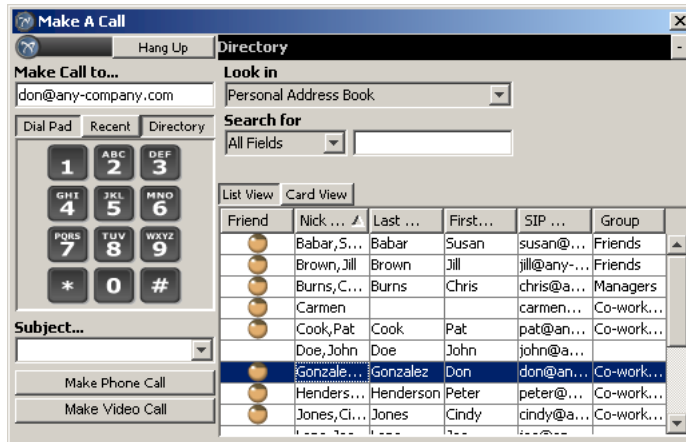


C4 Assistant Quick Reference



Call on behalf of the assisted user

- 1 Click the **Assistant console** button from the C4 PC Client main toolbar.
- 2 Right click on a user name.
- 3 Click **Call on behalf of mary@any-company.com**. The **Make a call** window appears.



- 4 Enter an address (username, SIP address, or public telephone number) in the **Make Call to...** field. You can also click the **Recent** and/or **Directory** buttons to access these extra address resources.
- 5 Click **Make Phone Call** or **Make Video Call**.
- 6 Park the call for the assisted user to retrieve.

Setting up routes

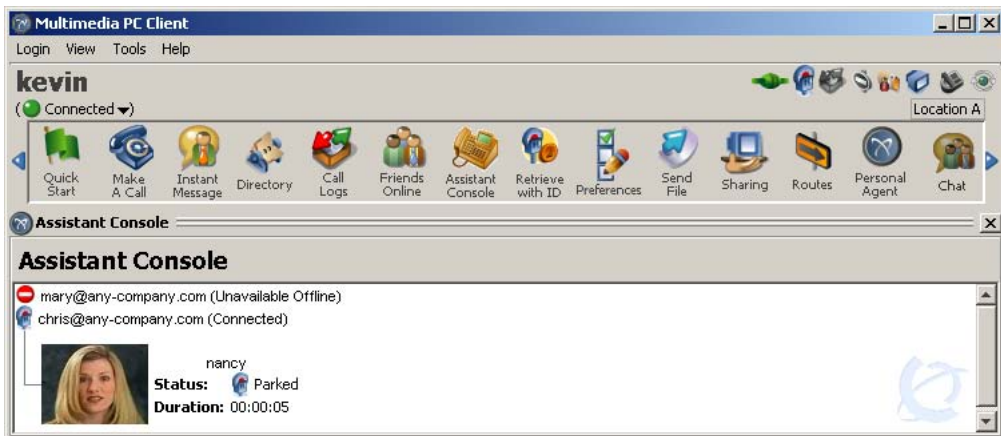
As an assisted user, you can modify or set up new routes to designate, add, or remove an assistant or assistants for managing your calls.

Assistant capabilities





As an assistant to one or more assisted users, you can answer, screen, and place calls for the assisted users. You can perform several tasks including:

- Viewing the presence of the assisted users
- Answering a call for the assisted user
- Handling calls for the assisted user
 - Placing a call on hold for the assisted user
 - Parking a call for the assisted user
 - Retrieving a parked call for the assisted user
 - Transferring a call to voice mail
- Using the Assistant console shortcuts
- Initiating calls for the assisted user


Viewing real-time presence of assisted users



Presence status of assisted user

Icon	Presence state	Description
	Online	The assisted user is registered on an access client.
	Ringing	There is an incoming call for the assisted user.
	On the phone	The assisted user is initiating a call or talking on a call.
	Call on hold	The assisted user or assistant has placed a call on hold for the assisted user.

Answering a call



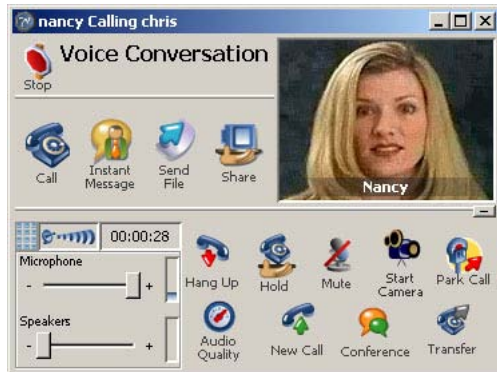
The screenshot shows a window titled "nancy Calling chris" with a "Voice Conversation" header and a video feed of Nancy. Below the video are several call control buttons: "Call", "Instant Message", "Send File", and "Share". A "Subject:" field is also present. At the bottom, there are controls for "Microphone" and "Speakers", and a set of call action buttons: "Answer", "Answer Video", "Reply w/IM", "Decline", "Ignore", and "Redirect".

