CALLISTO

MANAGERASSISTANT GROUP

ADMINISTRATION MANUAL

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Setup

Installation

ManagerAssistant Group is installed through Callisto's Open Application Manager. The installation and updating process for OAM applications is described in the chapter Options of the Callisto platform administration manual.

Privileges

The following application privileges can be assigned to a user for the ManagerAssistant Group application. For setting user privileges, see the chapter User administration of the Callisto platform administration manual.

Settings	Provides access to the *Settings* tab.
Groups	Provides access to the *Groups* tab and allows a user to add, edit, rename, and delete groups.
TeammateStatus	Allows changing of other team members' presence status.
VIPList	Provides access to the *VIP List* tab.
Reports	Provides access to the *Reports* tab.
Reports4Eyes	Provides access to the *Reports* tab, with the login of a second user required.
Admin	Allows editing of all available groups. If unchecked, a user can only access groups he is a member of.
MembersManagement	Provides access to the *Members* section in the *Groups* tab.

Access

Configure icon

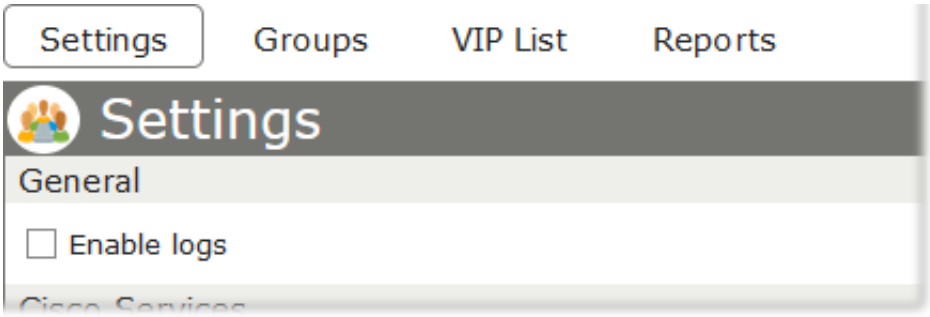
Administrators can access the ManagerAssistant Group configuration by navigating to System > Open Application Manager in the main menu. In the tab Applications, locate the ManagerAssistant Group instance and click on the *Configure* icon.

Users who were granted privileges to access the ManagerAssistant Group instance can do so by navigating to Applications in the main menu and clicking on the name of the ManagerAssistant Group instance.

Settings

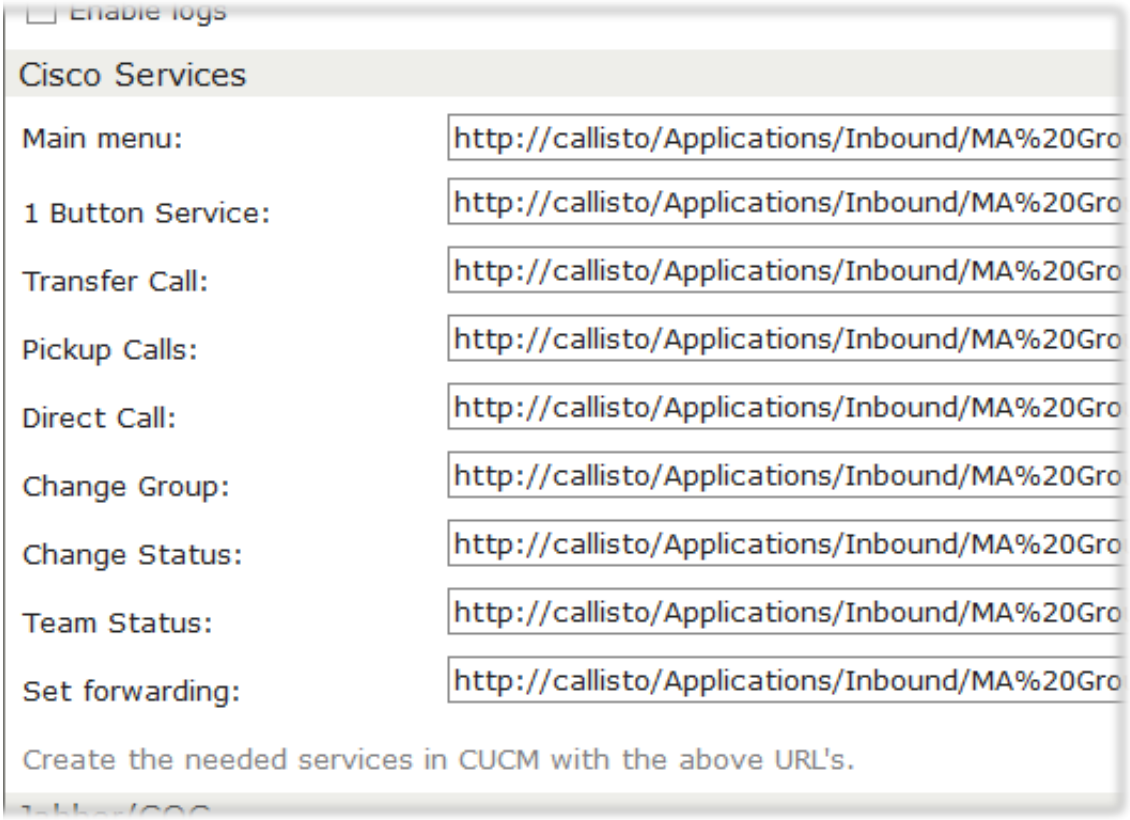
General settings

Checking the Enable logs option will create logfiles on the actions performed by the application in the Callisto logs. Leaving the option unchecked will reduce the resources imposed on the server by Callisto.



Cisco Services

The URLs in this section are used to set up various phone services in the Call Manager and are described in detail in the chapter [Phone services](#).

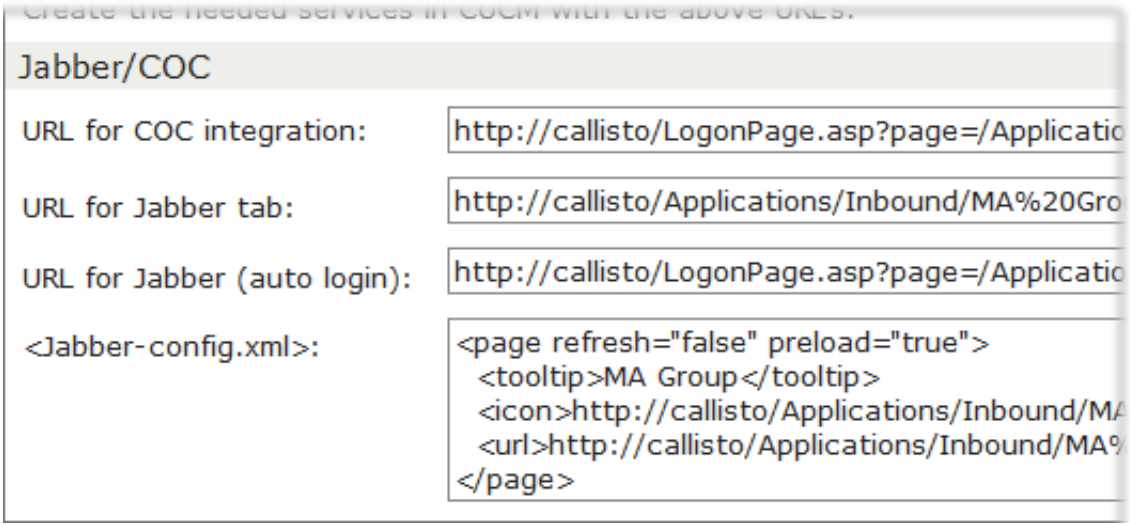


Main menu	Enables access to the main menu, which is used for creating and editing groups and members.
1 Button Service	Make direct calls to the group manager,

	transfer/redirect calls to the manager, or pick up calls directed to the manager.
Transfer Call	Transfer/redirect calls to any group member.
Pickup Calls	Pick up calls directed to any group member.
Direct Call	Make quick calls to any group member.
Change Group	Change the group table that is shown on the device, or hide the group interface.
Change Status	Allows members to change their current status. See Phone menu – Change status.
Team Status	Allows members to change their current status and the status of any other group member. See Phone menu – Change status.
Set Forwarding	Allows assistants to set the forwarding status of the phone line, and allows managers to set their forwarding state on application level. Also, group members can set forwarding status of any other group member. See Phone menu – Set forwarding.

Jabber/COC

These URLs are used for the integration of ManagerAssistant Group within Jabber and the Callisto Operator Console. Usage is described in detail in the chapter Gadget integration.



URL for COC integration	Integrate ManagerAssistant Group within COC (see chapter HtmlPanes in the COC Configurator manual). In the COC client, a user will be logged automatically into ManagerAssistant Group with the same credential used for the COC client.
URL for Jabber tab	Integrate ManagerAssistant Group within Jabber. The user will be asked to login each time Jabber is started.
URL for Jabber (auto login)	Integrate ManagerAssistant Group within Jabber. The user will be logged in automatically when accesses the page, using the credentials in the URL's query string (&user=xxx&pwd=xxx). Replace the two xxx placeholders with the user's username and password respectively.
<Jabber-config.xml>	XML code used for the Jabber integration. Paste this code snippet into the *Jabber-config.xml* file. See also chapter Integration with Cisco Jabber client in the Callisto platform administration manual.

