

cisco unified attendant console installation guide

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Comprehensive Cisco Unified Attendant Console Installation Guide

In today's fast moving business environment, efficient call handling is more critical than ever. Whether you run a small office or a large enterprise call center, the **Cisco Unified Attendant Console (CUAC)** offers a powerful, scalable solution for routing inbound calls, providing self service options, and integrating with your existing IP telephony infrastructure. This guide walks you through every step of installing and configuring CUAC, from system prerequisites to post deployment troubleshooting, ensuring you can deliver a seamless customer experience and maximize ROI.

Table of Contents

1. Prerequisites & System Requirements
2. Planning Your Deployment
3. Installing the Cisco Unified Attendant Console
4. Configuring CUAC for Your Environment
5. Integrating with Cisco Unified Communications Manager
6. Security & Compliance Best Practices
7. Common Issues & Troubleshooting
8. Optimizing Performance & User Experience
9. Conclusion

Prerequisites & System Requirements

Before diving into installation, verify that your infrastructure meets the following minimum requirements:

- **Hardware:** A dedicated server or virtual machine with at least 4 /GB RAM, 2 /CPU cores, and 20 /GB of free disk space. For high traffic deployments, consider 8 /GB RAM and 4 cores.
- **Operating System:** Red Hat Enterprise Linux 7.x or 8.x (64 bit) is the officially supported platform. Ubuntu LTS versions are also supported if you prefer.
- **Network Connectivity:** Reliable IP connectivity to the Cisco Unified Communications Manager (CUCM) and any external PBX systems. Ensure ports 80, 443, and 5060–5061 are open.
- **Software Dependencies:** Java Runtime Environment (JRE) 8 or later, Apache Tomcat 9 or later, and the Cisco Unified Attendant Console installation package (usually a ZIP or TAR file).
- **Licensing:** A valid CUAC license file. Contact your Cisco partner or sales representative to obtain one.
- **Backup & Recovery:** Implement regular backups of the CUAC configuration database and the underlying operating system.

Planning Your Deployment

Proper planning can save time, reduce downtime, and ensure the system aligns with business goals. Consider the following steps:

Define Call Flow Objectives

Identify the primary use cases: inbound routing, self service menus, voicemail access, or integration with CRM

systems. Map out the desired call paths and decision points.

Assess Call Volume & Peak Load

Estimate the maximum concurrent calls and peak traffic periods. Use this data to size the CUAC hardware and network capacity appropriately.

Determine Integration Points

List all systems that will interact with CUAC—CUCM, Cisco Unity Connection (voicemail), Cisco Customer Relationship Management (CRM), and any third party applications.

Document Security Policies

Define role based access controls, firewall rules, and encryption requirements. Ensure compliance with industry standards such as PCI DSS or HIPAA if applicable.

Create a Roll out Timeline

Schedule installation during low traffic windows, and plan for a phased deployment: pilot, full rollout, and post deployment review.

Installing the Cisco Unified Attendant Console

The installation process is straightforward once prerequisites are in place. Follow these steps carefully to avoid common pitfalls.

Step 1: Prepare the Server

1. Log in to the server as a privileged user (root or sudo).
2. Update the operating system packages: `yum update -y` (Red Hat) or `apt-get update && apt-get upgrade -y` (Ubuntu).
3. Install required dependencies: `yum install java-1.8.0-openjdk-devel tomcat9 -y` or the equivalent for your distro.
4. Verify Java installation: `java -version`. Ensure it reports JRE 8 or later.
5. Configure Tomcat to start automatically: `systemctl enable tomcat9 && systemctl start tomcat9`.

Step 2: Deploy the CUAC Package

1. Download the CUAC ZIP or TAR file from Cisco's Software Download Center.
2. Unzip the package to a dedicated directory, e.g., `/opt/cisco/cuac`.
3. Set appropriate ownership: `chown -R root:root /opt/cisco/cuac`.
4. Copy the WAR file (e.g., `cuac.war`) into Tomcat's webapps directory: `cp cuac.war /var/lib/tomcat9/webapps/`.
5. Restart Tomcat: `systemctl restart tomcat9`. Tomcat will automatically deploy the WAR file.

