

Compare Products and Solutions

Cisco® Unified Communications Solutions enable collaboration so that organizations can:

- Adapt to market changes while increasing productivity
- Improve competitive advantage through speed and innovation
- Deliver a rich-media experience across any workspace, securely and with optimal quality
- Accelerate deployment and provide cost savings

These solutions, available both on premises and on demand, offer you choice and flexibility while enabling powerful new ways to collaborate with co-workers, partners, vendors, and customers — within and outside of your organization. And more than 85 percent of Fortune 500 companies now use Cisco Unified Communications.

Cisco provides a comprehensive unified communications solution that includes:

- Network infrastructure
- Security
- Wireless
- Management applications
- Lifecycle services
- Flexible deployment
- Outsourced managed service options
- Third-party applications

To find and consult with a certified Cisco reseller that specializes in unified communications, use the [Partner Locator](#) tool.

Cisco Unified Communications and Collaboration Components

The Cisco Unified Communications System comprises five basic components. Select the following links to learn more and view products in each component category:

- [IP Telephony](#): Cisco award-winning call-processing software, IP endpoints, and the Cisco Unified Attendant Console portfolio can help your organization efficiently run voice, data, and video communications over a single, converged network.
- [Customer Contact](#): Proven Cisco contact center software has multichannel, self-service and assisted service capabilities that can help your organization turn reactive support into proactive, unique customer-centric experiences.
- [Unified Communications Applications](#): Innovative Cisco conferencing, unified messaging, unified communications clients, mobility products, and interoperability with third-party applications provide next-generation unified communications capabilities. Cisco Unified Communications licensing and software subscription offerings can help you maintain a competitive advantage, increase productivity, and transform your business.
- [Communications Infrastructure](#): Cisco industry-leading routers and switches form an intelligent, secure network foundation for unified communications. In addition, Cisco offers a comprehensive suite of security products and features for unified communications.

- **[Unified Communications Management](#)**: Cisco unified communications management software provides comprehensive network management for the entire Cisco Unified Communications Solution, helping to increase operational efficiency through advanced monitoring, alerting, diagnostics, provisioning, and reporting capabilities.
- **[Cisco WebEx® meeting applications](#)**: Cisco WebEx solutions make it easy for global employees to work with colleagues over the web like they do in person. They allow them to connect across firewalls, across platforms, and across the globe.
 - [Cisco WebEx meeting applications](#) provide a full suite of web meeting applications with services to deliver presentations, share documents, demonstrate applications, or control a remote desktop.
 - [Cisco WebEx Connect](#) is an enterprise-class, on-demand unified communications client that combines instant messaging, team spaces, and business applications to bring people, data, and processes together. Cisco WebEx Connect is the first collaborative software-as-a-service (SaaS) platform that allows developers and customers to integrate multiple applications to create powerful collaborative business solutions.
- **[Cisco TelePresence™ conferencing](#)**: The Cisco TelePresence meeting solution creates a live, face-to-face meeting experience over the network, empowering you to interact and collaborate like never before. The Cisco TelePresence application combines high-quality audio, high-definition video, and interactive elements to deliver an in-person meeting experience over your network.

IP Telephony

IP telephony provides a way for organizations to extend consistent communications services to all employees in their workspaces, whether they are in main campus locations, at branch offices, working remotely, or are mobile. IP telephony transmits voice and video communications over the network using the open-standards-based Internet Protocol.

Cisco began developing IP telephony solutions in 1997. Today, Cisco is number one in worldwide enterprise voice and the leader in top IP telephony categories. IP telephony delivers an initial wave of business value to our customers by making it possible to:

- Consolidate platforms and reduce total cost of ownership (TCO) and telephony costs through toll bypass
- Take advantage of underused network capacity by carrying voice traffic on the data network, accelerating network usage and maximizing return on investment (ROI)
- Lay a strong foundation for advanced communications and collaboration capabilities

Call Processing

Cisco provides call-processing solutions for organizations of all sizes and types to manage voice, video, mobility, and presence services between IP phones and endpoints, voice-over-IP (VoIP) gateways, mobile devices, and multimedia applications. According to SearchNetwork.com, these industry-leading IP private-branch-exchange (PBX) solutions have received stellar marks from users, who give high ratings to voice quality, network integration, and interoperability.

Table 1 gives an overview of the Cisco call-processing solutions.

