Cisco Unified Attendant Console Standard Version 10.0

Product Overview

Connect customers, employees, and business partners with the right person, the first time. Cisco® Unified Attendant Console Standard gives corporate operators and receptionists the tools they need to handle incoming calls efficiently and professionally. This desktop application communicates directly with Cisco Unified Communications Manager to control the operator's phone. It makes it fast and easy to answer calls and transfer them to people across your organization.

Cisco Unified Attendant Console Standard pairs with Cisco Unified IP Phones, and is supported on Cisco Unified Communications Manager and Cisco Business Edition 6000 platforms.

Features and Benefits

Cisco Unified Attendant Console Standard is simple to set up and easy to use. It gives you a smooth transition path from the Cisco Unified Communications Manager Attendant Console. And it offers some great new features, including:

- Searchable speed dials
- Jabber® presence in the directory (if you use the Jabber application)
- Modern user interface
- No server to deploy and maintain

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

Table 1.   Features and Benefits

Feature	Benefit
Telephony Features	
Core call controls	Use Cisco Unified Attendant Console Standard to answer, transfer, hold, park, join, and conference - all from a fast and intuitive application.
Default transfer options	Handle calls faster by setting a default transfer type - blind (unannounced) transfers or consult (announced) transfers. Your operators can use either option at any time.
Call park	The Parked Calls window in Cisco Unified Attendant Console Standard provides operators with a clean visual way to work with Cisco Unified Communications Manager call park extensions.
Call history	Easily view missed calls in the Call History panel.
Directory Features	
Synchronize with Cisco Unified Communications Manager and/or a local .csv file	Synchronize the Cisco Unified Attendant Console Standard directory with Cisco Unified Communications Manager, a local .csv file, or both.
Import speed dials from Cisco Unified Communications Manager Attendant Console	Speed dials are critical for fast phone communications. To help your operators transition from Cisco Unified Communications Manager Attendant Console, Cisco Unified Attendant Console Standard can import exported speed dials from Cisco Unified Communications Manager Attendant Console.
Manually add individual contacts	Enable operators to add individual contacts directly to their searchable directory so they have the flexibility they need to create useful directory groups.

Feature	Benefit
Speed dial groups	Operators can create their own speed dial groups, displayed as tabs across the top of the directory. Groups can include a mix of synchronized contacts and contacts manually added by the operator.
Directory search	Search all synchronized contacts and speed dial groups to find contacts quickly.
Presence integration	If your organization uses Cisco Presence, operators can view each contact's Jabber presence to see quickly if the contact is available to receive a 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 Standard application to best suit their needs.
Configurable user interface	Each operator can customize the layout of the Cisco Unified Attendant Console Standard to make it more efficient and comfortable.

Platform Compatibility

Cisco Unified Attendant Console Standard Version 10.0 is compatible with Cisco Unified Communications Manager Versions 7.1(5) through 10.0. Cisco Unified Communications Manager Express is not supported.

System Requirements

Table 2 lists the minimum system requirements for Cisco Unified Attendant Console Standard.

Table 2.   System Requirements

Processor	2.0 GHz Pentium 4 processor
Memory	2 GB
Disk space	1 GB
Hardware	- 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: - Windows 8 (32-bit or WoW64) - Windows 7 (32-bit or WoW64) - Vista Professional with SP2 (32-bit or WoW64) - Windows XP Professional with SP2

Warranty Information

Find warranty information on Cisco.com on the Product Warranties page.

Ordering Information

Each desktop installation of Cisco Unified Attendant Console Standard requires a license. To place an order, go to How to Buy. You can download software here.

Table 3 gives ordering information for Cisco Unified Attendant Console Standard.

Table 3.   Ordering Information

Product Name	Version	Delivery Method	Top-Level Configuration Product Number	Product Number
Cisco Unified Attendant Console Standard	10.0	Electronic	L-CUAC10X	L-CUAC10X-STND
Cisco Unified Attendant Console Standard	10.0	Paper	CUAC10X	CUAC10X-STND

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For More Information

For more information about Cisco Unified Attendant Console Standard, 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 Standard, visit http://www.cisco.com/go/ac. After downloading and installing Cisco Unified Attendant Console Standard, you may register for a free 60-day evaluation license for the product.