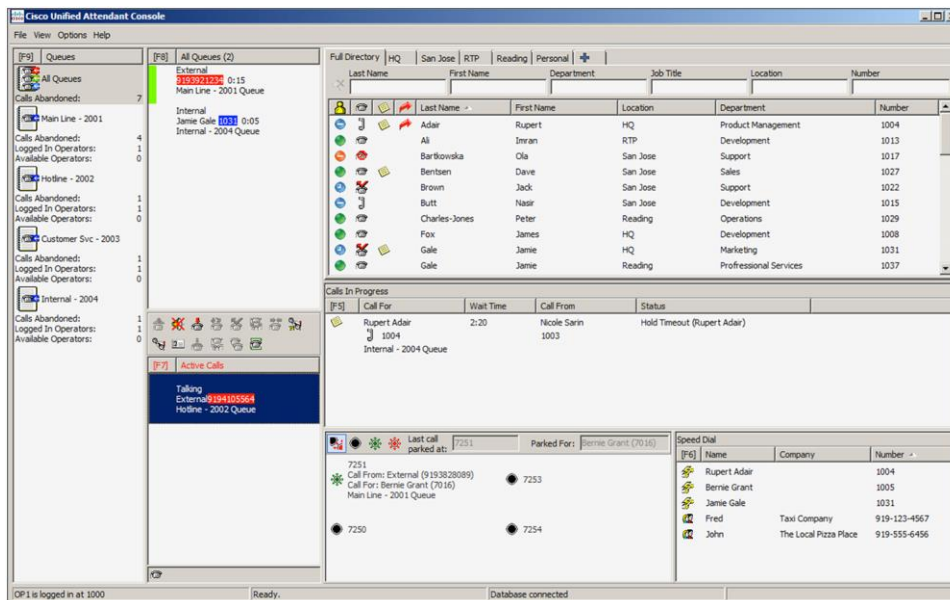


Cisco Unified Attendant Console Advanced Version 11.0

Product Overview

Manage high volumes of calls from customers, employees, and business partners smoothly and efficiently. Cisco® Unified Attendant Console Advanced (Figure 1) gives corporate operators and receptionists the tools they need to professionally handle incoming calls with ease. Its powerful call-queuing engine helps your operators easily manage a high call volume from a variety of sources. The robust directory can handle up to 100,000 contacts and synchronize directly with Microsoft Active Directory. And the optional high-availability feature for the Cisco Unified Attendant Console Advanced server helps protect your system from downtime.

Figure 1. Cisco Unified Attendant Console Advanced



Cisco Unified Attendant Console Advanced includes a web-based administration utility that guides you through configuring the application server with Cisco Unified Communications Manager. The console's client software is loaded onto each operator's desktop PC.

Cisco Unified Attendant Console Advanced pairs with Cisco Unified IP Phones, and is supported on the Cisco Unified Communications Manager and Cisco Business Edition platforms.

Features and Benefits

Cisco Unified Attendant Console Advanced delivers standard attendant console functions such as call control, searchable corporate directory, speed dials, and busy lamp field. It also provides:

- A **powerful call queuing engine** that helps your operators easily manage a high call volume from a variety of sources
- A **robust directory** that can handle up to 100,000 contacts and synchronize directly with Active Directory or Cisco Unified Communications Manager
- **Optional high availability** to protect your system from downtime
- Support for up to **50 concurrent users** per server

Table 1 lists additional features and benefits of Cisco Unified Attendant Console Advanced.

Table 1. Features and Benefits

Feature	Benefit
Queue Features	
Support for 100 queues with prioritization	Configure queue names and priorities to match your call answering requirements. You can prioritize and answer calls out of order. For example, you might have a sales queue, a service queue, and a general business queue. Sales calls can be prioritized and answered first, before service or general business calls.
Operator queue assignment	In the web-based administration tool, you can assign one or more queues to each operator, allowing you to segment and answer calls based on your business needs.
Queue operator views	View all calls within a queue or view all calls within all queues. If operators see many queued calls, they know that calls need to be processed quickly. If operators see only a few queued calls, they can spend more time with each caller to provide a higher level of customer service. If operators see a high-priority caller, they can select and answer calls out of sequence.
Queue statistics	Operators can see the following details in real time for each queue: <ul style="list-style-type: none"> • Number of calls abandoned • Number of operators logged in • Number of operators available to answer calls
Queue color coding	Each operator may assign color codes to queues to know at a glance which queue the caller dialed.
Overflow options	<ul style="list-style-type: none"> • Number of calls overflow sends calls to the overflow destination when the queue is full. • No operator overflow sends calls to the overflow destination when no operators are logged in to the queue. • Wait time overflow sends calls to the overflow destination when a call has been waiting in a queue for a defined period of time. <p>You can define overflow settings on a queue-by-queue basis.</p>
Queue salutations	Deliver the most appropriate greeting to each caller by setting up a script to be read by the operator for each queue.
Different music in different queues	Callers hear music through the Cisco Unified Communications Manager Music on Hold (MoH) function. The attendant console's queue device groups let you play different music to different queues.
Directory Features	
Active Directory or Cisco Unified Communications Manager directory integration	If you use Active Directory to manage your corporate directory, you can synchronize that data directly with the attendant console directory. Or use Cisco Unified Communications Manager as the directory source.
Manually add individual contacts	Operators may add individual contacts directly to their searchable directory for more flexibility. System administrators can also add individual contacts to the full directory with the server's web-based administration tool.
Bulk add, update, and delete contacts	System administrators can import, update, and delete contacts in bulk from the server's web-based administration tool.