Table 1. Cisco Call-Processing Solutions

Product	Number of Users	Distributed or Centralized	Redundancy	Server or Router Based
Cisco Unified Communications Manager	Up to 30,000 per cluster	Centralized: Up to 100 can be combined in a single system	Yes	Server
Cisco Unified Communications Manager Business Edition	Up to 500	Centralized	No (You can use Cisco Unified Survivable Remote Site Telephony [SRST] locally at headquarters and remote sites to back up your Cisco Unified IP Phones.)	Server
Cisco Unified Communications Manager Express	Up to 250, depending on selection of Cisco Integrated Services Router	Centralized for single-site small businesses or distributed in branch offices	Yes	Router
Cisco Unified Survivable Remote Site Telephony (SRST)	Up to 730, depending on series of Cisco Integrated Services Routers	Deployed in branch offices to provide remote-site backup in a centralized architecture	Yes	Router
Cisco Smart Business Communications System (SBCS)	Eight to 64 users, depending on desktop or rack-mounted version	Centralized for small businesses or distributed in branch offices	Yes	Router

Endpoints

Cisco Unified IP Phones

Cisco offers a wide variety of endpoints to address all your business needs, from the company lobby to the manufacturing floor to the executive suite, at home, on the road, or in branch offices. From wired to wireless LAN to conference phones, Cisco has shipped more than 22 million Cisco Unified IP Phones, and they support:






- XML-based, Cisco Unified Communication Widgets and MIDlet applications on selected models
- Built-in on-screen user guides
- Audio and visual alerts
- Hearing-aid compatibility
- Reduced installation and cabling costs
- Easy moves, adds, and changes
- Integrated Gigabit Ethernet and wideband audio on selected models






Table 2 lists some of the Cisco Unified IP Phone and IP endpoint offerings.

Table 2. Cisco Unified IP Phones and IP Endpoints

Product	Ideal Location	Benefits
 <p>Cisco Unified IP Phone 7985G</p>	Executive and manager offices	<ul style="list-style-type: none"> • Enables executives and managers to enjoy personal desktop video with instant, face-to-face communications • Incorporates all the components required for video calls (camera, LCD screen, speaker, keypad, and handset) in one easy-to-use unit • Provides LAN connectivity through an integrated Ethernet switch and 10/100BASE-T Ethernet connection through an RJ-45 interface
 <p>Cisco Unified IP Phone 7975G</p>	Offices of executive or major decision maker, administrative assistants, and those working with bandwidth-intensive applications on co-located PCs	<ul style="list-style-type: none"> • Offers high-fidelity wideband audio for vibrant, lifelike conversations; supports Internet Low Bitrate Codec (iLBC) for use in lossy networks • Provides large backlit touch-screen color display for easy use of Cisco Unified Communications and third-party telephone applications • Offers improved navigation cluster for easier navigation and feature and function selection • Provides Gigabit Ethernet connectivity • Provides eight programmable line and speed-dial and feature keys and five programmable context-sensitive softkeys • Supports advanced XML and MIDlet applications and localization requiring double-byte Unicode encoding for fonts
 <p>Cisco Unified IP Phone 7965G</p>	Offices of executives or major decision makers, administrative assistants, and those working with bandwidth-intensive applications on co-located PCs	<ul style="list-style-type: none"> • Offers high-fidelity wideband audio for vibrant, lifelike conversations; supports iLBC for use in lossy networks • Provides large backlit color display for easy use of Cisco Unified Communications and third-party telephone applications • Offers improved navigation cluster for easier navigation and feature and function selection • Provides Gigabit Ethernet connectivity • Provides six programmable feature buttons and four interactive softkeys to guide you through call features and functions • Supports advanced XML and MIDlet applications and localization requiring double-byte Unicode encoding for fonts
 <p>Cisco Unified IP Phone 7962G</p>	Offices of executives or major decision makers, administrative assistants, and those working with bandwidth-intensive applications on co-located PCs	<ul style="list-style-type: none"> • Offers high-fidelity wideband audio for lifelike conversations; supports iLBC for use in lossy networks • Provides high-resolution grayscale display for easy use of Cisco Unified Communications and third-party endpoint applications • Provides six programmable feature buttons and four interactive softkeys to guide you through call features and functions • Supports advanced XML and MIDlet applications and localization requiring double-byte Unicode encoding for fonts
 <p>Cisco Unified IP Phone 7960G</p>	Offices of executives or major decision makers, administrative assistants,	<ul style="list-style-type: none"> • Maximizes call-coverage capabilities • Extends the capabilities of select Cisco Unified IP Phones with additional buttons and an LCD display • Allows you to program 12 additional buttons as directory numbers, line keys, or special dial keys (24 total with use of a page key for an additional 12 keys)