Groups

This tab is used to manage groups and members. To create a new group, click the Add button in the top right corner and type a name for the new group in the field labeled Group Name. From the Type drop-down list, choose the role of your own account in the group. To edit an existing group, choose it from the drop-down list labeled Choose…. If your account has the Groups privilege enabled, the selected group can be renamed or deleted by clicking the respective button in the top right corner.

You can only join the group if a phone is assigned to your account. If no phone is assigned, the option Type won't be available and you won't be able to join the group.

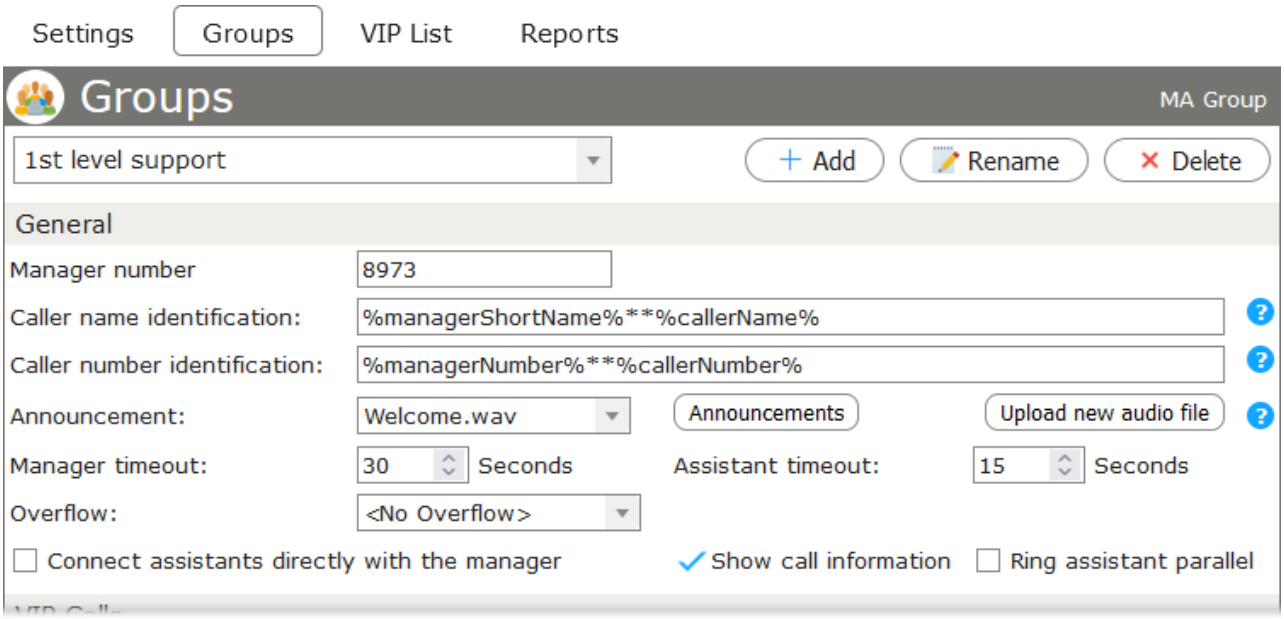
Also, unless your account has the Admin privilege (see Privileges), only groups you're a member of can be accessed from the Choose… drop-down list. Therefore, make sure to select either *Member* or *Manager* from the Type drop-down list, otherwise you won't be able to access the group you created.

Depending on the user's privileges, and if a group manager exists or not, different options and sections are displayed.

General

This section is only available to accounts that have the Groups privilege (see Privileges).

This section contains settings regarding communication with the group manager. If no manager is set for the group, the only available option will be Show call option.



Manager number

The number in the field Manager number is used to call the group manager, or an available assistant if the manager is not available. Calls to this number are routed to Callisto, and the announcement audio files configured here are played to the caller.

Caller identification

These settings define the format in which incoming calls to a group member will be displayed on the phone screen.

Caller name identification

Set the text that is shown on the assistant's phone when a call directed to the manager comes in. Various placeholders are available for this string:

%callerNumber%	The caller's phone number.
%callerName%	The caller's name (as defined in the Call Manager).
%managerNumber%	The number set in the Manager number field.
%managerShortName%	The manager's short name.

Caller number identification

Used as identification if the Caller name identification is not set. This parameter is set as a caller number for different phone services, like *Voicemail* and *Missed Calls*. Various placeholders can be used are available for this string:

%callerNumber%	The caller's phone number.
%managerNumber%	The number set in the Manager number field.

Only phone keypad characters (i.e., digits 0–9, star * and number sign #) can be used in this string.

If both Caller name identification and Caller number identification are not set, the name and number information from the original call will be used instead.

Announcements

The drop-down list labeled Announcement will set the audio file that is played to the caller before the call reaches the manager.

Reorder icon

Delete icon

Clicking on the Announcements button will open the *Announcements* dialog. Here, a sequence of audio files can be set that will be played to the caller while waiting for the manager or assistant to pick up the phone (i.e., while the destination phone is ringing). The files are played in the order as they appear in the list. They can be reordered by dragging and dropping the *reorder* icon, and clicking the *delete* icon will remove a file from the list.

Files can be uploaded by clicking the Upload new audio file button.

Timeout and overflow

The options Manager Timeout and Assistant Timeout determine how long the Manager/Assistant's phone will ring before the call is redirected to the next assistant or back to the manager. The call redirection will follow the member list order: if the timeout of a member has been reached, the call will be redirected to the next member in the list who has their status set to *Online* or *Forwarding*. If the timeout value is set to zero, the call will not be transferred.

If no assistants/managers are available, or if no one in the group answered the call, the action set in the drop-down list Overflow will be executed. The following options are available:

<No Overflow>	The call is redirected again to the first available assistant or manager in the current group.
To Number	The call is redirected to the number set in the Phone Number field.
Busy	The caller recieves a busy signal and the call is terminated.
Voicemail	The caller can leave a voicemail message to the number set in the Voice Mail Box number field.
another group	The call is redirected to the selected group.

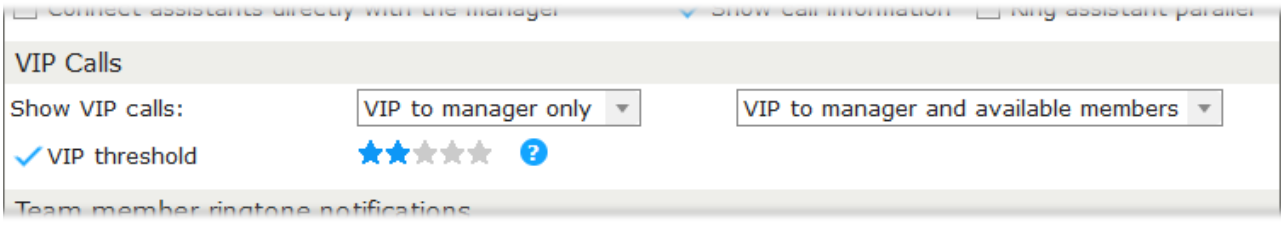
Miscellaneous settings

Connect assistants directly with the manager	All calls from an assistant to the manager are directed to the manager only, and will not be redirected to other members in the list.
Show call information	Shows incoming calls on the phone's display. Additionally, caller information and call duration for connected calls will be visible in the ManagerAssistant Group gadget.
Ring assistant parallel	If checked, the phone of the first available assistant will ring simultaniously with the manager's phone, and the call will be connected to whoever picks up the phone first. If unchecked, the assistant's phone will ring only if the manager is unavailable, or the time set in Manager timeout has passed.

VIP Calls

VIP calls are incoming calls by contacts that are considered VIPs and can be handled differently from regular calls. VIP caller numbers are configured in the *VIP List* tab. Unlike regular calls, VIP calls always get directed to the manager's phone, regardless of the manager's presence state.

VIP callers can also be Callisto users with a VIP status high enough to match the criteria configured in this section.



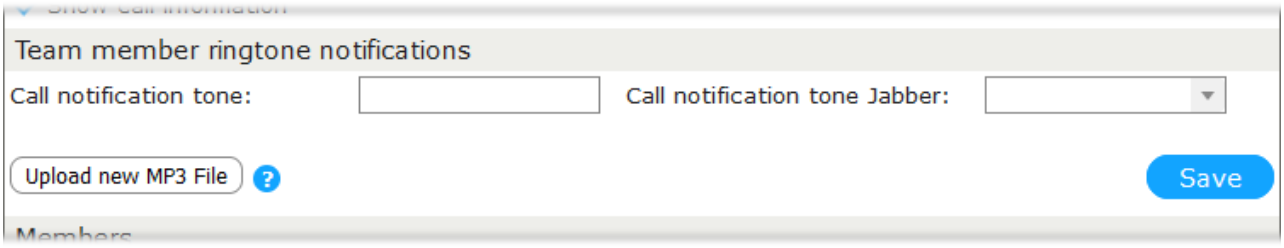
Show VIP calls	Set how a call from a VIP number will be displayed on the group members' phone screens.
VIP to manager only	The call will only be displayed on the manager's phone and be hidden from all other group

	members.
	Show to all Like a regular call, the call will be shown on all group members' phone screens.
	Show marked The call will be shown on all group members' phone screens, and the word <*VIP*> will be appended to the caller's name or number.
VIP call routing	Set how VIP calls that reached the ringing timeout are to be handled.
	VIP to all Unanswered VIP calls are redirected to all assistants consecutively, regardless of their presence state.
	VIP to manager only Unanswered VIP calls are directed only to the manager; no redirection to assistants occurs, and parallel calling is disabled.
	VIP to manager and available members. Unanswered VIP calls are directed to the manager and to assistants whose presence state is set to *available*.
VIP threshold	If checked, Callisto users are treated as VIP callers if their star ranking is equal or greater than the one set here. If the option is unchecked, no Callisto users will be considered VIP, regardless of their star ranking.

