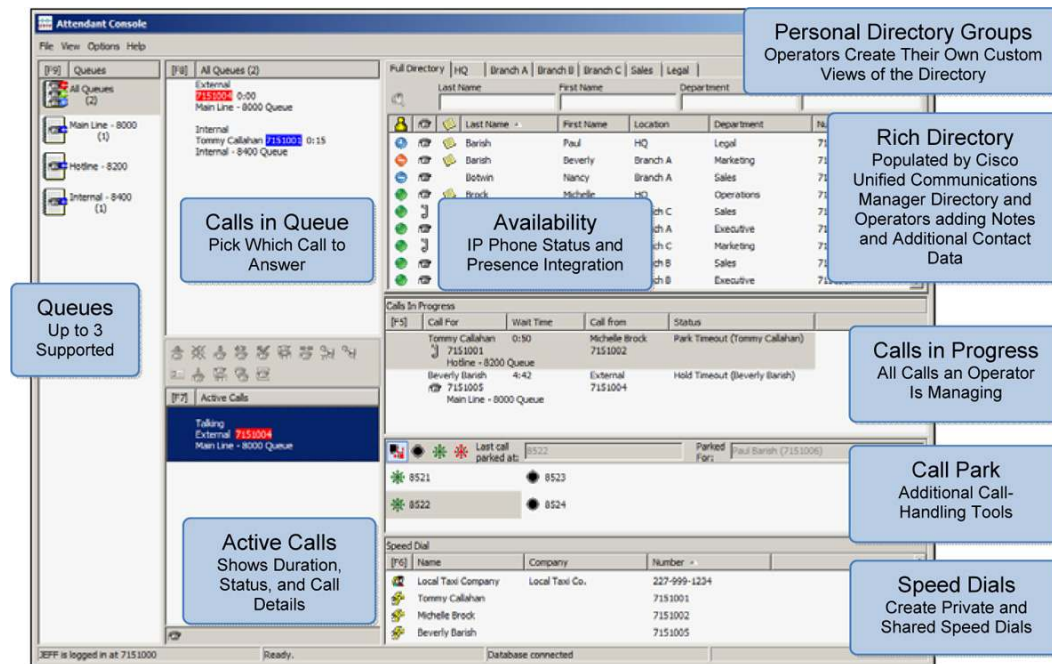# Cisco Unified Attendant Console Business Edition Version 9.1

Cisco® Unified Attendant Consoles are client-server applications that enable operators and receptionists to answer and quickly dispatch incoming calls to their intended recipients or suitable alternatives. The applications offer a rich set of features, including a call-queuing engine, endpoint busy status, presence integration, and Cisco Unified Communications Manager end-user directory search.

Product Overview

The Cisco Unified Attendant Console Business Edition (Figure 1) is an attendant console solution designed specifically for the growing Cisco Unified Communications Manager customer with a maximum of 500 IP phones and 12 operators concurrently logged in. Associated with a Cisco Unified IP Phone, the Cisco Unified Attendant Console Business Edition provides the human attendant console operator with the tools to quickly accept and effectively dispatch incoming calls to individuals across the organization.

Figure 1. Cisco Unified Attendant Console Business Edition

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

Features and Benefits

The Cisco Unified Attendant Console Business Edition uses a powerful queuing engine to direct the calls to the operator and gives the operator several monitoring features to help ensure that incoming calls are handled efficiently. The application provides up to three call queues with prioritization and overflow options. In addition, fields for alternative contact numbers and absentee notes are provided.

Table 1 lists features and benefits of the Cisco Unified Attendant Console Business Edition.

Table 1.   Features and Benefits of Cisco Unified Attendant Console Business Edition

Feature	Benefit
Queue Features	
Support for three queues with prioritization	You can configure queue names and priorities per customer needs, and you can prioritize and answer calls out of order. For example, a Cisco Unified Communications Manager customer can 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 Web Admin, you can assign one or more queues to each operator, allowing you to segment your call-answering processes to fit your business needs.
Queue operator views	The operator can view all calls within a queue or view all calls within all queues. If the operator sees many calls in queue, the operator knows that calls need to be processed quickly. If the operator sees only a few calls in queue, then the operator can spend more time with each caller to provide a higher level of customer service. If the operator sees a high-priority caller, the operator can select and answer calls out of sequence.
Overflow options	**Number of Calls** overflow sends calls to the overflow destination when the queue already contains the maximum capacity of calls. **No Operator** overflow sends calls to the overflow destination when no operators are logged into the queue. **Wait Time** overflow sends calls to the overflow destination when a call has been waiting in queue for a defined period of time. Overflow settings are defined on a queue-by-queue basis.
Music in queue	Callers hear music through the Cisco Unified Communications Manager Music on Hold (MoH) function.
Directory Features	
Support for up to 500 IP phone users	The operator can answer calls and view busy status for up to 500 IP phone users.
Directory integration	The Cisco Unified Attendant Console Business Edition derives its directory from the Cisco Unified Communications Manager directory. The application includes a utility for keeping the directories synchronized.
Personal directory groups	Each operator can create 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. Because personal directory groups are created using live directory filters as well as dragging and dropping individual contacts, operators can be confident their groups are always up-to-date.
Search options	Four directory search fields are provided. They allow the operator to quickly find call destinations and then quickly dispatch calls. 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. This feature allows operators to manage calls efficiently because they can easily see whether a particular contact is available to take a call. Microsoft OCS 2007 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 logged into that queue for the longest duration. This feature enables operators to answer the call from a wireless headset while away from their desks. (The wireless headset is not included.)
Transfer reversion (call recall)	This feature allows 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, a caller can be placed on hold while the operator announces 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, this feature allows that call to revert back to the operator so that it can be transferred to a new destination.
Call toggle	This feature allows the operator to shift between callers.