 <p>Cisco Unified IP Phone Expansion Module 7915</p>	<p>Offices of administrative assistants and others who must monitor, manage, and cover the status of various calls</p>	<ul style="list-style-type: none"> • Maximizes call-coverage capabilities • Extends the capabilities of select Cisco Unified IP Phones with additional buttons and a color LCD display • Allows you to program 12 additional buttons as directory numbers, line keys, or special dial keys (24 total with use of a page key for an additional 12 keys) • Supports up to two modules per Cisco Unified IP Phone 7962G, 7965G, and 7975G model
 <p>Cisco Unified IP Phone Expansion Module 7916</p>	<p>Offices of administrative assistants and others who must monitor, manage, and cover the status of various calls</p>	<ul style="list-style-type: none"> • Maximizes call-coverage capabilities • Extends the capabilities of select Cisco Unified IP Phones with additional buttons and a color LCD display • Allows you to program 12 additional buttons as directory numbers, line keys, or special dial keys (24 total with use of a page key for an additional 12 keys) • Supports up to two modules per Cisco Unified IP Phone 7962G, 7965G, and 7975G model
 <p>Cisco Unified IP Phone Expansion Module 7945G</p>	<p>Offices of professionals with significant phone traffic, and workers with bandwidth-intensive applications on co-located PCs</p>	<ul style="list-style-type: none"> • Offers high-fidelity wideband audio for vibrant, lifelike conversations; supports iLBC for use in lossy networks • Provides large backlit color display for easy use of Cisco Unified Communications and third-party telephone applications • Provides improved navigation cluster for easier navigation and feature and function selection • Offers Gigabit Ethernet connectivity • Supports advanced XML and MIDlet applications and localization requiring double-byte Unicode encoding for fonts • Provides direct access to two phone lines (or combination of line access and telephony features)
 <p>Cisco Unified IP Phone 7942G</p>	<p>Offices of professionals with significant phone traffic</p>	<ul style="list-style-type: none"> • Offers high-fidelity wideband audio for lifelike conversations; supports iLBC for use in lossy networks • Provides high-resolution grayscale display for easy use of Cisco Unified Communications and third-party telephone applications • Supports advanced XML and MIDlet applications and localization requiring double-byte Unicode encoding for fonts • Provides direct access to two phone lines (or combination of line access and telephony features)
 <p>Cisco Unified IP Phone 7940G</p>	<p>Basic office environments with moderate amount of business done by phone</p>	<ul style="list-style-type: none"> • Provides access to at least two telephone lines (or a combination of one line and one direct-access telephony feature such as AutoDial) • Offers high-quality, full-duplex hands-free speakerphone capability • Provides built-in headset connectivity • Provides a large pixel-based display • Offers easy access to caller information, applications, and telephone features
 <p>Cisco Unified IP Phone 7931G</p>	<p>Advanced commercial and retail environments with moderate telephone traffic and specific call requirements</p>	<ul style="list-style-type: none"> • Provides functions that are commonly needed in commercial and retail environments • Facilitates simple and rapid call handling with hard-hold, redial, and transfer keys • Guides you through call features and functions with 24 lighted line keys and 4 interactive softkeys • Gives a clear indication of speaker status with illuminated mute and speakerphone keys