Team member ringtone notifications

When a call gets directed to any member in a group, all other team members will be notified by a ringtone on their Cisco IP Phone, Jabber client, or COC. These tones will be used on all phones and clients except the phone to which the call is directed.

Groups without manager



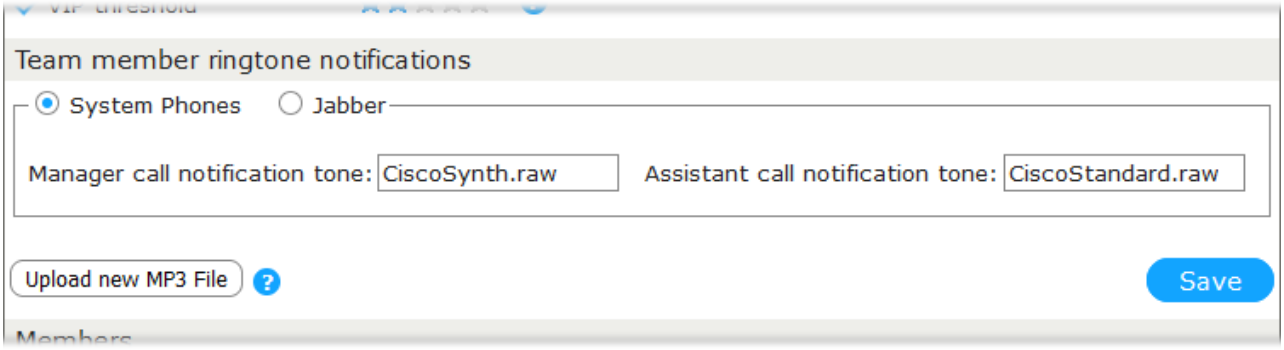
If the group has no manager, only two notification settings are available. These settings apply to all members:

Call notification tone	The tone used on Cisco IP Phones when a group member receives a call. This tone will be used on all phones except the phone to which the call is directed.
Call notification tone Jabber	The tone used in the ManagerAssistant Group integrations of Cisco Jabber and COC when a group

member receives a call.

Unlike phone tones, Jabber tones are stored locally in the application as MP3 files. Audio files can be added by clicking the button Upload new MP3 File.

Groups with manager



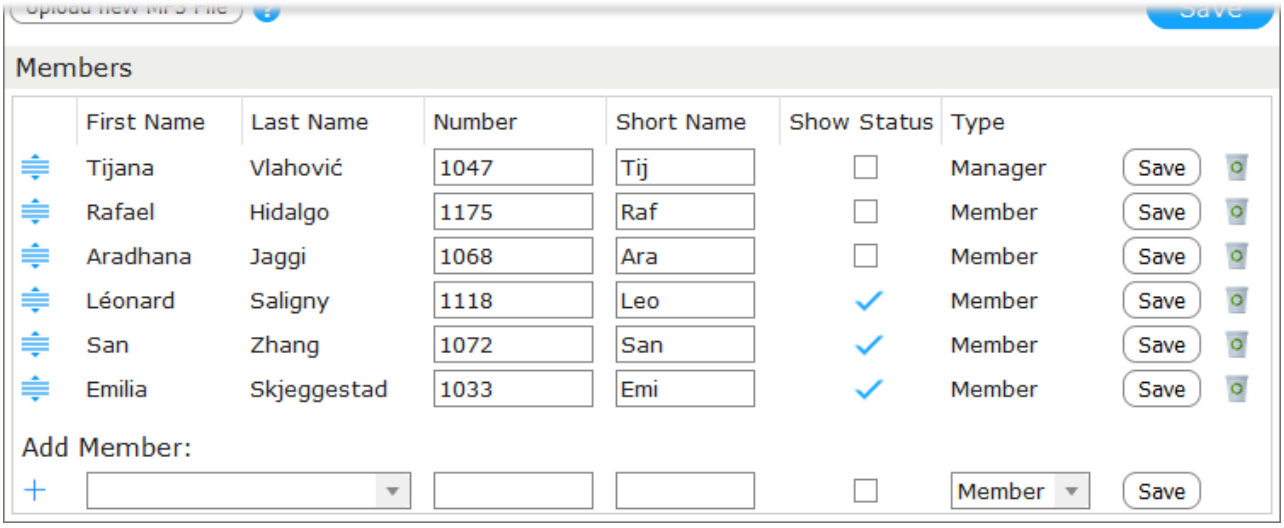
If there is a manager in the group, two tabs are available for setting notifications:

System Phones	Tones used on Cisco IP Phones when a group member receives a call.
	Manager call notification tone. — The tone to use when the group manager receives a call.
	Assistant call notification tone — The tone to use when an assistant receives a call.
Jabber	Tones used in the ManagerAssistant Group integrations of Cisco Jabber and COC when a group member receives a call.
	Manager call notification tone. — The tone to use when the group manager receives a call.
	Assistant call notification tone — The tone to use when an assistant receives a call.
	Unlike phone tones, Jabber tones are stored locally in the application as MP3 files. Audio files can be added by clicking the button Upload new MP3 File.

Members

To accounts that have the privilege MembersManagement but not the privilege Groups, this will be the only available section when browsing the *Groups* tab (see Privileges).

In this section, new members can be added or removed. Any registered Callisto user can be selected to join the group. The Add Member drop-down list features a search field where users can be searched by number, first name, or last name.



After choosing a user, the Number field will be populated with the user's default line number and a Short Name for the user is generated. Both number and short name can be changed before and after adding the user to the group. The short name needs to be between one and eight characters.

Setting Show Status checkbox sets whether the ManagerAssistant Group interface is shown on the user's phone.

The column labeled Type sets the role of the member in the group; this setting can only be chosen before the member is added to the group. The roles *Member* and *Manager* are available, but each group can only contain one manager. Once a manager has been appointed, new members can ony have the *Member* role.

Reorder icon

Delete icon

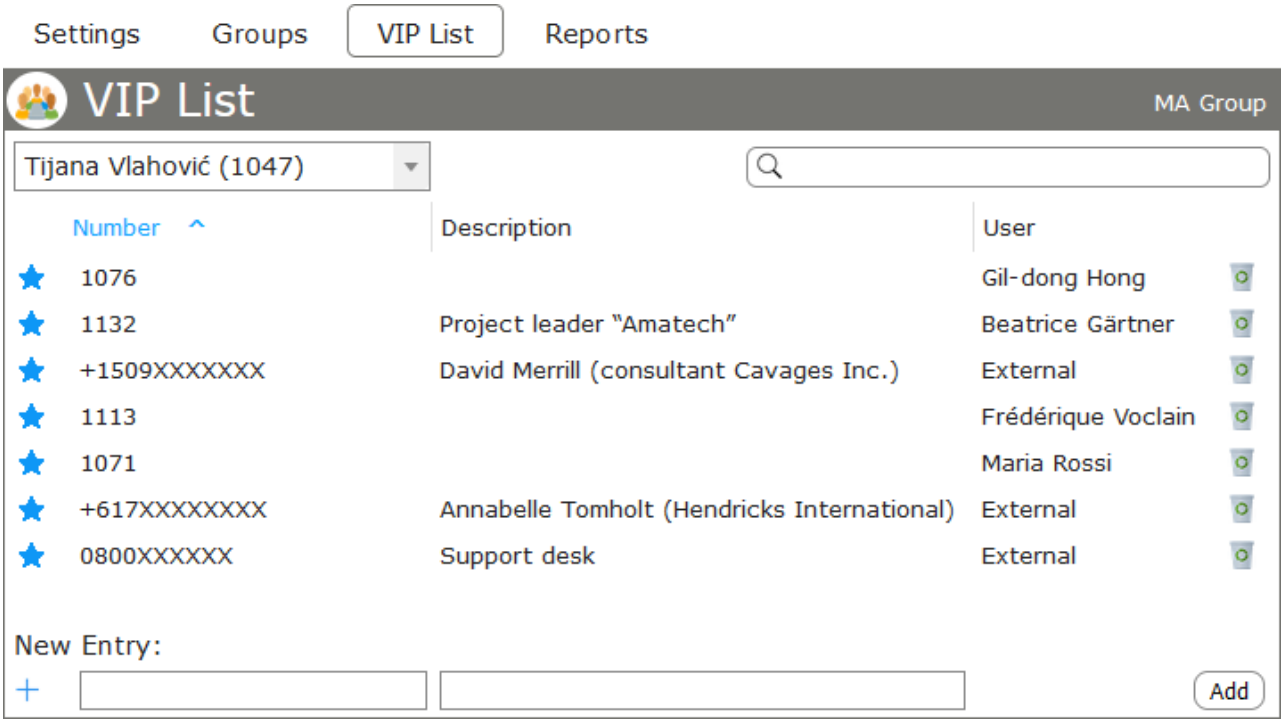
The members can be reordered by dragging and dropping the *reorder* icon, and removed from the group by clicking on the *delete* icon.

