setting in the Preferences window and the user's choice in the installation process.

Verifying Operator Information

The CallConnector Operator application comprises of the following components:

Call Control Window –	Displays all available lines on the operator phone, and the details of all calls currently active on these lines.
Call Control Toolbar –	Provides access to the telephony features for the call on the selected line. The toolbar buttons are context-sensitive displaying only the features that are available in the current call state of the selected item in the window. The toolbar features can also be accessed from the right-click menu in the Call Control Window. The toolbar can be positioned above or below the Call Control window.
Directory Window –	Displays a list of names and their detailed contact information from multiple directory databases and provides integrates communication services utilizing that data.
Directory Action Bar –	Provides the operator a set of communication services that utilize the information from the selected directory contact.
Call Queues –	Displays the incoming, parked, transferred and held call queues that have been configured for the operator and provides appropriate methods to handle them.
Telephone Status -	Allows the operator to view and monitor the real-time status of all the lines and extension numbers in their call coverage group.

When the operator first start the CallConnector Operator application, they need to verify that their contact information is accurate, and that they have the correct view setup and are logged in. Dial up rules need to be setup to allow correct dial able numbers to be generated. The email settings are required to send text messages and to access the Outlook contact information.

After logging into the CallConnector Operator CallConnector successfully, the operator needs to verify that:

The controlled phone has been connected and the line information is displayed correctly as shown on the attendant's IP phone.

If the corporate directory has been setup on the CallConnector Server, its contacts should be displayed in the Corporate Directory View.

When there is an incoming call, the call information should be visible in the Call Queues window. Similarly, monitored calls such as parked, transferred and held calls must be displayed in the respective call queues after they have been processed by the attendant.

Viewing the Operator Window

The Operator Window can be opened in several ways:

Select the window to view from the View menu.

From the Preferences window, select Appearance/Appearance. Then click on the window you want to display and click OK.

Press the default shortcut key of the window:

- Call Control Window and Toolbar: F4
- Directory Action Bar: F6
- Call Queues Window: Ctrl+F3
- Telephone Status Window: Ctrl+F2

Note that these shortcut keys can be reassigned in the Preferences window.

For the tabbed window (Directory/Log or Telephone Status/Call Queues), click on the tab to open the view of that tab.

Troubleshooting

In case the above call and contact information is not displayed, the operator can try different ways to solve the issues.

Issue	How to solve
This phone has been disconnected	<p>Make sure the IP phone has been configured correctly and assigned to the attendant.</p> <p>Make sure that the Call Controller Server is running. Restart the server if necessary.</p>
The corporate directory does not show contact information	Check the Database Server to make sure it is running. Restart the server if necessary.
The Call Queues window does not show incoming and monitored call information	Make sure the Presence Server is running. Restart the server if necessary.

Table 4-4 Operator Information Troubleshooting Issues

Making Yourself Available/Unavailable

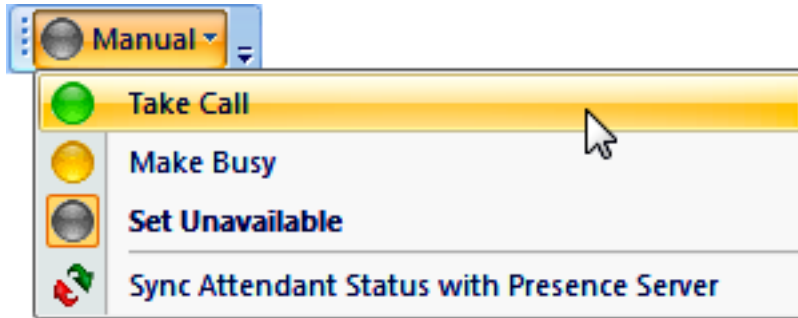


Figure 4-4 Call Queue Status

To start receiving incoming calls and monitoring the call status, the operator should change their presence status to “Available” and change the Call Queues status to “Take Call”. This allows the operator to log in to the hunt group queues and receive incoming calls.

Before logging out and exiting the application, the operator can change the status to “Unavailable” and logs out of the hunt group queues. The Call Queues window will automatically forward incoming calls to the Night Routing Number.

If the operator had selected the “Sync Operator Status with Presence Server”, when they change the presence status, the Call Queues status will be changed as follows:

Presence Status	Call Queue Status	Description
Available	Take Call	The CallConnector Operator logs into the hunt group call queue and begins receiving incoming calls.
Away	Set Unavailable	The CallConnector Operator logs out of the hunt group call queue and forwards incoming calls to the Night Routing Number.
Busy	Make Busy	The CallConnector Operator logs out of the hunt group call queue and forwards incoming calls to the Busy Routing Number.
Unavailable	Set Unavailable	The CallConnector Operator logs out of the hunt group call queue and forwards incoming calls to the Night Routing Number.

Table 4-5 Call Queue Status

For more information, please see the chapter on Monitoring Queued Calls.

Logging Out of the Operator

After the operator sets the presence status to “Unavailable”, logs out of all the hunt group queues and sets call forwards, they can log out by selecting Log out from the File menu. The CallConnector Operator will close all the application windows and present the Login prompt.

From then, the operator can log in again or click on Quit to exit the application.

Exiting the CallConnector Operator

As for logging out of the Operator, the operator needs to change the status on the Call Queues window to “Set Unavailable” before exiting the Operator.

To exit, click on Exit from the File menu or press Alt + F4.

Operator Call Handling

The CallConnector Operator provides a number of ways to efficiently answer the incoming business calls, quickly and accurately transfer or setup conference calls, and view the call and message details. The CallConnector Operator allows operators to work with several different calls at the same time.

This chapter provides instructions for handling the operator calls including answering an incoming call, making a call, disconnecting calls, transferring calls to another party, putting a call on hold, forwarding calls to another phone line or voice mail, and setting up a conference. The following topics are discussed.

Call Control Overview -	Provides an overview of the Call Control window.
Working With Lines/Calls -	Describes how to access and manipulate calls.
Incoming Call Popup -	Information on an incoming call can be displayed in a popup window. This section describes the window and available features.
Call Control Toolbar -	Describes the features available from the Call Control toolbar.
Answering Calls -	Describes the steps for answering incoming call to the operator position.
Transferring Calls -	Describes the steps for transferring the call to another party.
Operator Call Handling Options -	Describes different call handling options when the requested person is not available or away but in the office or on call.
Making Calls -	Describes the different methods for making calls from the Call Control and Directory windows.
Hanging-up Calls -	Describes the steps for disconnecting a call.
Putting Calls On Hold -	Describes the steps for putting the current call on hold.
Parking Calls -	Describes the steps for parking the current call.
Making Page Announcement -	Describes the steps for accessing a page circuit and making an announcement.
Conferencing Calls -	Describes the steps for setting up a conferencing or inviting a party to join a conference.
Forwarding Calls -	Describes the steps for forwarding a call to another number or voice mail.
Setting Options -	Describes the steps for setting up call control options, reloading lines and maintaining speed numbers.

Call Control Window Overview

The Operator Call Control window displays the operator phone lines and the details of the calls that are on those lines. This window is the focal point for the management of the calls by offering operators a number of ways to efficiently handle large volumes of incoming calls, and quickly and accurately extend them to the right number. The detailed information is provided for each line including line status and extension number, caller's name and number, the name and number of the called party, and a description field.

Operators can park a call to a selected park number so that an authorized person can pick it up. Access to the telephony features for each call is conveniently provided from a context sensitive toolbar as well as from the right-click menu.

Operators are able to drag a contact from the Directory into the Call Control window. The call control features are also available from within the Directory window. For more information, please refer to the Using Directories chapter.

The Call Control window is comprised of a list displaying the lines and calls on the operator phone and a toolbar providing easy access to the available telephony features (see the figure below).

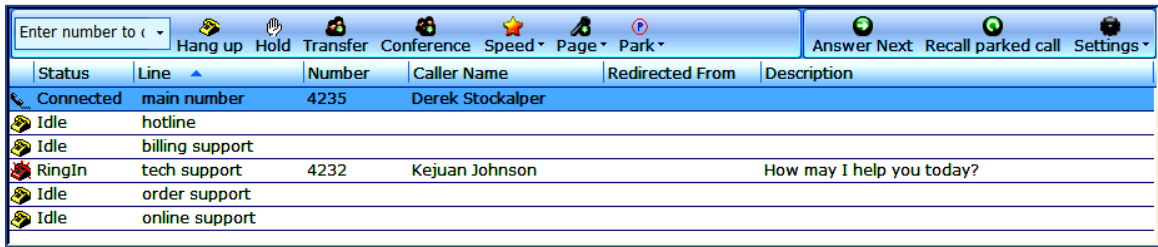


Figure 5-1 Call Control Window and Toolbar

Call Control Window

The Call Control window displays all available lines on the operator phone, and the details of all calls currently active on these lines. The displayed information consists of line/call status, extension number of the line, caller's name and number, redirected name and number, and a general descriptive field.



Notes If the line has a label configured, the label is displayed instead of the number.

Call Control Toolbar

The Call Control Toolbar provides access to the telephony features for the call on the selected line. The toolbar buttons are context-sensitive displaying only the features that are available in the current call state of the selected item in the window. See below for details of the toolbar features. The toolbar features can also be accessed from the right-click menu in the Call Control Window. The toolbar can be positioned above or below the Call Control window.

Call Control Menu

The Call Control Menu is opened by the right-click mouse action on a line or call. The menu presents the features available for the current call state of the selected item in the window.

Working With the Lines/Calls







Status	Line	Number	Caller Name	Redirected From	Description
 Connected	main number	4235	Derek Stockalper		
 Idle	hotline				
 Idle	billing support				
 Ringin	tech support	4232	Kejuan Johnson		How may I help you today?
 Idle	order support				
 Idle	online support				

Figure 5-2 Call Control Window

Each line in the Call Control window presents the following information. When there are multiple calls on a line, each call is displayed as a separate entry.


Field	Description
Icon	The telephone icons graphically display the call/line status.
Status	The current status of the line or call. Please refer to the Line/Call State Icons table for the list of possible values of this field.
Line	The extension number of the line. If there is a label associated with the line, then this information is displayed. If there are multiple calls, each call is displayed on a separate item.
Number	The telephone number of the other party in the call.  Notes For an outgoing call, this is the called number. For an incoming call, this is the caller's number.
Caller Name	The name of the other party in the call. Depending on the call direction, this is the name of the caller or the called party. The name is looked up from the directory and supplied in the call information.
Redirected From	If the call was re-directed, then this field displays the number and name of the original party. Redirected calls include forwarded and transferred calls.
Description	The greeting message of each line can be configured in the CallConnector Operator Configuration Manager.

Table 5-1 Information Display in the Call Control Window



Notes

The lines on the operator phone can be single, dual or octal channels allowing one, two, or eight calls respectively.

If the lines are monitor or watch, then that information is displayed in the line icon and the outgoing calls are not allowed on those lines.

If the lines are forwarded, then the forwarded to information is displayed in the description field.

Dual or Octal channel lines can terminate multiple calls. All the calls on the multi-channel lines are displayed each on a separate line in the Call Control window.

Line/Call State Icons

The table below describes the line and call state icons:












Icon	State	Description
	Idle	The line is idle and ready to receive phone calls.
	Dial-Tone	The line has been selected and is receiving the dial-tone.
	Ringing	There is an incoming call to this line.
	Ring Back	The number that you are calling is ringing.
	Busy	The current phone line is busy.
	Connected	The line has a call connected to another party.
	On Hold	The line has a call on hold.
	Call Transfer	The call to this line has been transferred to another line, and waiting for the other line to answer it. Once the call has been completely transferred, the status of the line will be set back to Idle. While in this status, operators can resume the phone call at any time.
	Call Forward	All incoming calls to the current line will be forwarded to a pre-defined number.
	Watch/Monitor – Line is idle	The line is watching a phone or monitoring a DN. When this icon presents, the watched phone or the monitored DN is not in use.
	Watch/Monitor – Line is Busy	The line is watching a phone or monitoring a DN. When this icon presents, the watched phone or the monitored DN is in use.

Table 5-2 Call Control Window Call States and Icons

Navigating using Mouse and Keyboard

The CallConnector Operator windows allow features to be accessed by mouse or with keyboard short cuts. The methods for moving cursor focus to the Call Control window and navigating within to access related features are described in the table below:

How to	Method using Mouse	Using Keyboard
Move the focus to a line or a call	You can click on a line or call in the Call Control Window. The selected item will be highlighted and the toolbar will display the features available for that call state.	Press the Call Control Window shortcut key (default F4) and scroll up or down using the arrow keys to the desired line or call.
Move one line down	Click on the next line or call in the Call Control Window.	Press the Arrow-down key
Move one line up	Click on the previous line or call in the Call Control Window.	Press the Arrow-up key

Move to the top of the window	Click down on the vertical scrollbar of the window and drag it to the top of the window.	Press the Home key
Move to the bottom of the window	Click down on the vertical scrollbar of the window and drag it to the bottom of the window.	Press the End key
Move up one page	Click down on the vertical scrollbar of the window and drag it to the desired field.	Press the Page Up key
Move down one page	Click down on the vertical scrollbar of the window and drag it to the desired field.	Press the Page Down key
Selecting a line or call to answer or make a call	Click on the line or call in the Call Control Window. The selected item will be highlighted and the toolbar will display the features available for that call state.	Press the Call Control Window shortcut key (default shortcut -- F4) and scroll up or down to the desired line or call.
Access a telephony feature	Right click on the line or call and select the feature from the drop down menu. The line or call needs to be selected for the feature to apply to that call. Click on the toolbar button for that desired feature.	First select the call or line, then press the shortcut key for the desired feature. (See below for details of the shortcut keys)
Open the Operator application when minimized	Click on the CallConnector Operator icon in the Windows taskbar.	Press the CallConnectorA shortcut key (default shortcut – Pause + Break)

Table 5-3 Navigating Using Mouse and Keyboard



Notes

CallConnector Operator telephony features apply for the selected line or call only. So the first step is to select the line or call and then select the desired feature.

Customizing the Call Control Window

The Call Control Window is user-customizable. These customizable options are described in the table below with references to the sections where the steps for making the change are described.

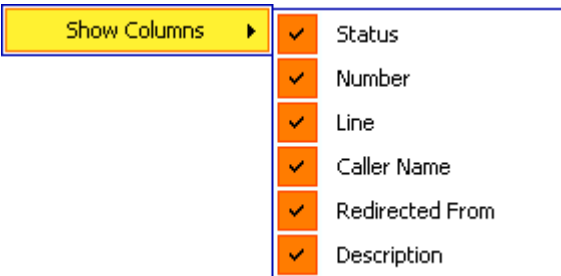
Feature	Description
Change the field size	Move the cursor to field separator and drag it to the left or to the right in order to resize the width of the field. This size will be saved.
Change the location of the field	Click on the column name, and drag the field, left or right, to the desired column position.
View additional fields	Use the horizontal scrollbar to move the view to the left or to the right.
Show/hide the columns/fields	<p>In the Call Control window, right-click on the column header. A drop-down menu will display:</p>  <p>When you select the Show Columns option, a list of available columns will be shown. A checkmark next to a column name indicates that the column is displayed. Uncheck a column to hide it by clicking on that column name, or select a hidden column to display it.</p>
Change the display fonts	To change the font of the Call Control window, please refer to the chapter on Setting up Preferences.
Change the window presentation style	To change the theme and the mode of the Call Control window, please refer to the chapter on Setting up Preferences.
Change the position of the Call Control window	To move the Call Control window, please refer to the chapter on Setting up Preferences.
Change the position of the Call Control toolbar	To move the Call Control toolbar, please refer to the chapter on Setting up Preferences. You can also right-click on the toolbar and select the alternate position.
Change the shortcut key assignments	To change the shortcut key assignments of the Call Control window, please refer to the chapter on Setting up Preferences.
Enable auto-answer modes	To enable the auto-answer feature, please refer to the Answering Calls section of this chapter.
Enable auto-transfer modes	To enable the auto-transfer feature, please refer to the Transferring Calls of this chapter.
Enable another language in the CallConnector interface	To use another language in your Call Control window, please refer to the chapter on Setting up Preferences.

Table 5-4 Customizing the Call Control Window

Right-click Menu

Right-click on a line or call in the Call Control window displays a menu with the features available for that call state. The idle state and connected call state menus are shown below.



Figure 5-3 Idle Call Right-Click Menu

Connected Call Right-Click Menu

Drag and Drop

The Call Control window supports the drag and drop operation from both other Operator windows such as Directory and Call Queues and from other Windows applications.

The action resulting from the drag and drop operation depends on the state of the line/call and the direction of the drag. These actions are summarized in the table below.

Call State	Drag Directions and Target	Action
Idle	Highlight a number and drag and drop it on an idle line	An outgoing call is made to the highlighted number from the selected line.
Idle	Drag a directory or call log entry to the idle line	An outgoing call is made to the work number for the selected line.
Idle	Drag a held, parked or transferred call to an idle line	The held call is reconnected. The parked and transferred call is picked up from the selected line.
Connected Call	Dragged to a directory or log entry	The connected call is transferred to the work number of the contact.
Connected Call	Drag a directory or log entry to the connected call	A conference is setup between the current call and the selected contact.
Connected Call	Drag to held queue or park queue	Call is put on hold or parked.
Connected Call	Drag to telephone status window line	Call is transferred to that number.

Table 5-5 Call Control Window Drag and Drop

Incoming Call Notification

The CallConnector Operator can display a popup window with the incoming caller information. The call can be answered or sent to do-not-disturb routing from this window.

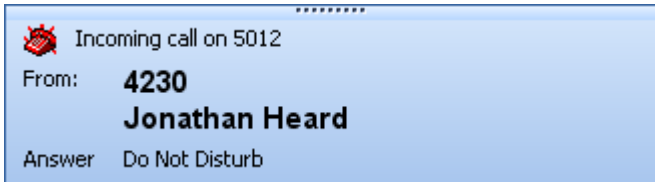


Figure 5-4 Incoming Call Notification Window

The Call Notification window displays the following information:

- Queue Greeting/Called Number: The top line displays the greeting text for the call queue. If the call was to a direct number, then the called number is displayed.
- Caller Information: The caller number and name if available is displayed.
- Answer Button: Allows the incoming call to be answered.
- Do-Not-Disturb: The incoming call is redirected to the call-forward no answer number of the ringing number.

The presentation of the Incoming Call Notification Window can be enabled or disabled from the Preference options – see chapter on Setting Preferences.

Call Control Toolbar

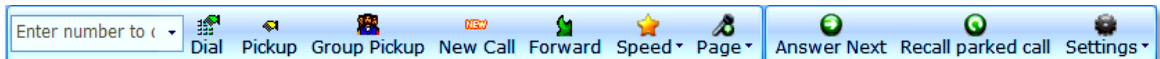


Figure 5-5 Call Control Toolbar

The Call Control toolbar and the related right-click menu provide access to the main call control features of the CallConnector Operator application.

Fixed Part of Toolbar

This section describes the parts of the Call Control toolbar that are available in all call states.

Feature	Procedure	Default Shortcut Key
Telephone Number Field	This field displays the telephone number as they are entered from the keypad. The entered number can be used to make an outgoing call or to send out as DTMF digits when the Dial-Through feature is enabled.	Enter Number from either the numeric keypad or the number keys of the alpha-keyboard (depending on the keyboard option selected).
Redial List	Click on dropdown list and scroll down to select a number for dialing. Then press Dial, Pickup, etc. buttons for the desired action.	
Answer Next	Calls to the operator are placed in queues based on the called number. Click on the Next button to connect to the highest priority, longest waiting call.	Press the Next shortcut key (default Num-Plus).
Recall parked call	This feature re-connects the operator with the longest ringing timed-out extended call from the park and transferred queues.	
Settings	<p>The setting options allow the operators to specify if some features should work automatically. They also allow the operators to change some of the phone settings. These include:</p> <ul style="list-style-type: none"> • Dial-Thru: a call can be made through another number. The phone call will be appeared to come from this second number. • Auto-Answer: the ringing call is automatically answered. • Auto-Transfer: the transfer is completed automatically without requiring the operator to manually press the Complete Transfer button. • Reload Lines: the available phone lines will be reloaded to the Call Control window. • Edit Speed Numbers... allows the operators to manage the list of speed numbers. Any modification to the list of speed numbers will be shared by all the operators accessing to the same CallConnector Server. 	

Table 5-6 Fixed Part of the Call Control Toolbar

Idle State Toolbar

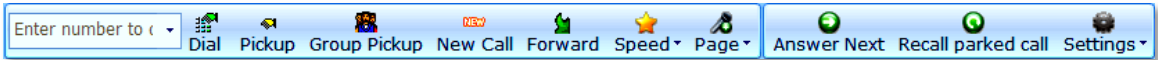


Figure 5-6 Idle State Toolbar

When the selected line is idle, you have access to the following features:

Feature	Procedure	Default Shortcut Key
Dial	Click on Dial to make a call to the number entered in the Number field. You will get dial tone if no numbers are entered.	Press Num-Delete to dial the number
Speed	Speed button provides access to the System Speed numbers. To dial, click on the category and then select the speed number.	
Page	The Page feature displays a menu of page numbers. Selecting a page number will auto dial and connect to the page circuit.	Ctrl + Num-Minus
Pick Up	Enter the extension number in the dial field and click on pickup. This will connect the operator to the ringing call.	Ctrl + Num-Star, enter the number to pick up, then enter again.
Group Pickup	This picks up a ringing call from the selected pickup group. The pickup groups are defined in the CME.	
New Call	This option allows you to start a new call. The software will select an idle line appearance and you will hear the dial tone.	Ctrl + Num-Plus
Forward	This sets up a call forward to the number in the dial field for the selected line.	Ctrl + F, enter the number, and enter again.

Table 5-7 Idle State Toolbar

Incoming Call Toolbar

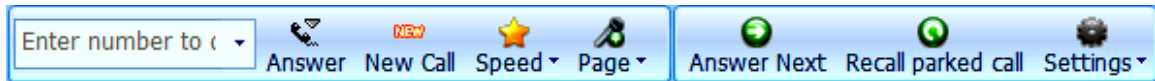


Figure 5-7 Incoming Call Toolbar

When the line has an incoming call, you can use the buttons on the toolbar for:

Feature	Procedure	Default Shortcut Key
Answer	Select the call in the call window list. The toolbar will display the Answer button. Click to answer the call.	Num-Plus
New Call	This option allows you to start a new call. The software will select an idle line appearance and you will hear the dial tone.	Ctrl + Num-Plus
Speed	Speed button provides access to the System Speed numbers. To dial, click on the category and then select the speed number.	
Page	The Page feature displays a menu of page numbers. Selecting a page number will auto dial and connect to the page circuit.	Ctrl + Num-Minus

Table 5-8 Incoming Call Toolbar

Dial-Tone State Toolbar

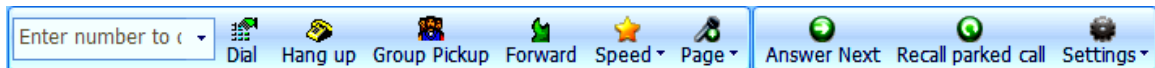


Figure 5-8 Dial-Tone State Toolbar

Feature	Procedure	Default Shortcut Key
Hang up	This feature disconnects the current call.	Num-Enter
Speed	Speed button provides access to the System Speed numbers. To dial, click on the category and then select the speed number.	Ctrl-Zero
Page	The Page feature displays a menu of page numbers. Selecting a page number will auto dial and connect to the page circuit.	Ctrl + Num-Minus
Group Pickup	This picks up a ringing call from the selected pickup group. The pickup groups are defined in the CME.	
Forward	This sets up a call forward to the number in the dial field for the selected line.	Ctrl + F

Table 5-9 Dial-Tone State Toolbar

Connected Call Toolbar



Figure 5-9 Connected Call Toolbar

After you connect to a call, the call control buttons on the toolbar change to display new options. These options include:

Feature	Procedure	Default Shortcut Key
Hang up	This feature disconnects the current call.	Num-Enter
Hold	Hold button places the current call on hold.	Num-Minus
Transfer	When connected to a call, the transfer button dials the entered number. This is the first step for transferring a call.	Num-Delete
Conference	When connected on a call, the conference button dials the entered number and the new call will be joined to the current call.	Ctrl + Num-Delete
Park	The Park feature displays a list of parked numbers configured in the CME. Selecting a parked number will auto dial, connect and transfer the caller to the park.	Ctrl + P
Speed	Speed button provides access to the two level system speed numbers. To dial, select a category and then the speed number. A transfer operation to the selected number is started.	
Page	The Page feature displays a menu of page numbers. Selecting a page number will auto dial and connect to the page circuit. A transfer operation to the selected number is stated.	Ctrl + Num-Minus

Table 5-10 Connected Call Toolbar

Held Call Toolbar

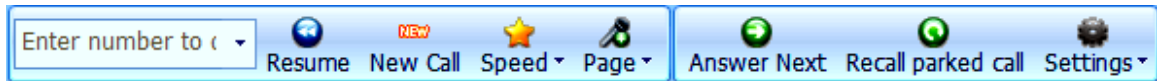


Figure 5-10 Held Call Toolbar

After you put a call on hold, the call control buttons on the toolbar change to display the new options. These options include:

Feature	Procedure	Default Shortcut Key
Resume	The Resume button re-connects the held call.	Num-Minus
New Call	New Call button find and selects an idle line to allow the operator to make a new call.	Ctrl +Num-Plus
Speed	Speed button provides access to the two level system speed numbers. To dial, select a category and then the speed number.	Ctrl-Zero
Page	The Page feature displays a menu of page numbers. Selecting a page number will auto dial and connect to the page circuit.	Ctrl + Num-Minus

Table 5-11 Held Call Toolbar

Transfer Pending Toolbar



Figure 5-11 Transfer Pending Toolbar

For consult transfer, after you have initiated call transfer, this toolbar provides the features to complete or cancel, and/or make another call.