 <p>Cisco Unified Wireless IP Phone 7921G</p>	<p>Advanced commercial and retail environments with moderate telephone traffic and specific call requirements</p>	<ul style="list-style-type: none"> • Delivers powerful, converged mobility using voice over wireless LAN • Supports a host of calling features and voice-quality enhancements such as wideband audio • Enables presence so you can know where other parties are in a mobile Wi-Fi environment • Supports push-to-talk through XML • Provides long battery life with up to 200 hours standby
 <p>Cisco Unified Wireless IP Phone 7925G</p>	<p>Rugged, industrial campus environments and enterprise desktops where mobility is required</p>	<ul style="list-style-type: none"> • Offers all of the features of the Cisco Unified Wireless IP Phone 7921G plus: <ul style="list-style-type: none"> ◦ Support for Bluetooth v2.0 headset profiles gives you more freedom. ◦ The hermetically sealed phone display is IP54-rated for protection against dust, liquids, and moist wipes. This phone is ideal for deployment in more-demanding environments. ◦ Compliant with the military 810F standard, the ruggedized industrial design includes a rubber casing to shield the phone from damage caused by drops and shocks. ◦ A more compact form factor gives you an IP phone that is easier to hold. ◦ Long battery life with up to 240 hours standby
 <p>Cisco Unified IP Phone 7911G</p>	<p>Cubicle, retail, classroom, and manufacturing floor environments with low to moderate telephone traffic</p>	<ul style="list-style-type: none"> • Combines intuitive features, calling information, and XML services to deliver a rich user experience • Offers numerous important security features plus the choice of Power over Ethernet (PoE), Cisco Inline Power, or local power through an optional power adaptor • Guides you through core business features and functions with four dynamic softkeys and a pixel-based display
 <p>Cisco Unified IP Phone 7906G</p>	<p>Cubicle, retail, classroom, or manufacturing environments with low to moderate telephone traffic</p>	<ul style="list-style-type: none"> • Guides you through core business features and functions with four dynamic softkeys and an LCD • Combines intuitive features, calling information, and XML services to deliver a rich user experience • Offers the choice of PoE, Cisco Inline Power, or local power through an optional power adaptor
 <p>Cisco Unified IP Phone 6921</p>	<p>Offices with light to low need for voice communication requirements; such as knowledge workers, teleworkers, and contact center agents in smaller queue environments</p>	<ul style="list-style-type: none"> • Provides direct access to two lines through fixed keys • Offers one-touch access to hold, conference, transfer, message, settings, and directory functions • Supports basic XML applications • Offers deep-sleep power option for energy savings and earth-friendly reground and recyclable plastics • Provides white backlit, pixel-based anti-glare display that optimizes viewing under variety of angles and lighting conditions • Integrated IEEE 10/100 switch supports co-located PC and headset jack that enables direct headset connection

 <p>Cisco Unified IP Phone 6941</p>	<p>Offices with moderate number of users of voice communication services such as knowledge workers, managers, administrative staff, contact center agents, and supervisors</p>	<ul style="list-style-type: none"> • Provides direct access to four lines and features through fixed keys • Offers one-touch access to hold, conference, transfer, message, settings, and directory functions • Supports basic XML applications • Offers deep-sleep power option for energy savings and earth-friendly reground and recyclable plastics • Provides white backlit, pixel-based anti-glare display that optimizes viewing under variety of angles and lighting conditions • Integrated IEEE 10/100 switch supports co-located PC and headset jack that enables direct headset connection
 <p>Cisco Unified IP Phone 6961</p>	<p>Offices of active users of voice communication services such as knowledge workers, managers, administrative staff, contact center agents, and supervisors</p>	<ul style="list-style-type: none"> • Provides direct access to 12 lines or features through fixed keys with paper label inserts • Offers one-touch access to hold, conference, transfer, message, settings, and directory functions • Supports basic XML applications • Offers deep-sleep power option for energy savings and earth-friendly reground and recyclable plastics • Provides white backlit, pixel-based anti-glare display that optimizes viewing under variety of angles and lighting conditions • Integrated IEEE 10/100 switch supports co-located PC and headset jack that enables direct headset connection
 <p>Cisco Unified SIP Phone 3911</p>	<p>Lobbies, laboratories, manufacturing floors, or hallways where only basic, entry-level telephone needs are required</p>	<ul style="list-style-type: none"> • Provides one-touch access to redial, transfer, conference, hold, line select, mute, and voicemail access features • Supports additional capabilities such as caller ID, call history, and phone configuration • Offers the choice of PoE, Cisco Inline Power, or local power through an optional power adaptor • Enables support for additional capabilities such as caller ID, call history, and the ability to configure the phone
Additional IP Endpoints		
 <p>Cisco Unified IP Conference Station 7937G</p>	<p>Desktops, in conference rooms, and in executive suites</p>	<ul style="list-style-type: none"> • Combines state-of-the-art wideband speakerphone conferencing technologies with award-winning Cisco voice communication technologies • Offers superior wideband voice and microphone quality, with simplified wiring and administrative cost benefits • Provides support for a third-party lapel microphone kit • Covers up to 30 x 40 feet with the optional external microphone kit
 <p>Cisco Unified IP Conference Station 7936</p>	<p>Small to midsize conference rooms or offices</p>	<ul style="list-style-type: none"> • Delivers full-featured, hands-free conferencing • Guides you through call features and functions with three softkeys and menu navigation keys • Offers superior voice and microphone quality, with simplified wiring and administrative cost benefits • Effectively expands a suggested conference room size of 20 x 30 feet with optional external microphone kit
<p>Cisco ATA 180 Series Analog Telephone Adaptors</p>	<p>Enterprise and small office environments with mixed traditional and VoIP devices</p>	<ul style="list-style-type: none"> • Enables analog devices to support VoIP services • Supports a variety of devices, including analog phones, teletypewriter (TTY) machines, fax machines (fax pass-through support), and audio conference telephones • Protects traditional analog investment