Each time the application is started, and once a day when the application is running, a check will be performed whether every member in the group is associated with an existing Callisto user. Members not associated with a Callisto user will be deleted.

VIP List

The tab *VIP List* is only available to accounts with VIPList or Admin privilege (see Privileges). VIP numbers can be added or removed here. VIP callers are able to reach a group's manager even if they is not available to non-VIP callers.

Users with Admin privilege are able to edit VIP numbers for any manager in any group. Users who have the VIPList privilege but not the Admin privilege are only able to edit VIP numbers for groups they're member of.



The drop-down list in the top-left corner contains all managers. Selecting a manager will display the manager's VIP numbers.

To add a VIP number, enter the number in the Phone Number field enter the number. The Description field can be used to add a short text description for the entry. Click the Add button to add the number to the manager's VIP list. If the entered number is associated with a Callisto user, the user name will be displayed in the VIP list's User column, else the word *External* will be shown. With the search field in the top-right corner, VIP entries can be filtered by number or user name.

Reports

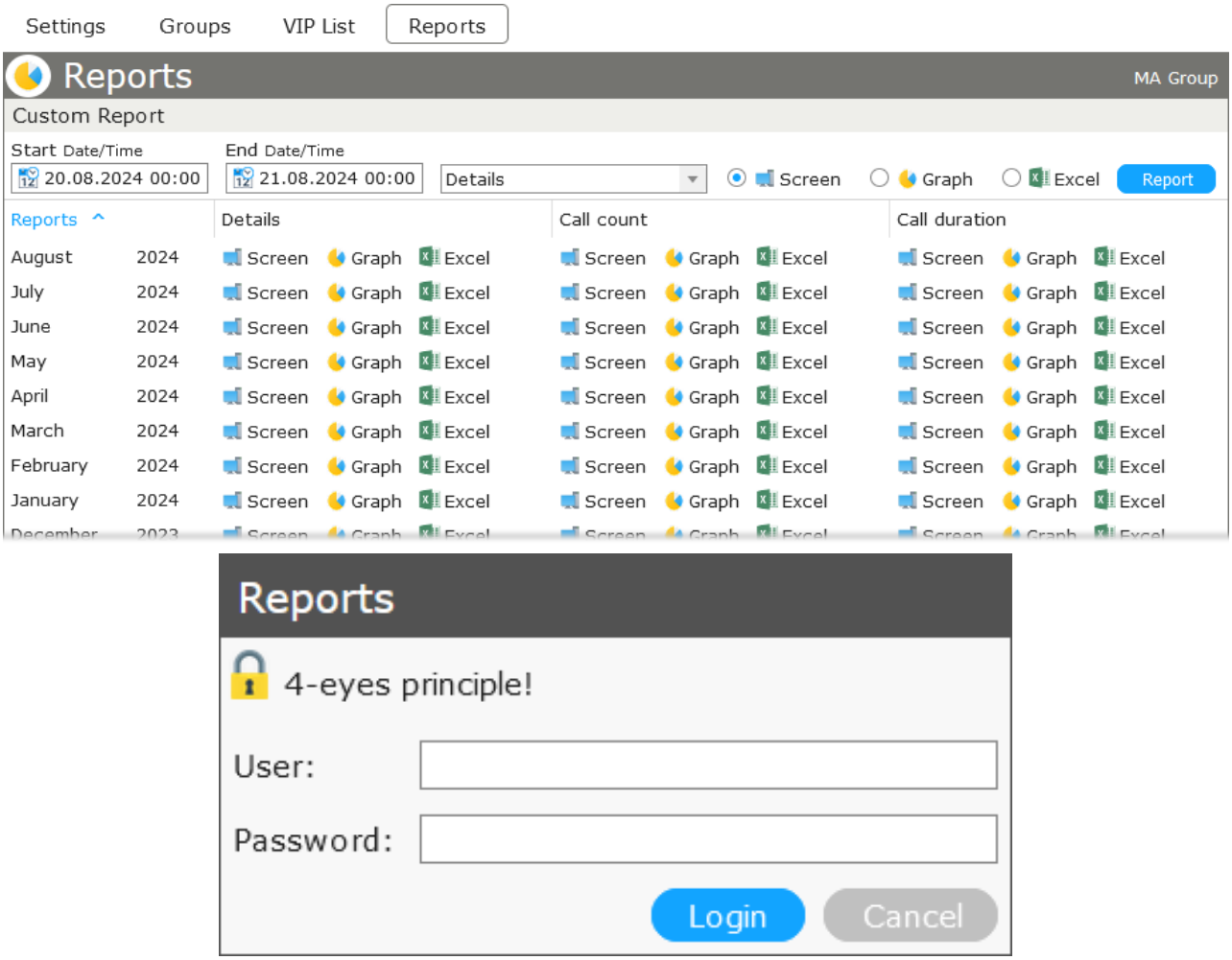
This tab provides various detailed reports and statistics. Reports can be generated per month or for a specific time period.

There are three types of reports:

- Details: Detailed reports on calls handled by ManagerAssistant Group.
- Call count: Reports
- Call duration: Reports and

Each report can be either displayed in the browser or exported as an Excel file.Additionally, all reports feature a graph view which visualizes the data as a bar chart. Any graph can be downloaded as a PNG image with the Save button in the top-right corner.

Reports that encompass a single group will always list the group manager on top.



Accounts with the privilege Reports have direct access to the *Reports* tab. Accounts with the privilege Reports4Eyes can access the tab if a second user with the same privilege provides their credentials (see Privileges).

To generate a report, set a time range in the Start and End fields, choose the report type from the drop-down menu and how to output the data with the radio buttons, and chick the Report button. Alternatively, you can select the report for a specific month from the reports list and clicking the corresponding icon in the row.

After selecting the time range, report type and output type, a pop-up window will appear where the data can be limited to a single group (or with detail reports, to a single group member). A checkbox labeled Outbound calls lets you set whether outbound calls shall be included in the report as well.

Detail reports

These reports provide detailed information about calls which are handled by ManagerAssistant Group. They contain the following information:

Date/Time	The date and time the call was made.
Caller	The caller's number and name. If no name is accociated with the number, the name reads *External*.
Called	The number dialed by the caller and the associated name. If no name is accociated with the number, the name reads *External*.
Duration	The duration of the call (including time spent in menu and waiting in queue).

Graph reports

By clicking the *Graph* icon in the *Detail* column, the data will be visualized as bar charts. Two tabs are available: Calls per Hour and Calls per Day of Week. These graphs show how many calls were conducted during the given period, visualizing the amount of call traffic at different times.

Call count reports

These reports provide statistics on the amount of calls conducted by individual group members. They contain the following information:

Number	The number of the member's phone.
Member	The name of the member to whom the phone is assigned.
Missed calls	The amount of calls that were directed to but not answered by the member.
Connected	The amount of calls that were directed to but not answered by the member.
Inbound calls*	The total amount of calls the member received, both missed and connected.
Outbound calls*	The amount of calls the member conducted.
Calls	The total amount of calls the member was involved in. Depending on whether the option Outbound calls was checked, this total includes or excludes any outbound calls.

* This information is only shown if the Outbound calls checkbox is selected before generating the report.

Two graph views available for call count reports:

- Call count for Groups will be shown if *All* is selected in the Group drop-down list before generating the graph. It will show the call counts for every group. Clicking on a group will show the call counts for every member in the group; clicking on the link labeled Back in the top-left corner will return the previous view.
- Call count for Members will be shown if a single Group or Member is selected from the respective drop-down list before generating the graph. It will show the call counts for every individual member.

The call count statistics for an individual group/member will show the following bars:

Connected	All calls that were answered. The number will show either inbound calls or the total of inbound and ountbound calls, depending on whether the option Outbound calls is checked before generating the graph.
Missed	All inbound calls that were not answered.
Not connected*	All outbound calls that were not answered. This bar is only shown if the option is checked before generating the graph.

* This bar is only shown if the Outbound calls checkbox is selected before generating the graph.

Call duration time reports

These reports show the time individual members spent in calls. They contain the following information:

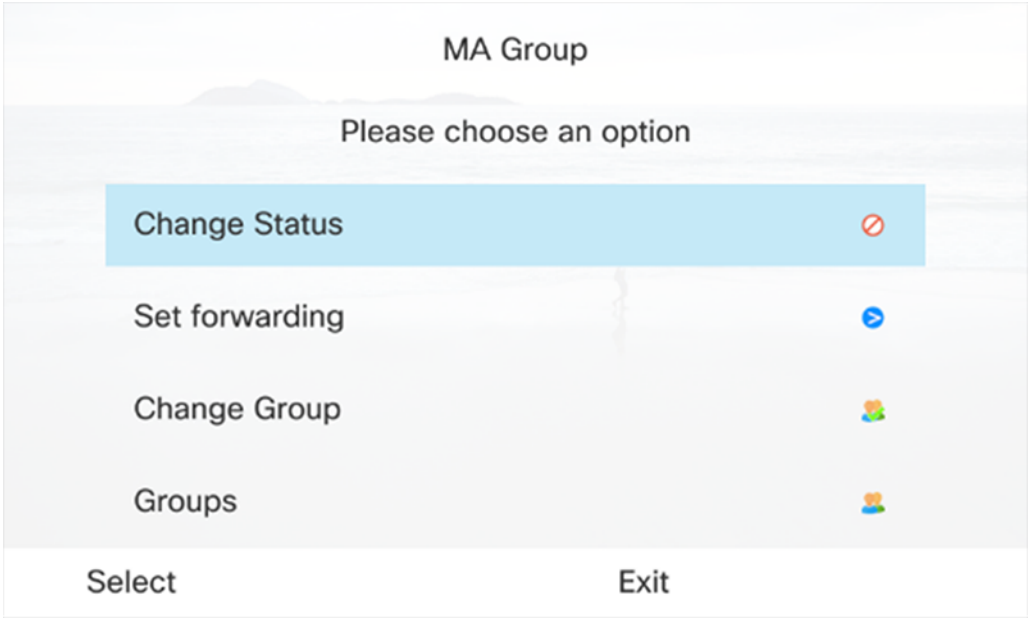
Number	The number of the member’s phone.
Member	The name of the member to whom the phone is assigned.
Call duration	How much time the member spent in calls during the specified period.
Ø Call duration	How long a call with the member lasted on average (call duration divided by number of calls).
Outbound call duration*	Time spent in outbound calls during the specified period.
Ø Outbound call duration*	Time of an outbound call on average (call duration divided by number of calls).
Inbound call duration*	Time spent in inbound calls during the specified period.
Ø Inbound call duration*	Time of an inbound call on average (call duration divided by number of calls).

