

# Arc Solutions - Product Feature Matrix

The following table displays a break down by feature of the following products.

- Cisco Attendant Console (CAC) *Was End Of Life 17th April 2009*
- Cisco Unified Department Attendant Console (CUDAC)
- Cisco Unified Business Attendant Console (CUBAC)
- Cisco Unified Enterprise Attendant Console (CUEAC)
- Arc Premium Attendant Console

The symbols denote the level of support within the product:-

● = Supported, ◐ = Partial Support, ○ = Unsupported    ■ = Chargeable Option

**Table 1: Product Feature Matrix**

**Table 1:**

Feature	Version				
	CAC	CUDAC	CUBAC	CUEAC	Arc Premium R 5.1.4
Installation	CUCM	Wizard & Web	Wizard & Web	Wizard & Web	Wizard and Trained Engineer
Configuration	CUCM	Browser	Browser	Browser	Reseller or Arc
Support	Cisco TAC	Cisco TAC	Cisco TAC	Cisco TAC	Arc Solutions
<b>Queue Features</b>					
Queues supported	Hunt Groups	● 1	● 3	● <50	100's ● (subject to CTI port config)
Configurable queue names and priority	○	○	●	●	●
Show all calls in all queues option	○	○	●	●	●
Queue salutations	○	○	○	●	●
Show & pick calls from each Queue	●	●	●	●	●

Queue wait time overflow	●	○	○	○	●
Queue limit overflow (no of calls)	●	●	●	●	●
Operator overflow (no operators)	○	●	●	●	●
Queue overflow destinations supported	○	●	●	●	●
Overflow options	●	●	●	●	●
<b>Service options</b>					
Emergency mode switch	○	○	●	●	●
Emergency mode destination	○	○	●	●	●
Night service switch	●	○	●	●	●
Night service hours/timing	●	○	●	●	●
Night service destination	●	○	◐	◐	●
<b>Directory features</b>					
Directory size supported	100k	750	500	100k	100k
Search fields	2	3	4	6	6+
Mobile number support	○	●	●	●	●
Internal & External directory support (Full)	●	●	●	●	●
Personal directory support	○	●	●	●	●
Speed dials	●	●	●	●	●
Alternative number search (hotkey)	○	●	●	●	●

Alternate Contacts search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Directory to XML phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Keyword search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Directory shrink per queue (multi tenant)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Multi tenant support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
AND searching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Wildcard searching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Directory: Multi tenant support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Cross tab searching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Directory Drill Down search	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Click to Dial from other applications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
Notes against person	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>
Colour Notes against Directory entry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Phonetic searching	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
<b>Presence / Status features</b>					
Busy Lamp Fields / Phone Status supported	Yes	750	500	7000	10'000+
Presence integration with CUPS	<input type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="radio"/>	<input checked="" type="checkbox"/>

Presence integration with OCS including Instant Messaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
Calendar visibility (MS Exchange)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
<b>Telephony features</b>					
Transfer Reversion (Call Recall)	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Hold Recall	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call toggle	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Camp on	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call hold with notes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Serial Calling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
Personal Call Park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
Set CFWD & DND on Cisco phones	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="checkbox"/>
Undirected Call park (finds first slot)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Directed Call Park (to specific Park location)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Call Hold	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Park recall	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Transfer	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Conference	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

System features					
No of Clients	●	2	6	25	100
Keyboard driven	●	●	●	●	●
System logging	○	◐	◐	●	■
Reporting	○	○	○	○	■
VMWare (ESXI-4 & 4.1) Support	○	●	●	●	●
System options					
Voice Connect (IVR, custom MOH, in queue messaging)	○	○	○	○	■
Whisper Page	○	○	○	○	■
Arc Presence client (XML or HTML) option	○	○	○	○	■
Arc Wallboard	○	○	○	○	■
Arc Supervisor	○	○	○	○	■
Resilience	●	○	○	○	■
Bespoke integration available	○	○	○	○	■
Browser based contact directory search	○	○	○	○	■
3 <sup>rd</sup> Party Call Recording integration	○	○	○	○	■
Custom keyboard	○	○	○	○	●

Cisco Unified CallManager Supported					
CallManager Supported	4.3, 5.1, 6.0, 6.1, 7.0	(V3.1.x = 6.0, 6.1, 7.0, 7.1, 8.0) V8.1.x = 7.0, 7.1, 8.0, 8.5, 8.6	(V3.1.x = 6.0, 6.1, 7.0, 7.1, 8.0) V8.1.x = 7.0, 7.1, 8.0, 8.5, 8.6	(V3.1.x = 6.0, 6.1, 7.0, 7.1, 8.0) V8.1.x = 7.0, 7.1, 8.0, 8.5, 8.6	6.1, 7.0, 7.1, 8.0, 8.5, 8.6
Localisation and accessibility					
Languages supported*	20	15	15	15	20
Accessibility support (with JAWS Script)	○	●	●	●	■

### OEM Core Languages (CUDAC/CUBAC/CUEAC)

The 15 Core languages that are supported are:- English, French, Italian, German, Spanish, Portuguese, Chinese (simpl), Chinese (trad.), Japanese, Korean, Arabic, Dutch, Swedish, Russian & Danish

### Arc Premium Core Languages

Arc Premium version 5.1.3 supports Arabic (Saudi Arabia), Chinese (Hong Kong SAR), Chinese (Simplified), Chinese (Traditional), Danish, Dutch, English, Finnish, French, German, Hebrew, Italian, Japanese, Korean, Norwegian, Portuguese, Russian, Spanish, Turkish and Swedish.

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