Feature	Procedure	Default Shortcut Key
Complete Transfer	Drops the current call and allows you to re-enter another number.	Enter Number and press Num-Delete
Hang up	This feature disconnects the current call.	Num-Enter
Speed	Speed button provides access to the two level system speed numbers. To dial, select a category and then the speed number.	
Page	The Page feature displays a menu of page numbers. Selecting a page number will auto dial and connect to the page circuit.	Ctrl + Num-Minus

Table 5-12 Transfer Pending Toolbar

Conference Pending Toolbar

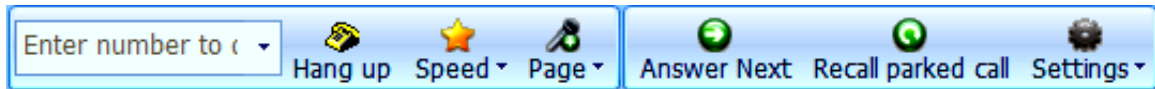


Figure 5-12 Conferencing Pending Toolbar

After you put a call on hold, the call control buttons on the toolbar change to display the new options. These options include:

Feature	Procedure	Default Shortcut Key
Hang-up	Drops the current call and returns to the held party.	Num-Enter
Speed	Speed button provides access to the two level system speed numbers. To dial, select a category and then the speed number.	
Page	The Page feature displays a menu of page numbers. Selecting a page number will auto dial and connect to the page circuit.	Ctrl + Num-Minus

Table 5-13 Conference Pending Toolbar

Two Connected Parties Toolbar

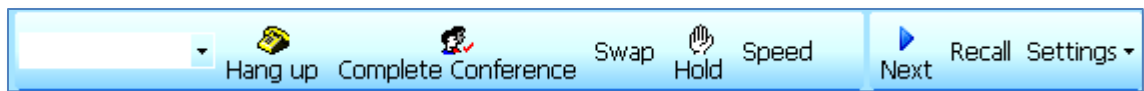


Figure 5-13 Two Connected Parties Toolbar

Feature	Procedure	Default Shortcut Key
Hang-up	Drops the current call and returns to the held party.	Num-Enter
Swap	Places the current call on hold and connects to the held party.	Ctrl + S
Hold	Hold button places the current call on hold.	Num-Minus
Transfer-Complete	Allows you to complete the transfer and release the current call. If this feature presents, the Conference Complete button will be absent.	Press Num-Delete
Conference Complete	Allows you to complete the conference and join the parties into one call. If this feature presents, the Transfer Complete button will be absent.	Press

Table 5-14 Two Connected Parties Toolbar

Conference Toolbar



Figure 5-14 Conference Toolbar

Feature	Procedure	Default Shortcut Key
Hang-up	Drops the current call and returns to the held party.	Num-Enter
Hold	Hold button places the current call on hold.	Num-Minus
Add	Adds a new line or call to the conference.	
New Call	This option allows you to start a new call. The software will select an idle line appearance and you will hear the dial tone.	Ctrl + Num-Plus

Table 5-15 Conference Toolbar

Answering Calls

Status	Line	Number	Caller Name	Redirected From	Description
Connected	main number	4235	Derek Stockalper		
Idle	hotline				
Idle	billing support				
RingIn	tech support	4232	Kejuan Johnson		How may I help you today?
Idle	order support				
Idle	online support				

Figure 5-15 Answering Calls

When there is an incoming call to a line, the status of that line will change to **RingIn**. The information about the incoming call including caller's name, number, and the redirected number, are displayed in the Call Control window. The incoming call will also be displayed in the Call Queue window. A call notification window will also popup if that option has been enabled.

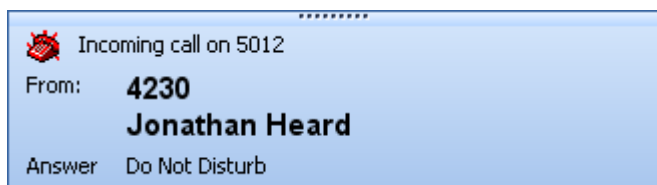


Figure 5-16 Popup Window

Answering the Next Call

The operators can receive multiple calls at a time that have different call handling requirements. To provide consistent level of service, the operators need to answer the highest priority, longest waiting call. The CallConnector Operator supports this capability using the Call Queues and the Next key. The Call Queue feature allows the calls to the operator phone organized into a “queue” for the purpose of assigning a priority. The Next key is used to answer the incoming calls based on the administrator set queue priority.

To Answer the Next Call

- Step 1** Click on the Next button in the toolbar or press the shortcut key (the default shortcut is Num-Plus). The longest waiting, highest priority call will be answered.



Notes

If you are currently connected on a call, this call will be placed on hold.
If you are making an outgoing call that has not completed, then this call will be dropped.
The greeting message for the queue will be displayed in the description field.
The ringing call state will change to Connected.

Answering a Specific Call

- Step 2** Double-click on the incoming call in the Call Control window. The selected call will be connected and the call state changes from RingIn to Connected.

Alternative Methods

- Step 1** Press the Call Control window shortcut key (default F4) to move focus to the line in the window.
- Step 2** Use the arrow keys to select the incoming call.
- Step 3** Click on the Answer button in the toolbar, select Answer from the right-click menu, or press the Answer shortcut key. The selected call will be connected.

Answering from the phone

The incoming call can be answered from the attendant’s phone. The status in the call window will update to show Connected.

Answering from the Call Notification window

The Call Notification window is an option available with the CallConnector Operator to display the incoming call information in a little popup window. Calls can also be answered from this notification window by clicking on the Answer button in that window.

Automatically Answering Calls

For higher call volume environments, the CallConnector Operator provides an option to automatically answer an incoming call. This option is enable/disabled from the Settings menu in the Call Control toolbar.

An incoming call is answered only if:

- The operator is not on another call, and not in between transferring/conferencing a call.
- The auto-answer feature is enabled.
- The highest priority call is answered first.
- The operator status is Available.



Notes

A zip tone is played to alert the attendant.

If one or more calls are on hold, a new incoming call will be automatically answered.

Transferring Calls

A connected call can be transferred to a valid extension number or external PSTN numbers. The extended call will generally ring at the transferred number. The extended calls are displayed in the Transferred Call Queue. Until the extended call is answered, it can be recalled and reconnected to the attendant.

Transfer to a manually entered number

- Step 1** Select the connected call to transfer.
- Step 2** Enter the phone number you want to transfer to in the number field. If the number was previously used, you have an option to select it from the drop down list of the number field.
- Step 3** Click the **Transfer** button or press **Num-Delete** key. The current call will be put on hold and an outgoing call will be placed.
- Step 4** To extend the held call to this number, click the **Complete Transfer** button or press **Num-Delete** key again. The status of the original line will be changed to **Idle**. The call will be placed in the Transferred Calls queue.
- Step 5** To cancel the transfer operation, click on the **Hang up** button or press the Hang up shortcut key (default **Num-Enter**). You will be connected to the previously held call.



Notes

If you have the Auto Transfer option enabled, you do not need to click the Complete Transfer button to complete the transfer. CallConnector Operator will drop you out of the call, and extend the caller to the transferred-to party.

Transfer using Directory

- Step 1** Select the connected call to transfer.
- Step 2** Enter the first few letters of the person's name. Make sure you have the correct directory selected first. The cursor will move to the nearest matching contact. Alternatively you can scroll through the directory and click in the desired contact.
- Step 3** To dial the contact's preferred number, double-click on the entry or click on the **Pressing Enter** again to auto-dial the preferred number. You can also press the auto-dial key (default F9).

Transfer using Telephone Status Window

The Telephone Status window displays the status of the internal extensions. If viewing of idle extensions is enabled then calls can be transferred to that number.

- Step 1** Select the connected call to transfer.
- Step 2** In the Telephone Status window, select the number you want to transfer the call to. Double-click on the call or press **Enter**.
- Step 3** Follow the steps to complete the transfer as described in the section above.

Transfer to an Alternate Number

A contact in the directory can have multiple numbers. A call can be transferred to any of those numbers.

- Step 1** Select the connected call to transfer.
- Step 2** Find the desired contact in the directory. The cursor will move to the currently selected directory contact.
- Step 3** Click on the desired alternate number in the Action Bar. You can also right-click on the contact and select the number to dial from the menu. The current call will be placed on hold and the selected number will be dialed.
- Step 4** When the transfer-to number is ringing or connected, you can click on **Transfer Complete** button or press the transfer shortcut key (default Num-Delete).

Transfer to Contact's Manager/Assistant

If the desired person is not available, then the caller can be transferred to the contact's manager, assistant, or backup person if configured in the directory. Only CallConnector users can have these numbers configured.

- Step 1** Select the connected call to transfer.
- Step 2** Find the desired contact in the directory. The cursor will move to the currently selected directory contact.
- Step 3** Click on the Group/Department tab in the Action Bar or press the Action Bar shortcut key and the shortcut for the group section.
- Step 4** The contact's manager, assistant and backup person will be displayed. Click on the desired call button or press the shortcut key.
- Step 5** Follow the steps to complete the transfer as described in the section above.

Transfer to a Contact's Group

If the desired person is not available, the operator can transfer the call to an available contact in the desired person's department group. These groups are defined in the organizational directory.

- Step 1** Select the connected call to transfer.
- Step 2** Find the desired contact in the directory. The cursor will move to the currently selected directory contact.
- Step 3** Click on the group tab or press the shortcut key.
- Step 4** Click on the Call Available button to send the call to the first available member in the group. Alternatively you can select a member in the group list and click on the Call button. You can also drag the call to the Group/Department window.
- Step 5** Follow the steps to complete the transfer as described above.

Transfer to System Speed Number

Calls can be transferred to one of the system speed numbers.

- Step 1** Select the connected call to transfer.
- Step 2** Click on the Speed button in the toolbar or press the shortcut key. The System Speed numbers menu will display. Click on the category and select the speed number. The current call will be placed on hold and an outgoing call will be placed to the speed number.
- Step 3** Follow the steps to complete the transfer as described above.

Transfer by Drag and Drop

- Step 1** Select the connected call to transfer.
- Step 2** Drag the current call by clicking on it and drop it to the desired contact number. The call will be transferred to that contact's preferred number. The call can be dragged to any of the following:
 - a. Directory entry
 - b. Number in the Action Bar
 - c. Group or a member in the group
 - d. Number in the Telephone Status window
 - e. To the park queue
- Step 3** Follow the steps to complete the transfer as described above.

To Toggle Auto-Transfer Option

This option, when enabled, will allow you to complete auto transfer automatically without having to click the Complete Transfer button every time you need to complete a transfer.

- Step 1** On the Call Control toolbar, click the Settings button.
- Step 2** Select Auto-Transfer option from the pop-up menu. When selected, this option will be highlighted with the orange color.
- Step 3** Select Auto-Transfer option again to disable this option.

Operator Call Handling Options

When a Person is Not Available

The following option is available to the operators, when the requested person is not available. The presence information in the directory displays the availability information.

Options	Methods
Send call to voice mail	Click on the contact's voice mailbox from right-click menu or Action Bar and transfer the caller to voicemail.
Send call to the contact's backup	Contact's backup can be their manager, assistant, or a specific-back person. Click on the desired person's call button to that number. The backup numbers are in the Group/Department tab.
Send call to an available group member	Click on the Action Bar – Group/Department tab and again on the Call Available button. The call will be transferred to the first available person in the Contacts group.
Take a message	Enter the message by typing in or selecting a canned message and click on the desired message delivery method.

Table 5-16 When a person is not available

When a Person is Away but In the Office

When the requested person is in the office, but not at their desk or answering the call:

Options	Methods
Park the call and make a page announcement	Click on the Park button and select the park number, or drag the call to the park queue.
Place the call on hold and make a page announcement	Click on the Hold button. Then click on the Page button and select a page number to make an announcement.
Send call to the person's mobile number	Find the contact and select the mobile number from the right-click menu or the Action Bar.
Send call to voicemail	Find the contact and select the voice mail option from right-click menu or click on the voice mail button in the Action Bar.
Send text message to person's mobile device.	Find the contact and select the SMS option from right-click menu or click on the SMS button in the Action Bar.
Send call to the person's backup	Contact's backup can be their manager, assistant, or a specific-back person. Click on the desired person's call button to that number. The backup numbers are in the Group/Department tab.
Send call to an available group member	Click on the Action Bar – Group/Department tab and again on the Call Available button. The call will be transferred to the first available person in the Contacts group.
Take a message	Enter the message by typing in or selecting a canned message and click on the desired message delivery method.

Table 5-17 When a person is away but in the office

When a Person is On Call

If the requested person is on a call, the operator can:

Options	Methods
Place call on hold and set a notify flag	Find the contact and click on the Notify button. When the person becomes available, a popup message will indicate the state change.
Send message to the requested person's IP phone or via instant message or email	Enter the message in the textbox of the Action Bar and click on the message delivery method.
Send call to voice mail	Find the contact and select the voice mail option from right-click menu or click on the voice mail button in the Action Bar.
Send call to the person's backup	Contact's backup can be their manager, assistant, or a specific-back person. Click on the desired person's call button to that number. The backup numbers are in the Group/Department tab.
Take a message	Enter the message by typing in or selecting a canned message and click on the desired message delivery method.

Table 5-18 When a person is on call

Reconnect Extended Calls

Calls that have been extended by the operator can be viewed in the call list of the Transferred Queue display.

Transferred Calls						
	5024	Ringing	00:00:11	5020	Cadmus Locasio	5012

Figure 5-17 Transferred Call Queues

Recall a Transferred Call

- Step 1** Click on the Recall button in the call control toolbar or press the shortcut key (default Ctrl + Num-Plus).
- Step 2** The longest waiting timed-out call in the park list or transferred call list will be connected to the attendant.

Reconnect a Specific Call

The operator can pick up a specific call from the Call Queue window.

Step 1 Click on the call to pick up in the Parked or Transferred call list. You can also press the shortcut key for the queue window and use the arrow up/down keys to the call.

Alternate

Step 1 Drag the desired call from the queue to an idle line in the Call Control window.

Step 2 Double-click or right-click and select the Connect option or press the shortcut key to pick up.

Pick up from the directory

The operator can pick up the extended call from the Directory window.

Step 1 Locate the contact in the directory and select the entry.

Step 2 Right-click and select Pickup. The operator will be connected to the ringing party.

Making Calls

With CallConnector Operator, there are multiple ways to make outgoing phone call. Calls can be initiated from either Call Control or Directory window.

Using Call Control window

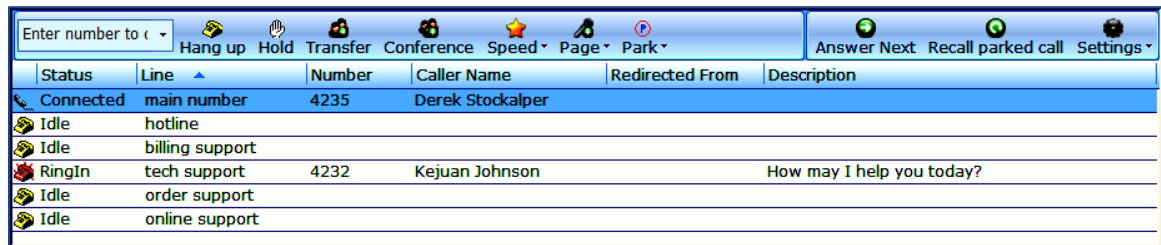


Figure 5-18 Call Control Window

Call Control window provides a convenient way to make a phone call. Simply enter the number to the Call Control phone number bar and click the Dial button to place a call.

To dial manually

Step 1 Enter an internal or external number in the number field of the Call Control toolbar. If you use the numeric keypad to enter a number, no matter where your cursor is in the CallConnector Operator windows, the entered number will be automatically displayed in the CallConnector Toolbar.

Step 2 Click the Dial button or press the dial shortcut key to place the call. The status of the selected line will be changed to RingBack to indicate that the called number is ringing.



Notes

If no line is selected, the first line on the operator phone will be selected to place the outgoing call.

If the auto-key is specified for the phone, then that line will be selected if available.

If the operator selects a specific line and presses the Dial button, then Dial-Tone will be received on that line to allow digits to be made.

If you are on a call, and need to make a new call, the first select the New Call option.

To redial a number

- Step 1** Click on the Redial arrow or press the Redial shortcut key. A menu with the list of previously dialed numbers will display.
- Step 2** Select the number from the redial list. Click on the Dial button or press the dial shortcut key (default Num-Delete)

To dial an entry from the directory

- Step 1** Select a line from which you want to originate the call.
- Step 2** Locate the contact in the directory that you want to call.
- Step 3** Double click on the contact in the directory to make a call to the number. You can also press the auto-dial key to make a call. The call is made to the contact's preferred number.

To Call by Drag and Drop

- Step 1** Select an entry from the CallConnector Operator directory or log window.
- Step 2** Drag and drop that entry to an idle line in the Call Control Window. An outgoing call will be placed to the number.

To Dial a Number from another Application

- Step 1** Highlight the number in the windows application.
- Step 2** Drag and drop the number on an idle line in the Call Control window. The outgoing call will be made to the number.

Using Directory window

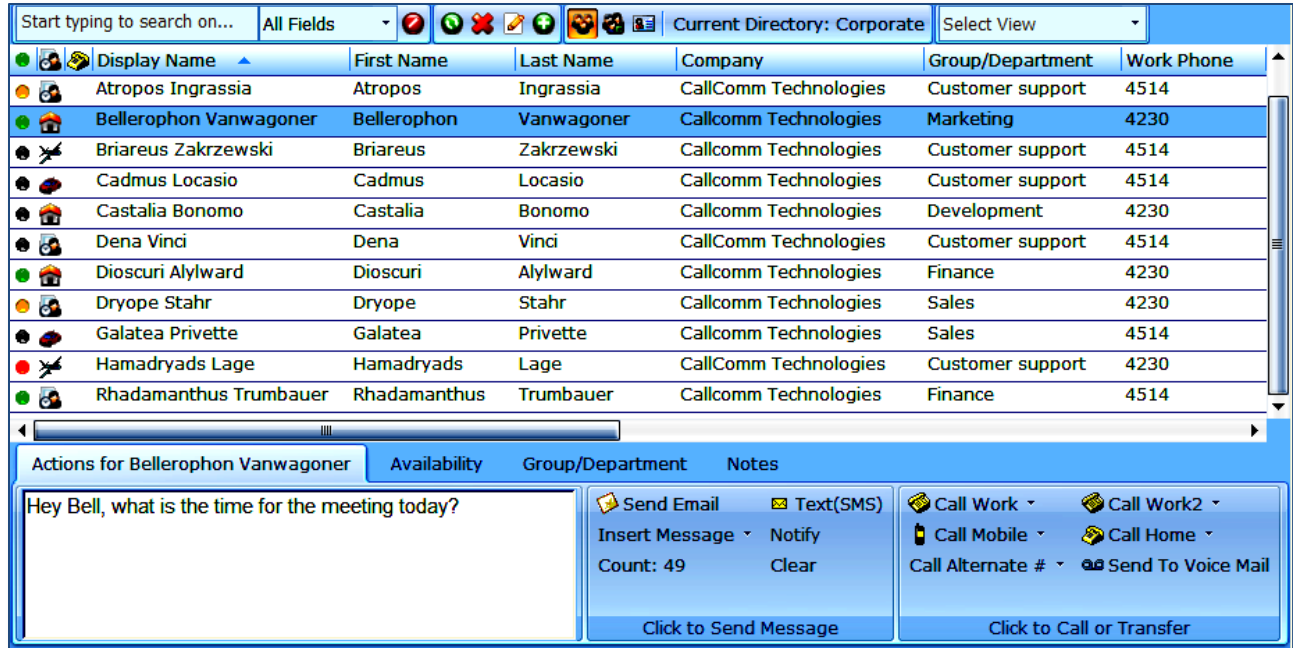


Figure 5-19 CallConnector Operator Directory Window

The Directory window shows the detailed contact's information including the different phone numbers. From this window, you can locate and call any person without having to type their numbers manually.

To Dial the Preferred Number

- Step 1** Locate the person in the directory.
- Step 2** Double click or press the auto-dial shortcut key (default F9). An available line will be selected and the call placed to the preferred number. By default the preferred number is the primary work number but the user or operator can change it to one of their other numbers.

To Dial an Alternative Number

- Step 1** Locate the person to call in the directory.
- Step 2** Right-click on the selected contact. You will see a list of numbers for that person.
- Step 3** Select the number you want to call. A call will be made to the selected number.

To Dial from the Action Bar

The alternative numbers for a contact is displayed in the Action Bar. If a number is not configured, then the button is grayed out.

- Step 1** Locate the contact in the directory.
- Step 2** Click on the desired alternate number for that contact. The options include Work1, Work2, Mobile, Home, Alternate and Voice mail. A call will be placed to the selected number.

To Call a Contact's Manager, Assistant or Backup

The contact's backup numbers are displayed in the Action Bar – Group/Department tab.

- Step 1** Locate the contact in the directory.
- Step 2** Click in the Group/Department tab and then click on the Call button for the contact's manager, assistant or backup.

Drag and Drop to Make a Call

- Step 1** Make sure you are not on a connected call. You can put it on hold.
- Step 2** Locate the contact in the directory or an extension in telephone status.
- Step 3** Drag the contact to the Call Control window. An outgoing call will be made to the contact's number.

Disconnecting Calls

When you have completed a call, you can hang up the call from the Call Control window.

To Hang up

- Step 1** Select the connected line you want to hang up.
- Step 2** Click the Hangup button or press the Num Enter key. The status of the selected line will be changed from Connected to Idle.

Placing Call on Hold

A call can be set aside for later handling by putting it on hold. You may have one or more calls on hold. You may want to put a call on hold during busy periods to take other calls, or to allow the caller to wait for the called number to become available. Held calls are displayed in the Held Calls queue. Held calls can be retrieved anytime.

To Put a Call on Hold

- Step 1** Select the line you want to put on hold. This call should be in the Connected state.
- Step 2** Click the Hold button or press the Num-Minus key.
- Step 3** The status of the selected line will be changed to On Hold. You can either resume the call or make a new call.



Notes

If you are connected to a call and you become active on another, then the current call will be placed on hold.

To Resume a Held Call

- Step 1** Select the held line.
- Step 2** Click the Resume button or press the Num-Minus key.



Notes

Alternatively you can double-click on the held line to resume the call.

Picking up Calls

Picking up a call

The **Pickup** button allows you to connect to a ringing call. You will need to know the number that is ringing.

To Pick Up a Call

- Step 1** Select an idle line where you want to receive the picked up call.
- Step 2** Enter the phone number you want to pick up in the phone number bar. Alternatively, if the number was previously used, you have an option to select it from the drop down list of the phone number bar.
- Step 3** Click on the Pickup button or press the pickup shortcut key (default Ctrl + Num *).
- Step 4** When the status of the selected line is changed from Idle to Connected, you can begin the conversation.

To Pick Up from the Directory

The telephone status for a contact is displayed in the directory.

- Step 1** Locate the contact with the ringing call.
- Step 2** Right click on the contact and select Pick up.
- Step 3** The CallConnector Operator will select an available line and send a pickup request to the ringing number.

Group Pickup

When you need to pick up an incoming call to another group, you can use the Group Pickup button. All pickup groups are defined in CME.

To Pick Up a Call from a Pickup Group

- Step 1** Select an idle line where you want to receive the picked up call.
- Step 2** Enter the group number you want to pick up the call from. Alternatively, if the number was previously used, you have an option to select it from the redial list.
- Step 3** Click on the Group Pickup button. The Cisco CME will select the first incoming call from the selected group, and connect the call to your selected line.



Notes

Answering an incoming call will automatically place any connected lines to the On Hold status.

Parking Calls

This feature allows a call to be temporarily placed at a park extension number. The parked call can then be picked up from any other enabled telephone in the organization. Call Park is generally used in combination with overhead paging. The call is parked and the overhead page is used to announce the person's name and the pickup number. The paged party can then dial the pickup access code and number to connect to the caller. The park extension numbers are configured in the CME.

To Park a Call

- Step 1** Select a connected line to park a call.
- Step 2** Click the Park button. A drop down list of all available parked slots will show up.
- Step 3** Choose the parked slot you want to use. The call will be placed in the parked queue of the Call Queue window.
- Step 4** Double click on the parked call in the Call Queue window to reconnect to the parked call.



Notes

The Default Park feature lets the Cisco CME select the park number. The park numbers displayed in the park menu are the set of park numbers selected for use by the operators by the administrator.

Conferencing Calls

This feature allows the operator to connect several parties in one call such that all parties can hear each other. The CallConnector Operator allows you to setup a conference when you are connected to a party, or if you are already in a conference and need to add another party.

To Conference in a Number

- Step 1** Select a connected call on the Call Control window.
- Step 2** Enter the phone number you want to conference. If the number was previously used, you have an option to select it from the drop down redial list of the telephone number field.
- Step 3** Click the Conference button or press Ctrl + Num-Delete key. The first party will be put on hold, and a new line is selected for dialing the second number.
- Step 4** When the call is answered, click the Complete Conference button to bring the parties together into the same call.

To Conference in the Preferred Number from the Directory

- Step 1** Select a connected call on the Call Control window.
- Step 2** Right-click a contact in the Directory window and select Conference from the drop-down menu. The first party will be put on hold, and a new line is selected for dialing the preferred number of the selected contact.
- Step 3** Click the Complete Conference button to bring the parties together into the same call.

To Conference in an Alternative Number from the Directory

- Step 1** Select a connected call in the Call Control window.
- Step 2** Locate the contact in the directory and select it.
- Step 3** From the Action Bar, right-click on the desired alternate number and select the Conference option from the menu. The current call will be placed on hold and selected number dialed.
- Step 4** When the party answers, click on Conference Complete to bridge the calls.

Drag and Drop to a Conference

- Step 1** Select the connected call that you want to add another party.
- Step 2** Locate the contact in the directory.
- Step 3** Drag the contact into the call in the Call Control window. The current call will be placed on hold – pending conference and an outgoing call is made to the selected party.
- Step 4** When the party answers, click on the Conference Complete to bridge the calls.

Adding a Party to a Conference

- Step 1** Select the conference call.
- Step 2** Enter the number and click the Add button. The conference will be placed on hold and an outgoing call is placed.
- Step 3** Once the call is answered, click on the Conference Complete button.

Making a Page Announcement

The CallConnector Operator provides a list of page numbers. These page numbers can be used to make overhead announcements to different areas of the organization.

To Make a Page Announcement

- Step 1** Select an idle line.
- Step 2** Click on the Page button in the toolbar or press the shortcut key. From the menu, select the number to page.
- Step 3** A call will be made to the page number. When connected, you can make announcement.

Forwarding Calls

Incoming calls to a specific line can be configured to be routed to another phone line or to voicemail.

To Activate Call Forward

- Step 1** Select an idle line you want to setup Call Forward.
- Step 2** Enter the phone number you want to transfer to in the phone number bar. If the number was previously used, you have an option to select it from the drop down list of the phone number bar. You can also double-click an entry in the Directory window to get the preferred telephone number.
- Step 3** Click the Forward button or press the shortcut key (default Ctrl + F) to activate Call Forward. A green arrow will appear on the number to show that the Call Forward feature has been activated on the selected line. In the example below, any call to line 4005 will be forwarded.

To Deactivate Call Forward

- Step 1** Select a line to deactivate call forward.
- Step 2** Click the Forward button or press the shortcut key (default Ctrl + F) to deactivate Call Forward. A green arrow appearing on the telephone will disappear.

Device Settings

Dial-Through

When making phone calls, the operator may have to enter more digits or special characters such as # sign or * sign during the call in order to complete the call. In this case, the operator needs to enable Dial-Thru option to allow the transmission of the extra digits and characters.

