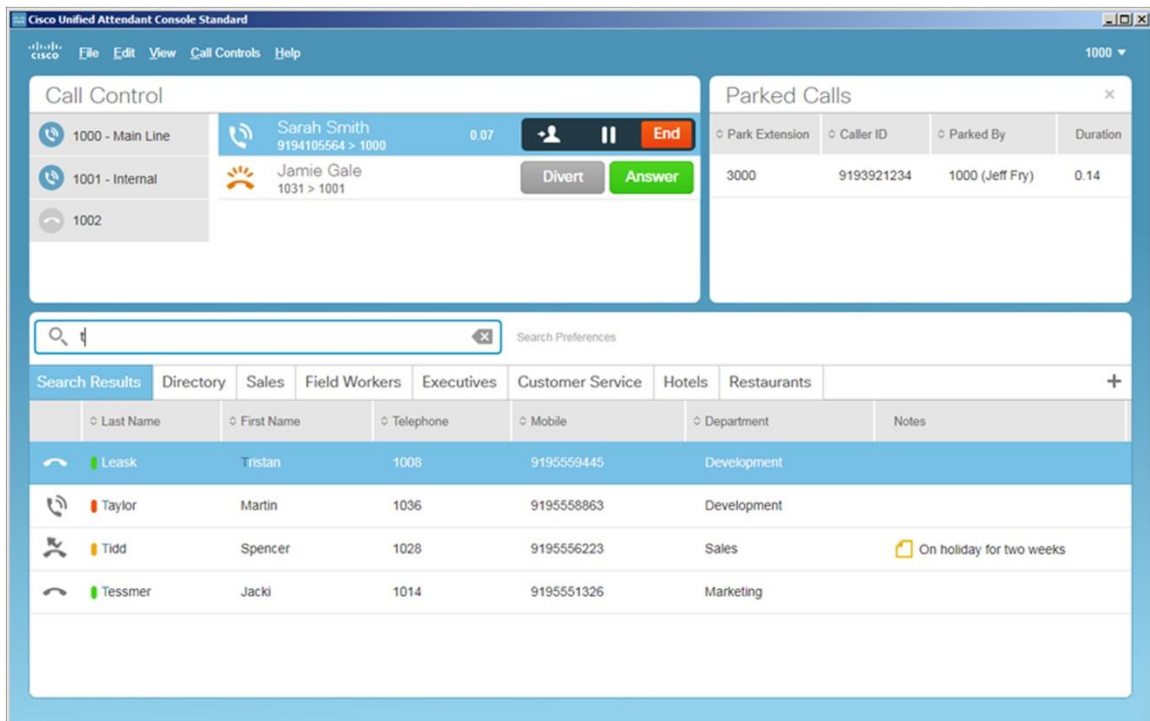# Cisco Unified Attendant Console Standard Version 12.0

Product Overview

Connect customers, employees, and business partners with the right person, the first time. Cisco® Unified Attendant Console Standard (Figure 1) gives corporate operators and receptionists the tools they need to process incoming calls efficiently and professionally. This desktop application communicates directly with Cisco Unified Communications Manager to control the user's phone.

Figure 1.   Cisco Unified Attendant Console Standard

Cisco Unified Attendant Console Standard pairs with Cisco Unified IP Phones and Cisco Jabber® and supports all Cisco Unified Communications Manager platforms, including Cisco Business Edition 7000, Cisco Business Edition 6000, and Cisco Hosted Collaboration Solution.

Features and Benefits

Cisco Unified Attendant Console Standard is simple to set up and easy to use. It includes:

- Call handling directly from the application
- Searchable corporate directory and personal directory groups
- Live view of contact availability through:
  - Phone line state
  - Cisco presence or WebEx® Messenger presence
- Integration with Cisco Unified Communications Manager hunt groups
- 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	Answer, transfer, hold, park, join, conference, place outbound calls, and more, all within a fast and intuitive application.
Call park	The Parked Calls panel delivers a clean visual way to work with Cisco Unified Communications Manager call park extensions.
Call history	The Call History panel shows the user's call transactions, including call type, calling and called party telephone numbers, and date/time stamps.
Log into and out of hunt groups	Users can log into and out of Cisco Unified Communications Manager hunt groups from within the application.
Call forwarding and do not disturb	Users can set call forwarding and do not disturb on their extensions directly from the application.
Directory features	
Directory synchronization with Cisco Unified Communications Manager and/or a local .csv file	Users will always have an up-to-date corporate directory by synchronizing the Cisco Unified Attendant Console Standard directory with Cisco Unified Communications Manager, a local .csv file, or both.
Personal directory groups	In addition to the synchronized corporate directory, users can create their own groups of contacts to give them quick access to any contact inside or outside of their organization.
Unified directory search	Search the synchronized corporate directory and personal directory groups at the same time to find contacts quickly.
Presence integration	If your organization uses Cisco presence or WebEx Messenger, users can view each contact's live presence state to quickly see 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 customize the application to best suit their needs.
Configurable user interface	Each panel (Call Control, Parked Calls, Call History, and the directory) can be rearranged, resized, and popped out, giving users the freedom and flexibility to maximize valuable screen space across one or more monitors.
Localization	English (Danish, Dutch, French, German, Italian, Portuguese, Russian, Spanish, and Swedish will be supported in version 12.0.2).
Administrative features	
Sign-in device restriction	Create a list of specific devices with which a user may sign into Cisco Unified Attendant Console Standard.
Configuration lockdown	Password-protect key configuration settings to prevent accidental changes by your users.
Application dial rules synchronization	Application dial rules, created in Cisco Unified Communications Manager, are automatically imported and used by Cisco Unified Attendant Console Standard.

Platform Compatibility

Cisco Unified Attendant Console Standard Version 12.0 is compatible with Cisco Unified Communications Manager Versions 10.0(1) through 12.0(1). See Release Notes for detailed operating system and Cisco Unified Communications Manager version interoperability requirements.

Cisco Unified Communications Manager Express and Cisco Business Edition 4000 are not supported.

System Requirements

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

Table 2. System Requirements

Processor	2.4 GHz Core 2 Duo
Memory	4 GB
Available disk space	10 GB
Hardware	• 100 Mbps network card, connected to the same network as Cisco Unified Communications Manager using TCP/IP • Monitor with resolution of 1440x900 or higher • Keyboard with 10-key number pad • Phone headset (recommended)
Operating system	One of the following operating systems (see Release Notes for detailed operating system and Cisco Unified Communications Manager version interoperability requirements): • Windows 10 (desktop mode) • Windows 8.1, Update 1 (v. 6.3.9600 or later) • Windows 7 SP1

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	12.x	Electronic	L-CUAC12X	L-CUAC12X-STND

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For More Information

For more information about Cisco Unified Attendant Console Standard, visit https://www.cisco.com/go/cuac for the product homepage or contact your local Cisco account representative.

To download a free trial of Cisco Unified Attendant Console Standard, visit https://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.