

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.

Settings **Groups** VIP List Reports

1st level support + Add Rename Delete

General

Manager number: 8973

Caller name identification: %managerShortName%**callerName%

Caller number identification: %managerNumber%**callerNumber%

Announcement: Welcome.wav Announcements Upload new audio file

Manager timeout: 30 Seconds Assistant timeout: 15 Seconds

Overflow: <No Overflow>

Connect assistants directly with the manager Show call information Ring assistant parallel

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 #) 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 receives 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.
<i>another group</i>	The call is redirected to the selected group.

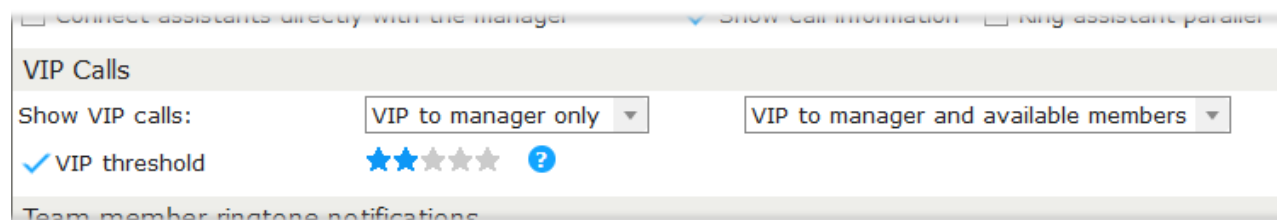
Miscellaneous settings

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 simultaneously 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.
<i>VIP to manager only</i>	The call will only be displayed on the manager's phone and be hidden from all other group

VIP call routing

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.
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*.

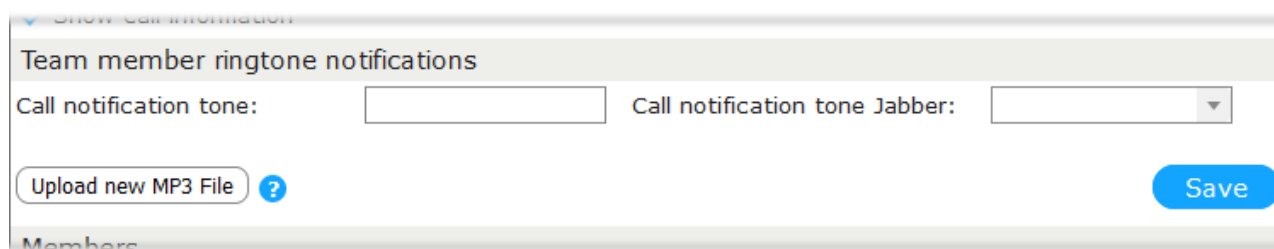
VIP threshold

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. The tone used in the [ManagerAssistant Group integrations of Cisco Jabber and COC](#) when a group

Call notification tone Jabber

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

Team member ringtone notifications

System Phones Jabber

Manager call notification tone: Assistant call notification tone:

Members

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.

Upload new MP3 File Save

Members

	First Name	Last Name	Number	Short Name	Show Status	Type	
	Tijana	Vlahović	<input type="text" value="1047"/>	<input type="text" value="Tij"/>	<input type="checkbox"/>	Manager	<input type="button" value="Save"/> 
	Rafael	Hidalgo	<input type="text" value="1175"/>	<input type="text" value="Raf"/>	<input type="checkbox"/>	Member	<input type="button" value="Save"/> 
	Aradhana	Jaggi	<input type="text" value="1068"/>	<input type="text" value="Ara"/>	<input type="checkbox"/>	Member	<input type="button" value="Save"/> 
	Léonard	Saligny	<input type="text" value="1118"/>	<input type="text" value="Leo"/>	<input checked="" type="checkbox"/>	Member	<input type="button" value="Save"/> 
	San	Zhang	<input type="text" value="1072"/>	<input type="text" value="San"/>	<input checked="" type="checkbox"/>	Member	<input type="button" value="Save"/> 
	Emilia	Skjeggestad	<input type="text" value="1033"/>	<input type="text" value="Emi"/>	<input checked="" type="checkbox"/>	Member	<input type="button" value="Save"/> 

Add Member:

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 only 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.