To Enable or Disable Dial-Through

- Step 1** On the Call Control toolbar, click on Settings. A list of device settings options will appear. A checkmark next to Dial-Thru option indicates that this option has been enabled.
- Step 2** To enable or disable this option, click on the Dial-Thru option or press the shortcut keys.

Auto-Answer

When the operator is available i.e. all the lines are idle, this option allows the CallConnector Operator to automatically connect to an incoming call at the operator's phone.

To Enable or Disable Auto-Answer

- Step 1** On the Call Control toolbar, click on Settings. A list of device settings options will appear. A checkmark next to Auto-Answer option indicates that this option has been enabled.
- Step 2** To enable or disable this option, click on the Auto-Answer option or press the shortcut key (default Ctrl + Alt + A).

Auto-Transfer

The option allows the operator to automatically complete the call transfer without having to press the Complete Transfer button.

To Enable or Disable Auto-Transfer

- Step 1** On the Call Control toolbar, click on Settings. A list of device settings options will appear. A checkmark next to Auto-Transfer option indicates that this option has been enabled.
- Step 2** To enable or disable this option, click on the Auto-Transfer option or press the shortcut key (default Ctrl + Alt + T).

Reload Lines

This option retrieves the operator's phone information from the Cisco CME and reloads it to the Call Control window.

To Reload Line Information

- Step 1** On the Call Control toolbar, click on Settings.
- Step 2** Click on Reload lines. The phone will be stopped while the CallConnector Operator retrieves information from the Cisco CME.

Edit Speed Numbers

This option allows the operators to:

- Add a new speed number
- Change the category a speed number belongs to
- Edit the name and the number of a speed number
- Remove a speed number

A speed number contains the following information:

Field	Description
Category	The speed numbers may be grouped into different categories such as Customer Support or Sales Department.
Name	This is usually the name of the person who owns the number.
Number	The PSTN or extension number to be called.

Any modification to the list of speed numbers made by an operator will be shared by all operators accessing to the same CallConnector Server.

To Add a New Speed Number

- Step 1** On the Call Control toolbar, click on Settings.
- Step 2** Click on Edit Speed Number... The Speed Numbers window that shows the corporate speed numbers will be displayed.
- Step 3** Click on Add. The Add Speed Number window will show.
- Step 4** Enter Category, Name and Number of the speed number.
- Step 5** Click OK to save the change.

To Edit the Information of a Speed Number

- Step 1** On the Call Control toolbar, click on Settings.
- Step 2** Click on Edit Speed Number... The Speed Numbers window that shows the corporate speed numbers will be displayed.
- Step 3** Select the speed number to be edited.
- Step 4** Click on Update. The Update Speed Number window will show.
- Step 5** Enter Category, Name and Number of the speed number.
- Step 6** Click OK to save the change.

To Delete a Speed Number

- Step 1** On the Call Control toolbar, click on Settings.
- Step 2** Click on Edit Speed Number... The Speed Numbers window that shows

the corporate speed numbers will be displayed.

Step 3 Select the speed number to be deleted.

Step 4 Click on Remove. The speed number will be deleted.

Step 5 Click on Close when done.

CHAPTER

6

Monitoring Queued Calls

This chapter provides an overview of the CallConnector Operator Call Queue window and the steps to configure and manage the call queues.

This chapter describes the following in more detail:

Call Queue Overview -	Describes the features of different types of call queues.
Call Queue Window -	Provides an overview of the CallConnector Operator Call Queues window.
Navigating in Queue Window -	Describes different options for accessing the features of the Call Queue window.
Busy and Unavailable Routing -	Explains how busy and unavailable routing works and how to change incoming call flow manually and automatically.
Incoming Call Queue -	Describes how to answer incoming calls, logging in and out of the hunt group and how to set busy/unavailable forward.
Held Call Queue -	Explains how to reconnect to a held call.
Transferred Call Queue -	Describes how to recall and reconnect to a transferred call.
Parked Call Queue -	Describes how to park a call, view parked call information, recall and reconnect to a parked call.
Viewing Queue Window -	Describes different options to customize the call queue window view: sort by extension number, group/ungroup queue display and display/hide information fields.
Customizing Queue's View -	Describes how to show or hide certain line numbers in a call queue.

Call Queue Overview

The CallConnector Operator Call Queue window displays the call queues that have been configured for the operators. There are two basic types of CallConnector call queues – Incoming Call Queues and Monitored Call Queues. The Incoming Call Queues displays the new, incoming calls that are ringing at the attendant’s phone. The Monitored Call Queues are calls that have been processed by the operator and are waiting for some external event. These are calls that the operator has put on hold, or park or has transferred.

The Call Queue window supports the following features:

Multiple Queues	The system administrator can configure multiple incoming call queues for the CallConnector operators. These are in addition to the pre-defined Held, Parked and Transferred call queues.
Customized Queue Properties	For each queue, the administrator can specify the priority level, timeout values, greeting text and the busy/unavailable routing.
Customizable View	Operators can customize the information fields to hide or display and change the position and size of the fields in the Call Queues window.
Progress Bar Display	A progress bar displays the duration of the calls in the queues. Icons change to indicate timed-out condition.
Next Call	The longest waiting highest priority call can be answered from the incoming call queues by a single button or key press.
Answer Specific Call	The operator can answer a specific call from the list of calls in the call queues.
Recall Parked, Transferred Calls	The recall feature pickups and connects to the highest priority longest waiting timed-out call from the Parked and Transferred queues.
Busy and Unavailable Routing	The operator queue directory numbers are logged in or forwarded based on the attendant’s availability status.
Drag and Drop	Allows the operator to drag and drop calls to answer or transfer.

What is an Incoming Call Queue

An Incoming Call Queue is a grouping of some of the directory numbers in the attendant's IP phone so that they can be given uniform call handling treatment.

An Incoming Call Queue has the following attributes:

A Call Queue is comprised of a list of directory numbers that are on the attendant's phone. The directory number can be octal, dual or single channel numbers.

Each queue has:

- **Name:** A descriptive label for the calls directed to that queue.
- **Priority level:** The priority level (1-5 with one being the highest) determines the order in which the calls are answered.
- **Greeting text:** Provides operators with the text for how the call should be answered.
- **Timeout value:** This value provides visual feedback to the operators for how long the calls have been waiting.
- **Busy and night routing numbers:** When the operator is busy or unavailable, the operator directory numbers can be forwarded to these numbers.

Calls requiring similar operator call treatment should be routed to one call queue. For example, the organization's main number calls should be routed to the directory numbers in the Main Number queue and the Customer Service calls to the Customer Service queue directory numbers.

The incoming call queue displays only the unanswered ringing calls. For each call, it can display the calling number, name (if available) and duration of the call.

If the call is in the queue for longer than the timeout period, the icon turns red to indicate this condition.

Hunt-group based Call Queues

The directory numbers in an operator call queue can belong to a hunt group. This is typically the configuration where there are multiple operator positions. The hunt group distributes the calls to the different operators. When the operator is in the 'Available' state, the operator is automatically logged into the hunt groups. When they are busy or unavailable, the operators are logged out of the hunt groups.

The Cisco CME hunt group should be configured with the following options to support the routing of the calls to the operators.

Cisco CME hunt-group properties for operator call routing:

- One or more directory numbers from each attendant's phone should be added to the hunt group list.
- The hunt group should be setup to route the calls to support the following requirements:
- Allow all logged-in operators to uniformly share the calls. The hunt group should be setup for 'Peer' or round-ribbon call routing.
- Support a primary and backup operator position. For this, the hunt group should be configured with 'sequential' routing with the primary attendant's directory numbers first in the list followed by the backup operators' directory number.
- Multiple hunt groups can be configured one for each operator call queue.
- The hunt groups can be preceded by an auto-operator to route the calls to the selected call queue.

Queues for Single Operator



10:16a 08/21/09 4300

4300	Button 1: 4300 (dual) ← Operator Personal Number
4301	Button 2: 4301 (octal)
4302	Button 3: 4302 (octal) ← Main Number Calls
4304	Button 4: 4304 (octal)
4306	Button 5: not configured
4307	Button 6: 4306 (octal)
4308	Button 7: 4307 (octal) ← Customer Service Calls
	Button 8: 4308 (octal)

Cisco Systems

Redial NewCall CFwdAll PickUp more

Figure 6-1 Example Queue Configuration for Single Operator

The example configuration shown above shows an operator IP phone directory numbers and the call queue configurations for a single operator position. One directory number is assigned as the operator primary or personal number. Three octal channel directory numbers with a total capacity of twenty four calls are configured to receive the organization's main number calls. These three directory numbers have to be specified in the Main Number call queue. Button 6, 7 and 8 receive the customer service calls. As octal-channel directory numbers, each of them can receive eight calls.

Queues for Operator and Backup



Primary Operator

Button 1: 4300 (dual) ← Operator Personal Number

Button 2: 4301 (octal)

Button 3: 4302 (octal) ← Main Number Calls

Button 4: 4304 (octal)

Button 5: not configured

Button 6: 4306 (octal)

Button 7: 4307 (octal) ← Customer Service Calls

Button 8: 4308 (octal)



Backup Operator

Button 1: 4310 (dual) ← Operator Personal Number

Button 2: 4311 (dual) Number

Button 3: 4312 (octal)

Button 4: 4313 (octal) ← Main Number Calls

Button 5: 4314 (octal)

Button 6: 4315 (octal)

Button 7: 4316 (octal) ← Customer Service Calls

Button 8: 4317 (octal)

Figure 6-2 Example Queue Configuration for Operator and Backup

The example queue configuration above shows the IP phone directory numbers for two operators: the primary operator and the backup attendant. The first directory number from the primary operator phone and the first two directory numbers from the backup operator phone serve as the operators' personal numbers. Each operator assigns three octal directory numbers to receive main number calls. These six directory numbers should be added to the Main Number call queue and have the capacity of receiving forty eight calls in total. The example configuration routes the Customer Service calls to the last three directory numbers of each operator IP phone. Therefore, six lines with the total of forty eight calls are configured to receive Customer Service calls.

Queues for Multiple Operators

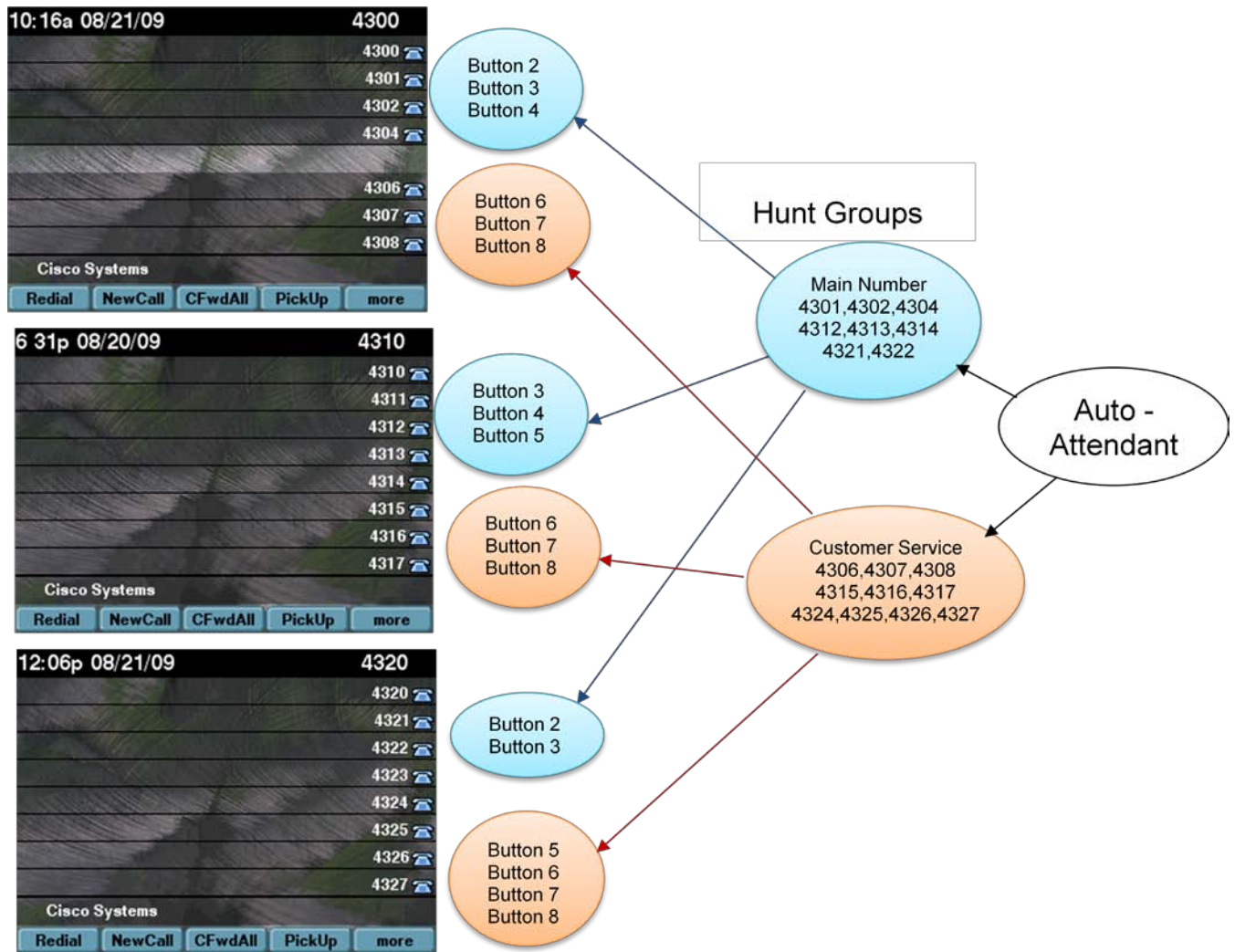


Figure 6-3 Example Queue Configuration for Multiple Operators

In the example above, incoming calls to the organization are routed through an auto-attendant to the Main Number and Customer Service queues. Those queues are served by three operators. The Main Number hunt group has eight directory numbers from the three operator positions. The Customer Service hunt group has ten directory numbers from the operator IP Phones.

The queues for the Main Number and Customer Service have to be configured with the respective directory numbers as a part of the operator queue configuration. Calls are only delivered to the operators that are logged in.

Monitored Call Queues

The monitored call queues display information for calls that have been processed by the attendant. These queues are pre-configured and comprised of:

Held Queue	This queue displays the calls placed on hold at the operator position.
Parked Call Queues	Those are calls that have been parked by the attendant.
Transferred Call Queue	This queue displays the calls that were transferred by the attendant.

Only the calls in the ringing state are displayed in the Transferred Call Queues. Once the call connects, it is removed from the queue.

Call Queue Window

The CallConnector Call Queue window displays information on the calls that are waiting in the queues configured for the operators.

From the Call Queue window, the operator can:

- View the incoming calls waiting to be answered
- Answer the longest waiting highest priority call or a specific waiting call.
- View the calls that have been placed on hold or transferred to park slots or other numbers.
- Recall the longest waiting, timed out call or bring back a specific call.
- View the calls that have been timed out.

Extension	Connect Time	Wait Time	Number	Name	State	Department	Redirect Name	Redirect Number	Start Time
Customer Support									
4516		00:00:07 (35%)	4235	Derek Stockalper	Ringing				12/16/2009 20:42:53 PM
Main Numbers									
Held Calls									
4514	00:06:34	00:06:07 (100%)	4232	Kejuan Johnson	On Hold				12/16/2009 20:36:44 PM
Transferred Calls									
Parked queue									
4354	00:06:52	00:06:52 (100%)	4231	Chris Devine	Connected		Hok Shi Won	4514	12/16/2009 20:36:8 PM

Figure 6-4 Call Queues Window

The CallConnector Operator Call Queues window presents four different types of queues:

Incoming Call Queue: These are the queues configured for the display of the incoming calls. Incoming call queues can be of type local or hunt group. There can be multiple incoming call queues defined.

Queue Type	Description
Local	A local queue contains certain directory numbers that belong to the operators' phones. Routing calls to these directory numbers is setup in the CME.
Hunt group	A hunt group queue comprises the phone lines that belong to certain hunt groups. Operators are able to log in or log out a hunt group from the Call Queue window. The hunt groups are set up in the CME.

Table 6-1 Types of Call Queues

Parked Call Queue: Monitors and displays the status of the calls at the CME Park numbers or slots. If an operator parks a call at one of the park slots, this call is displayed in the Parked Calls queue. If the call is not picked up, then the parked call can be pulled back by the operator via a pickup option.

Held Call Queue: Displays the calls held at the operator position. The operator can resume the held calls from the Held Calls queue.

Transferred Call Queue: Displays the calls extended by the operator to other numbers. While these calls are in the ring state, they are displayed in the Transferred Calls queue to allow them to be pulled back by the attendant.

For each call in a queue, the following information will be displayed:

Field	Description
Extension	The telephone number of the attendant's phone associated with the call.
State	The call state of the call. Each state is associated with a specific icon. For more information, please refer to the State Icon table below.
Number	The phone number of the caller or called party.
Name	The name of the caller or called party, if available.
Duration	The lifetime duration of the call. It is displayed in the format "hh:mm:ss".
Wait Time	The total waiting time of the incoming and held calls. When the call reaches the timeout interval configured in the CallConnector Server, the background will be changed to red to indicate the timeout period.
Department	The caller belongs to this department, if available.
Priority	The priority of the call. It is scaled from one to five, with one being the highest priority.
Redirect Number	If the call was re-directed, then this field displays the number of the original party. Redirected calls include forwarded and transferred calls.
Redirect Name	If the call was re-directed, then this field displays the name of the original party. Redirected calls include forwarded and transferred calls.

Table 6-2 Queued Call Details

For each state of the phone lines, the following icons will be used:
















Icon	Description
	The extension number is currently idle.
	Making an outgoing call on the extension number.
	There is an incoming call to this directory number.
	The time this call is ringing exceeds the timeout value of the queue set in the Configuration Manager. This icon alerts operators that a caller has been waiting for a while so that they can give higher priority to this caller.
	The number that you are calling is ringing.
	The dialed number is busy.
	The call is connected to the other parties.
	The call is put on hold.
	The time that the call is put on hold exceeds the timeout value of the queue set in the Configuration Manager. This icon alerts operators that a caller has been put on hold for longer than the timeout period so they can give higher priority to the waiting caller.
	The call to this extension number has been transferred to another extension number, and waiting for the other extension number to answer it. Once the call has been completely transferred, the status of the extension number will be set back to Idle. While in this status, operators can resume the phone call at any time.
	All incoming calls to the extension number will be forwarded to a pre-defined number.
	The extension number is idle, and logged in to a hunt group.
	The extension number receives incoming calls from the hunt group but will forward the calls to a pre-defined number.
	The extension number is idle, and logged out of a hunt group.
	The extension number is logged out of a hunt group and will forward any incoming call to a pre-defined number.

Table 6-3 Call State Icon

Operators can sort the telephone lines by column, and/or group the telephone lines by column. Please refer to the Customizing General View section for more information.

Progress Bar and Timeout

The progress bar displays the duration of each call in the queue window.

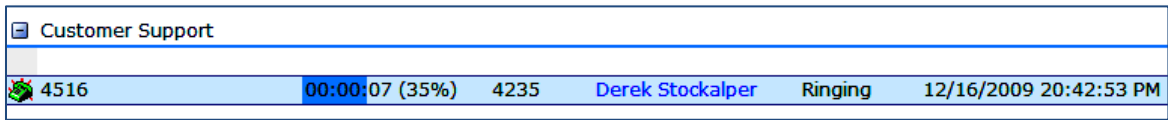


Figure 6-5 Progress Bar

When this waiting time exceeds the timeout value configured for the queue, the icon and the color of the progress bar change to red as shown below.

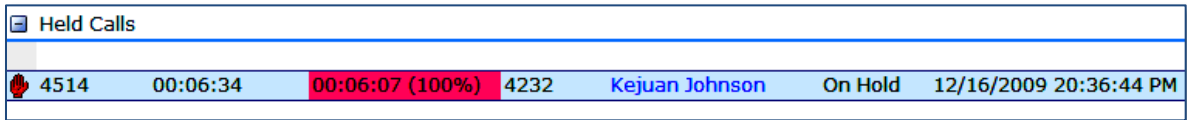


Figure 6-6 Progress Bar - Timeout

Navigating in the Call Queue Window

Call Queue Toolbar

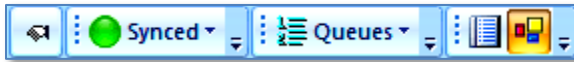

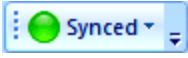
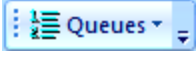



Figure 6-7 Call Queue Toolbar

The Call Queue Toolbar provides access to the following features:

Icon	Purpose	Description
	Connect Currently Selected Call	This feature allows you to connect to an incoming call in the local queue or hunt group queue, or reconnect to the held, parked or transferred calls in the monitored call queues.
	Change Presence Status	<p>Allows the operator to change the status in order to start/stop receiving incoming calls from hunt groups queue. You have the following options:</p> <ul style="list-style-type: none"> • Take Call: logs the operator into the hunt group queues and allows them to receive calls directing to the hunt group queues. • Make Busy: logs the operator out of the hunt group queues and forwards the incoming calls to the Busy Routing Number. • Set Unavailable: logs the operator out of the hunt group queues and forwards the incoming calls to the Night Routing Number. • Sync Operator Status with Presence Server: when enabled, this option synchronizes the operator status with the presence status. <p>This button is visible by default. However, if it is not displayed, the operator can right-click the toolbar and click on Status Options to show it.</p>
	Change Queues Settings	<p>The Queues menu lets the operator to enable the following features to the configured call queues:</p> <ul style="list-style-type: none"> • Enable Call Forwarding on all Local Queues' DNs: logs out of all local queues and enables call forwards (using Night Routing Number) on the attendant's DNs. • Disable Call Forwarding on all Local Queues' DNs: logs into all local queues and cancels call forwards on the attendant's DNs. • Log In to all My Hunt Queues: clears the call forwards on the local queues and logs into the hunt group queues to receive calls. • Log Out of all My Hunt Queues: enables call forwards on the local queues and logs out of the hunt group queues to stop receiving calls. <p>This button is visible by default. However, if it is not displayed, the operator can right-click the toolbar and click on Queue's Options to show it.</p>
	View all DNs	Displays all directory numbers of the queues configured in the Configuration Manager. This option is hidden by default. The operator can display it by right-clicking the toolbar and clicking on Filter Queue's Calls.

	View active DNs	Displays only the directory numbers that have active incoming or monitored calls. This option is hidden by default. The operator can display it by right-clicking the toolbar and clicking on Filter Queue's Calls.
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Table 6-4 Call Queue Toolbar

Right-click Menus for the Call Queues

These options are available for all call queues:

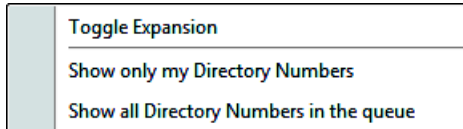


Figure 6-8 Call Queue Right-Click Menu Options for All Queues

Feature	Description
Toggle Expansion	This option allows the operator to show or hide the directory numbers in the selected call queue.
Show only my Directory Numbers	This option allows operators to view all the numbers that belong to their phone in a queue. See Customizing Queue's View for more information.
Show all Directory Numbers in the queue	This option allows operators to view all the numbers in a queue, no matter if that number belongs to their phone. See Customizing Queue's View for more information.

Table 6-5 Features for Queue's Right-Click Menus

For the hunt group queues, the following features are provided:

Feature	Description
Log into all my Hunt DNs	After logging into the CallConnector Operator, the operator also needs to log into the hunt group call queues to receive incoming calls directing the hunt group queues. This option allows the operator to log into all directory numbers of the selected call queue.
Log out of all my Hunt DNs	This option allows the operator to log out of all directory numbers in the selected hunt group call queue.
Refresh Status of all my Hunt DNs	Retrieve and Update the status of all the directory numbers in the selected hunt group call queue.
Automatically refresh Hunt DNs' status	This option, when enabled, will automatically load and update the status of the directory numbers in the selected hunt group call queue.

Table 6-6 Extra Features for Hunt Group Queue's Right-Click Menus

For the local queues, the following extra features are available:

Feature	Description
Forward all my DNs	This option redirects the incoming calls to the directory numbers in the selected local queue to the Night Routing Number.
Cancel Forward on all my DNs	This option clears the call forward features in all directory numbers of the selected local queue.

Table 6-7 Extra Features for Local Queue's Right-Click Menus

Right-click Menus for the Queued Calls

For the local incoming calls, the following options are available:

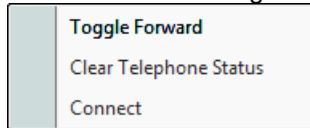


Figure 6-9 Local Call Right-click Menus Options

Feature	Description
Toggle Forward	Selecting this option will turn on/off the call auto forward feature of the selected line. The number to be auto-forwarded to is defined in the Configuration Manager.
Clear Telephone Status	Clear the status of all current calls on the selected directory number. The status of the selected line will be changed to Idle after being reset.
Connect	Selecting this option will connect to the ringing calls.

Table 6-8 Incoming Call Queue Options

For the monitored call queues, the following options are available:

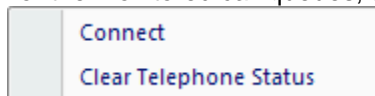


Figure 6-10 Monitored Call Right-click Menus Options

Feature	Description
Connect	Selecting the option will reconnect you to the held, parked or transferred calls in the monitored call queues.
Clear Telephone Status	Remove all current calls on the selected directory number. The status of the selected line will be changed to Idle after being reset.

Table 6-9 Transferred, Held and Parked Call Queue Options

For the hunt group queues, the following options are available:

Feature	Description
Log In	This feature is available when the operator is logged out in order to allow them to log in a hunt group.
Log Out	This feature is available when the operator is logged in to allow them to log out of a hunt group.
Clear Telephone Status	Remove all current calls on the selected directory number. The status of the selected line will be changed to Idle after being reset.
Refresh Hunt DN Status	Reload the login/logout status of the selected line.
Connect	Selecting this option will connect to the ringing calls.

Table 6-10 Hunt Group Queue Options

Shortcut Keys




Feature	Using mouse	Using keyboard
Open the Call Queues window	Click on the View/Queue menu. On the Preferences window, click on Appearance/Appearance option. Then select Show Queue Manager. Click on OK to save the change.	Press F3 Press Alt + V to go to the View menu. Then press Q.
Answer the incoming calls	Click on the  icon of the Call Queue Toolbar.	Press Ctrl + Num Plus
Resume the selected call	Right-click the held call and click Connect to reconnect to the held call. Click on the  icon of the Call Queue Toolbar. Double-click on the held call to resume the connection.	Press Ctrl + Num Plus
Reconnect to the transferred/parked calls	Right-click the transferred call and click Connect. Click on the  icon of the Call Queue Toolbar. Double-click on the transferred call.	Press Ctrl + Num Plus

Table 6-11 Call Queue Shortcut Keys

Drag and Drop

You can drag the call from one window to another window to do the following:

Features	Method
Connect to an incoming call	Drag the incoming call from the Call Queue window to an idle line in the Call Control window.
Put a call on hold	Drag the connected call from the Call Control window to any line in the Held Calls queue.
Park a call	Drag the connected call from the Call Control window to a line in the Parked Queue to park the connected call.
Reconnect to a call	Drag a call from the Held, Parked or Transferred queue to an idle line in the Call Control window.

