Easily manage a high volume of incoming calls

Webex Attendant Console empowers front-line staff to be as productive and efficient as possible. It provides instant visibility into voice queues, inbound calls, calls in progress, key contacts, and call handling KPIs, as well as a seamless way to answer, transfer, conference, hold, or park calls right within Webex App.

Let's get started!

There are a few one-time steps to complete for the best user experience.

First, disable call pop-ups in Webex App.

Click your **Profile** picture or initials and then **Settings** > **Calling** > **Multi Call Window** > and make sure **Turn on Multi Call window** isn't selected.

To access Attendant Console, open Webex App and click the **Webex Attendant Console** gadget icon and sign in.

💡 **Tip:** If you don't see the Webex Attendant Console gadget icon, log out and restart the app.
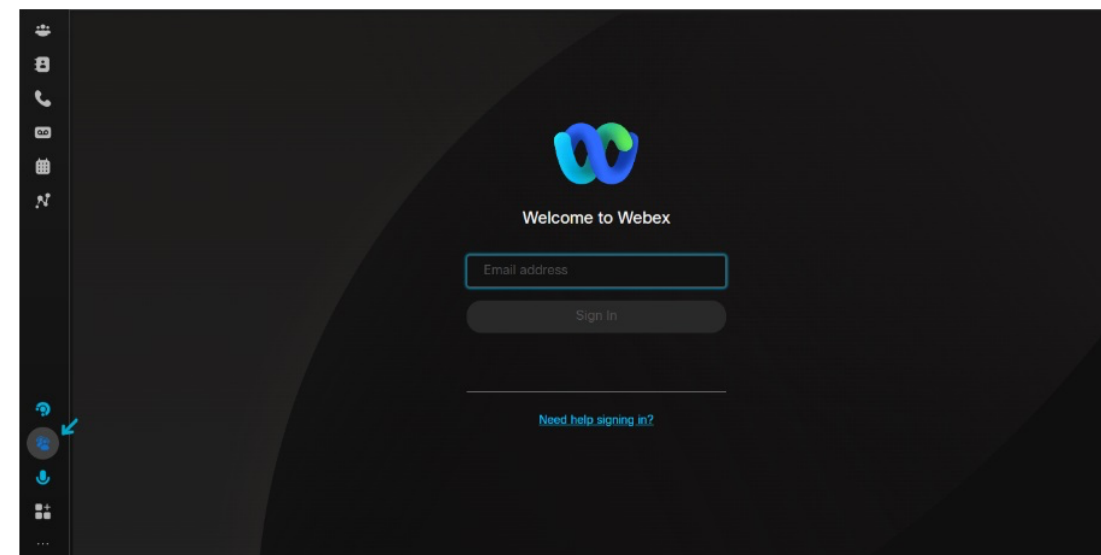
If you use multiple devices, you can designate your preferred device to manage calls in Attendant Console, whether it's your office phone or Webex App.

In Attendant Console, select your **Profile** avatar in the header.

Then, select **Device preferences** and choose from the list of devices.

webex
by CISCO

Manage contacts

Before you jump in, get familiar with the contact directories and see where you can search for contacts and see presence information.

Colleague directory

From the colleague directory, you can efficiently retrieve contact details, presence updates, extension numbers, mobile numbers, and information like email or personal notes.

To search the directory, simply start typing a name, number, or email in the search bar and the search results will automatically generate.

💡 **Tip:** Hover over a contact to add/edit a note or call the contact.

Favorites directory

You can browse your Webex Calling favorites contacts, write notes, and place calls from the favorites directory.

Click the **Favorites** tab to access the directory.
Note: Only administrators can add contacts to the favorites directory via Control Hub.

Personal contacts

Add contacts who aren't part of your organization on the **Personal Contacts** tab.

Click **Create** and enter the name and phone number of the contact you'd like to add and click **Confirm**.