* This information is only shown if the Outbound calls checkbox is selected before generating the report.

The graph view shows the total call duration in seconds. If the Outbound calls checkbox is selected, two bars will be shown for inbound and outbound calls.

Phone main menu

The main menu is a phone service to control various functions of ManagerAssistant Group using a Cisco IP Phone. The URL for implementing the main menu can be found in the Callisto web interface, in the *Settings* tab of the ManagerAssistant Group instance. Like any Cisco Service, it can be assigned to a line button.



group manager icon

group member icon

In the various options where a group's members are listed, managers are displayed with a special *group manager* icon.

Not all options are available to every user, depending on member role, privilege settings, and call state. A user must be a member of the group to access the main menu.

Change status

The status of the team members can be changed in this menu. All members can change their own status, and members can also change the status of other members in their groups.

The following statuses are available:

My Status	Change your own status.

1. Select your new status.
2. Set an optional status message.*
3. Select Save to apply the new status.

Team member status

Only available to users who have the privilege TeammateStatus (see Privileges). Change the status of other members in your groups.

1. If multiple groups are available, select a group.
2. Select the member whose status you want to change.
3. Set the member's new status.
4. Set an optional status message.*
5. Select Save to apply the new status.

*Status messages are available if the status is set to *Away*, *Busy*, or *DND*.

Set forwarding

Here, configurations for call forwarding are made.

My forwarding
Change your own status forwarding settings.

Team member forwarding
Only available to users who have the privilege TeammateStatus (see Privileges). Change the forwarding settings of other members in your groups.

The following forwarding options are available:

No Forwarding
Disable forwarding.

Group
Only available to group managers. Forwards calls to the first available assistant.

Voicemail
Forward calls to the member's voicemail box. Only available if a voicemail number is set for the user's Callisto account.

Mobile
Forward calls to the member's mobile number. Only available if a mobile number is set for the user's Callisto account.

To Number
Enter a custom number to which calls are forwarded.

Since the + character is not supported for input on Cisco IP Phones, use the number sign # instead when entering a phone number. The # character will afterwards be substituted with + by Callisto.

Group members
After the above options, all members in the same group as the user are listed. Any member can be set as forwarding destination.

If the user is member of multiple groups, a list of groups will be listed instead; selecting a group will list all members of the group, which can be selected as forwarding destination.

VIP calls directed to a group manager are exempt from the forwarding configuration.

While the forwarding settings are configured the same for both managers and assistants, different forwarding procedures are executed depending on the member's role.

For regular members, the phone line's forwarding functionality is used. For managers, the forwarding settings are only set on the application level, so no forwarding will be set directly on the manager's phone

line. This way, the application can decide which call will be forwarded (e.g., VIP calls being exempt the forwarding setting).

Additionally, managers can use their phone line's forwarding functionality seperately.

The forwarding options are also available as Cisco Services. The services Change Status and Team Status are used to change a user's own status or the status of a team member, respectively.

Change group

The group that is displayed on a user's phone screen can be changed here. The menu will list the groups which the user is a member of, or if the user has the Admin privilege, all available groups will be listed. The last item in the menu is the option <*No Group*>, which will hide the ManagerAssistant Group interface from the phone screen.

This option is also available as Cisco Service.

Groups

This menu can only be accessed by users who have the Groups, MembersManagement, or Admin privilege. The following options can be found here:

Create Group	Only available to members with the Groups privilege. New groups can be created by providing the following information: 1. A group name 2. The user's role in the group (member or manager) 3. The user's short name in the group 4. The user's line number. 5. The group's manager number.
Edit Group	Change the group's configuration. Users with the Admin privilege can edit all available groups, while users with the Groups privilege can edit the groups they're members of. Members with the MembersManagement privilege but without Groups privilege will only have access to the Edit Members option.

Group Name	Change the group's name.
Manager Group Options	Only available to group managers and members with the Admin privilege. Change the manager number as well as the timeout for the manager and the assistants.
Overflow	Change the overflow settings.
Greeting	Set the audio file to use as initial announcement.
Edit Announcements	Set the audio files to use as waiting announcements . Use the phone buttons to add, remove, or reorder

		the audio files.
	Edit Members	Only available to members with the MembersManagement privilege. Add or remove group members, or change a member's short name or phone number. In a group's member list, the manager will displayed with a crown icon. When adding a user, all Callisto users are listed. If this list contains more than 100 users, the list is split in pages of 100 users per page, and the pages can be navigated with the << and >> buttons.
	Team Member Notifications	Change the team member ringtone notification settings.
	Delete	Delete the selected group.
Join Group		Join a group. Users with the Admin privilege can change any group; otherwise, only groups without manager can be joined. When joining a group without manager, a user can choose whether to join as manager or as regular member.
Leave Group		Leave a group.

Transfer call

This option is only available if a call is either active or ringing on the phone.

Transfer an active call to another member.

1. If there is more than one call active, selecting this option will list all active calls; select the one you wish to transfer.
2. A list of all group members will be shown, or a list of groups if you are member of multiple groups. Select the member to whom the call should be transferred.
3. If the call is an active call, consult transfer will be initiated. A message reading "Consultation transfer is set up" will be displayed. Click Complete to complete the transfer.
   If the call is in ringing state, the call will be redirected to the destination immediately.

This option is also available as Cisco Service.

Pickup calls

This option is only available if there are calls present that can be picked up.

Pick up a currently ringing call that is directed to another team member. Selecting this option will list all ringing calls, calls directed to managers being listed on top. Calls are displayed in the following format:

<number or name of caller> -> <short name of group member>

This option is also available as Cisco Service.

VIP list

This menu can only be accessed by users who have the VIPList or Admin privilege. Here, group managers' VIP lists can be edited. Users with the VIPList privilege can edit the VIP lists of managers in the same groups as them, while users with the Admin privilege can edit any manager's VIP list.

VIP callers can also be Callisto users with a VIP status high enough to match the criteria configured in the *Groups* tab of ManagerAssistant Group. Callisto users cannot be edited with the phone interface.

Add Number	Add a number to a manager's VIP list. If more than one VIP list is available, select the manager whose VIP list to edit. Then, enter the new VIP number into the Number field. Since the + character is not supported for input on Cisco IP Phones, use the number sign # instead when entering a phone number. The # character will be substituted afterwards with + by Callisto.
Remove Number	Remove a number from a manager's VIP list. If more than one VIP list is available, select the manager whose VIP list to edit. Then, enter the select the VIP number to delete.

Phone services

Multiple Cisco Services are available to use features of ManagerAssistant Group on Cisco IP Phones. The URLs for implementing those services can be found in the Callisto web interface, in the *Settings* tab of the ManagerAssistant Group instance. Like any Cisco Service, each service can be assigned to a line button.

1 Button Service

This service provides assistants with various quick-access functions for cooperating with the group manager. If a user has connections to to multiple managers (i.e., the user is member of multiple groups with managers), selecting this button will show a list of available managers first.

The exact function executed by the 1 Button Service depends on the call state:

Call state	1 Button Service function
The assistant is currently in a call.	The call is transferred to the manager.
A call directed at the manager is ringing.	The assistant will pick up the call.
No active calls on neither the assistant's nor the manager's phone.	A direct call from the assistant to the manager is made.

Transfer call

Transfer a ringing or active call to a team member. The functionality is the same as the Transfer call option in the main menu.

Pickup calls

Pick up a currently ringing call that is directed to another team member. The functionality is the same as the Pickup calls option in the main menu.

Direct call

Make a direct call to another team member. Clicking this option will either show a list of all group members, or a list of available groups if the user is member of more than one group. Users with the Admin privilege have access to all groups. Group managers will always be listed on top.

Change group

Change the group that is displayed on the phone screen. This functionality is the same as the Change group option in the main menu.

Change status

Change your own availability status. This functionality is the same as navigating to Change status > My Status in the main menu.