Table 6-12 Drag and Drop Options

Busy and Unavailable Routing

The CallConnector Operator can be configured to automatically change the routing of incoming calls when their availability state changes. There are call routing different settings available: the Available, Busy and Away/Unavailable operator states.

Availability State	Local	Hunt Group
Available	No call forwards	Logged-in
Busy	Forward to Busy Number	Logged-out
Away/Unavailable	Forward to Night Number	Logged-out

Table 6-13 Busy and Unavailable Routing Options



Notes [The Preferences → General → Automatic Update Busy/Unavailable Call Routing.](#)

When the operator starts the application and are ready to receive calls, they need to change their availability status to 'Available'.

If the preference option is set to automatically update call routing for busy/unavailable, then the CallConnector Operator will manually the call forward settings for the local queues or login to the hunt-group.

To Manually Change Incoming Call Flow

You can manually login/logout or set/clear call forwards for each of the incoming call queues.

- Step 1** Right-click on the incoming call queue header to show the call queue menu.
- Step 2** From the pull-down menu, select Log into all my Hunt DNs or Log out of all my Hunt DNs for hunt group call queues, or Forward all my DNs or Cancel Forward on all my DNs.
- Step 3** Alternatively, click on Options and select one of the following options to apply to all call queues:
 - a. Enable Call Forwarding on all Local Queues' DNs
 - b. Disable Call Forwarding on all Local Queues' DNs
 - c. Log In to all My Hunt Queues
 - d. Log Out of all My Hunt Queues
- Step 4** The progress window will display and the selected action will be performed on each directory number in the queue.

To Synchronize Incoming Call Flow with Presence

- Step 1** From the Queue's menu, click on Sync Operator Status with Presence Status.

Incoming Call Queues

The operator can perform the following operations on the Incoming Call Queues.

Operations	Using mouse	Using keyboard
Answer the highest priority call	Press the Next button to answer the longest waiting, highest priority call.	Press the shortcut key (default Num Plus)
Answer a specific call	Double-click or right-click on the desired call and select the Connect option.	Press the shortcut key for the Call Queue window (default Ctrl+F3) Use the arrow key to move to the desired call Press the shortcut key to answer the selected call (default Num Plus)
Answer by Drag and Drop	Drag the call from the Call Queues window to the Call Control window	
View all DNs in Queue	Right-click on the Call Queue and click on Show all Directory Numbers in the queue	
Login/Logout	Right-click on the hunt's directory number and click on Log In/Log Out.	
Set Busy/Unavailable Forward	Select "Make Busy"/"Set Unavailable" from the Call Queue toolbar.	

Table 6-14 Incoming Queue Operations

To Answer Next Call

- Option 1** Press the Next button or the shortcut key (default Num Plus) to answer the longest waiting, highest priority call.

To Answer a Specific Call

- Option 1** Double-click on the desired call or drag the call to the Call Control window.
- Option 2**
1. Press the shortcut key for the Queue window.
 2. Scroll to select the call and press Enter. The selected call will be answered.
- Option 3** Right-click on the desired call and select the Connect option.

To Login

- Option 1** Select “Take Call” from the Call Queue toolbar. The CallConnector Operator will clear the call forward features on the local queues and logs the operator in the hunt group call queues.
- Option 2** Make sure that “Sync Operator Status with Presence Server” is enabled. Change the presence status to “Available”.
- Option 3** Select Queues/Log In to all My Hunt Queues from the Call Queue toolbar.
- Option 4** Right-click on the hunt group queue and click on Log into all my Hunt DN's.
- Option 5** Right-click on the hunt DN and click on Log In.

To Logout

- Option 1** Select “Make Busy” or “Set Unavailable” from the Call Queue toolbar. The CallConnector Operator will set the call forward features on the local queues and logs the operator out of the hunt group call queues.
- Option 2** Make sure that “Sync Operator Status with Presence Server” is enabled. Change the presence status to “Unavailable”.
- Option 3** Select Queues/Log Out of all My Hunt Queues from the Call Queue toolbar.
- Option 4** Right-click on the hunt group queue and click on Log out of all my Hunt DN's.
- Option 5** Right-click on the hunt DN and click on Log Out.

To Set Busy Routing

- Option 1** Select “Make Busy” from the Call Queue toolbar. The CallConnector Operator will forward the incoming calls to the Busy Routing Number configured in the Configuration Manager.
- Option 2** Make sure that “Sync Operator Status with Presence Server” is enabled. Change the presence status to “Busy”.

To Set Unavailable Routing

- Option 1** Select “Set Unavailable” from the Call Queue toolbar. The CallConnector Operator will forward the incoming calls to the Night Routing Number configured in the Configuration Manager.
- Option 2** Make sure that “Sync Operator Status with Presence Server” is enabled. Change the presence status to “Away” or “Unavailable”.
- Option 3** Select Queues/Enable Call Forwarding on all Local Queues' DN's from the Call Queue toolbar.
- Option 4** Right-click on the local call queue and click on Forward all DN's.
- Option 5** Right-click on the local queued call and select Toggle Forward.

Held Call Queue

The Held Call Queue displays the calls that are on hold at the operator position. The progress bar displays the duration of the waiting call.

Operations	Using mouse	Using keyboard
Reconnect to the held call	Right-click on the call and click on Connect.	Press on F10

Table 6-15 Held Queue Operations

To Reconnect to a Specific Call

After a held call times out, it can be re-connected using the Recall key.

Transferred Call Queue

The Transferred Call Queue displays the calls that have been a) transferred by this operator and b) have not yet been answered. The Transferred Call Queue, however, does not support PSTN numbers including FXO lines, PRI, or real PSTN numbers. The queued calls display the duration progress bar and the time out status.

Operations	Using mouse	Using keyboard
Recall a timeout transferred call	Right-click on the call and click on Connect.	Press on F10
Recall a specific call	Right-click on the call and click on Connect.	Press on F10
Recall by Drag and Drop	Drag a call from the Transferred call queue to an idle line in the Call Control window.	
Reconnect to a transferred call	Right-click on the call and click on Connect.	Press on F10

Table 6-16 Transferred Queue Operations

To Recall a Transferred Call (Timed Out)

- Step 1** Right-click on the Transferred Call Queue.
- Step 2** From the pull-down menu, select Connect.

To Recall a Specific Call

- Step 1** Right-click on the transferred call.
- Step 2** From the pull-down menu, select Connect.

To Recall by Drag and Drop

- Step 1** Drag a call from the Transferred call queue to an idle line in the Call Control window.

Parked Call Queue

Parked Call Queue displays the calls that are parked on the Cisco CME park slots when the operators select a parked number. If the operator clicks on Default Park, the call will not be shown in the Parked Call Queue. The parked numbers monitored by the operators are configured by the administrator.

Operations	Using mouse	Using keyboard
Park a call by Drag and Drop	Drag a connected call from the Call Control window to the Parked call queue.	
Reconnect a specific parked call	Right-click on the call and click on Connect.	

Table 6-17 Parked Queue Operations

To Park a Call by Drag and Drop

- Step 1** Drag a call from the Parked call queue to an idle line in the Call Control window.

To Reconnect a Specific Parked Call

- Step 1** Right-click on the parked call.
- Step 2** From the pull-down menu, select Connect.

Viewing Queue Window

To view the Call Queue window

On the main menu, select View/Queue or press the shortcut key (default F3). Select Options/Preferences to open the Preferences window. Then check on Show Queue Manager in the Appearance window.

To Sort by Extension Number

- Step 1** Click on the Extension column header to sort. Click again to change the sort order.

To Group/Ungroup Queue Display

- Step 1** Right-click on any column name in the Call Queue window.
- Step 2** When the pop-up menu appears, select the Group By option. You will see the list of available columns you can use as the criteria to group by.
- Step 3** Select the column you want to group by. A checkmark will appear next to the column name to indicate that the directory listing is currently grouped by the selected column. Select the column name again will clear the grouping by that particular column.
- Step 4** To ungroup all the queues, right-click on any column name, and select the Clear Grouping option from the drop-down menu.



Note

Multi-level grouping is supported. Simply follow step 1 to 3 if you would like to have another grouping within the current grouping.

To Display or Hide Columns

By default, the CallConnector Operator will display all the columns that contain all the information of the lines visible in the Call Queue window. Operators can decide which columns they do not want to view by deselecting them from a list of columns to display.

- Step 1** Right-click on any column name in the Call Queue window.
- Step 2** When the pop-up menu appears, select the Columns option. You will see the list of available columns. A checkmark next to a column name indicates that it is currently visible to the operators.
- Step 3** If a column is being displayed, click on the column name to hide it. On the other hand, if a column is not shown, click on the column name to present it.

Customizing Queue's View

For each queue in the Call Queue window, the CallConnector Operator shows only the lines that fall into these categories: incoming calls, held calls, transferred calls, and parked calls. However, operators have several options to display other lines that belong to a particular queue.

To Show or Hide Directory Numbers in Queue

This option allows operators to view all the numbers in a queue, no matter if that number belongs to their phone.

- Step 1** Right-click on the name of the queue you want to see.
- Step 2** When the pop-up menu appears, select the Show all Directory Numbers in the queue option. A checkmark will appear next to the option to let operators know the option is selected.
- Step 3** To hide these numbers, right-click on the name of the queue again, and deselect the Show all Directory Numbers in the queue option.



Note

In case you already selected the **Show only my Directory Numbers** option, it will be deselected when you pick the **Show all Directory Numbers in the queue** option.

To Show or Hide Your Directory Numbers in Queue

This option allows operators to view all the numbers that belong to their phone in a queue.

- Step 1** Right-click on the name of the queue you want to see.
- Step 2** When the pop-up menu appears, select the Show only my Directory Numbers option. A checkmark will appear next to the option to let operators know the option is selected.
- Step 3** To hide these numbers, right-click on the name of the queue again, and deselect the Show only my Directory Numbers option.





Note

In case you already selected the **Show all Directory Numbers in the queue** option, it will be deselected when you pick the **Show only my Directory Numbers** option.

To Show or Hide the List of Displayed Phone Numbers

In case there is long list of queues in the Call Queue window, operators may want to shrink some of them to have more space for other queues.

- Step 1** If a queue is expanded, the minus icon  will be displayed next to the queue's name. Click on this icon to shrink it.
- Step 2** If a queue is shrunk, the plus icon  will be displayed next to the queue's name. Click on this icon to expand it.
- Step 3** Alternatively, operators can right-click to the queue's name they want to expand or shrink, and select the Toggle Expansion option from the pop-up menu. If a queue is currently expanded, it will be shrunk and vice versa.

Using Directories

The CallConnector Operator Directory helps operators maintain their organization's employee and external contact information, view the current availability of employees, make and transfer calls using the auto-dial feature, and quickly change their employee's status and location information. The contact information for use by the operators can be placed in the organizational contact's directory. External contacts can be entered and maintained in a separate directory. The CallConnector Operator Directory also integrates with Microsoft Outlook, and provides access to the attendant's Outlook contact information.

This chapter describes how to use the Directory and includes:

Directory Overview -	Explains the main features of the CallConnector Operator Directory window.
Viewing Your Directories -	Describes how to open and close different types of directories, as well as adjust and refresh the views.
Locating Information -	Describes how to navigate to a directory entry, search and query the contact databases for a specific entry.
Maintaining Contacts -	Describes how to add, modify, or delete the entries in the Directory.
Integrated Call Handling -	Describes the methods for making a phone call, transferring calls and setting up a conference.
Changing Status -	Describes how to change employees' availability and location status.
Sending Messages -	Describes how to send messages via email or text messages.
Copying Contact Information	Describes how to copy contact's information to the Windows clipboard or from one directory to another.
Customizing View -	Describes how to group and sort directory entries, choose which contact information to display, and save and load a customized view.

Directory Overview

The CallConnector Operator Directory displays a list of names and their detailed contact information from multiple directory databases and provides integrated communication services utilizing that data. It allows operators to maintain extensive information on the organizational contacts and lets them quickly locate entries and directly use this information for their call handling and messaging needs.

The Directory supports the following functions:

Multiple Directories	The CallConnector Operator provides access to contact information from three directories – organizational, external and Outlook.
Multiple Customizable Views	Operators can customize the how the directory information is presented by select the information fields to view and the display style – tabular or hierarchical.
Character-by-Character Search	Operators can quickly locate a contact by entering in the first few letters of the name.
Multiple Field Query	Drill down for information by entering the query text for multiple fields.
Quick Sort	Change the order in which the contacts are listed in the view.
Multiple Listed Numbers	Supports multiple phone numbers per entry.
Store Notes	Lets you store extensive notes for each contact.
Drag & Drop	Allows you to drag entries to make a call, speed dial shortcuts or add to a conference.
View Presence Status	View the availability, location and telephone status of the organizational contacts in real-time.
Select Directory	Open a different directory databases by switching to its displayed information.
Manage Contacts	Add, modify, or delete the organizational contact information.
Integrated Calling	Dial numbers, transfer calls, and set up conferences from the directory.
Send Messages	Send quick messages via email or text messages.
Copy Contact Information	Copy the contact's information from one directory to another or to the Windows clipboard.

Directory Window

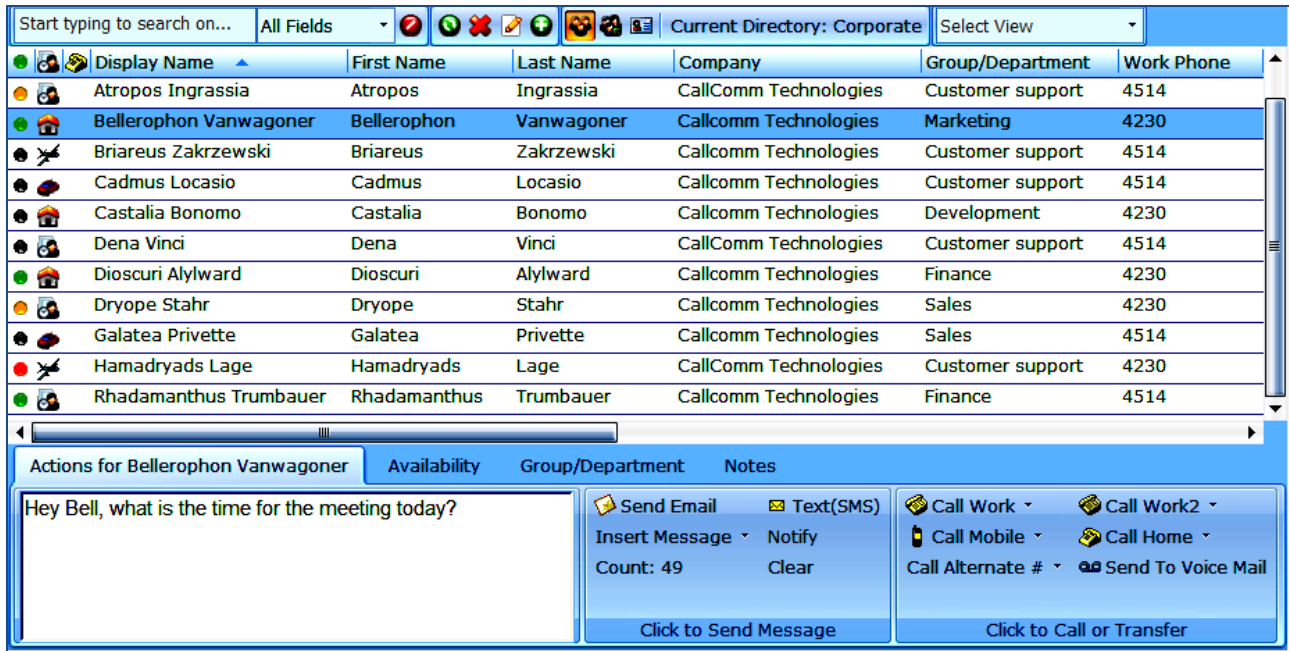


Figure 7-1 CallConnector Operator Directory Window

The Directory window consists of the following regions and buttons:

- Directory Toolbar:** Provides access to features associated with the directory application.
- Information Window:** The contact information is viewed in this window. The information may be viewed in a summary listing or organized hierarchically.
- Action Bar:** Provides quick access to communication services for the selected contact and ability to update the contacts presence and notes. The Action bar has tabbed sections.

Directory Toolbar

The directory toolbar is located at the top of the directory window. Using the toolbar the operators can:

- Locate an entry as you type in the first few letters.
- Query the contact list to retrieve a list that matches the entered search text.
- Navigate to a specific entry.
- Refresh the directory views.
- Add, modify, or delete entries in the directory.
- Open a different directory.
- Save or load a customized directory view.



Figure 7-2 Directory Toolbar

Character-by-Character Search

As the operator presses the alphabetic keys, the directory search is performed and the cursor moves to the nearest match. The search is performed over the information in the selected column. The search field displays the letters as they are entered. This allows the search characters to be cleared or modified. The character-by-character search mode is enabled by selecting the search field in the directory toolbar.

Query

The query operation is different from the search in the following ways:

- The query can display the results from matches over multiple fields.
- Only the records that match the entered text are displayed.
- Users do not have to select the fields over which to perform the query.
- The query mode is enabled by default.
- You can clear the results to return to the default display.

Edit

The Edit buttons allow the operator to delete, modify or add a new contact.

Directory

The Directory buttons switch the view to display the contents of the selected directory.

View List

The View List displays the customized views and allows a different view to be selected or a new view to be saved.

The table below describes the directory toolbar buttons:









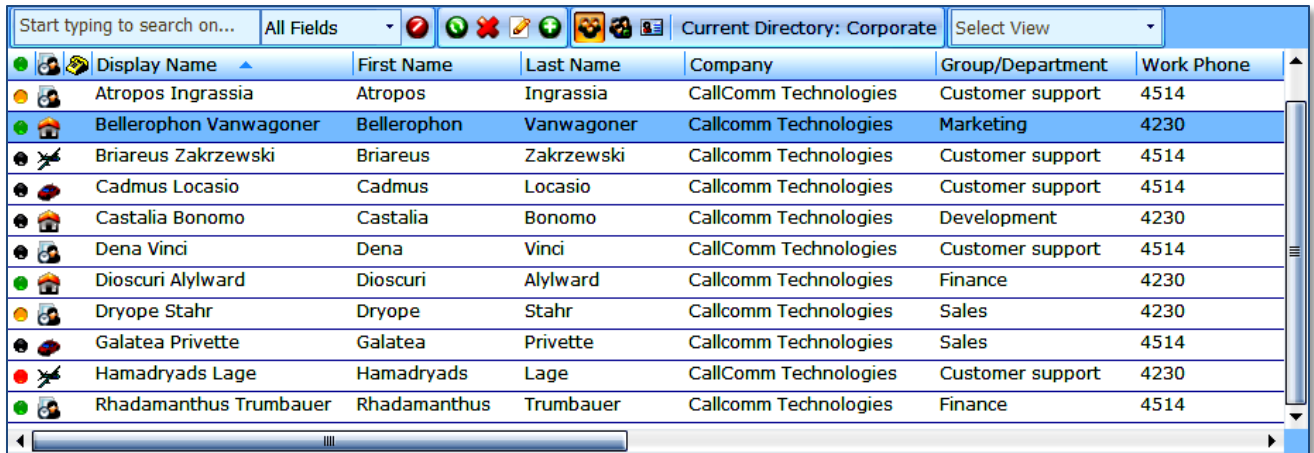
Features	Description	Default Shortcut Key
Search and Query	<ul style="list-style-type: none"> If the operator selects All Fields, the query mode is enabled. Enter the query text. You can enter space for multi-field query. The CallConnector Operator will display only the entries that match the entered text. If the operator selects a specific field, the character-by-character search mode is enabled. Enter any alphanumeric key to search for a contact in the directory. As you enter the text, the cursor will move to the matched entry. 	<p>For query mode, press F8 to move focus to the query field and enter text, space and additional text.</p> <p>For search mode, press F7 to highlight previously entered text and enter search text.</p>
Query Start and Clear	 This button clears the text in the query fields and resets the search.	Press F7 to start the query after entering the text. Press F7 again to clear.
Directory Update	 This button enables you to refresh the list of entries in directory.  This Delete button deletes the currently selected entry.  This Edit button allows you to open the edit entry window to edit information of selected directory entry.  This New button allows you to add a new entry.	<p>Press F5 to refresh the current view.</p> <p>Press Ctrl + E to edit a selected contact.</p> <p>Press Ctrl + N to add a new contact.</p>
Select Directory	 Corporate directory – this button opens and displays the contacts from the organizational directory  External directory – this button opens and displays the contacts from the operators shared directory  Outlook directory – this button opens and displays the contacts from the attendant's Outlook directory	Press Ctrl F5 to toggle through the directory list.
View List	Click to pull down a list of previously saved views. Scroll down to select a customized view, or to save a new customized view.	Press Ctrl+F6 to open the Views menu.

Table 7-1 Buttons of the Directory toolbar

Directory Window Details

The CallConnector Operator provides three directories:

- Corporate Directory: This directory contains the CallConnector Users and the organization's employees. Presence and telephone status is displayed for the employees.
- External Contacts: This is an additional directory that can be populated with external party contact information.
- Outlook Directory: This directory displays the contents of the attendant's Outlook personal folder.



Display Name	First Name	Last Name	Company	Group/Department	Work Phone
Atropos Ingrassia	Atropos	Ingrassia	CallComm Technologies	Customer support	4514
Bellerophon Vanwagoner	Bellerophon	Vanwagoner	Callcomm Technologies	Marketing	4230
Briareus Zakrzewski	Briareus	Zakrzewski	Callcomm Technologies	Customer support	4514
Cadmus Locasio	Cadmus	Locasio	Callcomm Technologies	Customer support	4514
Castalia Bonomo	Castalia	Bonomo	Callcomm Technologies	Development	4230
Dena Vinci	Dena	Vinci	CallComm Technologies	Customer support	4514
Dioscuri Alylward	Dioscuri	Alylward	Callcomm Technologies	Finance	4230
Dryope Stahr	Dryope	Stahr	Callcomm Technologies	Sales	4230
Galatea Privette	Galatea	Privette	Callcomm Technologies	Sales	4514
Hamadryads Lage	Hamadryads	Lage	CallComm Technologies	Customer support	4230
Rhadamanthus Trumbauer	Rhadamanthus	Trumbauer	Callcomm Technologies	Finance	4514

Figure 7-3 CallConnector Operator Directory Window Details








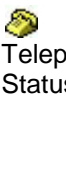




Notes on CallConnector Directories

The Corporate Directory can display the telephone status of the contacts. It also displays the current availability status of the users.

The Corporate Directory contains the CallConnector users. CallConnector users are those contacts that have a CallConnector account and can log in using their CallConnector application.

External contacts can contain imported data from LDAP directories such as MS Active Directory and the Exchange Global Address List.

The fields of these directories are described in the table below:

Field	Description
 Availability Status	The current availability status of the contact. The value of this field can be: <ul style="list-style-type: none"> • The contact is available. • The contact is away. • The contact is busy. • The contact is not available. • The status of the contact is unknown. Initially, if the status of the contact is unknown, the application will not display any icon.
 Location	The current location of the contact. The value of this field can be: <ul style="list-style-type: none">  The contact is currently at home.  The contact is at work.  The contact is on the road.  The contact is on vacation.  The location of the contact is unknown. Initially, if the location of the contact is unknown, the application will not display any icon.
 Telephone Status	The telephone status of the contact. The value of this field can be: <ul style="list-style-type: none">  The phone line is in the dialing state.  There is an incoming call to this line.  The called number is ringing.  The phone line is connected to another party. If the telephone status of the contact is unknown or idle, the application will not display any icon.
*Display Name	This is typically the contact's first and last name.
*First Name	The first name of the contact. You may want to include the middle name here.
*Last Name	The last name of the contact.
*Company	The contact belongs to this organization.
*Department	The contact belongs to this department.
Room	The office location or room of the contact.
*Work Phone	The business phone number or the primary extension of the contact. By default, this number will be used as the contact's main number.
*Work Phone 2	The alternative business phone number of the contact, if available.

*Mobile Phone	The mobile phone number of the contact.
*Home Phone	The home phone number of the contact.
*SMS	The phone number where you can send a SMS message. This number will be used by CallConnector Operator to send text messages to the contact's mobile device.
Email	The email address of the contact. CallConnectorA will use this email address to send emails to a specific contact.
Message	A public message the contact wants to share with other people.
Voice Mail	The voice mail number of the contact.
Title	The job title of the contact.
Custom 1	A custom field where user defined information can be saved.
Custom 2	A second custom field for user defined data.
Flags	Operators may want to put a flag here to distinguish the selected contact or to highlight some attribute. Flags are displayed as colored icons.

Table 7-2 Fields of Corporate Directory

Outlook Directories View

The Cisco CallConnector Operator will retrieve your Outlook contacts from your Outlook personal contact folder. This requires the setup of the email profile (see chapter 3: Installation and Configuration) to allow the operator access to this information.

The information fields displayed for Outlook contacts are a sub-set of the other CallConnector directories.

Hierarchical or Tabular View

For each directory view, operators are able to view the listings in a tabular ('white pages') style, or in a hierarchical ('yellow pages') style.