Feature	Benefit
Personal directory groups	Each operator can create and share up to 100 custom directory groups, displayed as tabs across the top of the directory. These directory groups are subsets of the full directory, which is synchronized with Cisco Unified Communications Manager. Your operators can create personal directory groups by using live directory filters or by dragging and dropping individual contacts. This enables them to be confident that their groups are always up to date.
Search options	Six directory search fields are provided. They allow the operator to find call destinations quickly and then dispatch calls quickly. Search options include last name, first name, department, extension, job title, and location, and they can be customized within each attendant console client.
Presence integration	Operators can view each contact's Cisco Unified Presence status directly from the attendant console directory. They can manage calls more efficiently by seeing whether a particular contact is available to take a call. Microsoft OCS and Microsoft Lync are also supported presence sources in the attendant console directory.
Telephony Features	
Operator handset ringing	When a call comes into a queue configured with operator handset ringing, the call is sent directly to the handset of the operator who has been logged in to that queue the longest. This feature lets operators answer the call from a wireless headset while away from their desks. (The wireless headset is not included.)
Transfer reversion (call recall)	Enable a transferred call to revert back to the operator so that it can be answered and then transferred to a new destination.
Call park	With call park, the operator can place a caller on hold while announcing that a call is on hold and waiting for a particular person or group. The call can be answered from any phone by dialing the park extension.
Call park recall	If a parked call is not answered, it reverts back to the operator so that it can be transferred to a new destination.
Call toggle	Call toggle allows the operator to shift between callers.
Conference	The conference feature allows the operator to provide a third-party conference call.
Emergency Mode switch	Redirect all calls to another destination if an emergency such as a natural disaster or weather event occurs. This manual switch lets you stay in touch with callers or alert them that the business is closed until further notice.
Out-of-hours routing	For each queue, define specific blocks of time and where to send calls during that time. Create templates that you can apply to queues. Set up call routing for recurring holidays.
Additional Features	
High availability (additional license per server)	Use the attendant console's high availability feature to help ensure that your operators are always able to take calls.
Auto-unavailable on idle	If an operator's PC is idle for a specified period of time, the attendant console can automatically change their state to unavailable.
Adjustable font size	Changing the font size is one of the many ways in which individual users can tailor the Cisco Unified Attendant Console Advanced application to best suit their needs.
Server-based console preferences	Many of the attendant console client preferences can now follow users to different PCs running Cisco Unified Attendant Console Advanced.
Reports	Gain a better understanding of call volumes by operator and queue, the queues that have the most abandoned calls, and other important metrics through attendant console reports. Reports are easily accessible through the web-based administration tool.
VMware support	The attendant console server is supported in a production environment on VMware ESXi 4.x, 5.0, 5.1 or 6.0 running on a host machine that is compliant with the Cisco Specifications-Based Hardware Support program. For more information about this program, visit: http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support . Note: This feature is supported with Cisco Unified Communications Manager 8.0(1) and later.
Accessibility	The visually impaired can use the attendant console with ZoomText and JAWS screen reading software.
Attendant console client localization	English, French, German, Italian, Portuguese, Spanish, Dutch, Swedish, Danish, Russian, Arabic, Korean, Japanese, Traditional Chinese, and Simplified Chinese are supported.

Platform Compatibility

Cisco Unified Attendant Console Advanced Version 11.0 is compatible with Cisco Unified Communications Manager Versions 9.0(1) through 11.0(1). Cisco Unified Communications Manager Express is not supported.

System Requirements

Tables 2 and 3 list the server and client system requirements for Cisco Unified Attendant Console Advanced.