Labels with arrows point to the following buttons:

- Answer** points to the "Answer" button.
- Answer w/Video** points to the "Answer Video" button.
- Decline** points to the "Decline" button.
- Reply w/IM** points to the "Reply w/IM" button.
- Ignore** points to the "Ignore" button.
- Redirect** points to the "Redirect" button.

The text "Click to:" is positioned above the "Reply w/IM", "Ignore", and "Redirect" buttons.

Conversation window after a call is answered



← Control panel

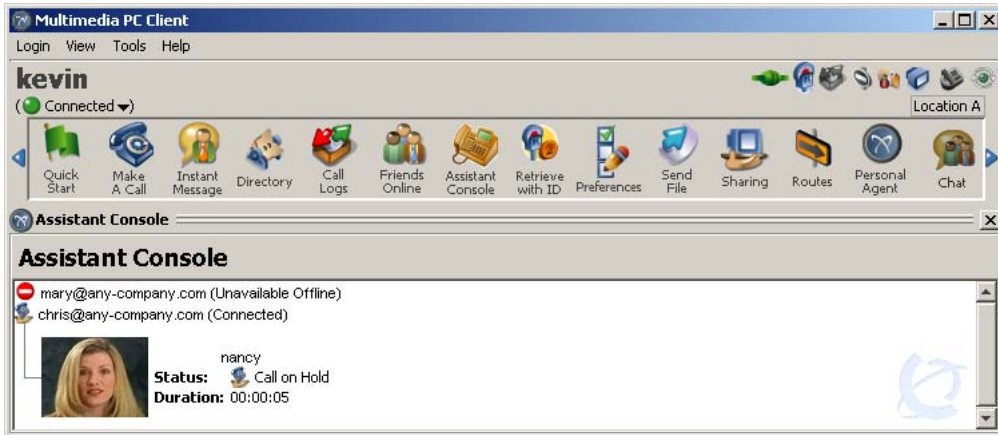
Conversation window for Assistant after call is placed on hold



Conversation window for Assisted User after call is placed on hold



Assistant Console window shows all calls on hold for multiple users



How to park a call

You can park a call so another user can retrieve it. To park a call for the assisted user:

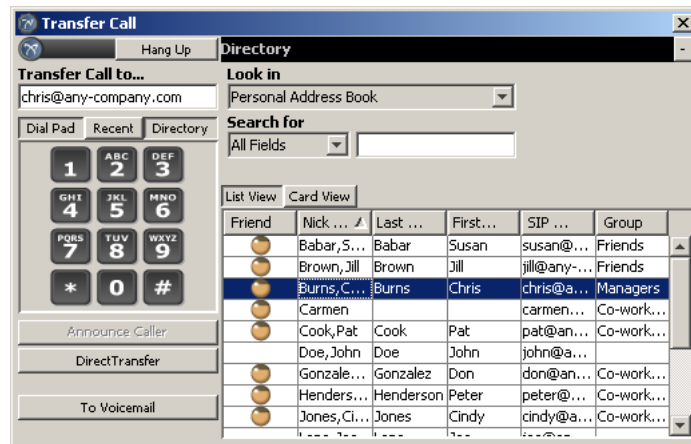
- 1 Answer the call
- 2 Click the **Park Call** button



- 3 On the Park Call window, select **Park against a user** radio button, and enter the name of the assisted user.

Transfer a call to voicemail

- 1 Answer the call.
- 2 Click the **Transfer** button. The **Transfer Call** window appears.



- 3 Enter the name of the assisted user, or select the name from the **Recent** or **Directory** button.
- 4 Click the **To Voicemail** button to transfer the call to the assisted user's voicemail.

Assistant Console shortcuts

Right click on an assisted user to access communication shortcuts.

Call	call the assisted user
Call on behalf of...	place a call on behalf of the assisted user
Send Instant Message	send an instant message to the assisted user
Send File	send a file to the assisted user
Sharing	<ul style="list-style-type: none"> • Send Web Page Send Web pages to the assisted user. • Share Whiteboard Collaborate with the assisted user by entering text and graphic objects in a shared workspace. You and the assisted user can manipulate and view the whiteboard. • Transfer Clipboard Send the contents of your Windows clipboard.