Tabular 'White Pages' Directory Listing

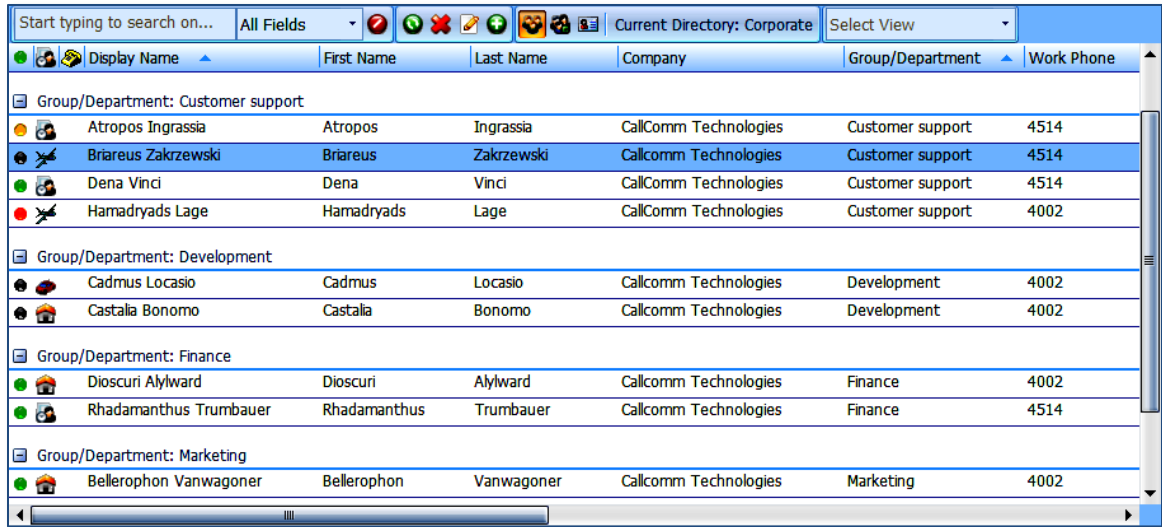
Display Name	First Name	Last Name	Company	Group/Department	Work Phone
Atropos Ingrassia	Atropos	Ingrassia	CallComm Technologies	Customer support	4514
Bellerophon Vanwagener	Bellerophon	Vanwagener	Callcomm Technologies	Marketing	4230
Briareus Zakrzewski	Briareus	Zakrzewski	Callcomm Technologies	Customer support	4514
Cadmus Locasio	Cadmus	Locasio	Callcomm Technologies	Customer support	4514
Castalia Bonomo	Castalia	Bonomo	Callcomm Technologies	Development	4230
Dena Vinci	Dena	Vinci	CallComm Technologies	Customer support	4514
Dioscuri Alylward	Dioscuri	Alylward	Callcomm Technologies	Finance	4230
Dryope Stahr	Dryope	Stahr	Callcomm Technologies	Sales	4230
Galatea Privette	Galatea	Privette	Callcomm Technologies	Sales	4514
Hamadryads Lage	Hamadryads	Lage	CallComm Technologies	Customer support	4230
Rhadamanthus Trumbauer	Rhadamanthus	Trumbauer	Callcomm Technologies	Finance	4514

Figure 7-4 Tabular 'White Pages' Directory Listing

Like the white pages in your phone book, this style lists all the entries in a sorted order. Operators are able to sort the listing by a field name such as display name or last name. A tabular listing may be searched or queried to locate specific entries as described in the next section.

Hierarchical 'Yellow Pages' Directory Listing

The hierarchical directory listing displays information grouped by a common value. An example of a listing of contacts in different departments is shown below:





The screenshot shows a web-based directory interface. At the top, there is a search bar with the text "Start typing to search on...", a dropdown menu set to "All Fields", and a "Current Directory: Corporate" label. Below the search bar is a table with columns: "Display Name", "First Name", "Last Name", "Company", "Group/Department", and "Work Phone". The table is organized into sections by department, each indicated by a minus sign icon and a department name. The departments shown are Customer support, Development, Finance, and Marketing. Each department section contains a list of contact entries with their respective names and phone numbers.

Display Name	First Name	Last Name	Company	Group/Department	Work Phone
Group/Department: Customer support					
Atropos Ingrassia	Atropos	Ingrassia	CallComm Technologies	Customer support	4514
Briareus Zakrzewski	Briareus	Zakrzewski	Callcomm Technologies	Customer support	4514
Dena Vinci	Dena	Vinci	CallComm Technologies	Customer support	4514
Hamadryads Lage	Hamadryads	Lage	CallComm Technologies	Customer support	4002
Group/Department: Development					
Cadmus Locasio	Cadmus	Locasio	Callcomm Technologies	Development	4002
Castalia Bonomo	Castalia	Bonomo	Callcomm Technologies	Development	4002
Group/Department: Finance					
Dioscuri Alylward	Dioscuri	Alylward	Callcomm Technologies	Finance	4002
Rhadamanthus Trumbauer	Rhadamanthus	Trumbauer	Callcomm Technologies	Finance	4514
Group/Department: Marketing					
Bellerophon Vanwagoner	Bellerophon	Vanwagoner	Callcomm Technologies	Marketing	4002

Figure 7-5 Hierarchical 'Yellow Pages' Directory Listing

The hierarchical view is dynamically generated from the data. The number of levels in the hierarchy and the fields that comprise the hierarchy can be customized to best suit your needs.

The hierarchical view can be expanded or collapsed. Information is located in the hierarchical directory by drilling down the hierarchy levels. The minus icon  presents an opened hierarchy while the plus icon  indicates a closed hierarchy level. You can open or close a hierarchical level by clicking these icons.

Directory Menu

The Directory menu is displayed when you right-click on the Directory entry.

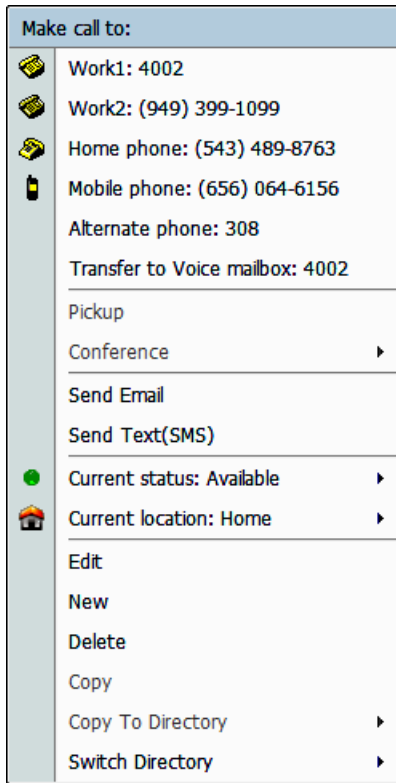
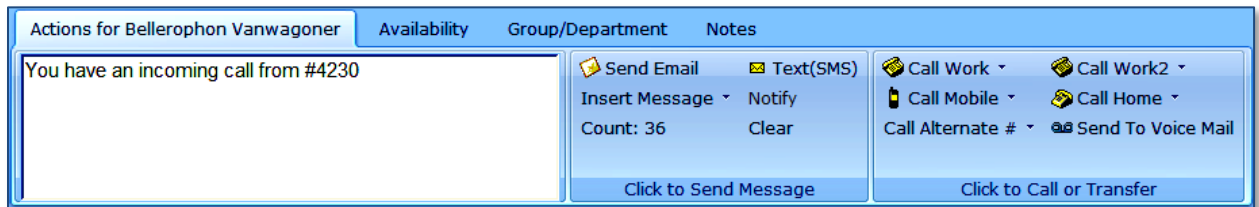


Figure 7-6 Directory Pop-up menu

Work1:	Allows you to make a call to work phone or extension of the selected entry.
Work2:	Allows you to make a call to work phone 2 or extension of the selected entry.
Mobile phone:	Allows you to make a call to mobile number of the selected entry.
Home phone:	Allows you to make a call to home number of the selected entry.
Alternate phone:	Allows you to make a call to an alternate number of the selected entry.
Transfer to Voice mailbox:	Allows you to call the voice mail number of the selected entry.
Pickup:	Allows you to select a number to pickup. These numbers are Work, Work 2, Mobile, Home, and Alternate.
Conference:	Allows you to select a number to invite to a conference. These numbers are Work, Work 2, Mobile, Home, and Alternate.
Send Email:	Allows you to send an email message.
Send Text(SMS):	Allows you to send a mobile text message.
Current status:	Allows you to change the selected entry's status displayed in the pop-up status list.

- Current location:** Allows you to change the selected entry's location displayed in the pop-up location list.
- Edit:** Opens the contact information in an edit window and allow you to modify the selected entry.
- New:** Opens the blank edit window to allow you to add new entry to the currently open Directory.
- Delete:** Removes the selected entry from the Directory.
- Copy:** Copies the selected entries in the currently open directory to another directory selected from the menu.
- Copy to Directory:** Copies information of the selected entry to the clipboard for use in other applications. This information includes name, job title, company, department, and contact numbers.
- Switch Directory:** Allows you to open another directory displayed in the pop-up directory list.

Directory Action Bar



Message Text Message Delivery Methods Alternate Phone Numbers

Figure 7-7 Directory Action Bar

The Directory Action Bar provides quick access to the integrated communication services associated with the directory. The Action Bar is a tabbed window. Each tab provides access to a set of functions described below. For details please refer to the sections in Chapter 8: Taking Actions.

Actions Section

The **Actions** section allows the operator to send messages or to dial the alternate numbers. The message text can be entered in the message textbox or selected from a pre-defined list. The operator can dial, transfer, and setup conferences to the contact's alternate numbers from the Action Bar.

Availability Section

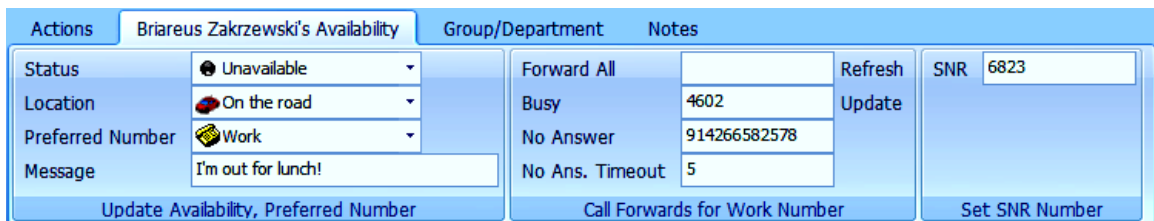


Figure 7-8 Directory Action Bar - Availability

The **Availability** section allows the operator to change the availability settings for the selected contact. The operator can also view and change the Call Forward settings of the contact's primary phone.

Group/Department Section

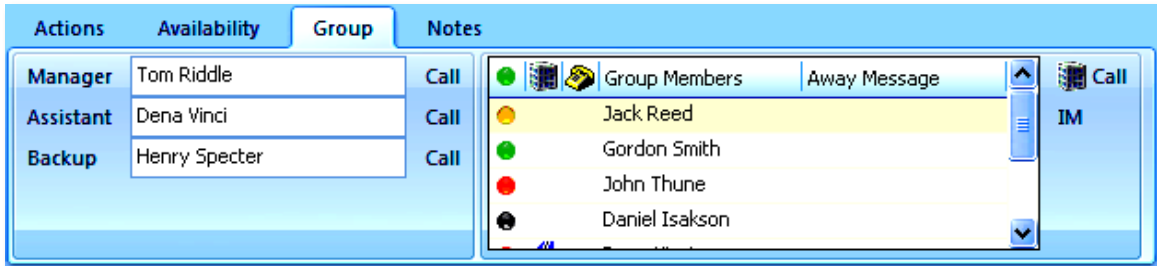


Figure 7-9 Directory Action Bar - Group/Department

The **Group/Department** section displays the contacts' backup contacts and a list of the members in their group. The operator can click to call or IM the backup contacts or an available member from the contact's group.

Notes Section

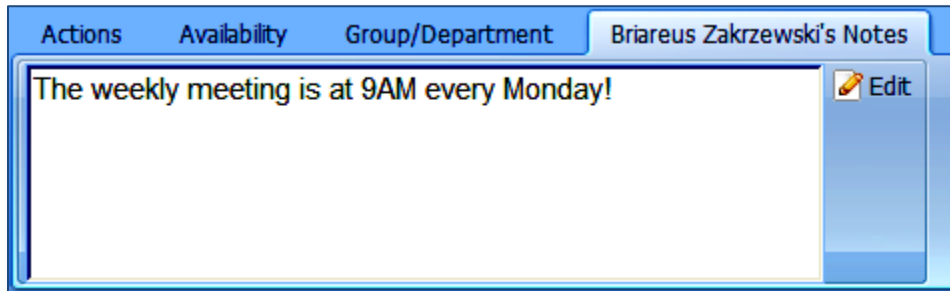


Figure 7-10 Directory Action Bar - Notes

The **Notes** section displays any notes associated with the selected contact.

Viewing Directory Information

The Directory application is an integral part of the CallConnector Operator. As described in the Directory Overview section, the CallConnector Operator Directory supports three types of directories:

- Corporate Directory
- External Directory
- Outlook Directory

To Open the Directory

- Step 1** Start the CallConnector Operator. Make sure the Directory is opened. If not, select Directory from the View menu.
- Step 2** You can also press the Directory shortcut key (default F5) to open the directory.
- Step 3** If another window is being shown, you can click on the Directory tab to display the operator window.
- Step 4** The directory will open and display information from the directory database.

To Open a Different Directory

- Step 1** Click on the button for the directory you want to view. The information from the selected directory will display and the selected directory button will be highlighted.
- Step 2** You can also press the Directory Switch shortcut key (default CTRL+F5). This will toggle the display through the directories.
- Step 3** You can also select a directory view associated with that directory – see below for details.

To Open a Different View

- Step 1** On the Directory Toolbar, select the Directory View Field.
- Step 2** A drop-down list will appear showing a list of saved views. Simply select the view you want to load. CallConnector Operator will immediately load the chosen view and display it on the screen.


To Adjust the Directory View

You may change the view of your directories in the following ways:

To...	Do...
Change the field size	Move the cursor to field separator and drag it to the left or to the right in order to resize the width of the field.
Move fields to another position	Click on the column name, and drag the field to the desired position.
View additional fields	Use the horizontal scrollbar to move the view to the left or to the right.
Remove fields from display	See the Customizing View section.

Change the sort order and the sorting field	Click on the field you want to sort the data on. Click again to reverse the sort order.
Select fields to group into a hierarchical view	See the Customizing View section.
Change the font type and size	See the Customizing View section.
Change the size and position of the directory window	See the Customizing View section.
Customize and save a directory view	See the Customizing View section.

To Refresh the Current View

Step 1 On the Directory Toolbar, click on the  icon to reload the directory data from the database and refresh the information display.

Alternate

Step 1 From Edit menu, select Reload Directory Information option.

Locating Information

This section describes the different methods for finding information in the directory database. These include:

- Moving up and down in the directory.
- Searching for an entry.
- Running a query for a list of entries based on the text entered in the query fields.

Selected Entry

The selected entry is the entry in the Directory window that is highlighted. The information displayed in the Action window and any call handling actions are performed on this selected entry.



Notes

To select an entry in the directory, click on the entry with the mouse. You can also press the Directory shortcut key (default F5).

When you use the keyboard to navigate in the directory, the selected entry moves to the next line (from arrow up/down) or page (for page up/down).

When you use the mouse or scroll bar to navigate, the Directory view moves. The selected entry does not. You need to click on an entry with the mouse to select it.

Moving Up and Down

You can scroll through the directory one line or one page at a time using either the keyboard or the mouse.



Notes

You need to first move the focus to the directory window and select an entry.

To Do...	Click on selected entry or directory view	Press Key
Move one line down	Click down on the vertical scrollbar of the window and drag it to the next field.	Arrow-down
Move one line up	Click down on the vertical scrollbar of the window and drag it to the previous field.	Arrow-up
Move to the top of the directory	Pull scroll bar to the top	Home
Move to the bottom of the directory	Pull scroll bar to the bottom	End
Move up one page	Click down on the vertical scrollbar of the window and drag it to the desired field.	Page Up
Move down one page	Click down on the vertical scrollbar of the window and drag it to the desired field.	Page Down

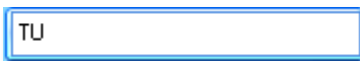
Searching for Information

The search facility allows you to quickly find an entry by typing in the first few letters of the sorted field. The highlighted cursor immediately moves to the nearest match. The Directory supports character-by-character searching.

In this method, the operators have to select the search field. The search starts as soon as you begin to type characters. For example, if you are searching for the name TUDOR, as soon as you type in T, the display scrolls to the T section of the directory. When you type U, the display moves to the first entry beginning with TU. With each character you enter, you get closer to the entry you are looking for.

Search Field

The Search toolbar displays the text that you have entered to locate a contact.



Search field allows you to view and edit the search text. The characters that you enter for searching are displayed in this field.

You can edit the text using the mouse or keyboard. Use the HOME and END keys to move about in the field. BACKSPACE or DELETE will delete individual characters.

If you press ENTER when you finished typing, the search text will be selected so that you search for a new entry without having to delete the previous entry. If you want to continue the search, press End before entering additional characters.

To Find an Entry

The CallConnector Operator allows you to quickly find an entry by typing the first few letters of the information. The highlighted cursor immediately moves to the nearest match.

- Step 1** Select the field you want to search by e.g. Display Name. The active sort field will display an arrow icon indicating the sort direction.
- Step 2** Click on the search bar of the directory toolbar or press F8, and type in the first few characters of the text you want to search.
- Step 3** The cursor will move immediately to the closest match. As you enter more characters, the cursor will move closer to your desired entry.
- Step 4** Press Enter and use the cursor up and down arrows to move in the directory.



Notes

The search bar displays the search text as you enter them. You may edit the search text using BACKSPACE, DELETE, LEFT, or RIGHT arrow keys.

The search bar displays the text from the last search. This is highlighted when you press ENTER. As you begin typing, the old text is erased. You may edit the old text instead of replacing it.

The search is case sensitive. You can enter text in upper or lower case.

Using Query to Locate Information

You may want to query the directory listing to display only the entries that match the query text over multiple fields.

- Step 1** In the Directory toolbar, select All Fields.
- Step 2** Type in the first few characters of the text you are searching for. For multi-field search, enter the space and then the text for the subsequent field. The Directory will display only the entries that contain the search text.
- Step 3** To clear the query, click on the Clear Query button of the directory toolbar or delete the search text. The CallConnector Operator will display the full directory listing.




Notes

The query fields display the text as you enter them. You may edit the text using BACKSPACE, DELETE, LEFT, or RIGHT arrow keys.

The query fields display the text from the last query. This is highlighted when you press ENTER. As you begin typing, the old text is erased. You may edit the old text instead of replacing it.

Clearing the query results

When you query the information, the Cisco CallConnector Operator displays only the set of records you want to view. In order to return the full directory listing, you may want to clear the query results. In order to do so, click on the Clear Query button  of the directory toolbar or delete the query text. All the directory entries will be displayed on the Directory window.

Maintaining Contacts

All the directories allow you to add, modify and delete their entries. Before you do any updates, additions, and deletions, you have to select the directory you want to work on. Make sure that you are in the Outlook directory view, for instance, if you want to add a new entry to the Outlook directory. For information how to select a directory to work with, please refer to the Viewing Your Directories section of this chapter.

The screenshot shows the 'Edit Contact' dialog box with the following information:

- Personal Information:** First Name: Dena, Last Name: Vinci, Company: CallComm Technologies, Group/Department: Customer support, Title: QA Engineer, Room: 17925.
- UCC User (highlighted):** Manager: Atropos Ingrassia, Assistant: Hamadryads Lage, Backup: Cadmus Locasio, Tel. Password: [empty], DISA Password: [empty].
- Phone Numbers:** Business Phone: 4514, Business Phone 2: (949) 399-1099, Home Phone: (356) 985-4674, Mobile Phone: (364) 614-6749, Alternate Phone: (357) 325-4565, Voice Mail: 4514.
- Communication:** Email: dena@callcomm.com, SMS Address: 3646146749@mobile.mycingular.com, IM Address: dena, Away Message: I'm on vacation, Flag: [Flag icon].
- Custom Fields:** Custom 1: [empty], Custom 2: [empty].
- Notes:** The group meeting is at 9AM every Monday!
- Footer:** 12/21/2009 3:43:38 PM, Clear, Save, Close buttons.

Figure 7-11 Directory Contact Information

Notes on Editing Contact Information

You can only view and edit the contact's manager, assistant and backup person if the contact is a CallConnector User. CallConnector Users are the contacts who have CallConnector accounts and can log into the CallConnector system using their CallConnector applications.

The contact's manager, assistant, and backup belong to the same department with the contact and can also be changed in the Action Bar.

DISA and Tel passwords are available for CallConnector Users with the CallConnector Advanced Server. Tel Password is used to access the SNR (Single Number Reach) feature of the CallConnector Advanced Server. DISA Password is used to access the Dial-In Access feature of the CallConnector Advanced Server. These passwords are setup by the CallConnector system administrators.

SMS address should be under the email form where the first part is the number where the SMS messages will be sent to and the second part depends on the mobile phone's service carrier.


If the contact's carrier is...	Then send SMS messages to...
T-Mobile	xxxxxxxxxx@tmomail.net
Sprint	xxxxxxxxxx@messaging.sprintpcs.com
Verizon	xxxxxxxxxx@vtext.com
Cingular	xxxxxxxxxx@mobile.mycingular.com
Metro PCS	xxxxxxxxxx@mymetropcs.com

For instance, if the contact uses T-Mobile and the contact's number is 1234567890, the SMS Address should be 1234567890@tmomail.net.

In order to send email and SMS messages, you have to integrate your MS Outlook client with the CallConnector Operator. For instructions on how to do the integration, see Chapter 3: Installation and Configuration.

Clear button deletes all information in the contact edit window and displays the blank edit window. Save button saves the information in the edit window to the database and closes the edit window. Close button closes the edit window without saving the contact information.


To Add a New Contact

- Step 1** Select the directory you want to add a new contact.
- Step 2** On the directory toolbar, click the Create New Contact button or press Ctrl + N to add a new contact. A new blank entry is created, and the Directory Detail window is displayed.
- Step 3** Enter the information for each of the desired fields and click on Save.
- Step 4** The CallConnector Operator will display the directory listing which should include the entry you just created. If not, you may need to click on the  icon to see the updated listing.

To Edit a Contact

- Step 1** Select the directory where the contact is located.
- Step 2** In the directory window, select the contact you want to update.
- Step 3** Click on the Edit Selected Contact button or press Ctrl + E. The Directory Detail window will be opened in Edit mode with all the current information of the selected entry.
- Step 4** Make changes to the entry and click on Save.

To Delete a Contact

- Step 1** Select the directory where the contact is located.
- Step 2** In the directory window, select the contact you want to delete.
- Step 3** Click on the  button to delete the selected entry.



Notes If you delete CallConnector users from the organization, they will not be able to log into the CallConnector system.

Integrated Call Handling

The Operator Directory window shows the detailed information of your contacts including multiple telephone numbers such as work phone, cell phone, and home phone. From the directory window, you can locate and call any person without having to type their numbers manually. You can also setup a conference, or invite someone to join a conference.

The following contact numbers can be configured in the organizational directory:

Telephone Number	Description	Available from
Work 1 Number	This is the primary extension of the contact or employee	Double click on directory entry; Right-click menu and from Action Bar
Work 2 Number	A second extension number associated with the contact	Right-click menu and action bar
Mobile Number	Contacts mobile telephone number	Right-click menu and action bar
Home Number	Contacts home telephone number	Right-click menu and action bar
Alternate Number	An alternate telephone number for the contact	Right-click menu and action bar
Voice Mail Number	Contacts voice mail box number	Right-click menu and action bar
Manager's Number	This is the telephone number of the contact's manager	Action bar – group tab
Assistant's Number	This is the telephone number of the contact's assistant	Action bar – group tab
Backup contact's Number	This is the telephone number of the contact's backup person.	Action bar – group tab
Group Member's Number	The members of the contact's department or group can be view and auto-dialed	Action-Bar – Group/Department tab

From the directory window, the operator can perform the following call processing functions:

- Make an outgoing call to any one of the contacts telephone numbers
- Transfer a call to the contacts numbers
- Conference in a contact at any one of their phone numbers
- Pick up a call that is ringing at the contacts extension
- Pickup a call from the contacts group
- Make or transfer a call to the first available member of a contact's group
- Make or transfer a call to a specific member of the contact's group
- Transfer a call to the contact's voice mail.
- Make or transfer a call to the contact's manager, assistant or backup number.

Making a Call

There are several ways to make a call in the Directory window.

To Call a Person in Directory

- Step 1** Locate the contact in the directory. Double-Click on the entry to auto-dial the primary extension number. You can also press Enter or the Auto-Dial shortcut key F9 to make the call.
- Step 2** The CallConnector Operator will select an idle line and dial out the selected number.
- Step 3** The number selected will be immediately auto-dialed.



Notes

If you are connected to a party, then the call will be put on hold pending transfer and a new call originated.

If you are on an outgoing call that has not connected, that call will be dropped.

The telephone number is converted to a dialable number format with access codes prior to transmission to Cisco CME.

To Dial an Alternate Number

- Step 1** Locate the contact in the directory. .
- Step 2** Open the right-click menu by pressing the menu key or the mouse to display the Directory popup menu. From the list of alternate numbers, click on the number you wish to dial.
- Step 3** The CallConnector Operator will select an idle line and make a call to the number.

Drag & Drop to Call

- Step 1** If you are on a call, then place the call on hold first.
- Step 2** Locate the contact in the directory and drag the contact to the call window.
- Step 3** The CallConnector Operator will select an idle line and dial out the selected number.



Notes

If you are connected to a party, then the call will be put on hold pending transfer and a new call originated.

Other Dialing Options

Options	Method
Make a call to the first available member of the contact's group	See Chapter 8: Taking Actions
Make a call to a specific member of the contact's group	See Chapter 8: Taking Actions
Make a call to the contact's manager, assistant or backup number	See Chapter 8: Taking Actions

Transferring Calls

To Transfer a Call

Once you have selected the entry in the Directory you can auto-dial the number.

- Step 1** Locate the person or number to be called in the Directory.
- Step 2** Double-Click on the entry to autodial the number. You can also press the auto-dial shortcut key (default F9) or press Enter and Enter again.
- Step 3** If you are connected, the call is automatically put on hold and transfer initiated before dialing the called number.
- Step 4** To extend the call, click on Transfer again. If you have Auto-Transfer option enabled, then the call will be transferred automatically.

To Transfer to Alternate Number

You can transfer a call to a contact's alternate number. The method is the same as making an outgoing call. If you are connected on a call, then the current call is placed on hold pending transfer and a transfer initiated to the selected number.

- Step 1** Locate the person to be called in the Directory.
- Step 2** Right-Click on the entry and select the alternate number you wish to transfer the call to. You can also click on the Action bar telephone numbers or the call button in the contact's Group/Department list.
- Step 3** If you are connected, the call is automatically put on hold and transfer initiated before dialing the called number.
- Step 4** To extend the call, click on Transfer again. If you have Automatic Transfer Completion option enabled, then the call will be transferred automatically.

To Transfer by Drag & Drop

You can transfer the current call by dragging the call from the Call Window and dropping it onto an entry in the Directory.

- Step 1** Locate and select the entry in the Directory. The selected entry will be highlighted.
- Step 2** To transfer to the selected entry, drag the call from the Call Window or the connected Line appearance and drop it on to the Directory. The cursor will change to the drag cursor.
- Step 3** The current call will be put on hold pending transfer and the selected

party will be dialed. If you have Auto-Transfer option enabled, the call will be automatically transferred. Otherwise you can announce the call and click on the Transfer button to complete the transfer.