Table 2. System Requirements for Server

Processor	2.2 GHz Pentium 4 processor
Memory	4 GB
Available disk space	80 GB
Networking	Network card, connected to the network using TCP/IP
Operating system	<p>One of the following operating systems, with Windows regional settings set to English:</p> <ul style="list-style-type: none">• Windows Server 2008 R1 (32-bit)• Windows Server 2008 R2 (64-bit)• Windows Server 2012 (64-bit)• Windows Server 2012 R2 (64-bit) <p>Additionally, the following software packages should be installed on the Cisco Unified Attendant Console Advanced server:</p> <ul style="list-style-type: none">• For non-English characters, the relevant language pack for the locale must be installed• Internet Information Services (IIS) 6.0 or later• ASP.NET, installed through Add/Remove Windows Component > Applications Server and Details• .Net Framework 3.5 SP1
Database	<p>One of the following databases:</p> <ul style="list-style-type: none">• Microsoft SQL Server 2008 Express, Standard, or Enterprise• Microsoft SQL Server 2008 R2 Express, Standard, or Enterprise• Microsoft SQL Server 2008 SP3 Express, Standard, or Enterprise• Microsoft SQL Server 2012 Express, Standard, or Enterprise• Microsoft SQL Server 2014 Express, Standard, or Enterprise
Notes	<ul style="list-style-type: none">• You must purchase the Microsoft Windows Server and Microsoft SQL Server Standard or Enterprise licenses separately; they are not available through Cisco.• If the Cisco Unified Attendant Console Advanced server installer does not detect a supported version of Microsoft SQL Server, it will automatically install Microsoft SQL Server 2008 Express.• If you plan to implement server resilience, you must use Microsoft SQL Server Standard or Enterprise (not Express) on the Publisher server. You can use Microsoft SQL Server Express, Standard, or Enterprise on the Subscriber server. Furthermore, the Publisher and Subscriber servers must use the same version of Microsoft SQL Server.• Cisco Unified Attendant Console Advanced server does not support the Cisco Media Convergence Server (MCS) version of Windows Server.• Please refer to the Cisco Unified Attendant Console Web Admin and Installation Guide for server configuration details.

Note: The operator client for Cisco Unified Attendant Console Advanced requires the PC specifications listed in Table 3. You can install the client software on many PCs, but only up to 50 can be concurrently logged into a server. Refer to the “Ordering Information” section for additional licensing details.

Table 3. System Requirements for Client

Processor	2.0 GHz Pentium 4 processor
Memory	4 GB
Available disk space	1 GB
Hardware	<ul style="list-style-type: none">• Network card, connected to the network using TCP/IP• SVGA (1024 x 768) display card• Sound card and speakers (highly recommended)• 17-inch or larger monitor (highly recommended)• Keyboard with 10-key number pad
Operating system	One of the following operating systems: <ul style="list-style-type: none">• Microsoft Windows 10• Microsoft Windows 8.1• Microsoft Windows 8, Windows 8 Pro, or Windows 8 Enterprise• Microsoft Windows 7• Microsoft Windows Vista Professional with SP2

Warranty Information

Find warranty information on Cisco.com on the [Product Warranties](#) page.

Ordering Information

You must order a Cisco Unified Attendant Console Advanced license for each concurrent operator login. A maximum of 50 concurrent operator client logins are supported per Cisco Unified Attendant Console Advanced server. Example: If you need 50 attendant consoles logged in to the server at the same time, you should order 50 licenses.

To place an order, go to [How to Buy](#). You can download software [here](#).

Table 4 gives ordering information for Cisco Unified Attendant Console Advanced.

Table 4. Ordering Information

Product Name	Version	Delivery Method	Top-Level Configuration Product Number	Product Number
Cisco Unified Attendant Console Advanced	11.x	Electronic	L-CUAC11X	L-CUAC11X-ADV
Cisco Unified Attendant Console Advanced High Availability	11.x	Electronic	L-CUAC11X	L-CUAC11X-ADV-HA
Cisco Unified Attendant Console Advanced	11.x	Paper	CUAC11X	CUAC11X-ADV
Cisco Unified Attendant Console Advanced High Availability	11.x	Paper	CUAC11X	CUAC11X-ADV-HA

Cisco Services

Cisco Services make networks, applications, and the people who use them work better together.

Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

Cisco Capital

Financing to Help You Achieve Your Objectives

Cisco Capital® can help you acquire the technology you need to achieve your objectives and stay competitive. We can help you reduce CapEx. Accelerate your growth. Optimize your investment dollars and ROI. Cisco Capital financing gives you flexibility in acquiring hardware, software, services, and complementary third-party equipment. And there's just one predictable payment. Cisco Capital is available in more than 100 countries. [Learn more.](#)

For More Information

For more information about Cisco Unified Attendant Console Advanced, visit <http://www.cisco.com/go/cuac> for the product home page or contact your local Cisco account representative.

To download a free trial of Cisco Unified Attendant Console Advanced, visit <http://www.cisco.com/go/ac>. After downloading and installing the Cisco Unified Attendant Console Advanced server, you may register for a free 60-day evaluation license for the product.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)