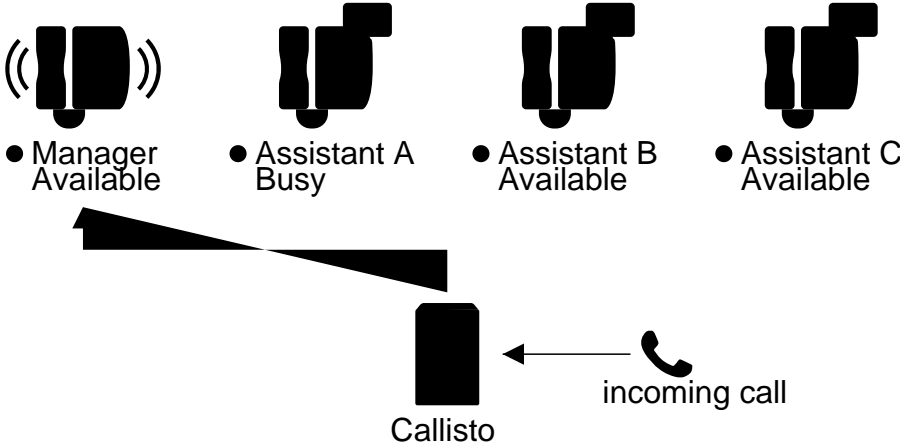


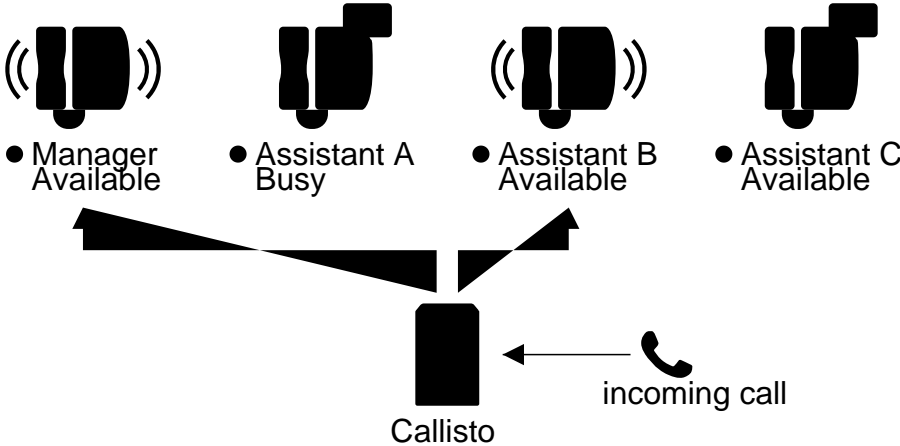
# Appendix: Call flow examples

## 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.

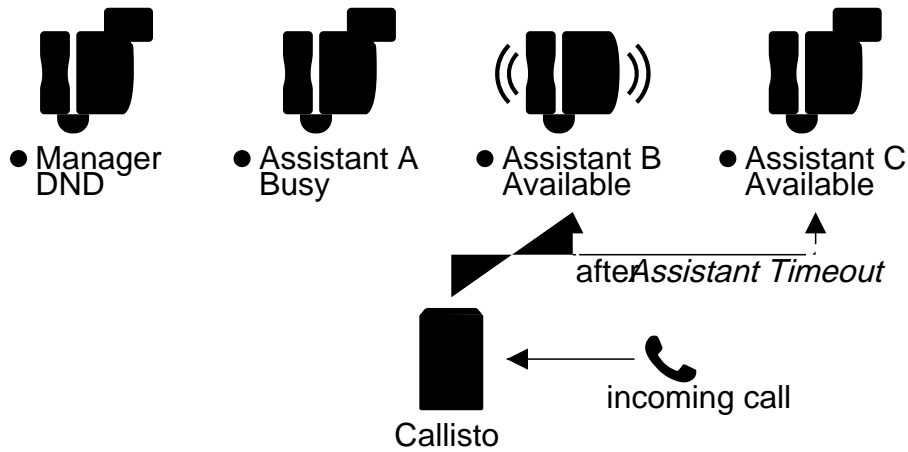


If the option [Ring assistant parallel](#) is active, the phone of the first available assistant (in this case, Assistant B) will ring simultaneously with the manager's phone.



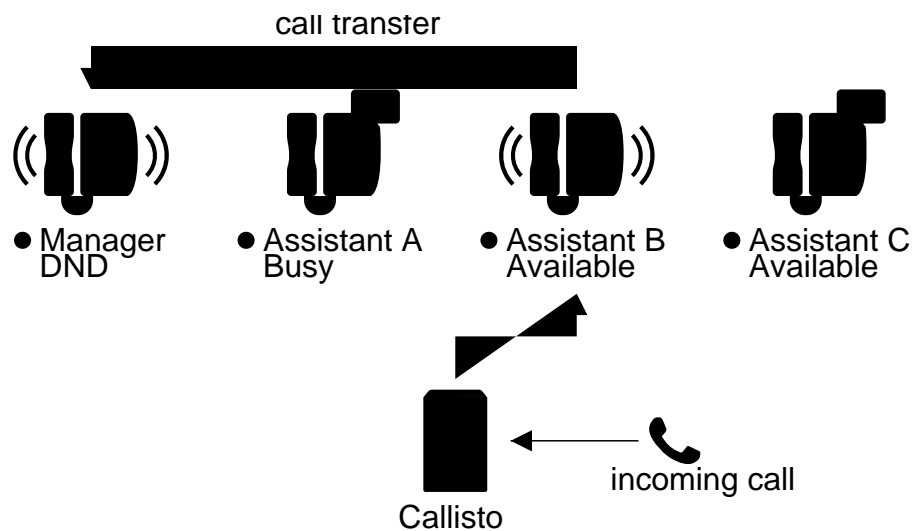
## Manager unavailable

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 (including 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.

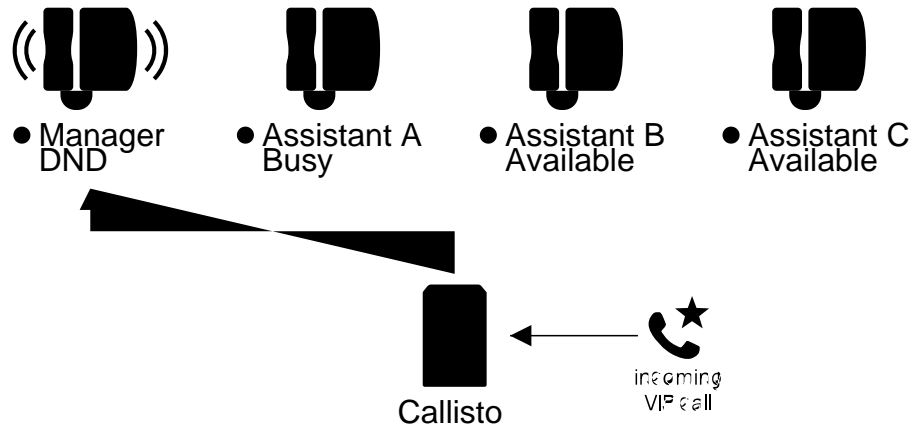


## VIP calls

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).