Other Transfers

Options	Method
Transfer a call to the first available member of the contact's group	See Chapter 8: Taking Actions
Transfer a call to a specific member of the contact's group	See Chapter 8: Taking Actions
Transfer a call to the contact's manager, assistant or backup number	See Chapter 8: Taking Actions

Setting up a Conference

You can setup a conference when you are connected to a party or if you are already in a conference and need to add another party.

To Setup a Conference

- Step 1** Locate and select the entry in the Directory. The selected entry will be highlighted.
- Step 2** Right-click on the contact and from the menu select Conference and then the contact's number from the sub-menu.
- Step 3** The first party is put on hold and a new line is selected for dialing the selected number.
- Step 4** The ringing symbol will indicate that the called number is ringing.
- Step 5** When the caller number answers, click on the Conference Complete button again to bring the parties together into the same call.

Continue the same process to add more persons to the conference.

To Setup Conference by Drag & Drop

You can setup a conference by dragging an entry from the Directory and dropping it on to the existing call in the Call Window.

- Step 1** Locate and select the entry. With the mouse, drag and drop the entry onto the Call Window.
- Step 2** The CallConnector Operator will automatically dial that number. Once the call is connected, you will need to click on the Conference Complete button to add the parties to the same call.

To Conference an Alternate Number

See Chapter 8: Taking Actions.

Picking up Calls

To Pickup a Ringing Call from Directory

- Step 1** Right-click on the name of the contact whose phone is ringing and an action menu will appear.
- Step 2** Select the Pickup option.
- Step 3** The CallConnector Operator will proceed to dial that phone and retrieve the ringing phone call.
- Step 4** Your phone line status will become connected to the incoming phone call.



Notes

Pickup will only work for numbers that are in the same Cisco CME as the attendant.

Changing Status

The CallConnector Operator displays the availability status of the contacts in the organizational directory. This information includes:

- Availability: information on whether a contact is currently available or busy.
- Location: information on the contact's current location: work, home, travelling or vacation.
- Away Message: text message providing some additional information.

To Change Availability Status

- Step 1** In the Directory window, right-click on the contact whose availability you want to change.
- Step 2** On the drop-down menu, select the Current Status option. CallConnector Operator will display the list of available status.
- Step 3** Select the new status. CallConnector Operator will change the status of the selected contact immediately.
- Step 4** You can also click on the Availability tab in the Action Bar and use the pull-down menu to change the status.
- Step 5** This status will be updated and made available to all users of the CallConnector system.



Notes

You can also change a contact's status from the Action Bar. See Chapter 8: Taking Actions.

To Change the Location

- Step 1** In the Directory window, right-click on the contact whose location you want to change.
- Step 2** On the drop-down menu, select the Current Location option. CallConnector Operator will display the list of available locations.
- Step 3** Select the new location. CallConnector Operator will change the location of the selected contact immediately.

To Change Away Message

- Step 1** In the Directory window, right-click on the contact whose away message you want to change.
- Step 2** On the drop-down menu, select the Edit option. The Edit Contact window will be displayed. Enter the away message to the Away Message field. Then click on Save.
- Step 3** Alternatively you can also change the away message in the Availability tab of the Actions Bar. See the chapter on Taking Actions for more information.

Sending Messages

To Send Email

- Step 1** Press the Action Bar shortcut key (default F6) to move to the message textbox.
- Step 2** Enter the message manually, or use Insert Message to add a pre-defined message, or right-click and copy (shortcut Ctrl + C) and paste (shortcut Ctrl + P) a message to the message textbox.
- Step 3** Locate the contact in the directory.
- Step 4** Right-click on contact to open the Directory Menu and click on Send Email. You can also click on Send Email in the Action Bar.
- Step 5** The CallConnector Operator will send the email message to the selected contact.



Notes In order to enable this feature, the selected contact must have a valid email address in the directory. The CallConnector Operator will use your integrated MS Outlook to send emails to the selected contact. See Chapter 3: Installation and Configuration for information how to integrate your MS Outlook with the CallConnector Operator.

To Send SMS

- Step 1** Press the Action Bar shortcut key (default F6) to move to the message textbox.
- Step 2** Enter the message manually, or use Insert Message to add a pre-defined message, or right-click and copy (shortcut Ctrl + C) and paste (shortcut Ctrl + P) a message to the message textbox.
- Step 3** Locate the contact in the directory.
- Step 4** Right-click on contact to open the Directory Menu and click on Send Text(SMS). You can also click on Text(SMS) in the Action Bar.
- Step 5** The CallConnector Operator will send the mobile text message to the selected contact.



Notes In order to enable this feature, the selected contact must have a valid SMS address in the directory.

The CallConnector Operator will use your integrated MS Outlook to send SMS messages to the selected contact. See Chapter 3: Installation and Configuration for information how to integrate your MS Outlook with the CallConnector Operator.

Customizing View

The CallConnector Operator Directory window is highly customizable to provide a convenient and easy-to-use interface to the operators. Operators can:

- Sort the directory listing by a particular field
- Group the directory listing by specific fields
- Decide which fields to display
- Save and load a customized view
- Change font and font size
- Change the size of the directory window
- Change the position of the directory window

To Sort the Directory Listing

You can sort the directory by the contents of each field in ascending and descending order. This makes it more convenient when looking through the list of contacts, and it allows you to search for information.

Step 1 Click on the Column Name to sort the list by that column. If the column has not been sorted yet, it will be sorted in the ascending order.

Step 1 The arrow icon appearing next to the Column Name indicates the sort direction of all the entries. Click on the Column Name again to reverse the sorting order.



Notes You can hold the Shift key and click on the column header of multiple columns to sort all those columns.

To Group/Ungroup the Directory Listing

Step 1 Right-click on any column name in the Directory window.

Step 2 When the pop-up menu appears, select the Group By option. You will see the list of available columns you can use as the criteria to group by.

Step 3 Select the column you want to group by. A checkmark will appear next to the column name to indicate that the directory listing is currently grouped by the selected column. Select the column name again will clear the grouping by that particular column.

Step 4 To ungroup all the queues, right-click on any column name, and select the Clear Grouping option from the drop-down menu.



Notes Multi-level grouping is supported. Repeat the step 1 to 3 if you would like to have another grouping within the current grouping.

To Display/Hide Columns

By default, the CallConnector Operator will display all the columns that contain all the information of the contacts visible in the Directory window. Operators can decide which columns they do not want to view by deselecting them from a list of columns to display.

- Step 1** Right-click on any column name in the Directory window.
- Step 2** When the pop-up menu appears, select the Columns option. You will see the list of available columns. A checkmark next to a column name indicates that it is currently visible to the operators.
- Step 3** If a column is being displayed, click on the column name to hide it. On the other hand, if a column is not shown, click on the column name to present it.
- Step 4** Repeat these steps to add or remove additional columns.

To Save a Customized View

- Step 1** Select a directory.
- Step 2** Customize the directory fields: position, size, grouping, sorting.
- Step 3** On the Directory Toolbar, select the Directory View Field:
- Step 4** A drop-down list will appear showing a list of saved views. Click on the Save current directory view option to save your customized view.
- Step 5** When prompted, enter the name of the view you want to save. Then click OK.
- Step 6** The name of the view should show up in the list of saved views.

To Load a Customized View

- Step 1** On the Directory Toolbar, select the Directory View Field:
- Step 2** A drop-down list will appear showing a list of saved views. Simply select the view you want to load. CallConnector Operator will immediately load the chosen view and display it on the screen.

Taking Actions

The Cisco CallConnector Operator Action Bar provides operators a set of communication services that utilize the information from the selected directory contact. These services include access to different telephony features on available contact numbers, sending messages using different delivery methods, viewing the availability of the contacts and their group members, managing call forward settings, sending calls and instant messages to available group members, and viewing notes.

The Action Bar is divided into four sections. Each section is presented in a tab. The four tabs are Actions, Availability, Group/Department, and Notes. This chapter describes the features of each tab and how to use them. It will also show you how to navigate in the Action Bar using the mouse and keyboard shortcuts. The sections include:

Action Bar Overview -	Provides an overview of the Action Bar as well as how to open and close it.
Navigation Options -	Describes how to navigate to different controls in the Action Bar.
Actions Tab –	Describes the features of the Actions tab including sending messages and making calls and how to use these features.
Availability Tab –	Describes the features of the Availability tab including managing employees' availability and their call forward settings.
Group/Department Tab –	Describes the features of the Group/Department tab including sending messages and calls to manager, assistant, backup or available group members.
Notes Tab –	Describes how to view and edit the text in the Notes tab.

Action Bar Overview

The CallConnector Operator Action Bar consists of four tabs:

- Actions
- Availability
- Group/Department
- Notes

The Action Bar provides access to the communication services that are available for the selected contact in the directory. These communication services include the following:

- Ability to make, transfer or conference calls to the multiple contact numbers configured for the selected contact in the directory.
- View the selected contact's work associates including their manager, assistant and backup person as well as all the members of their department/group.
- Availability to make/send calls to the contact's associates.
- Availability to make/send calls to an available member of their group/department.
- Send a brief message to the selected contact using one of the several message transport options including Email and SMS Message.
- Allows the operator to change the contact's call forward settings.
- Allows the operator to change the contact's presence settings – availability, location and away message.

Actions Section

The Actions tab displays the actions available for a directory contact. These actions enable the following services:

- Transfer, conference or place a call to one of the selected contact's multiple phone numbers.
- Send a call to the contact's mobile number, home number or alternate number.
- Leave a voice mail message or transfer a call to the contact's voice mail box.
- Send the selected contact an email or a text message.

Availability Section

The Availability tab permits you to check the presence status of the selected contact. It provides access to the following features:

- View and update the contacts presence status including availability, location and away message.
- Change the employee's preferred number setting.
- Change the call forward settings for the employee.

The Preferred Number is the preferred reach number for the contact. This number is disabled when a call is made from the directory.

This section is available only for the Corporate Directory.

Group/Department Section

The Group/Department section of the Action Bar provides information and access to the employee or contact's associates or colleagues. From this window, the operator can:

- Transfer or place a call to the contact's manager, assistant or backup.
- View the availability status of the contact's department.
- Transfer or place a call to a specific person in the group or to the first available member.
- Send an instant message to a specific person in the group or to the first available member.
- Pickup a call from a specific person or the first ringing call in their group.

This section is available only for the Corporate Directory.

Notes Section

The Notes tab allows you to view the personal notes for a contact. This section is available only for the Corporate and External directories.

Open the Action Bar

The Action Bar is associated with the Directory window. When you open the Directory window, the Action Bar will be displayed. If the Action Bar is not showing, it can be enabled from View menu or Options → Preferences → Appearance.

Close the Action Bar

The Action Bar is associated with the Directory window. When you close the Directory window, the Action Bar will be closed. The operator can hide or disable the Action Bar window. This is set from the Options → Preferences → Appearance application setting.



Navigation Options


The most effective method for using the Action Bar is to use the mouse to click on the tabs or controls you want to use. The CallConnector Operator provides a set of shortcut keys that allows navigation to the desired area. This section describes the methods using to navigate in the Action Bar.

How to move to	Method
Actions Bar	Press the shortcut key defined in the Preferences window (default F6). The focus will be in the message textbox.
Actions Tab	<p>Step 1 Press the shortcut key to move to the Directory window (default F5).</p> <p>Step 2 Then press Alt. The Action Bar shows the shortcut keys of all the tabs.</p> <p>Step 3 Press A. The Action Bar shows only the shortcut keys that begin with A.</p> <p>Step 4 Press C. The CallConnector Operator displays the Action tab and the shortcut keys of the tab components.</p>
Message Textbox	<p>Step 1 Follow the steps to move to the Actions Tab.</p> <p>Step 2 Press M. The Actions Tab shows the shortcut keys beginning with M.</p> <p>Step 3 Press E.</p> <p>Step 4 Alternatively, from any window, you can press the shortcut key defined in the Preferences window for the Actions Bar (default F6).</p>
Insert Message	<p>Step 1 Follow the steps to move to the Actions Tab.</p> <p>Step 2 Press I. The Actions Tab shows the shortcut keys beginning with I.</p> <p>Step 3 Press N. A drop-down menu, which may contain a list of predefined messages, will be displayed. Each menu item is assigned a shortcut key.</p> <p>Step 4 In the drop-down list, use the arrow up/down keys to move up and down to the desired item and press Enter. Or enter the shortcut key.</p> <p>Step 5 If the item is a pre-defined message, the message will be inserted to the message textbox. If the item is Edit..., the edit message dialog will show.</p>
Instant Message	<p>Step 1 Compose or insert the message to the Message textbox.</p> <p>Step 2 Follow the steps to move to the Actions Tab.</p> <p>Step 3 Press I. The Actions Tab shows the shortcut keys beginning with I.</p> <p>Step 4 Press M to send the message to the selected contact.</p>
Text (SMS)	<p>Step 1 Compose or insert the message to the Message textbox.</p> <p>Step 2 Follow the steps to move to the Actions Tab. Then press T.</p>
Send Email	<p>Step 1 Compose or insert the message to the Message textbox.</p> <p>Step 2 Follow the steps to move to the Actions Tab. Then press S.</p>
IP Phone	<p>Step 1 Compose or insert the message to the Message textbox.</p> <p>Step 2 Follow the steps to move to the Actions Tab.</p> <p>Step 3 Press I. The Actions Tab shows the shortcut keys beginning with I.</p> <p>Step 4 Press P to send text messages to the contact's IP Phone.</p>
Notify	Step 1 Follow the above steps to move to the Actions Tab. Then press N.
Clear	Step 1 Follow the above steps to move to the Actions Tab. Then press C.

Work1	<p>Step 1 Follow the steps to move to the Actions Tab.</p> <p>Step 2 Press W. The Actions Tab shows the shortcut keys beginning with W.</p> <p>Step 3 Press O. The shortcut key of the dialing options for work 1 number will be displayed.</p> <p>Step 4 Press D to make a call to work 1 number of the selected contact.</p> <p>Step 5 Press P to pickup the call from work 1 number of the selected contact.</p> <p>Step 6 Press C to conference a call to work 1 number of the selected contact.</p> <p>Step 7 Press T to transfer a call to work 1 number of the selected contact.</p>
Work2	<p>Step 1 Follow the steps to move to the Actions Tab.</p> <p>Step 2 Press W. The Actions Tab shows the shortcut keys beginning with W.</p> <p>Step 3 Press R. The shortcut key of the dialing options for work 2 number will be displayed.</p> <p>Step 4 Press D to make a call to work 2 number of the selected contact.</p> <p>Step 5 Press P to pickup the call from work 2 number of the selected contact.</p> <p>Step 6 Press C to conference a call to work 2 number of the selected contact.</p> <p>Step 7 Press T to transfer a call to work 2 number of the selected contact.</p>
Mobile	<p>Step 1 Follow the steps to move to the Actions Tab.</p> <p>Step 2 Press M. The Actions Tab shows the shortcut keys beginning with M.</p> <p>Step 3 Press O. The shortcut key of the dialing options for the contact's mobile number will be displayed.</p> <p>Step 4 Press D to make a call to mobile number of the selected contact.</p> <p>Step 5 Press P to pickup the call from mobile number of the selected contact.</p> <p>Step 6 Press C to conference a call to mobile number of the selected contact.</p> <p>Step 7 Press T to transfer a call to mobile number of the selected contact.</p>
Home	<p>Step 1 Follow the steps to move to the Actions Tab.</p> <p>Step 2 Press H. The shortcut key of the dialing options for the contact's mobile number will be displayed.</p> <p>Step 3 Press D to make a call to home number of the selected contact.</p> <p>Step 4 Press P to pickup the call from home number of the selected contact.</p> <p>Step 5 Press C to conference a call to home number of the selected contact.</p> <p>Step 6 Press T to transfer a call to home number of the selected contact.</p>
Alternate	<p>Step 1 Follow the steps to move to the Actions Tab.</p> <p>Step 2 Press A. The shortcut key of the dialing options for the contact's mobile number will be displayed.</p> <p>Step 3 Press D to make a call to home number of the selected contact.</p> <p>Step 4 Press P to pickup the call from home number of the selected contact.</p> <p>Step 5 Press C to conference a call to home number of the selected contact.</p> <p>Step 6 Press T to transfer a call to home number of the selected contact.</p>
Voice Mail	<p>Step 1 Follow the above steps to move to the Actions Tab. Then press V.</p>
Availability Tab	<p>Step 1 Press the shortcut key to move to the Directory window (default F5).</p> <p>Step 2 Then press Alt. The Action Bar shows the shortcut keys of all the tabs.</p> <p>Step 3 Press A. The Action Bar shows only the shortcut keys that begin with A.</p> <p>Step 4 Press V. The CallConnector Operator displays the Availability tab and the</p>

	shortcut keys of the tab components.
Status	<p>Step 1 Follow the steps to move to the Availability Tab.</p> <p>Step 2 Press S. The Availability Tab shows the shortcut keys beginning with S.</p> <p>Step 3 Press T. Then use the arrow keys to move up and down to the desired item in the drop-down list.</p>
Location	<p>Step 1 Follow the steps to move to the Availability Tab.</p> <p>Step 2 Press L. Then use the arrow keys to move up and down to the desired item in the drop-down list.</p>
Preferred Number	<p>Step 1 Follow the steps to move to the Availability Tab.</p> <p>Step 2 Press P. Then use the arrow keys to move up and down to the desired item in the drop-down list.</p>
Message	Follow the above steps to move to the Availability Tab. Then press M.
Forward All	Follow the above steps to move to the Availability Tab. Then press F.
Busy	Follow the above steps to move to the Availability Tab. Then press B.
No Answer	Follow the above steps to move to the Availability Tab. Then press N.
SNR	<p>Step 1 Follow the steps to move to the Availability Tab.</p> <p>Step 2 Press S. The Availability Tab shows the shortcut keys beginning with S.</p> <p>Step 3 Press N to move to the SNR field.</p>
Refresh	Follow the above steps to move to the Availability Tab. Then press R.
Update	Follow the above steps to move to the Availability Tab. Then press U.
Group/Department Tab	<p>Step 1 Press the shortcut key to move to the Directory window (default F5).</p> <p>Step 2 Then press Alt. The Action Bar shows the shortcut keys of all the tabs.</p> <p>Step 3 Press G. The CallConnector Operator displays the Group tab and the shortcut keys of the tab components.</p>
Call (Manager)	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press C. The Group/Department Tab shows the shortcut keys beginning with C.</p> <p>Step 3 Press A to call the contact's manager.</p>
IM (Manager)	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press I. The Group/Department Tab shows the shortcut keys beginning with I.</p> <p>Step 3 Press M to send instant messages to the contact's manager.</p>
Call (Assistant)	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press C. The Group/Department Tab shows the shortcut keys beginning with C.</p> <p>Step 3 Press L to call the contact's assistant.</p>
IM (Assistant)	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press I. The Group/Department Tab shows the shortcut keys beginning with I.</p> <p>Step 3 Press 1 to send instant messages to the contact's assistant.</p>

Call (Backup)	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press C. The Group/Department Tab shows the shortcut keys beginning with C.</p> <p>Step 3 Press 1 to call the contact's backup.</p>
IM (Backup)	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press I. The Group/Department Tab shows the shortcut keys beginning with I.</p> <p>Step 3 Press 2 to send instant messages to the contact's backup.</p>
Group/De partment Members List	<p>Step 1 Follow the steps to move to the Group/Department Tab. Then press G.</p> <p>Step 2 Use the arrow up/down keys to move to the desired group member.</p>
Call Available	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press C. The Group/Department Tab shows the shortcut keys beginning with C.</p> <p>Step 3 Press V to call the first available group member.</p>
IM Available	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press I. The Group/Department Tab shows the shortcut keys beginning with I.</p> <p>Step 3 Press A to send instant messages to the first available group member.</p>
Call (Group/De partment Members)	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press C. The Group/Department Tab shows the shortcut keys beginning with C.</p> <p>Step 3 Press 2 to call the selected group member.</p> <p> Notes Remember to select a group member prior to use these steps. By default when you move the Group/Department Tab, the first group member in the list is selected.</p>
IM (Group/De partment Members)	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press I. The Group/Department Tab shows the shortcut keys beginning with I.</p> <p>Step 3 Press 3 to send instant messages to the selected group member.</p> <p> Notes Remember to select a group member prior to use these steps. By default when you move the Group/Department Tab, the first group member in the list is selected.</p>
Pickup Available	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press P. The Group/Department Tab shows the shortcut keys beginning with P.</p> <p>Step 3 Press A to pickup the call from the first available group member.</p>
Pickup	<p>Step 1 Follow the steps to move to the Group/Department Tab.</p> <p>Step 2 Press P. The Group/Department Tab shows the shortcut keys beginning with P.</p>

	<p>Step 3 Press I to pickup the call from the selected group member.</p> <p> Notes Remember to select a group member prior to use these steps. By default when you move the Group/Department Tab, the first group member in the list is selected.</p>
Notes Tab	<p>Step 1 Press the shortcut key to move to the Directory window (default F5).</p> <p>Step 2 Then press Alt. The Action Bar shows the shortcut keys of all the tabs.</p> <p>Step 3 Press N. The CallConnector Operator displays the Notes tab and the shortcut keys of the tab components.</p>
Update (Notes)	Follow the steps to move to the Notes Tab. Then press U to save the notes to the database.
Clear (Notes)	Follow the steps to move to the Notes Tab. Then press C to clear the text.

You can drag and drop call information from and to the Call Control window. To learn more, please see Chapter 5: Operator Call Handling.

Actions Section

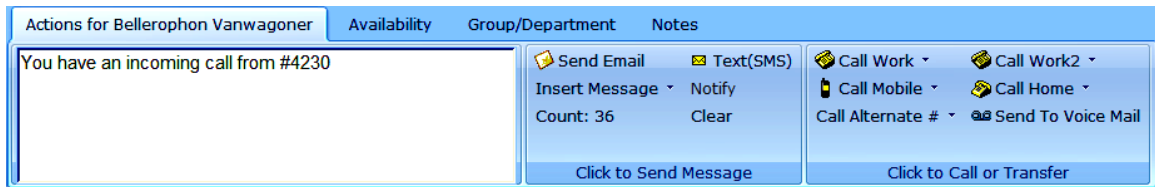
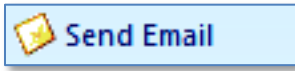

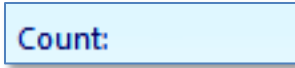
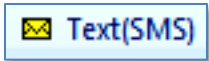
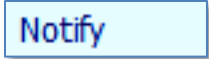
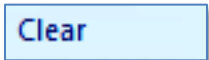


Figure 8-1 Actions Bar

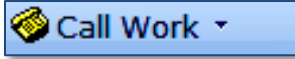
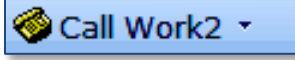
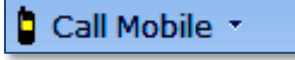
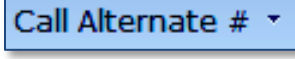
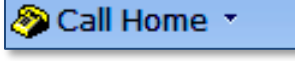
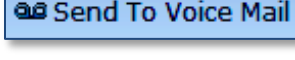
The Actions tab allows the operator to make or send calls and messages using the information from the selected directory contact. The action buttons are context-sensitive enabling only the features that are available for the selected contact of the Directory window.

Sending Messages

Field	Description
Message textbox	Displays a message as it is entered from the keypad. The entered message can be used to send an instant message, or a text message, or an email. It can also be sent to an IP phone.
	Allows you to send an email message to the selected contact. When the button is grey, then the email address of this contact is not available in order to send an email. Please refer to the Directory chapter for information on how to edit contact information.
	Allows you to insert a stored message to the message textbox. You are able to create or edit or delete as many stored messages as you wish using this feature.

	Displays the number of characters in the message textbox. Some features such as text message or instant message limit the number of characters you can send at a time.
	Allows you to send a text message to the contact's mobile phone or pager. The grey button means the selected contact does not have a SMS number in the directory.
	Allows the operator to request a notification popup message when the contact becomes available. Away message in the Message Textbox is saved and presented in the notification message.
	Deletes all the characters in the message textbox.

Call Handling

Field	Description
	Allows you to transfer or make a call to the contact's work number 1. If the button is grayed out, work number 1 for the selected contact is not configured.
	Allows you to transfer or make a call to the contact's work number 2. If the button is grayed out, work number 2 for the selected contact is not configured.
	Allows you to transfer or make a call to the contact's mobile number. If the button is grayed out, mobile number for the selected contact is not configured.
	Allows you to transfer or make a call to the contact's alternate number. If the button is grayed out, alternate number for the selected contact is not configured.
	Allows you to transfer or make a call to the contact's home number. If the button is grayed out, home number for the selected contact is not configured.
	Allows you to leave a voice mail message to the selected contact. If the button is grayed out, voice mail number for the selected contact is not configured.

Each of the contact's telephone numbers in the Actions Bar has a pull-down menu that allows the operator to dial, pickup, transfer or conference in that number.



Figure 8-2 Call Handling Options

The operator can also click on the button to make or transfer a call.

Sending Messages

Operators may choose different delivery methods to send a message to the selected contact based on factors such as contacts' availability as well as the importance and the length of the message.

If the status of the contact is...	and the importance of the message is...	and the length of the message is...	then use...
away, unavailable or unknown	high	short	SMS
any	low	long	Email

To Send a Message

- Step 1** Select a directory contact. Make sure the sender's address is configured.
- Step 4** Press the Action Bar shortcut key (default F6) to move focus to the message textbox.
- Step 5** Enter the message manually, or use Insert Message to add a pre-defined message, or right-click and copy (shortcut Ctrl + C) and paste (shortcut Ctrl + P) a message to the message textbox.
- Step 6** You can also drag the caller information from the Call Control window.
- Step 7** Click on the desired message button or press the shortcut key to send the message.



Notes

In order to send a message:
The selected contact must be a CallConnector Operator user.
The status of the selected contact must not be away, unavailable or unknown.

The different delivery methods include:

- Email: Send the email message. Requires the contact's email address to be configured.
- SMS Text: Sends a text message to the contact's mobile phone. Requires the SMS information to be configured.



Notes

The SMS message is sent as an email to the service provider's email address.

Working with Stored Message Text

Operators may define a set of frequently used messages to reuse them without having to type the same message over and over again.