Feature	Benefit
Conference	This feature allows the operator to provide a three-party conference call.
Emergency Mode switch	This feature provides a manual switch within the application that redirects all calls to another destination in emergencies to alert callers that an emergency such as a snow storm has occurred, and therefore the business is closed until further notice.
Night service	You can define working hours on the Cisco Unified Attendant Console Business Edition server, and automatically route calls to an answering service or voicemail system to alert the callers that it is after hours and the business is closed.
Additional Features	
Adjustable font size	Changing the font size is one of the many ways in which individual users can tailor the Cisco Unified Attendant Console Business Edition 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 Business Edition.
Reports	You can 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, accessible through the Web Admin tool.
VMware support	Cisco Unified Attendant Console server is supported in a production environment on VMware ESXi 4.x or 5.x running on a host machine that is compliant with the Cisco Specifications-Based Hardware Support program. For more information about this program, please visit: http://docwiki.cisco.com/wiki/Specification-Based_Hardware_Support. **Note:** This feature is supported only with Cisco Unified Communications Manager 8.0(1) and later.
Accessibility	The visually impaired can use Cisco Unified Attendant Console Business Edition, because both ZoomText and JAWS scripts are supported.
Attendant console client localization	English, French, German, Italian, Portuguese, Spanish, Dutch, Swedish, Danish, Russian, Arabic, Korean, Japanese, Traditional Chinese, and Simplified Chinese are supported.

Product Specifications

Cisco Unified Attendant Console Business Edition Version 9.1 is supported on Cisco Unified Communications Manager Versions 7.1(5) through 9.1(1). Cisco Unified Communications Manager Express is not supported.

Tables 2 and 3 list the server and client requirements for Cisco Unified Attendant Console Business Edition.

Table 2.   Server Requirements for Cisco Unified Attendant Console Business Edition

Product Component	Hardware/Software Requirements

Cisco Unified Attendant Console Business Edition server	• 2.2 GHz Pentium 4 processor
	• 4 GB RAM
	• 72 GB hard disk drive
	• Network card, connected to the network using TCP/IP
	• One of the following operating systems, with Windows regional settings set to English:
	  ◦ Windows Server 2003 SP2 (32-bit)
	  ◦ Windows Server 2008 R1 (32-bit)
	  ◦ Windows Server 2008 R2 (64-bit)
	• For non-English characters, the relevant language pack for the locale 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
	• One of the following databases:
	  ◦ MS SQL Server 2005 Express, Standard, or Enterprise
	  ◦ MS SQL Server 2008 Express, Standard, or Enterprise
	Notes
	• Cisco Unified Attendant Console server does not support the Cisco Media Convergence Server (MCS) version of Windows Server.
	• If the Cisco Unified Attendant Console server installer does not detect a supported version of Microsoft SQL Server, it will automatically install Microsoft SQL Server 2008 Express.
	• Please refer to the Cisco Unified Attendant Console Web Admin and Installation Guide for server configuration details.

Note: The operator client for the Cisco Unified Attendant Console Business Edition requires the PC specifications listed in Table 3. You can install Cisco Unified Attendant Console Business Edition client software on many PCs, but only up to 12 operators can be concurrently logged into a server. Refer to the "Ordering Information" section for additional licensing details.

Table 3.   Client Requirements

Product Component	Hardware and Software Requirements
Cisco Unified Attendant Console Business Edition	2.0 GHz Pentium 4 processor 1 GB RAM 1 GB available hard disk space - 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 - Windows 7 (32-bit or WoW64), Vista Professional with SP2 (32-bit or WoW64), or Windows XP Professional with SP2

Download Information and 60-Day Evaluation

A free trial of the Cisco Unified Attendant Console Business Edition is available; please visit http://www.cisco.com/go/ac for more information. After downloading and installing the Cisco Unified Attendant Console Business Edition server, you may register for a free 60-day evaluation of the product.

Ordering Information

You must order a Cisco Unified Attendant Console Business Edition license for each concurrent operator login. A maximum of 12 concurrent operator client logins are supported per Cisco Unified Attendant Console Business Edition server. Example: If you need 12 attendant consoles logged into the server at the same time, you should order 12 licenses.

Table 4 gives ordering information for Cisco Unified Attendant Console Business Edition.

Table 4.   Ordering Information

Product Name	Version	Delivery Method	Top-Level Configuration Product Number	Product Number
Cisco Unified Attendant Console Business Edition	9.1	Electronic	L-CUAC9X-ATT-CON	L-CUACB9X-ATT-CON
Cisco Unified Attendant Console Business Edition	9.1	Paper	CUAC9X-ATT-CON	CUACB9X-ATT-CON

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and our partners provide a broad portfolio of end-to-end services and support that can help increase the business value of your network and your return on investment. This approach defines the minimum set of activities needed, by technology and by network complexity, to help you successfully deploy and operate Cisco technologies and optimize their performance throughout the lifecycle of your network.

For More Information

For more information about the Cisco Unified Attendant Console Business Edition, contact your local Cisco account representative.

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.**

Printed in USA

C78-386700-11   06/13