Manage calls

Now that you're set up and know more about your contacts, review these features to easily manage calls.

Make a call

To place a call from the keypad, enter a number, and press **Enter** on your keyboard or click the **Call** button.

You can make calls even faster by using fast search or from the **Colleagues**, **Favorites**, **Personal Contacts**, or **History** tabs.

Answer a call

To answer a call, click the **Answer** call button on the keypad or use the **Current Calls** panel.

Hold and resume

Use **Hold** / **Resume** when you're on a call and get another incoming call or need to pause a call to get more information.

Park a call

Call park offers an alternative to placing calls on hold. You can park multiple calls simultaneously, making it easier to manage multiple conversations. Parked calls become visible and accessible to anyone belonging to the same parking group.

Record calls

If enabled by your administrator, you can record calls to document conversations, archive important information, and ensure a reliable record of communication for future reference.

Transfer a call

There are a few different ways you can transfer a call. Get familiar with all of them, so that you're ready to use the appropriate option, when needed.
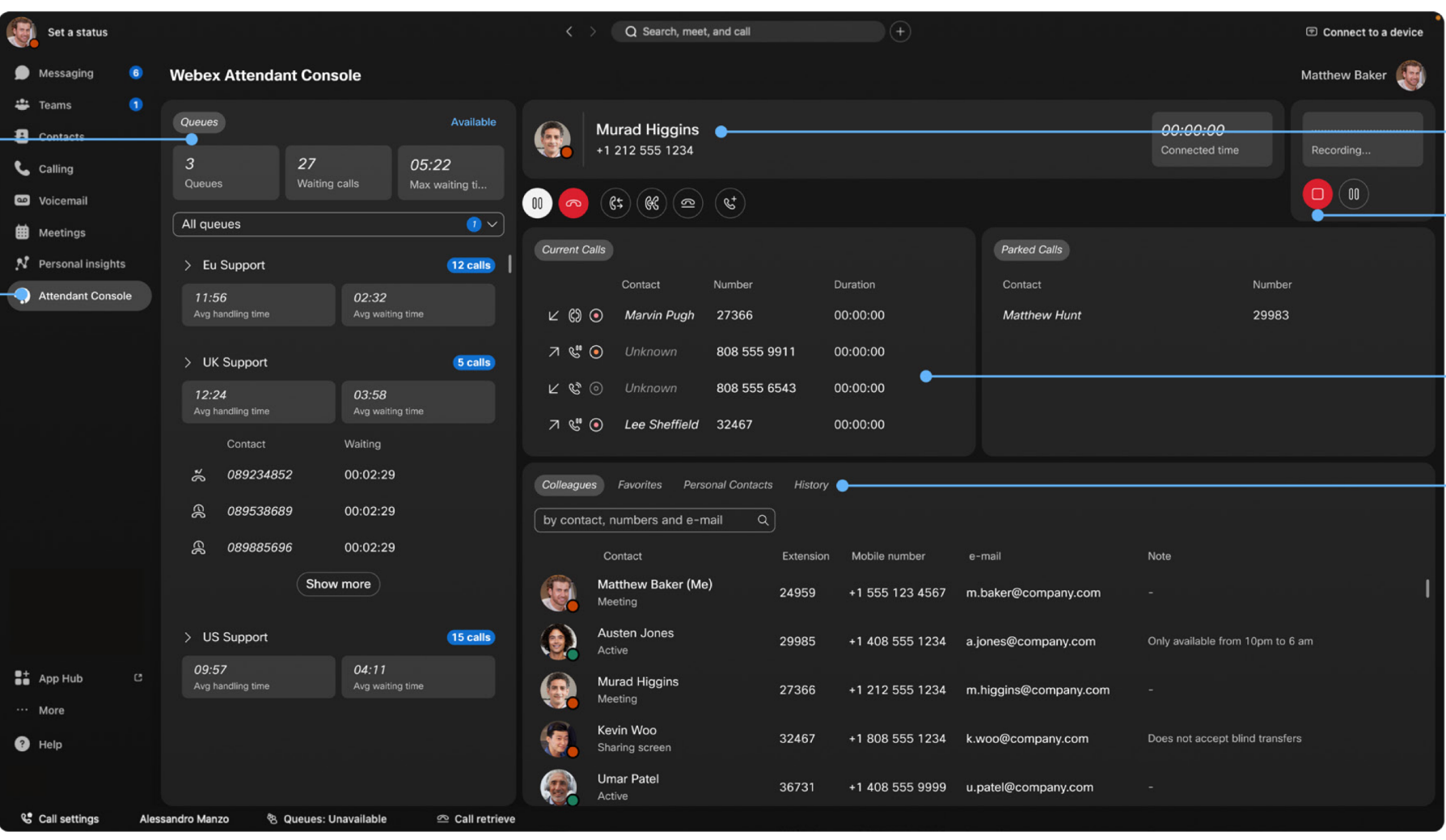
- **Blind transfer** redirects a call without consulting with the recipient first which smoothly passes a call to another agent, a different department, or an external contact.
- **Attended transfer** allows you to chat with the person on the receiving end of the transfer prior to completing the transfer.
- **Transfer call to voicemail** transfers the caller directly to the recipient's voicemail if the recipient is unavailable or if it's after business hours.