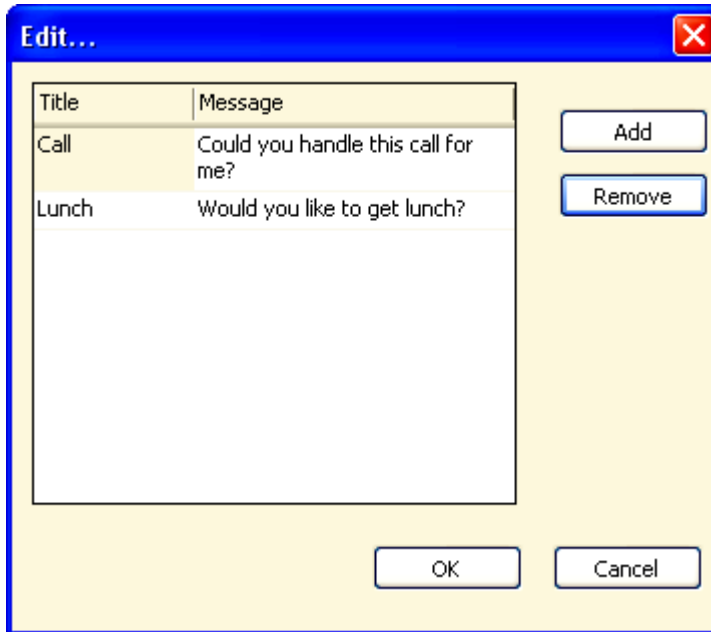


Figure 8-3 Stored Messages Dialog

The Stored Messages Dialog contains two fields:

Title: the title field presents the topic of the message. Operators will be able to see it in the list of stored messages when they want to select a stored message to use.

Message: the actual message which will be copied to the message textbox.

To Add a New Message

- Step 1** Click on the arrow next to Insert Message or press the shortcut key. A drop-down menu, which may contain a list of predefined messages, will be displayed.
- Step 2** Select Edit... or press the shortcut key. The Stored Messages dialog will show.
- Step 3** On this dialog, click on the Add button or press the shortcut key. A default message will be created.
- Step 4** Double-click on the title and the message fields to enter or edit the text.
- Step 5** Click OK or press Enter to save the message.

To Edit a Message

- Step 1** Click on the arrow next to Insert Message or press the shortcut key. A drop-down menu, which may contain a list of predefined messages, will be displayed.
- Step 2** Select Edit... or press the shortcut key. The Stored Messages dialog will show.
- Step 3** Double-click on the title and the message fields to edit the text.
- Step 4** Click OK or press Enter to save the message.

To Delete a Message

- Step 1** Click on the arrow next to Insert Message or press the shortcut key. A drop-down menu, which may contain a list of predefined messages, will be displayed.
- Step 2** Select Edit... or press the shortcut key. The Stored Messages dialog will show.
- Step 3** On this dialog, select a message entry to delete.
- Step 4** Click on the Remove button or press the shortcut key.
- Step 5** Click OK or press Enter to save the change.

To Insert a Message into the Message Box

- Step 1** Click on the arrow next to Insert Message or press the shortcut key. A drop-down menu, which may contain a list of predefined messages, will be displayed.
- Step 2** Select the title of the message you want to use. The selected message will be appended to the message box.

Handling Calls

For each directory contact, there are six buttons for the contact's telephone numbers: Call Work, Call Work2, Call Mobile, Call Home, Call Alternate # and Send To Voice Mail. The Actions tab allows you to make calls to any of these numbers if they are configured in the directory. You can also pickup, transfer and conference calls to these numbers.

To Make a Call

You need a number configured in the directory in order to make a call. If a number is not available, then the button is grayed out.

- Step 1** Locate the contact in the directory.
- Step 2** Click on the desired telephone number button for that contact. A call will be placed to the selected number. If you are on a call, a transfer to that number will be setup.






Availability Tab





The screenshot shows the 'Availability Tab' for 'Briareus Zakrzewski's Availability'. It is divided into several sections:

- Status:** A dropdown menu currently set to 'Unavailable'.
- Location:** A dropdown menu currently set to 'On the road'.
- Preferred Number:** A dropdown menu currently set to 'Work'.
- Message:** A text input field containing 'I'm out for lunch!'.
- Call Forwarding:**
 - Forward All:** A text input field.
 - Busy:** A text input field with the value '4602'.
 - No Answer:** A text input field with the value '914266582578'.
 - No Ans. Timeout:** A text input field with the value '5'.
- Buttons:** 'Refresh' and 'Update' buttons are located near the call forwarding fields.
- SNR:** A text input field with the value '6823'.
- Footer:** Three buttons are visible: 'Update Availability, Preferred Number', 'Call Forwards for Work Number', and 'Set SNR Number'.

Figure 8-4 Availability Tab

The Availability tab displays the availability information of a selected contact, and allows the operator to change the contact's call forward settings. The table below describes the fields of the Availability tab with references to the sections where the steps for making changes are described.

Field	Description
Status	<p>The current status of the contact. The value of this field can be:</p> <ul style="list-style-type: none"> • The contact is available. • The contact is away. • The contact is busy. • The contact is not available. • The status of the contact is unknown. <p>To change the status, click to the arrow and select the desired value.</p>
Location	<p>The current location of the contact. The value of this field can be:</p> <ul style="list-style-type: none">  The contact is currently at home.  The contact is at work.  The contact is on the road.  The contact is on vacation.  The location of the contact is unknown. <p>To change the location, click to the arrow and select the desired value.</p>

<p>Preferred Number</p>	<p>The number the contact prefers you to call. The value of this field can be:</p> <ul style="list-style-type: none"> •  Work: The contact prefers you to call to work number 1. This is the default setting. •  Work 2: The contact prefers you to call to work number 2. •  Mobile: The contact prefers you to call to mobile phone. •  Home: The contact prefers you to call to his home phone. • Alternative: The contact prefers you to call to his alternate phone. <p>By default, if you make a call without specifying which number to call, the CallConnector Operator will place a call to the contact preferred number. To change the preferred number, click to the arrow and select the desired value. If no number is specified, then Work1 is used.</p>
<p>Message</p>	<p>The away message for the selected contact. You can change this message in the Directory window. This is visible to other CallConnector users.</p>
<p>Forward All</p>	<p>All incoming calls to the Work1 number are forwarded to the specified Forward All number.</p> <p>To change it, enter the new value, and click on Update. You may need to click on the Refresh button to see the current call forward setting.</p>
<p>Busy</p>	<p>When the contact is busy and on a call, then incoming calls will be forwarded to the Busy number.</p> <p>To change it, enter the new value, and click on Update. You may need to click on the Refresh button for the current setting.</p>
<p>No Answer</p>	<p>When there is no answer, the call will be transferred to the No Answer number.</p> <p>To change it, enter the new value, and click on Update. You may need to click on the Refresh button for the current setting.</p>
<p>No Ans. Timeout</p>	<p>The number of seconds the CallConnector Operator should wait before transferring the call to the No Answer number.</p> <p>To change it, enter the new value, and click on Update. You may need to click on the Refresh button for the current setting.</p>
<p>Refresh</p>	<p>Reload the call forward settings including Forward All, Busy, No Answer numbers and No Ans. Timeout.</p>
<p>Update</p>	<p>Save the call forward settings including Forward All, Busy, No Answer numbers and No Ans. Timeout.</p>
<p>SNR</p>	<p>If this field is configured, it allows the selected contact to answer incoming calls on their desktop IP phone or at a remote destination, such as a mobile phone, and to pick up in-progress calls on the desktop phone or the remote phone without losing the connection. This allows callers to use a single number to reach the selected contact. Calls that are not answered can be forwarded to voice mail.</p> <p>To change it, enter the new value, and click on Update. You may need to click on the Refresh button to see the update.</p>

To Update Call Forward Settings

- Step 1** For Status, Location, and Preferred Number, select the appropriate entry on the list of items. For other fields, enter the information you want to update in the appropriate field.
- Step 2** Click Update or press the shortcut key.

To Refresh Call Forward Information

At times, you may want to refresh and get the updated call forward information from the Cisco CME. When you click on Refresh, the Cisco CME is queried and the current settings for the call forward are obtained.

- Step 1** Click Refresh or press the shortcut key.

Group/Department Tab








Figure 8-5 Group/Department Tab









The Group/Department tab presents the availability information of all members in the contact's group. It shows which person is the manager, assistant or backup of the selected contact. It allows you to call or send an instant message to any team member.



Notes In order to display group information, the selected contact must be a CallConnector Operator user.

The following information of the group members will be displayed:

Field	Description
Availability Status	<p>The current status of the group member. The value of this field can be:</p> <ul style="list-style-type: none"> • The contact is available. • The contact is away. • The contact is busy. • The contact is not available. • The status of the contact is unknown. <p>You can change the status of a group member in the Directory window.</p>
Location	<p>The current location of the group member. The value of this field can be:</p> <ul style="list-style-type: none">  The contact is currently at home.  The contact is at work.  The contact is on the road.  The contact is on vacation.  The location of the contact is unknown.

	You can change the location of a group member in the Directory window.
Telephone Status	<p>The telephone status of the group member. The value of this field can be:</p> <ul style="list-style-type: none"> •  The line is idle and ready to receive phone calls. •  The line has been selected and is receiving the dial-tone. •  There is an incoming call to this line. •  The number the contact is calling is ringing. •  The phone line is busy. •  The line has a call connected to another party. •  The line has a call on hold. •  All incoming calls to this phone line will be forwarded to a pre-defined number. <p>You can change the telephone status of a group member in the Directory window.</p>
Group Members	Each entry displays the name of a group member. You can change the display name of a group member in the Directory window.
Away Message	If a group member specifies an away message, it will be visible to all members in the group. You can change the away message of a group member in the Directory window.

The available options for communicating with group members are:

Field	Description
Call Available	Make a call to the first available member in the department/group.
Pickup Available	Pickup a call from the first available member in the department/group.
Call	Make a call to the selected group member.
Pickup	Pickup a call from the selected group member.

To navigate in the Group/Department tab

The CallConnector Operator windows allow features to be accessed by mouse or with keyboard short cuts. The methods for moving focus to the Group/Department tab and navigating within to access related features are described in the table below:

How to	Method using Mouse	Using Keyboard
Move the focus to a group member	You can click on a group member in the Group/Department tab. The selected item will be highlighted. The Call and Pickup features will be applied to the selected item.	Press the shortcut key and scroll up or down using the arrow keys to the desired item.
Move one line down	Click on the next line in the Group/Department tab.	Press the Arrow-down key
Move one line up	Click on the previous line in the Group/Department tab.	Press the Arrow-up key
Move to the top of the window	Click down on the vertical scrollbar of the window and drag it to the top of the window.	Press the Home key
Move to the bottom of the window	Click down on the vertical scrollbar of the window and drag it to the bottom of the window.	Press the End key
Move up one page	Click down on the vertical scrollbar of the window and drag it to the desired field.	Press the Page Up key
Move down one page	Click down on the vertical scrollbar of the window and drag it to the desired field.	Press the Page Down key
Selecting a group member to make a call	You can click on a group member in the Group/Department tab. The selected item will be highlighted. The Call and Pickup features will be applied to the selected item.	Press the shortcut key and scroll up or down using the arrow keys to the desired item.

To Transfer or Place a Call to Contact's Colleagues

- Step 1** On the Group/Department tab, verify that the manager, assistant or backup is available.
- Step 2** Click on the Call button next to the contact's colleague name. A call will be placed to the colleague's preferred number.

To Call the First Available Group/Department Member

- Step 1** On the Group/Department tab, select an available group member.
- Step 2** Click on the Call button displayed on the right-hand side of the group list. A call will be placed to the member's work number.

To customize the Group/Department tab

The Group/Department tab is user-customizable. These customizable options are described in the table below with references to the sections where the steps for making the change are described.

Feature	Description
Change the field size	Move the cursor to field separator and drag it to the left or to the right in order to resize the width of the field.
Change the location of the field	Click on the column name, and drag the field to the desired position.
Sort the window by fields	Click on the field name to sort or to change the sort direction.
Change the display fonts	To change the font of the Group/Department tab, please refer to Chapter 12: Setting up Preferences.
Change the window presentation style	To change the theme and the mode of the Group/Department tab, please refer to Chapter 12: Setting up Preferences.
Change the position of the Call Control window	To move the Group/Department tab, please refer to Chapter 12: Setting up Preferences.
Change the shortcut key assignments	To change the shortcut key assignments of the Group/Department tab, please refer to Chapter 12: Setting up Preferences.
Enable another language in the CallConnector Operator interface	To use another language in your Group/Department tab, please refer to Chapter 12: Setting up Preferences.

Notes Tab

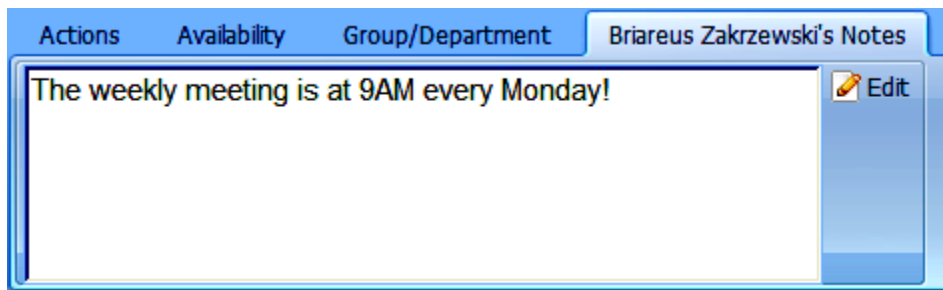


Figure 8-6 Notes Tab

In the Notes tab, you can view and update notes for a contact.

To Change Note

- Step 1** Click on Edit. The Edit Contact window will be displayed.
- Step 2** Enter the notes for the contact in the Notes field. Then click on Save.

Viewing Telephone Status

The CallConnector Operator Telephone Status window allows you to view and monitor the real-time status of all the lines and extension numbers in your call coverage group. Using this window, you may choose to observe only the ringing numbers, or only the connected numbers, or the combination of them, or all the numbers in your group. You may also connect to a ringing number on your phone.

This chapter describes the following in more detail:

- Telephone Status Overview -** Provides an overview of the CallConnector Operator Telephone Status window.
- Opening the window -** Describes how to open the Telephone Status window.
- Closing the window -** Describes how to close the Telephone Status window.
- Navigation Options -** Describes how to move up and down in the Telephone Status window, select a specific line or extension number, access a feature from a selected line or extension number, and open the CallConnector Operator window when minimized.
- Customizing the window -** Describes various options to customize the look-and-feel of the Telephone Status window and to move the Telephone Status window.
- Filtering the information -** Describes how to display only the ringing numbers, or only the connected numbers, or all numbers in the organization.
- Connecting to a ringing line -** Describes how to connect to a ringing line or extension number.

Telephone Status Overview

The real-time status information on the state of an extension is provided by the switch (central office or PBX). This state can be idle, ringing, connected or held. The Cisco CallConnector Operator Telephone Status window provides this information in an easy-to-use graphical interface.

Extension	Connect Time	Wait Time	Number	Name	State	Redirect Name	Redirect Number	Start Time
3043 (Unknown) -> 1259 (Quoc Truong)								
3043			1259	Quoc Truong	Ring Back			12/22/2009 17:11:2 PM
1259		00:03:04	3043	Unknown	Ringing			12/22/2009 17:11:3 PM
1259		00:03:04	3043	Unknown	Ringing			12/22/2009 17:11:3 PM
3043			1259	Quoc Truong	Ring Back			12/22/2009 17:11:3 PM
4015 (4015) -> 4678 (Huan Dao)								
4015			4678	Huan Dao	Ring Back			12/22/2009 17:11:3 PM
4678		00:03:04	4015	4015	Ringing			12/22/2009 17:11:3 PM
4015 (4015) -> 6001 (Unknown)								
6001	28:56:06		4015	4015	Connected	Huan Dao	4678	12/22/2009 17:11:3 PM
6001	29:05:43		4015	4015	Connected	Huan Dao	4678	12/22/2009 17:11:3 PM
4174 (Jurgen Klissman) -> 1266 (Sonny Hoang)								
1266		00:03:04	4174	Jurgen Klissman	Ringing	HD2-4112	4112	12/22/2009 17:11:3 PM
4174			1266	Sonny Hoang	Ring Back	HD2-4112	4112	12/22/2009 17:11:3 PM
1266		00:03:04	4174	Jurgen Klissman	Ringing	HD2-4112	4112	12/22/2009 17:11:3 PM
4174			1266	Sonny Hoang	Ring Back	HD2-4112	4112	12/22/2009 17:11:3 PM
4207 (Sandra Kloesel) -> 4122 (Na Li)								
4122		00:03:05	4207	Sandra Kloesel	Ringing			12/22/2009 17:11:2 PM
4207			4122	Na Li	Ring Back			12/22/2009 17:11:3 PM
4208 (Rosette Morkos) -> 4126 (Francesca Schiavone)								
4126	28:53:51		4208	Rosette Morkos	Connected			12/22/2009 17:11:3 PM
4208	28:52:38		4126	Francesca Schiavone	Connected			12/22/2009 17:11:3 PM
4208	28:53:51		4126	Francesca Schiavone	Connected			12/22/2009 17:11:3 PM
4126	28:52:38		4208	Rosette Morkos	Connected			12/22/2009 17:11:3 PM

Telephone Status Monitor

The monitored extensions are line appearance buttons on the telephone. These line appearances can be configured as incoming or outgoing directory numbers for receiving or placing calls from the Call Control window.

Alternatively they may be configured to reflect the status of an extension number on another telephone. With this configuration, the operator and other operators always has visibility on the busy/idle state of these extensions.

The Telephone Status window allows you to:








- View the status of a line or an extension.
- Pick up a ringing line or extension.

For each line or extension, the following information will be displayed:

Field	Description
Extension	The number of the displayed line or extension.
Connect Time	If the status of the call is Connected, the Telephone Status window displays the total time the call has been connected.
Wait Time	If the status of the call is Ringing, the Telephone Status window displays the total time the call has been ringing.
Number	The number of the caller.
Name	The name of the caller.
State	The call status of the displayed line. Each status is associated with a specific icon. For more information, please refer to the Line Status Icons table below.
Department	The department where the caller belongs to. This information is retrieved from your contacts in the Directory window.
Redirect Name	The name of the party where the phone call is transferred from.
Redirect Number	The number of the party where the phone call is transferred from.
Start Time	The time the call started.



Line Status Fields



The Telephone window displays the following information about the current state of a line or monitored extension button:

Icon	Status	Description
	Idle	The line is idle and ready to receive phone calls.
	Dial-Tone	The line has been selected and is receiving the dial-tone.
	Ringing	There is an incoming call to this line.
	Ring Back	The number that you are calling is ringing.
	Busy	The current line is busy.
	Connected	The line has a call connected to another party.
	On Hold	The line has a call on hold.

Line Status Icons

The Telephone Status toolbar offers the following features:

Feature	Description
	Show only the ringing numbers.
	Show only the connected numbers.

	Connect to the currently selected line. You can also right-click the selected entry and click Connect, or use the shortcut key (default F10).
	Refresh the current call list.

Opening the Telephone Status Window

- Step 1** The telephone status window displays the state of all the lines and extension numbers in an organization. It resides in the same window with the Call Queues window.
- Step 3** On the CallConnector Operator main menu, click on View.
- Step 4** On the drop-down list, make sure Queue is selected. If not, click on Queue or press the queue hot key (default Ctrl + F2) to bring up the Call Queues window.
- Step 5** On the Call Queues window, click on the Telephone Status tab.



Note

You can view and change hot keys in the Preferences window.

Closing the Telephone Status Window

- Step 1** On the CallConnector Operator main menu, click on View/Queue or press the queue hotkey.



Note

You can view and change hot keys in the Preferences window.

Closing the Telephone Status window will also close the Call Queue window.

Navigating in the Telephone Status Window

The CallConnector Operator windows allow features to be accessed by mouse or with keyboard short cuts. The methods for moving focus to the Telephone Status window and navigating within to access related features are described in the table below:

How to	Method using Mouse	Using Keyboard
Move the focus to a line or a call	You can click on a line or call in the Telephone Status window. The selected item will be highlighted.	Press the Telephone Status Window shortcut key (default Ctrl + F2) and scroll up or down using the arrow keys to the desired line or call.
Move one line down	Scroll bar Down arrow	Arrow-down
Move one line up	Scroll bar Up arrow	Arrow-up
Move to the top of the window	Pull scroll bar handle to the top	Home
Move to the bottom of the window	Pull scroll bar handle to the bottom	End
Move up one page	Scroll bar between the top arrow and the handle	Page Up
Move down one page	Scroll bar between the bottom arrow and the handle	Page Down
Select a line or call	Click on the line or call in the Telephone Status Window. The selected item will be highlighted.	Press the Telephone Status Window shortcut key (default Ctrl + F2) and scroll up or down using the arrow keys to the desired line or call.
Access a feature on a line or call	Right click on the line or call and select the feature from the drop down menu. The line or call needs to be selected for the feature to apply to that call.	First select the call or line, then press the shortcut key for the desired feature.
Open the CallConnector Operator application when minimized	Click on the CallConnector Operator icon in the Windows taskbar.	Press the CallConnector Operator shortcut key (default shortcut – Pause + Break)

Customizing the Telephone Status Window

The CallConnector Operator Telephone Status window is highly customizable to provide a convenient and easy-to-use interface to operators. Within this window, you can:

- Resize a field
- Change the location of a field
- View additional fields
- View additional lines or extension numbers
- Select which fields to display
- Sort the lines by fields
- Group and ungroup the lines by fields
- Change the display font
- Change the display language
- Auto hide the Telephone Status Window
- Change the theme of the Telephone Status window
- Resize the Telephone Status window
- Move the Telephone Status window

To resize a field

- Step 1** Move the mouse to the field separator between two fields. The cursor changes to a two-headed arrow.
- Step 2** Click down and drag the mouse to the desired location.

To change the location of a field

- Step 1** Click on the column name, and drag the field to the desired position.

To view additional fields

- Step 1** Use the horizontal scrollbar to move the view to the left or to the right.

To view additional lines or extension numbers

- Step 1** Use the vertical scrollbar to move the view up or down.

To select which fields to display

By default, the CallConnector Operator will display all the columns that contain all the information of the lines visible in the Telephone Status window. Operators can decide which columns they do not want to view by deselecting them from a list of columns to display.

- Step 1** Right-click on any column name in the Telephone Status window.
- Step 2** When the pop-up menu appears, select the Columns option. You will see the list of available columns. A checkmark next to a column name indicates that it is currently visible to the operators.
- Step 3** If a column is being displayed, click on the column name to hide it. On the other hand, if a column is not shown, click on the column name to present it.

To sort the telephone lines by fields

- Step 1** Click on a column name to sort the list by that column. If the column has not been sorted yet, it will be sorted in the ascending order.
- Step 2** The arrow icon appearing next to the column name indicates the sort direction of all the entries. Click on the column name again to reverse the sorting order.



Note

Multi-sorting is supported. Hold the **Shift** key and click on multiple column names to apply sorting to all selected columns.

When you click on another column name to sort by that particular column without pressing the **Shift** key, the previous sort will be cleared, and the CallConnectorA will perform the new sorting.

To group/ungroup the telephone lines by fields

- Step 1** Right-click on any column name in the Telephone Status window.
- Step 2** When the pop-up menu appears, select the Group By option. You will see the list of available columns you can use as the criteria to group by.
- Step 3** Select the column you want to group by. The CallConnector Operator will group the entries in each queue by that column.
- Step 4** To ungroup all the queues, right-click on any column name, and select the Clear Grouping option from the drop-down menu.
- Step 5** Alternatively, click on the Group/Ungroup phone calls icon on the Telephone Status window.



Notes

When a group is expanded, you may click on the minus sign located next to the group name to narrow it.

When a group is hidden, you may click on the plus sign next to the group name to expand it.



To change the display font

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, click on the Appearance/Font option.
- Step 3** On the right panel, select the font face. Then, either select or enter the font size of your choice. Click OK to save your changes.

To change the display language

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, click on the International/Language option. A list of supported languages will be displayed.
- Step 3** In the drop-down list, select the language you want to use in the CallConnector Operator interface.
- Step 4** Click OK or Apply to save the changes.

To auto-hide the Telephone Status Window

- Step 1** Make sure the Telephone Status window is dockable.
- Step 2** Click on the  icon located on the top-right corner of the window to auto-hide it. The window will be hidden when it lose focus. When hidden, only the title of the window will be displayed in the area where the window is hidden.
- Step 3** Move your mouse over the title of the hidden window to show it again.
- Step 4** Click on the  icon located on the top-right corner of the hidden window to turn off the auto-hide feature.



Note

To make sure the Telephone Status window is dockable:
On the CallConnector Operator main menu, click on Options/Preferences.
On the left panel, click on Appearance/Appearance.
On the right panel, make sure Enable Dockable Panes is selected.

To change the theme of the Telephone Status Window

The Cisco CallConnector Operator provides you a list of themes that let you change the color of your CallConnector Operator window. CallConnector Operator supports Blue, Black, Silver, and Aqua themes. The default theme is Blue.

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, select the theme you want to use.
- Step 4** Click OK or Apply to save the changes.

To resize the Telephone Status Window

- Step 1** Make sure the Telephone Status window is not locked.
- Step 2** Move the mouse pointer to the border of the corner of the window. The cursor shape will change to a two-sided arrow.
- Step 3** Click down on the mouse and drag it to get the desired window size.



Note

To make sure the Telephone Status window is not locked:
On the CallConnector Operator main menu, click on Options/Preferences.
On the left panel, click on Appearance/Appearance.
On the right panel, uncheck Lock Windows.
Click OK to save the changes.

To move the Telephone Status Window

- Step 1** Make sure the Telephone Status window is dockable.
- Step 2** Click on the title bar with the mouse and drag the window to the desired location.





Note

To make sure the Telephone Status window is dockable:
 On the CallConnector Operator main menu, click on Options/Preferences.
 On the left panel, click on Appearance/Appearance.
 On the right panel, make sure Enable Dockable Panes is selected.

Filtering the View Information


The CallConnector Operator Telephone Status window let you set filters to view only specific kinds of status information. Based on your needs you can look for all available lines and extension numbers, or only connected lines and extension numbers, or only ringing lines and extension numbers.

These options are described in the table below with references to the sections where the steps for making the change are described.

Icon	Description	Methods
	Show/Hide Ringing Numbers	Click on the icon or press the shortcut key
	Show/Hide Connected Numbers	Click on the icon or press the shortcut key

Connecting to a ringing extension

When there is an incoming call, you can answer it in the Telephone Status window if the ringing line belongs to your phone.

- Step 1** On the Telephone Status window, select the ringing line or extension number. The entry will be highlighted.
- Step 2** Click on the  icon in the Telephone Status toolbar, or right-click on the entry and select Connect, or press the short cut key (default F10).

Setting up Preferences

The Preferences Window allows the operator to make changes to the way the CallConnector Operator application presents the information and the methods for accessing the information. Access to this window may be restricted to those with admin rights.

This chapter describes how to make these changes and includes:

Preferences Overview -	Provides an overview of the Preferences window as well as how to open and close it.
Navigation Options -	Describes how to navigate within the Preferences window.
Configuration -	Describes how to change the configuration options including dial plan, network adapter, login and email settings.
Appearance -	Describes how to change the font and presentation styles of the CallConnector Operator window.
Keyboard -	Describes how to change dialing preference and shortcut key assignment.
Localization -	Describes how to change the display language of your CallConnector Operator window.