Team status

Change the availability status of either yourself or a team member. This functionality is the same as the

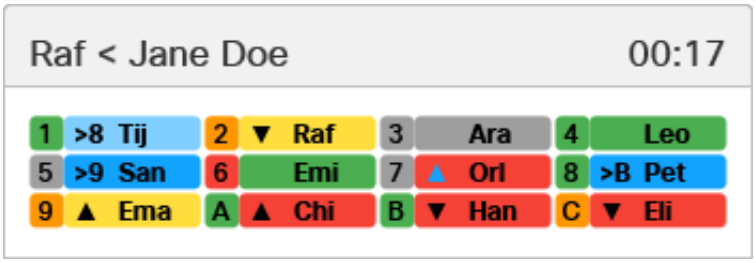
Change status option in the main menu.

Set forwarding

Change the forwarding settings of either yourself or a team member. This functionality is the same as the Set forwarding option in the main menu.

Phone status display

On the phone display, MangerAssistant Group's main GUI shows the status of a group's members. If you are a member of multiple groups, you can change which group to display in the phone main menu, with the *Change Group* service on the phone, or in the web GUI.



In the status display's title, the group name is shown, and a grid displays a tile each member of the group. If the option Show call information is checked, ringing calls directed to team members will be shown here as well. The exact format of the call information is set in the group's caller identification settings.

In the status display, every cell contains up to three pieces of information: The member's short name, the call state, and the member's index. Which information is displayed depends on how much space is availalbe on the phone screen.

Short name

The member's short name will always be displayed, but might be shortened to the first three characters if not enough space is available.

Call state

The state is displayed as a symbol to the left of the short name. It will only be displayed if enough space is available. The following symbols are available:

>6	Forwarding is turned on for this member. The character to the right of the arrow shows the index of the member (see below) who is set as forwarding destination. If the forwarding destination is not a group member, only the arrow symbol will be shown.
?	An incoming call to this member is either ringing or active. A blue symbol indicates an external call.
?	An outgoing call from this member is either ringing or active. A blue symbol indicates an external call.

Index

The index is a single character that represents the member. It will only be displayed if enough space is available to show all available information on the phone screen.

The index starts with the numbers from 1 to 9, and capital letters will be used from the tenth member onward. The manager's index is shown in white, while all other members' indices are black.

Indices are used to denote the destination of a member’s forwarding setting.

Phone and user status

The right-hand part of a member’s tile (containing the short name and call state) is colored according to the phone status:

The left-hand part of a member’s tile (containing the index) is colored according to the member’s presence status:

The interface updates automatically on any change of call, device or user status.

Supported phones

The following table shows the available dimensions for all supported Cisco IP Phone models.

Phone model	Maximum rows	Maximum columns	Maximum members
7945G, 7965G, 7970G/7971G-GE, 7975G, IP Communicator	3	6	18
8841, 8845, 8851, 8851NR, 8861, 8865, 8865NR, 8941, 8945, 8961, 9951, 9971	4	6	24

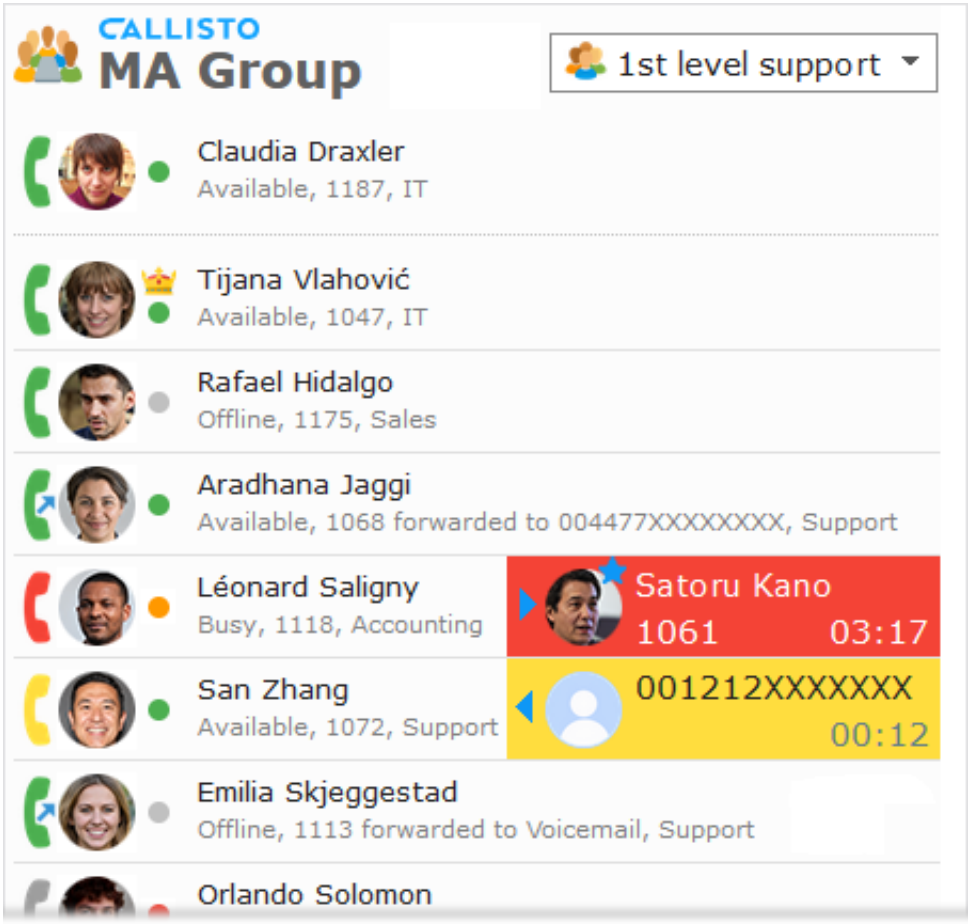
If the number of group members exceeds the number of maximum displayable members, only members up to the available number will be displayed.

Gadget integration

The MA Group application can be integrated into COC, Cisco Webex or Cisco Jabber. The URLs used for integration are found in the *Settings* tab. More information on the integration of Callisto applications can be found in the Callisto platform administration manual.

Depending on the used URL, users either are logged into ManagerAssistant Group automatically or need to enter their credentials manually (see Settings). Upon login, the screen shows the first group which the logged-in user is a member of. Users with the Admin privilege are able to see all the existing groups in the application. In the group member list, users will always see their own account on top.

Users who have neither the Admin privilege nor are members of any group will see a blank page.



In the drop-down menu in the top-right corner, the group to display can be chosen.

Member information

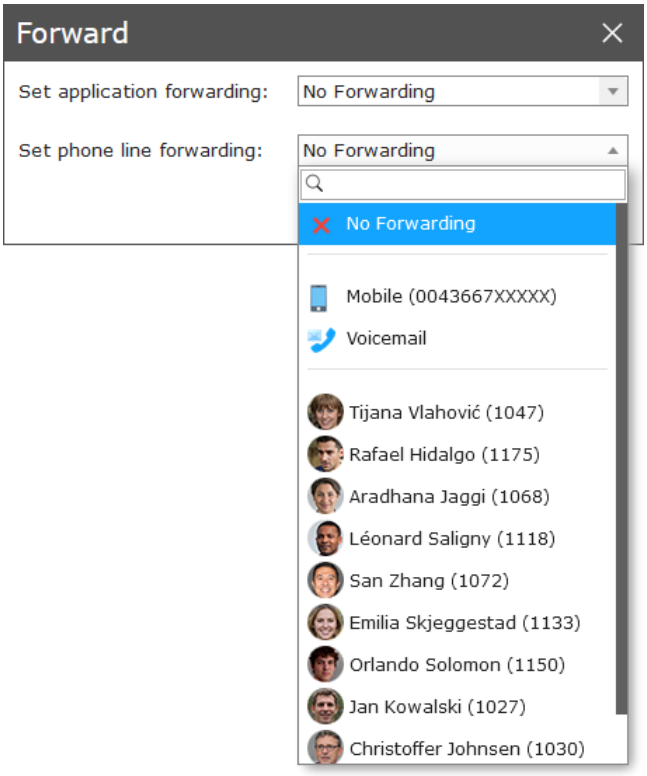
The group member list contains an entry for every member, displaying the member's user status, phone status, and calls.

Phone status

The handset icon on the very left shows the line status. Possible statuses are:

- Out of service
- Idle
- Busy (active call)
- Ringing
- Forwarding on application level (only available for managers)
- Forwarding on device level
  (The handset's color indicates the device status as described above.)

Forwarding



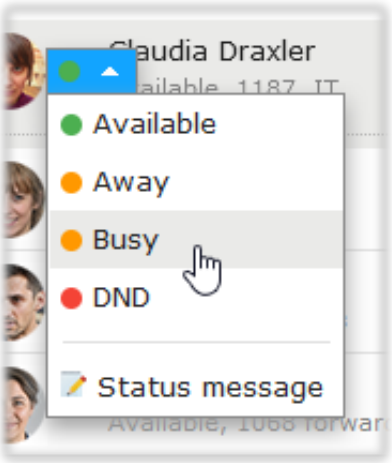
Click on the handset icon to display the Forward settings. A drop-down menu labeled Set phone line forwarding sets the forwarding rules managed by the IP phone assigned to the member. Group managers have an additional option labeled Set application forwarding, which enables forwarding rules managed by Callisto.

VIP calls are able to bypass application forwarding, but not phone line forwarding.