Cisco VG248 48-Port Analog Phone Gateway	Enterprises that wish to migrate to VoIP at their own pace	<ul style="list-style-type: none"> • Supports traditional analog devices within a Cisco Unified Communications Manager enterprise voice system • Allows 48 full-featured analog phone lines to be used as extensions to the Cisco Unified Communications System
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Cisco Unified Attendant Consoles

The Cisco Unified Attendant Console portfolio comprises three full-featured, software-based operator attendant consoles. Associated with a Cisco Unified IP Phone, these applications allow an attendant-console operator to quickly accept incoming calls and efficiently dispatch them to enterprise users. The portfolio of consoles includes:

- [Cisco Unified Department Attendant Console](#): Designed for team-based answering functions within large enterprises with support for up to two operator clients and up to 150 Cisco Unified IP Phone users per attendant-console system
- [Cisco Unified Business Attendant Console](#): Designed for midsize businesses with support for up to six operator clients and up to 500 Cisco Unified IP Phone users per attendant console system
- [Cisco Unified Enterprise Attendant Console](#): Designed for larger enterprises with support for up to 25 operator clients and up to 100,000 Cisco Unified IP Phone users per attendant-console system.

Unified Communications Applications

Cisco offers a comprehensive portfolio of unified communications applications, including application development; rich-media conferencing; telephony applications; unified communications clients; and unified communications mobility, voicemail, and unified messaging, all of which enable more effective personal communications and collaboration. In addition, Cisco offers cost-effective licensing and software subscription to help customers maximize the full power of Cisco Unified Communications.

Unified Communications Clients

Cisco offers a wide array of unified communications client applications, including:

- [Cisco IP Communicator](#): A softphone application that delivers rich Cisco IP telephony directly from your PCs
- [Cisco Unified Video Advantage](#): A software application that brings video telephony functions to Cisco Unified IP Phones
- [Cisco Unified Personal Communicator](#): A software application that transparently integrates your most frequently used communications applications and services into a single, unified client. From an easy-to-use interface on a PC or Mac, it provides quick and easy access to powerful communications tools - softphone, presence, instant messaging, visual voicemail, click to call, employee directory, communication history, video, and web conferencing - to help you communicate effectively and work more productively.
- [Cisco UC Integration™ for Microsoft Office Communicator](#): An easy-to-deploy integration that extends proven Cisco Unified Communications applications directly from Microsoft Office Communicator 2007 on your PC; you benefit from the investment protection and reduced complexity delivered by a single call-control solution
- [Cisco Unified CallConnector](#): A software application that delivers easy-to-use call-control and presence features using toolbars in common applications such as Microsoft Office (for Cisco Unified Communications Manager Express environments)
- [Cisco Unified CallConnector Mobility](#): A software application that provides single-number-reach capabilities through Cisco Unified Communications Manager Express 4.0
- [Cisco Unified Mobility Advantage](#): Call-routing software that enables single number reach and the ability to transparently transition calls from a mobile phone to your Cisco Unified IP Phone, and conversely

- **Cisco Unified Mobile Communicator:** An easy-to-use software application that extends unified communications capabilities to mobile phones and smartphones

Cisco Unified Presence

Cisco Unified Presence is a standards-based platform that collects information from multiple sources about user availability and communications capabilities to provide rich presence status and facilitate presence-enabled communications with Cisco Unified Communications and other critical business applications.

Cisco Unified Communications Widgets

The following free-to-download and easy-to-add Cisco Unified Communications Widgets provide a productive and personalized user experience with Cisco Unified Communications applications and Cisco Unified IP Phones:

- Phone Designer enables you to quickly customize Cisco Unified IP Phone displays with wallpapers of your choice and to create or change ring tones.
- Click to Call for PCs lets you connect and collaborate with everyone by instantly placing Cisco Unified Communications Manager calls directly from your desktop productivity applications and web browsers.
- Visual Voicemail enables you to view, listen, and respond to Cisco Unity[®] and Cisco Unity Connection voicemail messages right from the Cisco Unified IP Phone display, without having to dial into your corporate voicemail box.

Cisco Unified Application Environment

Cisco Unified Application Environment 2.5, a rich portfolio of applications and development tools, makes it possible for web or enterprise developers to use their current development tools to quickly and easily integrate network services and advanced unified communications capabilities (such as presence) with other business applications or develop entirely new transformational applications. Customized applications are easily developed and managed with this portfolio.

