

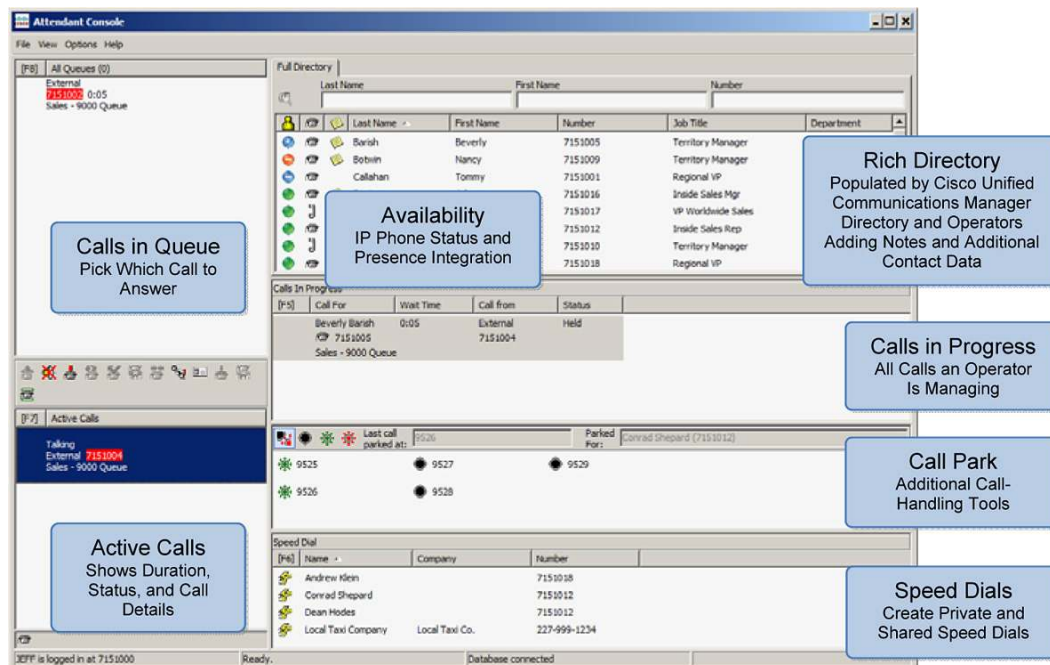
Cisco Unified Attendant Console Department Edition Version 9.1

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 Department Edition (Figure 1) is an attendant console designed specifically for departmental use with Cisco Unified Communications Manager. Each department supports up to 150 directory entries and one or two operators, and up to five departments can be configured on a single Cisco Unified Attendant Console Department Edition server. Associated with a Cisco Unified IP Phone, this application allows a department administrator (operator) to quickly accept calls, easily look up busy status, and effectively dispatch incoming calls to individuals across the department.

Figure 1. Cisco Unified Attendant Console Department Edition



The Cisco Unified Attendant Console Department 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 Department Edition client software is loaded onto each operator's desktop PC.

Features and Benefits

The Cisco Unified Attendant Console Department Edition uses a powerful queuing engine to direct the calls to departmental administrators and gives them several monitoring features to help ensure that incoming calls are handled efficiently. The application provides one call queue per department with 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 Department Edition.

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

Feature	Benefit
Queue Features	
Support for one queue per department	This feature allows the department administrator to receive and screen calls.
Queue operator views	Department administrators can view all calls within the queue. If they see many calls in queue, they know that they need to quickly process callers. If there are few calls in queue, they can spend more time with each caller to provide a higher level of customer service.
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. Overflow settings are defined on a queue-by-queue basis.
Directory Features	
Support for up to 150 IP phone users per department	Department administrators can answer calls and view busy status for up to 150 IP phone users.
Directory integration	Each department configured on the Cisco Unified Attendant Console Department Edition server derives its directory from the Cisco Unified Communications Manager directory. The application includes a utility for keeping the directories synchronized.
Search options	Three directory search fields are provided. They allow the department administrator to quickly find call destinations and handle calls effectively. Search options include last name, first name, and extension.
Presence integration	The department administrator 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 department configured with operator handset ringing, the call is sent directly to the handset of the department administrator logged into that department for the longest duration. This feature enables department administrators 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 department administrator 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 department administrator 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 department administrator so that it can be transferred to a new destination.
Call toggle	This feature allows the department administrator to shift between callers.
Conference	This feature allows the department administrator to provide a three-party conference call.
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 Department 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 Department Edition.

Feature	Benefit
VMware support	Cisco Unified Attendant Console server is supported in a production environment on VMware ESXi 4.x or 5.0 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.
Support for five departments per server	You can make the most of your hardware or virtual machines by serving up to five departments on a single Cisco Unified Attendant Console Department Edition server.
Accessibility	The visually impaired can use the Cisco Unified Attendant Console Department 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 Department 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 Department Edition.

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

Product Component	Hardware and Software Requirements
Cisco Unified Attendant Console Department Edition server	<ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ◦ 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: <ul style="list-style-type: none"> ◦ MS SQL Server 2005 Express, Standard, or Enterprise ◦ MS SQL Server 2008 Express, Standard, or Enterprise <p>Notes</p> <ul style="list-style-type: none"> • 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 Department Edition requires the PC specifications listed in Table 3. You can install Cisco Unified Attendant Console Department Edition client software on many PCs, but you can create only up to two department administrator (operator) logins for each department. Refer to the “Ordering Information” section for additional licensing details.

Table 3. Client Requirements

Product Component	Hardware and Software Requirements
Cisco Unified Attendant Console Department Edition	<ul style="list-style-type: none">• 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 Department Edition is available; please visit <http://www.cisco.com/go/ac> for more information. After downloading and installing the Cisco Unified Attendant Console Department Edition server, you may register for a free 60-day evaluation of the product.

Ordering Information

You must order a Cisco Unified Attendant Console Department Edition license for each concurrent department administrator (operator). A maximum of two department administrators per department, and five departments, are supported per Cisco Unified Attendant Console Department Edition server. Example: if you need five departments, each with two department administrators, you should order 10 licenses.

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

Table 4. Ordering Information

Product Name	Version	Delivery Method	Top-Level Configuration Product Number	Product Number
Cisco Unified Attendant Console Department Edition	9.1	Electronic	L-CUAC9X-ATT-CON	L-CUACD9X-ATT-CON
Cisco Unified Attendant Console Department Edition	9.1	Paper	CUAC9X-ATT-CON	CUACD9X-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 Department Edition, please 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.

 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)