The following forwarding options are available:

No forwarding	Disable forwarding.
Group	Only available with application forwarding. Forwards calls to the first available assistant. This setting is similar to when the manager's status is any status other than *Available*. However, it is not affected when Jabber is reset (i.e., the forwarding stays active after a reset).
Mobile	Forward calls to the member's mobile number. Only available if a mobile number is set for the user's Callisto account.
Voicemail	Forward calls to the member's voicemail box. Only available if a voicemail number is set for the user's Callisto account.
Custom number	In the text input field at the top, enter a custom number to use as forwarding destination.
Group members	Below the above options, all members in the same group as the user are listed. Any member can be set as forwarding destination.

Presence status

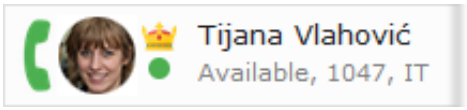


On the right side of the user image is the presence status icon. Clicking on it will reveal a pop-up menu to change the presence status. The following values are available:

- Available
- Away / Busy
- Do not disturb
- Unavailable

The last item in the menu is labeled Status message. Clicking it opens a dialog box where a custom status message can be set alongside the presence state.

The *Unavailable* state cannot be set manually.



A crown icon above the presence icon indicates that this user is the group manager.

Below the name of the member, the following information is shown:

- The presence status
- The status message (if set)
- The user's line number
- The forwarding destination (if forwarding is active)
- The user's department

If both application forwarding and phone line forwarding are active, only the application forwarding destination will be displayed.

Call information

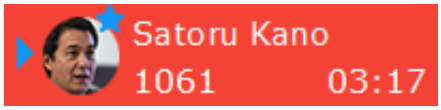
On the right side of each member's entry, all current calls related to this member are displayed. If multiple calls are active, the most recent call is shown on the very right side. A yellow background indicates calls that are in ringing state, and a red background shows active calls.

Every call is shown in a block containing different information.

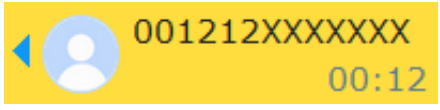
- The direction arrow on the very points to the left for incoming calls, and to the right for outgoing calls.
- The caller number is shown in the top-right corner, or below the caller name if present.
- The duration in the bottom-right corner shows either how long the call has been ringing (for ringing calls) or how long it has been active (for active calls).
- The image and name of the caller is shown if a contact associated with the caller's number is available in the call manager.

For active calls, the caller's name, number, and the call duration are only shown if the option Show call information is checked (see Groups – Miscellaneous settings). However, ringing calls show all information regardless of the Show call information option.

When a manager receives a VIP call, a blue star is displayed in the upper right corner of the caller image. Hovering the mouse pointer over the call block shows the exact caller's VIP level.



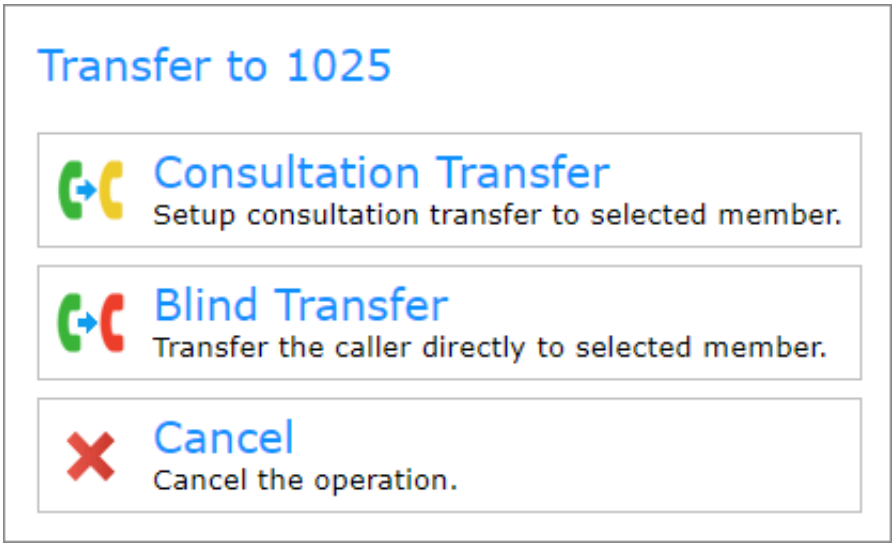
An outgoing call to a contact whose information is available in the call manager (picture, name, and VIP status are available). The call has been active since 3 minutes and 17 seconds.



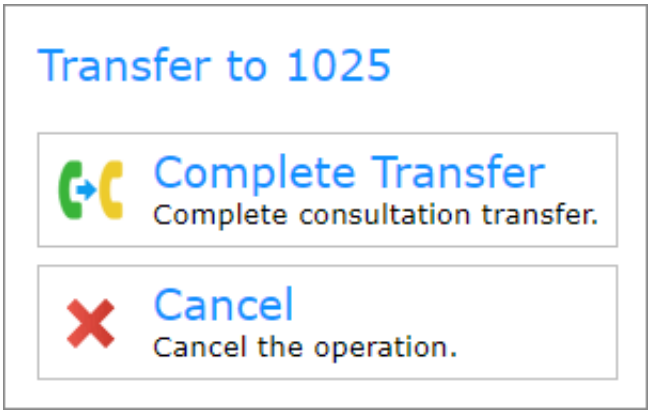
An incoming call from a number without contact information from the call manager (only the phone number is available). The call has been ringing since 12 seconds.

Transfer calls

Users can transfer/redirect calls directed to themselves by dragging and dropping a call on another member. Dragging and dropping a ringing call will perform a blind transfer. Dragging and dropping an active (i.e., connected) call will open the *Transfer* dialog box.



The available options depend on the call state. Choosing Consultation Transfer initiates a transfer call, and a prompt provides two options: Complete Transfer completes the consultation transfer, and Cancel terminates the consultation transfer call.



Active calls can also be transferred using blind transfer by dragging and dropping the active call while holding the Ctrl key.

Right-click on a call to open a a context menu. The available options depend on the state of the call:

Ringing calls

- Answer
- End call
- Blind transfer

Active calls

- End call
- Hold call
- Consultation transfer
-

Calls on hold

- End call
- Resume call
- Consultation transfer
-

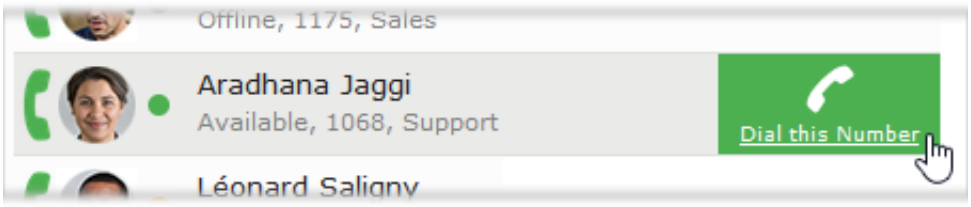
Ringing calls	Active calls	Calls on hold
	Blind transfer	Blind transfer

Choosing Consultation Transfer or Blind Transfer will open a new dialog window where the transfer destination can be set. Enter a phone number or choose a group member from the list to initiate the transfer.

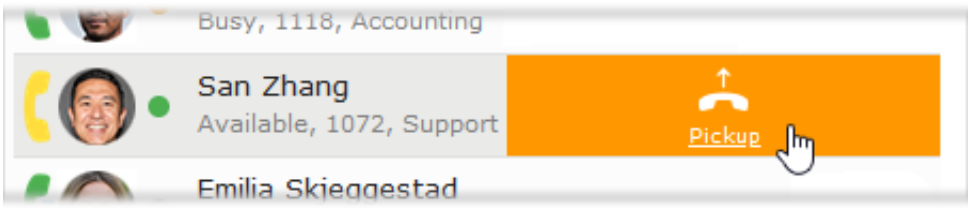
Transfers to a voicemail box will always perform a blind transfer.

Quick dial and pickup

Hovering over any user whose line is in service will reveal a button to quickly call the user.



Click on a ringing call directed to another team member to pick up the call.

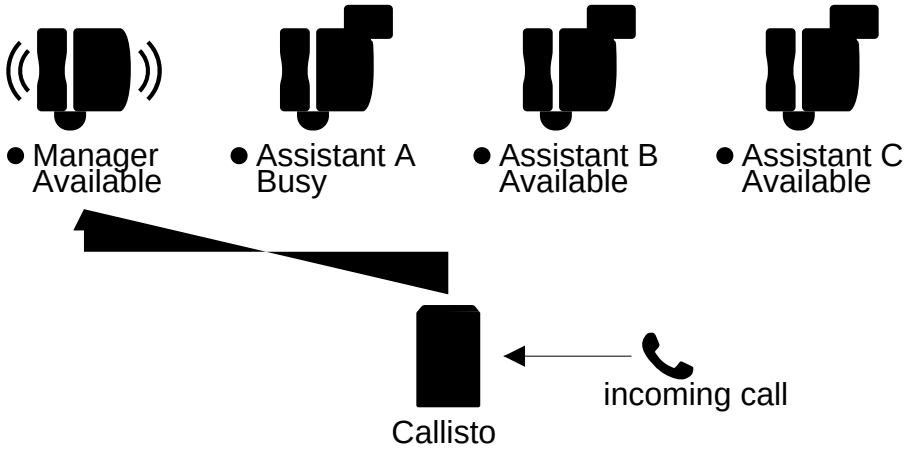


Upon incoming calls, the ringtone set in the Group settings will be played.