Voicemail and Unified Messaging

Cisco voice and unified messaging solutions let you take control of your communications experience and maximize productivity. Whether you seek a basic voicemail solution; integrated messaging with email, web, and mobile clients; or unified messaging with all your voice, fax, and email messages stored in the same inbox, Cisco has a solution for you.

Cisco messaging solutions offer industry-leading features that can enhance your productivity. You can manage your voice messages when you want from your preferred device.

Table 3 lists some of the Cisco messaging solutions.

Table 3. Cisco Messaging Solutions

Product	Number of Mailboxes	Messaging Type	Platform	Networking	Redundancy
Cisco Unity Express	250	<ul style="list-style-type: none"> • Voicemail • Integrated messaging 	Router-based	125,000 users	No
Cisco Unified Communications Manager Business Edition	500	<ul style="list-style-type: none"> • Voicemail • Integrated messaging 	Linux Server-based	–	No
Cisco Unity Connection	10,000 per server	<ul style="list-style-type: none"> • Voicemail • Integrated messaging 	Linux Server-based	50,000 users	Active/active
Cisco Unity Unified Messaging	15,000 per server	<ul style="list-style-type: none"> • Voicemail • Integrated messaging • Unified messaging 	Windows Server-based	250,000 users	Active/passive

Cisco Unified Workspace Licensing

Your organization can flexibly meet its business needs by procuring a broad range of Cisco Unified Communications applications and services on a per-user basis. Cisco Unified Workspace Licensing is an easy-to-use, flexible, affordable offering that packages client and server software, licensing, service and support, and software subscription. It delivers the full suite of Cisco Unified Communications applications to all users in their workspaces — helping organizations maximize the potential of unified communications.

Cisco Unified Workspace Licensing is available in four versions:

- **Business Edition:** Built on the Cisco Unified Communications Manager Business Edition platform, this edition offers call control, voice messaging, unified clients, mobility, and presence in a package optimized to meet the needs of smaller businesses for a minimum of 50 users to up to 500 users.
- **Entry Edition:** This edition provides basic dial tone and mobility features.
- **Standard Edition:** Built on the reliable Cisco Unified Communications Manager platform, this edition includes call control, voice messaging, unified clients, mobility, and presence with the enterprise scalability to support your business as it grows. It supports a minimum of 100 users to up to hundreds of thousands of users.
- **Professional Edition:** This edition includes all features in Standard Edition; Cisco Unified Mobile Communicator Client; audio, video, and web conferencing; and other advanced capabilities.

Table 4 lists the applications available in Cisco Unified Workspace Licensing.

Table 4. Applications Available in Cisco Unified Workspace Licensing

Function	Included in Cisco Unified Workspace Licensing	Business Edition	Entry Edition	Standard Edition	Professional Edition	Function
Video conferencing	Cisco Unified MeetingPlace® 7.0 or Cisco Unified MeetingPlace Express	No	No	No	Yes	Video conferencing
Web conferencing	Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express application	No	No	No	Yes	Web conferencing
Audio conferencing	Cisco Unified MeetingPlace or Cisco Unified MeetingPlace Express application	No	No	No	Yes	Audio conferencing
Mobile phone client	Cisco Unified Mobile Communicator Client	No	No	No	Yes	Mobile phone client
Contact center	Cisco Unified Contact Center Express	No	No	No	Yes	Contact center
Presence	Cisco Unified Presence Profile	Yes	No	Yes	Yes	Presence
Mobility (with simultaneous-ring services)	Cisco Unified Mobility profile	Yes	Yes	Yes	Yes	Mobility (with simultaneous-ring services)
Soft client	Cisco Unified Personal Communicator or Cisco Unified IP Communicator with Cisco Unified Video Advantage or Cisco UC Integration for Microsoft Office Communicator	Yes	Yes, IP Communicator only	Yes	Yes	Soft client
Messaging	Cisco Unity or Cisco Unity Connection voice messaging	Cisco Unity Connection Voice Messaging	No	Voice messaging or unified messaging mailbox	Voice messaging or unified messaging mailbox	Messaging
Phone and call control	License for one or unlimited number of Cisco IP Phones per user	One	One	One	Unlimited	Phone and call control
Call control	Starting platform	Cisco Unified Communications Manager Business Edition Workspace bundle	Cisco Unified Communications Manager	Cisco Unified Communications Manager	Cisco Unified Communications Manager	Call control

User count	Supported user counts	50 to 500	100+	100+	100+	User count
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[Cisco Unified Communications Software Subscription](#)

The Cisco Unified Communications Software Subscription can enhance your communications system and increase business value by offering an economical and timely approach to upgrading to the latest Cisco technology. Through a 1-, 2-, 3-, or 5-year subscription, you have access to the latest major software version upgrades of various Cisco Unified Communications products with Cisco Unified Communications Software Subscription. When combined with Cisco Unified Communications Essential Operate Service, you have access to minor and maintenance releases, as well as online tools and communities that help solve problems quickly.

