



Avaya Workplace Attendant Quick Reference

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Avaya Workplace Attendant icons

Icon	Name	Description
	User Image	Specifies the name and the presence status of the attendant.
	Settings	Provides options to configure system settings.
	Audio Settings	Provides options to configure audio settings.
	Dial	Initiates calls.
	Putting Call Back Into Queue	Puts calls back into the call queue.
	mute	Mutes the microphone.
	unmute	Enables the microphone.
	Hold	Puts calls on hold.
	Emergency Call	Initiates emergency calls.
	Crisis Alert	Indicates emergency calls initiated by an attendant.
	Start Recording	Starts recording calls.
	Stop Recording	Stops recording calls.
	Search for criterias	Searches for users in the phone directory by

Table continues...

Icon	Name	Description
		using different search criteria, such as name, phone number, and presence status.
	Select Columns	Adds columns to the search criteria.
	Refresh	Refreshes the search list based on the search criteria.
	Down	Displays the user details.
	Up	Hides the user details.
	End	Disconnects active calls.
	Redial	Dials the last dialed number.
	add to conference	Adds members to active calls to set up conference calls.
	Plus	Opens the text box to take notes related to calls.
	more functions	Displays functions such as adding entries to the speed dialing list.
	Add Entry to SpeedDialing list!	Adds user names and phone numbers to the speed dialing list.
	Delete Entry	Deletes entries such as topics, attendant users, and speed dialing contacts.
	Topic Subscription Status	Specifies that topics are not subscribed.
	Topic Subscription Status	Specifies that topics are subscribed. Also, specifies the number of attendants subscribed to topics.
	Active	Specifies the number of active calls for topics.
	Queued	Specifies the number of calls that are in queue.

Table continues...

Icon	Name	Description
	Park calls	Parks calls for operators to contact attendants.
	Parked	Indicates parked calls.
	Park and page	Parks the call to page the intended person to be connected.
	Filter	Filters topics to display specific topics.

Basic tasks


Configuring Avaya Workplace Attendant phone services

1. Start the Avaya Workplace Attendant console.
2. On the **Operator** bar, click **Settings** . Avaya Workplace Attendant displays the Settings window.
3. In the Settings window, click **Services > Phone Services**.
4. Configure the following settings:
 - **Aura Session Manager:** The Session Manager IP address.
 - **SIP Domain:** The SIP domain.
 - **Port:** The default port is 5061.
 - **Avaya Breeze Address:** The Avaya Breeze® platform server IP address or FQDN.
 - **Avaya Aura Secondary Session Manager:** The alternate Session Manager IP address for high availability.
 - **Port:** The default port is 5061.
 - **Avaya Breeze Secondary Address:** The alternate Avaya Breeze® platform server IP address, cluster IP address, or FQDN for high availability.
 - **Avaya Aura Branch Session Manager:** The branch Session Manager IP address for high availability.
 - **Port:** The default port is 5061.
 - **Avaya Breeze Branch Address:** The branch Avaya Breeze® platform server IP address, cluster IP address, or FQDN for high availability.
 - **Client ID:** The identifier assigned to the Avaya Workplace Attendant client by the Avaya Breeze® platform authorization service.


- **Keystore Path:** The path to the keystore stored in the Avaya Workplace Attendant installation folder. Change this path only if you use a different keystore name or path.
- **Keystore Password:** The password of the keystore. Change the password only if you change the default keystore.
- **Check Remote Certificate Name**
- **DtmfPayloadType**
- **Emergency number**

5. Click **DONE**.

Signing in to Avaya Workplace Attendant



1. Start the Avaya Workplace Attendant console.
2. On the **Operator Bar**, click **User Image** .
3. Type the Avaya Workplace Attendant extension number and password.
The extension number can be an Avaya SIP or an Avaya E.164 number.
4. Click **SIGN IN**.

Searching the Avaya Workplace Attendant phone directory

1. Sign in to Avaya Workplace Attendant.
2. In Directory Window, click the **Person** tab.
3. In the right corner, click **Search for criterias** .
4. In **Name**, search the phone directory users as follows:
 - Enter a name.
 - Enter a placeholder. Choose from one of the following placeholders:
 - %
 - _
 - [character]
 - [character - character]
 - [^c]

Avaya Workplace Attendant displays the list of users based on the search criteria.

Adding more criteria to the phone directory search


1. Sign in to Avaya Workplace Attendant.
2. In Directory Window, click the **Person** tab.
3. Click **Select Databases** , and select the databases to include in the user search.
4. In the right corner, click **Select Columns** .

5. On the Select Columns dialog box, select options from the following search criteria:

- **Name**
- **Number**
- **Status (Only sorting)**
- **Last Name**
- **First Name**
- **Department**
- **Mobile**
- **Fax**
- **E-mail**
- **Company**
- **ZIP**
- **City**
- **Street Address**
- **Country**
- **Room**
- **IM Handle**
- **Presence ID**
- **Title**
- **Location**
- **Business 2**
- **Business 3**
- **Secretary**
- **Pager**
- **Home**
- **Note**
- **Building**
- **Sex**
- **Floor**
- **Remark**
- **Web**
- **Web 2**
- **Web 3**
- **Image**

6. Click **Save**.

Making a call



1. Sign in to Avaya Workplace Attendant.
2. Do one of the following.
 - In the **Select a number to call** field, type the number of the person, and click  **Dial**.
 - In the **Select a number to call** field, type the name of the person. When the **Persons** tab displays the list of names, click the name of the person to call.