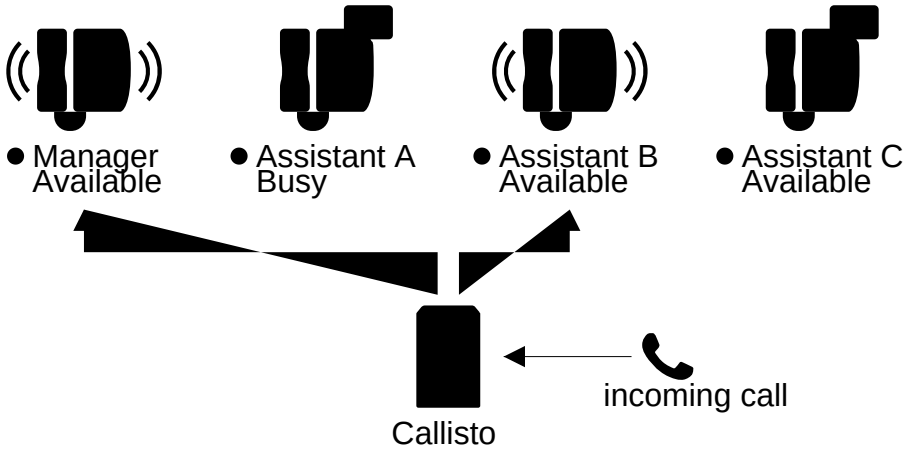
Appendix: Call flow examples

Manager is available

A call directed to the number set as Manager number (see Groups) will be directed by Callisto to the manager. The assistants will receive a notification on the call.

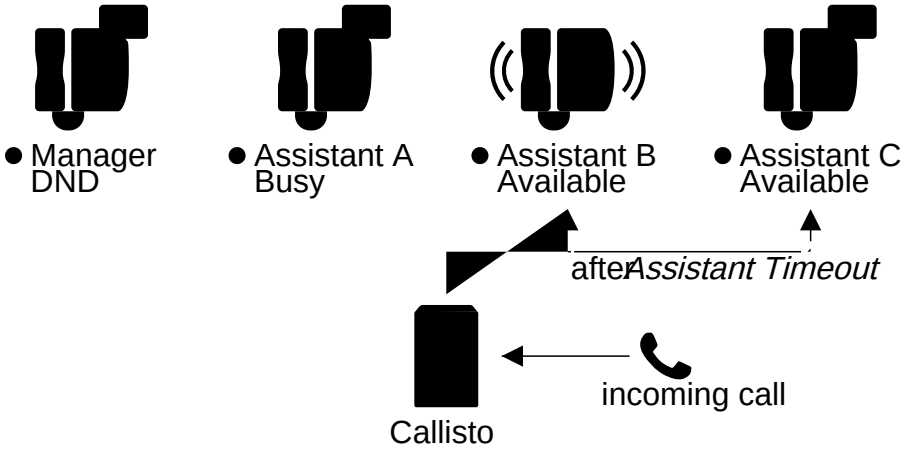


If the option Ring assistant parallel is active, the phone of the first available assistant (in this case, Assistant B) will ring simultaneously with the manager's phone.



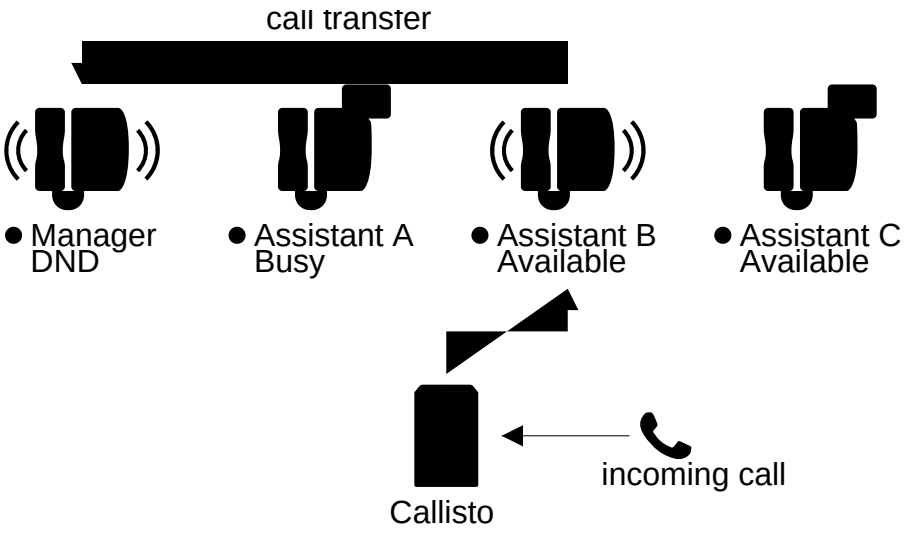
Manager unavailable

If the managers presence status is set to any other than *Available*, calls directed to the Manager number get redirected to the first available assistant, in this example: Assistant B. If Assistant B doesn't answer the call within the time period set in Assistant timeout, the call gets directed to the next available assistant in the member list, in this example: Assistant C. If Assistant C doesn't answer the call either, the end of the member list reached and the action set in the Overflow option is executed.



The assistant who receives the call can direct or transfer it to any other group member (ingluding the manager) regardless of their presence state.

- On a Cisco IP Phone, use the Main menu or the Transfer call phone service to transfer the call to any group member.
- On a Cisco IP Phone, use the 1 Button Service to transfer the call to the group manager.
- On the ManagerAssistant Group gadget, drag and drop the call onto a group member.

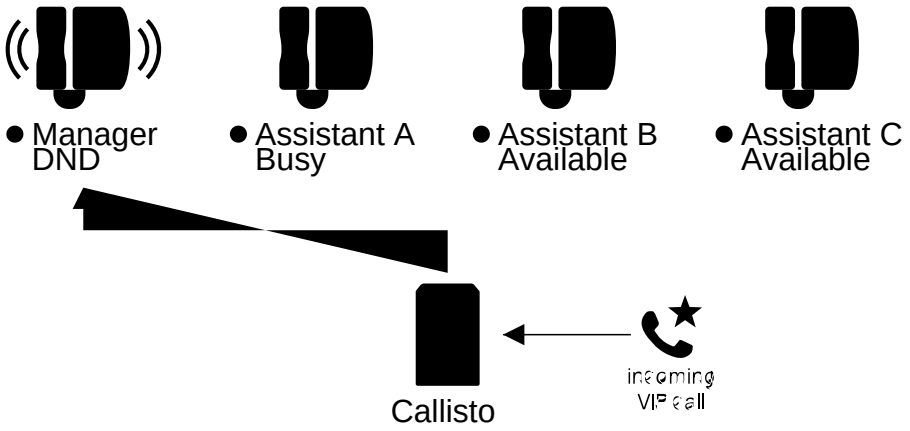


VIP calls

Calls by contacts that qualify as VIP (by either passing the VIP threshold or by being on the VIP list) will get directed to the group manager regardless of the manager's presence status. Additionally, VIP calls can override application forwarding.

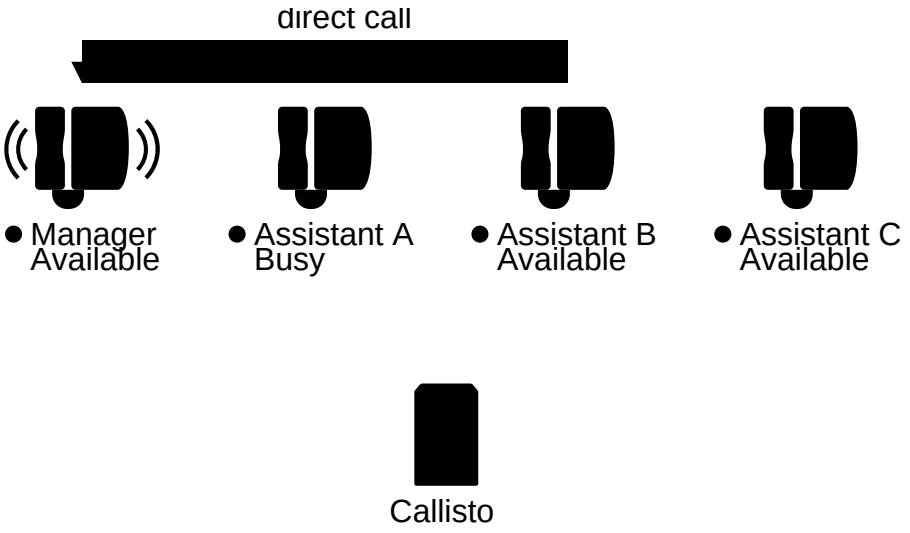
VIP calls can only bypass forwarding set on application level, not on phone line level. Since only managers can use application forwarding, only VIP calls directed to managers may bypass forwarding.

Whether assistants get notified on VIP calls depends on the setting of the Show VIP calls option.



Direct calls

Assistants can use the 1 Button Service to make a direct call to a manager (if the manager's is available). If the option Connect assistant directly with manager is enabled, calls from an assistant to the manager are connected directly without Callisto handling the call. Therefore, direct calls can override any rules managed by Callisto (e.g., application forwarding and redirection after timeout).



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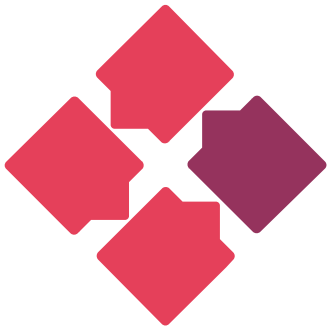

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