Cisco Unified Communications Software Subscription is available for the following Cisco Unified Communications products:

- Cisco Unified Communications Manager
- Cisco Unified Contact Center Enterprise
- Cisco Unified Contact Center Express
- Cisco Unified MeetingPlace conferencing
- Cisco Unified MeetingPlace Express and Unified MeetingPlace Express VT
- Cisco Unity unified messaging
- Cisco Unity Connection
- Cisco Unified Contact Center Hosted
- Cisco Unified Communications Manager Business Edition
- Cisco Unified Presence
- Cisco Unified Personal Communicator
- Cisco Emergency Responder
- Cisco Unified Customer Voice Portal
- Cisco Intelligent Contact Management Hosted
- Cisco Intelligent Contact Management Enterprise
- Cisco IP Interactive Voice Response (IP IVR)
- Cisco Unified Application Server
- Cisco Unified Media Engine
- Cisco Unified Enterprise Attendant, Business Attendant, and Department Attendant Consoles
- Cisco Unified Mobile Communicator
- Cisco Unified Workspace Licensing
- Cisco Unified Expert Advisor

Conferencing

Cisco offers a wide range of multimedia conferencing solutions that integrate voice, video, and web conferencing capabilities to make remote meetings natural and effective. According to Frost & Sullivan, Cisco is the market leader in both web conferencing and on-premises voice conferencing.

Table 5 lists some of the Cisco conferencing solutions.

Table 5. Cisco Conferencing Solutions

Product	Number of Concurrent Users	Connectivity	Video Collaboration	Meeting Setup Options
Cisco WebEx Meeting Applications	Varies by product: <ul style="list-style-type: none"> Meeting Center and Sales Center: Up to 500 web and voice Event Center: Up to 3000 web and voice Training Center: Up to 1000 web and voice Support Center: Up to 10 web and voice 	IP, public switched telephone network (PSTN), and VoIP	Yes	Web, Windows Desktop, browsers, Cisco WebEx Connect, Microsoft Outlook, Lotus Notes, Microsoft Office, Cisco Unified MeetingPlace conferencing, and Instant Messaging clients
Cisco Unified MeetingPlace conferencing	<ul style="list-style-type: none"> 1500 voice conferencing 1000 web conferencing 300 video conferencing (varies by product version)	Time-division multiplexing (TDM) and IP options (varies by product version)	Yes	Web, phones, Microsoft Outlook, Lotus Notes, Cisco Unified Personal Communicator and other unified communications clients, Cisco WebEx interfaces, and web services
Cisco Unified MeetingPlace Express	<ul style="list-style-type: none"> 20 to 200 voice conferencing 6 to 200 web and video conferencing 	IP only (TDM with gateway)	Yes	Web, phones, Cisco Unified Personal Communicator, and Microsoft Outlook
Cisco Unified MeetingPlace Express VT	40	IP only	Yes (initiated from Skinny Client Control Protocol [SCCP] endpoints and Cisco Unified Personal Communicator)	Impromptu meetings only
Cisco Unified Videoconferencing	Single multipoint control unit (MCU) supports up to 96 audio and 72 video ports; also supports autocascading of multiple MCUs for greater scalability	IP and ISDN (through gateway)	Yes	Web, Microsoft Outlook, Lotus Notes, and interactive voice response (IVR) when used with Cisco Unified Videoconferencing Manager
Cisco TelePresence System 3200	Up to 18 participants per room	Ethernet (1 LAN, RJ-45 connection, 100/1000 Mbps)	Yes, 1024 x 768 video at 5 or 30 fps, with AAC-LD audio channel	"One-button-to-push" call launch through Cisco Unified IP Phone 7900G with scheduling through Microsoft Exchange or Outlook or Lotus Domino or Notes; impromptu speed dialing or manual push-button entry with full Cisco Unified Communications Manager directory support
Cisco TelePresence System 3000	Up to 6 participants per room	Ethernet (1 LAN, RJ-45 connection, 100/1000 Mbps)	Yes, 1024 x 768 video at 5 or 30 fps, with AAC-LD audio channel	One-button-to-push call launch through Cisco Unified IP Phone 7900G with scheduling through Microsoft Exchange or Outlook or Lotus Domino or Notes; impromptu speed dialing or manual push-button entry with full Cisco Unified Communications Manager directory support.
Cisco TelePresence System 1000	Up to 2 participants per room	Ethernet (1 LAN, RJ-45 connection, 100/1000 Mbps)	Yes, 1024 x 768 video at 5 or 30 fps, with AAC-LD audio channel	One-button-to-push call launch through Cisco Unified IP Phone 7900G with scheduling through Microsoft Exchange or Outlook or Lotus Domino or Notes; impromptu speed dialing or manual push-button entry with full Cisco Unified Communications Manager directory support

