

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 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](#).