Step 3: Apply the License

1. Access the CUAC web interface by navigating to `https://:8443/cuac` from a browser.
2. Log in with the default administrator credentials (username: admin, password: admin). Change the password immediately.
3. Navigate to Administration /! /Licensing and upload the license file received from Cisco.
4. Verify that the license status shows as Active.

Step 4: Configure Database Connectivity

CUAC stores configuration data in an external database (commonly PostgreSQL). Set up the database and grant CUAC the necessary privileges.

- Install PostgreSQL: `yum install postgresql-server postgresql-contrib -y`.
- Initialize the database: `postgresql-setup initdb`.
- Create a CUAC database and user:

```
psql -U postgres
```

```
CREATE DATABASE cuacdb;
```

```
CREATE USER cuacuser WITH PASSWORD 'StrongPass123';
```

```
GRANT ALL PRIVILEGES ON DATABASE cuacdb TO cuacuser;
```

```
\q
```

- Configure Tomcat's context.xml to reference the database using a JDBC connection pool.

Step 5: Verify Installation

Open the CUAC web console and confirm that the dashboard loads, the license is active, and the database connection is healthy. Check the Tomcat logs (`/var/log/tomcat9/`) for any errors.

Configuring CUAC for Your Environment

Once the system is installed, you'll need to tailor it to your call routing and user experience requirements.

Creating Call Routing Profiles

1. Navigate to Call Routing `! /Profiles`.
2. Click Create New Profile and give it a descriptive name.
3. Define inbound routing rules: specify the destination (e.g., Sales, Support, IVR Menu) and the time based conditions.
4. Set fallback options for busy or unreachable conditions.
5. Save and activate the profile.

Designing Interactive Voice Response (IVR) Menus

1. Go to IVR `! /Menus` and create a new menu.
2. Upload a recorded welcome message or use text to speech (TTS) if available.
3. Define key press options and map them to next nodes or actions.
4. Integrate with external services (CRM, database lookups) via REST APIs if needed.
5. Test the menu using the built in Play button.

Assigning Users & Roles

- Under Administration `! /Users`, create accounts for call center agents, supervisors, and system administrators.
- Assign roles: Attendant Operator, Supervisor, Read Only, etc.
- Use role based access control to limit configuration changes to privileged users only.

Configuring Telephony Settings

1. In Telephony `! /Settings`, specify the SIP domain and the CUCM server IP or hostname.
2. Enable Call Transfer and Call Park features if required.
3. Configure Call Recording parameters: storage path, retention period, and compliance settings.

Setting Up Call Analytics & Reporting

- Navigate to Analytics `! /Reports`.
- Choose pre built templates (e.g., Call Volume, Average Handle Time) or create custom dashboards.
- Schedule automated email reports for supervisors.
- Export data to CSV or Excel for further analysis.

Integrating with Cisco Unified Communications Manager

CUAC relies on CUCM for SIP signaling and device registration. Proper integration ensures smooth call routing and device management.

Registering CUAC with CUCM

1. Open the CUAC administration console.
2. Navigate to CUCM Integration /! /Register.
3. Enter the CUCM IP address, SIP domain, and administrator credentials.
4. Click Register. Verify that the status shows Registered.

Creating a CUAC Device in CUCM

1. In CUCM, go to Device /! /Phone and click Create.
2. Choose Cisco Unified Attendant Console from the device type list.
3. Assign a unique MAC address and IP address.
4. Configure the device pool and calling search space.
5. Save and apply the configuration.

Configuring Call Routing in CUCM

To route inbound calls to CUAC, set up a **Route Pattern** pointing to the CUAC device.

- Navigate to Call Routing /! /Route Patterns in CUCM.
- Create a new pattern (e.g., 555.*) and set the destination to the CUAC device.
- Enable Route to Attendant Console if available.
- Save and activate the pattern.

Testing End to

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