- Click the **Speed Dialing** tab, and click the name of the person to call.
 - Click the **Suggested** or **Favorites** tab, and click the name of the person to call.
 - Click the **Contacts** tab, and click the name of the person to call.
1. Avaya Workplace Attendant initiates the call and displays *Remote Alerting*.
 2. When the person answers the call, Avaya Workplace Attendant displays *Conversation*.

Transferring calls

Consult with attendants before transferring calls. You cannot transfer personal calls to Topics.


When you call attendants, Avaya Workplace Attendant adds the names of the attendants to the Suggested and Favorite tabs in the Directory Window. You can use these short cuts to call the attendant next time.

1. On Transfer Target Window, in **Find a destination**, do one of the following:
 - Type the name of the attendant.
 - Type the number of the attendant.
2. Do one of the following:
 - If you typed the attendant name, on the Persons tab, click the name in the directory.
 - If you typed the number of the attendant, click **Dial** .
 - If the attendant has multiple numbers, right-click **Dial** , click **Normal**, and click the number.

Avaya Workplace Attendant calls the attendant to consult and puts the caller on hold.
3. To transfer the call and to connect the caller and the consulted attendant, click **Transfer**.

Putting Avaya Workplace Attendant callers on hold

Inform callers before putting callers on hold.

In the Caller Information window, click **Hold** .

Avaya Workplace Attendant puts the caller on hold and plays the music-on-hold announcement.

Parking calls


In Caller Information Window, click **Park call** .

Avaya Workplace Attendant displays the status of the parked call in Caller Preview Window on the **Parked** tab.

Adding associates to conferences


Add associates to active calls and start conference calls. You can add up to six members in a conference call.

The caller must be on hold.

1. On Transfer Target Window, in **Find a destination**, do one of the following:
 - Type the associate name.
 - Type the number of the associate.Avaya Workplace Attendant dials the associate.
2. Click **Add to conference** .

Avaya Workplace Attendant adds the associate to the original call and starts the conference.

Adding notes in Avaya Workplace Attendant


1. In Caller Detail Window, on the **Notes** tab, click **Plus** .
2. In ADD NOTE <Caller Number>, type the note.
3. **(Optional)** To hide the note from other attendants, select the **PRIVATE** check box.
4. Click **Save**.

Avaya Workplace Attendant displays the note with the timestamp on the **Notes** tab.

Advanced tasks

Creating new topics

You must have administrator-level privileges to create new topics.

1. Sign in to Avaya Workplace Attendant.
2. On the **Operator** bar, click **Settings** . Avaya Workplace Attendant displays the Settings window.
3. Click **Advanced > Topics**. Avaya Workplace Attendant displays the TOPICS window.
4. On the TOPICS page, click **Add**.
5. On the ADD TOPIC page, configure the following:
 - **Topic**
 - **Number**
 - **Display Name**
 - **Night Service**
 - **Call Distribution**
 - **Announcements Content Group**


- **Topic Priority**
- **Overflow Topic**
- **Overflow To Night Service**
- **Queue Timer**
- **Queue Length**
- **Geo Redundancy Topic**

6. Click **Add**.
7. Click **DONE**.

Avaya Workplace Attendant creates the topic and displays the name of the topic in Directory Window in the **Topics** tab.


Subscribing to Avaya Workplace Attendant topics

Add a topic.

1. Sign in to Avaya Workplace Attendant.
2. In Directory Window, click the **Topics** tab.
3. In the **Name** column, select the topic.
4. Click **Subscribe**  toggle button for the selected topic.


Adding attendants


You must have administrator-level privileges to add attendants.

1. Sign in to Avaya Workplace Attendant.
2. On the **Operator** bar, click **Settings** . Avaya Workplace Attendant displays the Settings window.
3. Click **Advanced > Attendant User**. Avaya Workplace Attendant displays the ATTENDANT USER page.
4. On the ATTENDANT USER page, click **Add**.
5. Click **Add**.
6. Click **DONE**.


Deleting attendants

You must have administrator-level privileges to delete attendants.

1. Sign in to Avaya Workplace Attendant.
2. On the **Operator** bar, click **Settings** . Avaya Workplace Attendant displays the Settings window.
3. Click **Advanced > Attendant User**. Avaya Workplace Attendant displays the ATTENDANT USER page.




4. On the ATTENDANT USER page, click **Delete**.
5. On the DELETE ATTENDANT USER page, click **Delete Entry**  next to the extension number of the attendant. Avaya Workplace Attendant displays a confirmation window.
6. Click **Yes**.

Connecting to the Avaya Workplace Attendant secondary server

Avaya Workplace Attendant detects server failures in three stages. Avaya Workplace Attendant displays a warning :


- In Call Preview Window to indicate the failure of the connections to topics and topic-based calls.
- In the Directory Window to indicate the failure of connections to user databases.
- On the Operator bar after approximately 60 seconds to indicate the failure of the primary server.




During the server failure, some Avaya Workplace Attendant functions might not work.

1. To view the options to connect to the secondary server, right-click .
 - + Tip:** Hover your mouse pointer over  to view the server failure message.
2. To connect to the secondary server, click .

Avaya Workplace Attendant connects to the secondary server and signs in again.

Restoring the connection to the primary Avaya Workplace Attendant server

Avaya Workplace Attendant displays an information icon  on the Operator bar to indicate that the primary server is restored.

1. To view the options to connect to the primary server, right-click .
 - + Tip:** Hover your mouse pointer over  to view the server failure message.
2. To connect to the primary server, right-click .

Avaya Workplace Attendant connects to the primary server and signs in again.

Support

Go to the Avaya Support website at <https://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.