View current calls

The **Current Calls** panel (located under the keypad section) displays the status of ongoing calls and is where you can easily answer, reject, hold, hang up, and handle errors. Calls are automatically sorted based on their start time to ensure the newest calls are positioned at the top.

Access call history

The **Call History** panel contains a list of incoming, outgoing, and missed calls. It shows a maximum of 60 records, with a maximum of 20 records for each call type. You can sort your call history by column and initiate a call from the record in the list.

💡 **Tip:** Keyboard shortcuts provide the convenience of performing tasks with a simple keystroke. To access the list of available keyboard shortcuts, click your **Profile** > **Keyboard Shortcuts**.

Webex Attendant Console

Quick actions on the current call

Detailed information about your current calls

General information about your queues

Recordings manageable in a dedicated section

Quick view of queue specific information, always filterable

Parked calls always visible and just a click away.

Colleagues, contacts, Webex favorites, and history, all filterable and interactable through intuitive quick actions

Webex Attendant Console

Alex Beef

Queues
Available

3	27	05:22
Queues	Waiting calls	Max waiting time

All queues   1

Eu Support   12 calls

11:56	02:32
Avg handling time	Avg waiting time

UK Support   5 calls

12:24	03:58
Avg handling time	Avg waiting time

Contact	Waiting
089234852	00:02:29
089538689	00:02:29
089885696	00:02:29

Show more

US Support   15 calls

09:57	04:11
Avg handling time	Avg waiting time

Marvin Pugh
089538689

00:01:22
Connected time

Recording...

Current Calls

	Contact	Number	Duration
Marvin Pugh	27366	00:01:22
Unknown	0895386891	00:02:32
Unknown	3458769002	00:03:37

Parked Calls

Contact	Number
Matthew Hunt	29983

Colleagues | Favorites | Personal Contacts | History

by contact, numbers and e-mail

Contact	Extension	Mobile number	e-mail	Note
Alex Beef (Me) — Meeting	24959	+3935856848497	alexbeef@cisco.com	-
Alvin Simon — Active	29985	+355451784432	alvinSimon@cisco.com	Only available from 10pm to 6 am
Marvin Pugh — Meeting	27366	+388551478534	marvinpugh@cisco.com	-
Lee Sheffield — Sharing screen	32467	+355451784432	leesheffield@cisco.com	Does not accept blind transfers
Joaquin Harris — Active	36731	+322677831782	joaquinharris@cisco.com	-
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Joaquin Harris — Active	36731	+322677831782	joaquinharris@cisco.com	-