Preferences Overview

There are four areas in the Preferences Window that you may change to adapt the CallConnector Operator user interface and behavior to your preference. They are:

- Configuration:** Defines how the CallConnector Operator communicates to external applications and network. You may configure dialing rules and number formats, login and NIC settings, and connections with MS Outlook/Exchange.
- Appearance:** Explains how you can change the look and feel of your CallConnector Operator application including font and theme. You can also choose which windows to display, and customize the position as well as the size of each window.
- Keyboard:** Describes how to use keyboard shortcuts to interact with the CallConnector Operator. You can change the default hotkeys in this section.
- Localization:** The CallConnector Operator supports a set of languages including German, English, Spanish, French and Italian. Only the CallConnector Operator user interface will be affected. The language of the help files and supported tools will be available only in English.

To Open the Preferences Window

On the CallConnector Operator main menu, click Options/Preferences.

To Close the Preferences Window

Press the Esc key, or click on Cancel or the Close icon on the top-left corner of the Preferences window to discard any changes and close the window. Press Enter or click on OK will save the changes and close the window.

Navigating within the Preferences window

The CallConnector Operator windows allow features to be accessed by mouse or with keyboard short cuts. The methods for navigating within the Preferences window are described in the table below:

How to	Using Mouse	Keyboard Shortcut
Expand a section	Click on the plus sign next to the section name or double-click the section name.	Use the arrow key Up and Down to move to the section. Then use arrow key Right to expand it. In some cases, when you move to a closed section, it will be expanded automatically.
Narrow a section	Click on the minus sign next to the section name or double-click the section name.	Use the arrow key Up and Down to move to the section. Then use arrow key Left to narrow it.
Move within the left panel	Click on an option.	Use the arrow key Up and Down to move to an option.
Move with the right panel	Click on a control.	Use TAB to move focus from one control to another control in the right panel.
Move from the left panel to the right panel	While on the left panel, click on a field on the right panel.	Use TAB to move focus to the first field or button on the right panel.

Configuration

The Configuration section lets you define how your CallConnector Operator communicates with the CallConnector Server and other external applications such as MS Outlook. You can also setup dialing rules to the PSTN.

Client-Side Dial Plan

The Client-Side Dial Plan can be enabled if the operators wish to use their own dial plan instead of the corporate dial plan configured in the Cisco Configuration Manager .It has three sections:

Current Location Setting

This section displays the current location settings of the Windows Dialing rules set for your personal computer. The current location parameters should be defined for the telephone system because the calls to the PSTN are made from this switch.

Location Name – The name you give to the location.

Country Code – The dialing code for the country you are located.

Local Area Code – The unique area code of this location. It can be empty if the location doesn't have an area code.

Location Pattern – The specified number pattern for the location. This pattern governs how the number will be formatted for displaying purpose.

To Enable Client-Side Dial Plan

- Step 1** On the CallConnector Operator main menu, select Options/Preferences to open the Preferences window.
- Step 2** Click on Enable Client-Side Dial Plan option.

To Add or Edit Dialing Rules

When a telephone number needs to be dialed, the CallConnector Operator calls the Windows dialing rules to add the access and toll codes required to properly route the telephone call to the desired destination. These dialing rules have to be setup for your local area. The steps for setting up are as follows:

- Step 1** Click on the **Windows Dialing Rules** button to open the Phone and Modems Options window.
- Step 2** On the Phone and Modems Options window, click on **New** to add a new dialing location, or **Edit** to change the dialing properties for the selected location.
- Step 3** Click **OK** to save the change (see figure blow). You may need to click on the **Reload** button of the Current Location Setting section to see the update.

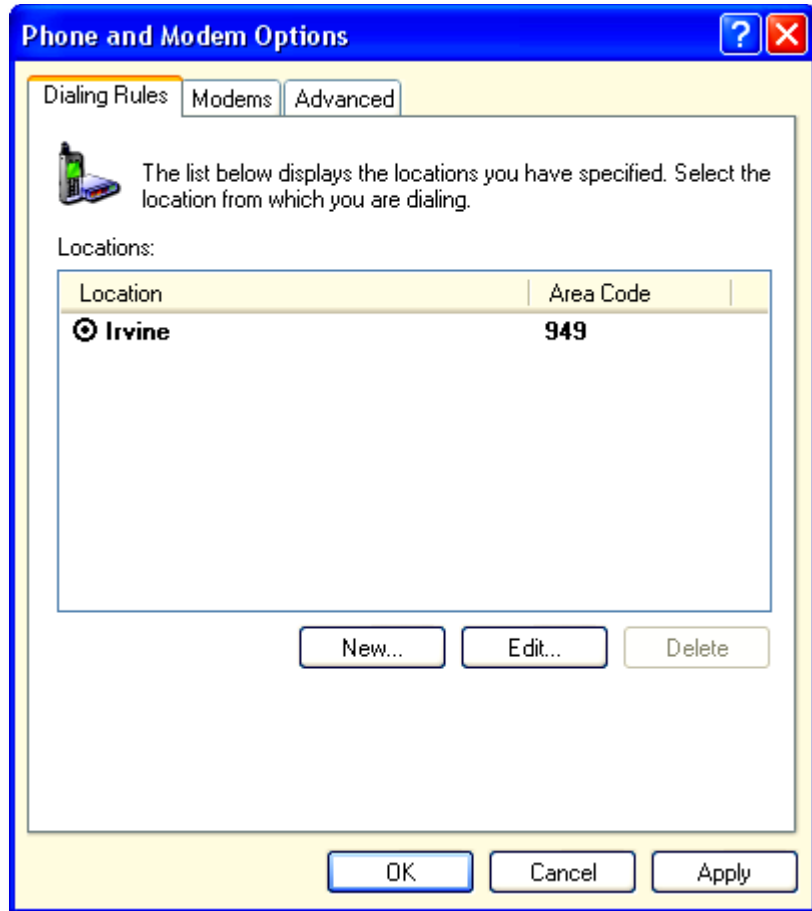


Figure: Windows Phone and Modem Options

To Reload Location Setting

The Reload button will get the selected location from the Phone and Modems Options window and use it to properly route the telephone call to the desired destination. Any changes in this window will be reflected on the Current Location Setting section.

- Step 1** After you make changes to the dialing rules such as adding or editing a location, click **Reload**.

CME Configuration

This section contains information related to internal (extension) dialing. The following parameters are used for dialing extension numbers:

- Extension Mask –** These are CME extension patterns. They represent the length/the number of digits dialed which are to be treated as internal extension numbers and not PSTN's that need to be dialed out. You can have more than one extension mask; each extension mask is separated by a semi-colon or a comma.
- Special PSTNs –** These are phone numbers that need to be dialed out; however, they either have a similar pattern to a CME extension mask or a different pattern from the PSTN format for the specified location. You can have more than one Special PSTN; each Special PSTN is separated by a semi-colon or a comma.



Notes

-
1. If CME's dial peer is setup to handle special PSTN numbers such as 911 without dialing access prefix, those numbers must be added in the Extension Masks list and Special PSTNs field must be left empty.
 2. An Extension Mask that consists of 4 digits should be displayed as XXXX. If you have more than one Extension Mask pattern you need to separate each pattern by a semi-colon or a comma.
-

To Set the Internal Extension Mask:

- An Extension Mask that consists of four digits:



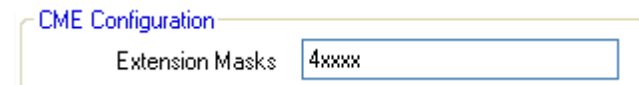
A screenshot of a configuration window titled "CME Configuration". It shows a field labeled "Extension Masks" with the value "xxxx" entered.

- If you have an 2 Extension Masks, one consists of three digits and another that consists of four digits:



A screenshot of a configuration window titled "CME Configuration". It shows a field labeled "Extension Masks" with the value "xxx;xxxx" entered.

- If all the internal extension numbers start with the digit 4 and have a total of five digits:



A screenshot of a configuration window titled "CME Configuration". It shows a field labeled "Extension Masks" with the value "4xxxx" entered.

To Set Multiple Special PSTNs:

- To add both 911 and 411 to the Special PSTNs:



A screenshot of a configuration window showing a field labeled "Special PSTNs" with the value "911;411" entered.

Number Patterns

This section allows you to define the area code and subscriber number format for each country. The number pattern information is used to format dialed phone numbers into display or 'canonical' format numbers.

Country – The country where you reside.

Patterns – The list of all number patterns for your country.

A number pattern must follow these rules:

- Area code must be in-between brackets.
- The Area Code and Subscriber number must be separated by a space.
- Subscriber number can be separated for clarity by space, period or dash.
- If a number does not require an area code, enter the number pattern without brackets.

Area Code **Subscriber number**

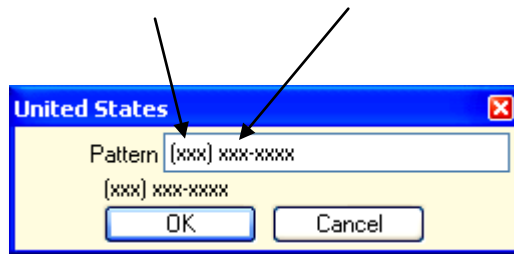


Figure: Number Pattern dialog

To Add a Number Pattern

- Step 1** On the Number Patterns section, select a country name.
- Step 2** Click Add and enter the new number pattern.
- Step 3** Click OK to save the change.

To Edit a Number Pattern

- Step 1** On the Number Patterns section, select a country name. A list of existing number patterns for the selected country will be displayed.
- Step 2** Select the pattern you want to change.
- Step 3** Click Edit and enter the new number pattern.
- Step 4** Click OK to save the change.

To Remove a Number Pattern

- Step 1** On the Number Patterns section, select a country name. A list of existing number patterns for the selected country will be displayed.
- Step 2** Select the pattern you want to delete and click Remove.

Login Settings

The Login Settings presents all the information you need to know in order to log in to the CallConnector Operator system. These include:

CallConnector Server IP – The IP address of the System SIP Server. In the server-client mode, the server is located on a remote machine and shared by multiple CallConnector Operator clients. In the standalone mode, the server resides on the same machine with the client. The IP address may be modified in the Cisco CallConnector Configuration Manager.

Local Port – The port number of the System SIP Server. The default port number is 5060. Make sure that no other service is using this port. This information may be modified in the Cisco CallConnector Configuration Manager.

Login Name – The attendant's username to log in to the CallConnector Server. Each user has a unique login name. This information can be assigned by those with the admin rights.

Password – The password to log in to the CallConnector Server. The operator may change their password in this section.

To Change Login Information

- Step 1** On the CallConnector Operator main menu, select Options/Preferences or press the shortcut key to open the Preferences window.
- Step 2** Use mouse or the arrow keys to select Login Settings under Configuration.
- Step 3** Enter the information you want to change. These include: CallConnector Server IP, Local Port, Login Name and Password.
- Step 4** Click OK to save the change.



Notes

1. If you enter the wrong login information, you may not be able to login to the CallConnector server.
 2. When the CallConnector Operator is started, it will populate the login screen with the login settings defined in this window.
-

Network Adapters Option

If your PC has more than one NIC, you can select which network adapter(s) you want to use to connect to the CallConnector server. Each adapter has a unique MAC address and IP address.

The following information is presented for each network adapter in your local PC:

Name – The name of a network adapter.

MAC Address – Each adapter has a unique MAC address assigned by the manufacturer.

IP Address – The IP address assigned by the network administrator. You can manually change this information in the Network Connections settings of your local machine.

The Network Adapters Option window is customizable. These customizable options are described in the table below with references to the sections where the steps for making the change are described.

How to...	Methods
Move focus to a network adapter item	Click on a network adapter in the list, or use TAB and the arrow keys Up and Down to move to the desired item.
Move an item up	Move focus to the desired item and click on Up. Click OK to save the change.
Move an item down	Move focus to the desired item and click on Down. Click OK to save the change.
Change the field size	Move the cursor to field separator and drag it to the left or to the right in order to resize the width of the field.
Change the location of the field	Click on the column name, and drag the field to the desired position.
View additional fields	Use the horizontal scrollbar to move the view to the left or to the right.
Change the display fonts	To change the font of the Preferences window, please refer to Font Options.
Change the shortcut key assignments	To change the shortcut key assignments of the Preferences window, please refer to Shortcut Key Assignment.
Enable another language in the CallConnector Operator interface	To use another language in your Preferences window, please refer to Localization Options.

To Select or Deselect a Network Adapter

- Step 1** Move focus to the desired item.
- Step 2** Press the Space bar, or click on the checkbox to select the item.
- Step 3** Press the Space bar, or click on the checkbox again to deselect the item.
- Step 4** Click OK to save the change.

To Select or Deselect All Network Adapters

- Step 1** Click on the Select All checkbox, or use TAB to move focus to the Select All button and press Space bar to select it.
- Step 2** Click on the Select All checkbox again, or use TAB to move focus to the Select All button and press Space bar to deselect it.
- Step 3** Click OK to save the change.

To Reload All Network Adapters

- Step 1** Click on Refresh, or use TAB to move focus to the Refresh button and press Enter. This feature will load the network adapters' information from the Windows Device Manager and display all of them in the Network Adapters list.

Email Settings

This information is used by the CallConnector Operator to access your Outlook/Exchange contact information (for the Directory Window).

Enable MAPI – This option enables or disables MAPI functions. You can have multiple MAPI profiles defined to be able to log into different email accounts when you start your email client (i.e. Outlook). The email profiles are specified through the Control Panel-Mail window.

You can select one of the following MAPI login options:

- **Always use Outlook's default profile** – If this option is selected, the CallConnector Operator will always use Outlook's default profile. If this default profile does not have a password or if the password has been saved, the CallConnector Operator will automatically login; otherwise, you will be prompted to enter your Outlook profile's password.
- **Prompt for a profile to be used** – If this option is selected, when CallConnector Operator is started or if the MAPI session is re-connected, you will be prompted to choose a MAPI profile. This allows you to select either the default or a different profile from your Outlook client.
- **Always use the following profile and password** – If this option is selected, the specified MAPI profile will always be used independently of the profile selected for Outlook. If the specified MAPI profile's password is provided, the CallConnector Operator will automatically login; otherwise, you will be prompted to enter the profile's password.

MAPI Status – This field is to let you know if you are connected to MAPI. To connect, click on Select or use TAB to move focus to the Connect button and press Enter.

Appearance

The Appearance section provides a number of options that allows you to customize the look and feel of your CallConnector Operators window. You can:

- Change the display font face and size.
- Show or hide a window.
- Lock the windows. While being locked, the windows cannot be resized.
- Change the location of a window.
- Auto-hide a window.
- Enable personal mode.
- Change the theme of the CallConnector Operator window.
- Show only basic operator windows or show all operator windows.

To Change the Display Font

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, click on the Appearance/Font option.
- Step 3** On the right panel, select the font face. Then, either select or enter the font size of your choice. Click OK to save your changes.

To Show or Hide a Window

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window or press the shortcut key.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, you have four options to show or hide a window:
 - a. **Show Call Control:** When selected, this option will show the Call Control window.
 - b. **Show Directory:** When selected, this option will show the Directory window.
 - c. **Show ActionBar:** When selected, this option will show the Action Bar.
 - d. **Show Queue Manager:** When selected, this option will show the Call Queue and Telephone Status windows.
- Step 4** Select the window you want to show and click OK to save the change.

To Lock All Windows

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window or press the shortcut key.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, select Lock Windows. This option prevents the size and position of the windows from being changed.
- Step 4** Click OK to save the change.



To Change the Size of a Window

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window or press the shortcut key.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, make sure the Lock Windows option is deselected. If selected, click on the checkbox next to the Lock Windows label. Then click OK to save the change and to close the Preferences window.
- Step 4** Move the mouse pointer to the border between the windows whose size you want to change. The cursor will change to the double-arrow shape.
- Step 5** Click down with the mouse and drag to the desired size.

To Change the Position of a Window

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window or press the shortcut key.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, select Enable Dockable Panes. This option permits you to drag-and-drop your windows to any place on the screen, and to automatically hide a specific window when not in use.
- Step 4** Click down your mouse on the header of the window you want to move.
- Step 5** Drag the window and drop to the new location. You can either move the window outside the CallConnector Operator window to get a separate window or dock it into another container within the CallConnector Operator window (see the figures below). Click OK to save the change.

To Enable Windows Auto-Hide

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window or press the shortcut key.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, select Enable Dockable Panes. This option permits you to drag-and-drop your windows to any place on the screen, and to automatically hide a specific window when not in use.
- Step 4** Click on the  icon located on the top-right corner of each window to auto-hide it. The window will be hidden when it lose focus. When hidden, only the title of the window will be displayed in the area where the window is hidden.
- Step 5** Move your mouse over the title of the hidden window to show it again.
- Step 6** Click on the  icon located on the top-right corner of the hidden window to turn off the auto-hide feature.

To Change the CallConnector Operator Theme

The CallConnector Operator provides a list of themes that let you change the color of your CallConnector Operator window. CallConnector Operator supports Blue, Black, Silver, and Aqua themes. The default theme is Blue.

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window or press the shortcut key.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, select the theme you want.
- Step 4** Click OK to save the change.

To Show Basic CallConnector Operator Windows Only

If you select this option, the CallConnector Operator will show only Call Control and Directory windows.

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, click on Show Basic Operator Windows Only.
- Step 4** Click OK to save the change.

To Show All CallConnector Operator Windows

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, click on the Appearance/Appearance option.
- Step 3** On the right panel, click on Show All Operator Windows.
- Step 4** Click OK to save the change.

Keyboard

The CallConnector Operator allows the operators to define how they want to use the keyboard to interact with the application. It employs a series of keyboard shortcuts in order for operators to handle calls faster without having to use other input devices such as mouse.

Dialing Preferences

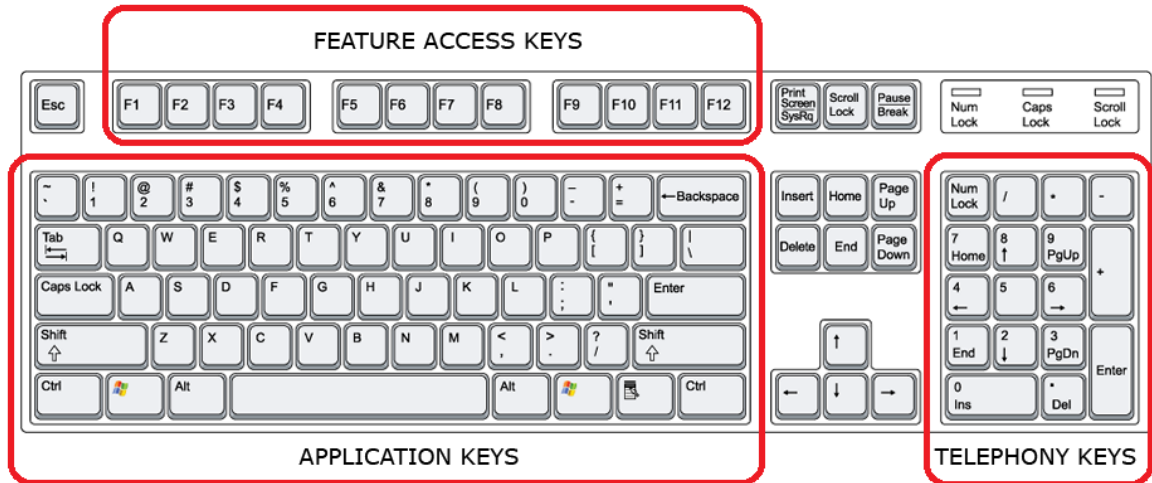


Figure: Standard Windows Keyboard Layout

The CallConnector Operator PC keyboard is configured for high volume call processing. It is partitioned into a telephony section and an application section. By default, the numeric keypad is dedicated for telephony functions, and the alphanumeric keypad is allocated for the application features. This allows the operator to quickly handle incoming calls while locating entries in the Directory window since the numeric keypad keys are automatically routed to Call Control window while the alphabetical and numeric keys from the alphanumeric keypad are routed to the Directory window. The operator is able to switch between these two windows quickly.

Since the operators may prefer to use the numeric keys from the alphanumeric keypad to handle calls, the CallConnector Operator allows them to switch off the default setting so that the numeric keys from the alphanumeric keypad are routed to the Call Control window while the alphabetical keys are still routed to the Directory window. However, if the operators want to enter numbers in the Directory window or Action bar, they have to move focus to the number fields in these windows first.

To Turn on/off the automation keypad

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 1** On the left panel, select Keyboard/General. The Dialing Preference options will be displayed.
- Step 2** On the right panel, select/deselect the Use numeric keypad to dial option to turn on/off this option.
- Step 3** Click OK or press Enter to save the change.

Shortcut Keys

Keyboard shortcuts help you save time by allowing you to never take your hands off the keyboard to use the mouse. The following Call Control shortcut keys are modifiable and displayed in the Preferences window:

Feature	Default Shortcut Keys	Action
Call Control	F4	Set focus to the Call Control window.
Answer Call	F10	Answer the selected ringing call.
Auto Dial	F9	Make a call to the preferred number. By default the preferred number is the primary work number but the user or operator can change it to one of their other numbers.
Conference	Ctrl + Num-Delete	When connected on a call, the Conference button dials the entered number and the new call will be joined to the current call.
Connect Selected Call	No default shortcut available	Connect to the selected call in the Call Queues window.
Dial/Transfer/Send Digits	Num-Delete	Make a call to the number entered in the Number field. You will get dial tone if no numbers are entered.
Hang-up	Num-Enter	Disconnect the selected connected call.
Forward	Ctrl + F	This sets up a call forward to the number in the dial field for the selected line.
New Call	Ctrl + Num-Plus	Start a new call. The software will select an idle line appearance and you will hear the dial tone.
Next Call	Num-Plus	Answer the highest priority longest waiting call.
Page	Ctrl + P	Display a menu of page numbers. Selecting a page number will auto dial and connect to the page circuit.
Pickup	Ctrl + Num-Star	Connect the operator to the ringing call. You have to enter the extension number in the Number field first.
Resume or Hold Selected Call	Num-Minus	The Hold button places the current call on hold. The Resume button re-connects the held call.
Swap	Ctrl + S	Place the current call on hold and connect to the held party.
Toggle Auto-Answer	Ctrl + Alt + A	If enabled, this option will automatically answer an incoming call.
Toggle Auto-Transfer	Ctrl + Alt + T	If enabled, this option will complete auto transfer automatically without having to click the Complete Transfer button every time you

Setting up Preferences

		need to complete a transfer.
Toggle Dial-Through	No default shortcut available	Place a call through another number. The phone call will be appeared to come from this second number.
Transfer to VoiceMail	Ctrl + V	Transfer the connected call to the voicemail number of the selected contact in the directory.

Some of the Call Control features have shortcuts that cannot be changed:

Feature	Shortcut Keys	Action
Lines	Ctrl + line number	The CallConnector Operator supports 9 lines. The first line from the top is considered line 1. Press Ctrl and the line number to reach the first call in that line. Then use up/down arrow keys for calls within a line.
Send # key	Num /	Send the # key to the attendant's phone.
Send * key	Num *	Send the * key to the attendant's phone.

These are the default hotkeys for the CallConnector Operator. You can reassign them as long as the key combination you are planning to use is not in use.

Feature	Default Shortcut Keys	Action
Directory	No default shortcut available	Set focus to the Directory window.
Change Directory	Ctrl+F5	Switch to the next directory.
Save Directory Views	Ctrl+F6	Save the current view of the Directory window. Operators may want to save a view after they have customized it to suit their needs and preferences.
Action Bar	F6	Set focus to the Action bar window.
Query Directory	F8	Set focus to the search/query text field in order to enter the search terms or clear the current search terms.
Search Directory	F7	Set focus to the search/query fields in order to enable query mode (by selecting All Fields) or select the search field.
Queue	Ctrl+F3	Set focus to the Call Queues window.
Call Control	F4	Set focus to the Call Control window.
Help	F1	Open the Help files. This shortcut is not modifiable.
Telephone Status	No default shortcut available	Set focus to the Telephone Status window.
Show Operator	Pause	Open the CallConnector Operator application when working on another application.

The following shortcut keys in the Action Bar cannot be changed:

Feature	Shortcut Keys	Action
Action Bar Tabs	Alt + letter	Each tab in the Action bar has a shortcut letter. When you press Alt, these shortcut letters will be displayed. Press a letter to move focus to the associated tab.
Action Bar Controls	Alt + letter	Each function in the Action bar has a shortcut letter. After you press Alt and move focus to an action bar tab, the shortcut letters of all controls in that tab will be displayed. Press a letter to move focus to the corresponding control.



Notes

1. The keys are not to be pressed together; for example, to use the Hotkeys to park a call, you need to first press CTRL then release it and then press P.
 2. There is no discrimination between the right and left CTRL, ALT and SHIFT keys.
 3. The keyboard shortcuts that are described in this section refer to the U.S. keyboard layout. Keys on other layouts might not correspond exactly to the keys on a U.S. keyboard.
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To Assign/Reassign the Shortcut Keys

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, select Keyboard/HotKeys. A list of features along with their shortcuts will be displayed.
- Step 3** On the right panel, select the feature whose shortcut keys you want to change. The selected entry will be highlighted.
- Step 4** Click on the Hotkey field. Press the shortcut key(s) from the keyboard. The Hotkey field will be updated with the new key presses. To clear the assignment, press Backspace. The Hotkey field will display "None".
- Step 5** Click Assign HotKey to change the shortcut key(s) assignment.
- Step 6** Repeat step 3 to 5 to change the hotkey assignment for other features.
- Step 7** Click OK or press Enter to save the changes.



Notes

1. All the keys have to be pressed together; for instance, if you want to assign Ctrl + C to Connect Selected Call, you have to press and release Ctrl and C at the same time.
2. There is no discrimination between the right and left CTRL, ALT and SHIFT keys.
3. The keyboard shortcuts that are described in this section refer to the

U.S. keyboard layout. Keys on other layouts might not correspond exactly to the keys on a U.S. keyboard.

To Restore Default HotKeys

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, select KeyBoard/HotKeys. A list of features along with their shortcuts will be displayed.
- Step 3** Click on Restore Default to assign the default hotkeys to all available features.
- Step 4** Click OK or press Enter to save the changes.

To View Default HotKeys

- Step 1** Open the Preferences dialog by clicking on Options/Preferences on the main menu of the Cisco CallConnector Operator window.
- Step 2** On the left panel, select KeyBoard/HotKeys. A list of features along with their shortcuts will be displayed.
- Step 3** Click on View Default Hotkeys. The CallConnector Operator Default Keyboard Shortcuts page will be displayed.
- Step 4** Click on OK or press Enter to close the Default Keyboard Shortcuts page.

Localization

Language

This section allows the operator to change the display language of the CallConnector Operator interface. Will be available in next version.