Cisco TelePresence System 500	Up to 2 participants per room	Ethernet (1 LAN, RJ-45 connection, 100/1000 Mbps)	Yes, 1024 x 768 video at 5 or 30 fps, with AAC-LD audio channel	One-button-to-push call launch through Cisco Unified IP Phone 7900G with scheduling through Microsoft Exchange or Outlook or Lotus Domino or Notes; impromptu speed dialing or manual push-button entry with full Cisco Unified Communications Manager directory support
Cisco TelePresence Multipoint Switch	Up to 48 simultaneous 1080p 30-fps video streams with associated AAC-LD audio; combined with Cisco Unified Videoconferencing 3500 MCU, supports full audio and video interoperability with H.320, H.323, Session Initiation Protocol (SIP), and SCCP videoconferencing endpoints	Dual 1-Gbps Ethernet network interfaces	Yes, supports Cisco TelePresence Systems auto-collaboration features	Support for Cisco TelePresence one-button-to-push scheduling and call launch, and impromptu dialing

Contact Center Applications

By using Cisco Unified Contact Center solutions in our own contact centers, Cisco has increased customer satisfaction while lowering time to resolution and reducing operating costs. Cisco offers solutions for businesses of all sizes, including those with multisite enterprise deployments, plus hosted or managed service environments. These solutions deliver:

- Skills-based contact routing
- Voice and video self-service
- Computer telephony integration (CTI)
- Multichannel contact management over an IP infrastructure
- Inbound and outbound capabilities
- Presence integration

Table 6 lists some of the Cisco Unified Contact Center solutions.

Table 6. Cisco Unified Contact Center Solutions

Product	Number of Agents	Multisite Support	TDM Integration	Redundancy
Cisco Unified Contact Center Express	Up to 300	Yes	Yes (through Cisco Unified Contact Center Peripheral Gateway and Cisco Unified Intelligent Contact Management)	Yes in Version 5.0(0) Yes in Version 7.0(0)
Cisco Unified Contact Center Enterprise	Unlimited	Yes	Yes	Yes
Cisco Unified Contact Center Hosted	Unlimited	Yes	Yes	Yes

Additional customer care products provide integration with traditional automatic-call-distributor (ACD) systems, perform speech-enabled self-service, deliver advanced reporting and analytics capabilities, and enhance the customer experience with assistance from presence-enabled experts. These products are listed in Table 7.

Table 7. Other Cisco Customer Care Solutions

Product	Features
Cisco Unified Intelligent Contact Management Enterprise	<ul style="list-style-type: none"> • Offers call routing and CTI • Provides real-time feeds with agent status and queues at each site • Provides intelligent routing while the call is still in the PSTN
Cisco Unified Intelligence Suite	<ul style="list-style-type: none"> • Provides a state-of-the-art, open reporting platform; a secure 360-degree view of the contact center; and the ability to drill into individual contact details at any level • Offers real-time and historical reports and dashboards with flexible presentation options, including interactive grids, graphs, charts, gauges, XSL Transformations (XSLT), and published Really Simple Syndication (RSS) feeds • Enables integration of third-party data (ACD, workforce management, quality management, Internet, etc.)
Cisco Unified IP IVR	<ul style="list-style-type: none"> • Offers an open, extensible, and full-featured foundation for the creation and delivery of IVR applications
Cisco Unified Customer Voice Portal	<ul style="list-style-type: none"> • Provides intelligent, personalized voice and video self-service • Works with Cisco Unified Contact Center Enterprise or as a standalone system for unassisted IVR • Enables self-service and queuing to occur at the most efficient location(s) on the network • Is speech-enabled with Automated Speech Recognition (ASR) and Text-to-Speech (TTS) solutions from the leading vendors
Cisco Unified Expert Advisor	<ul style="list-style-type: none"> • Improves first-call resolution and increases customer satisfaction by allowing subject matter experts anywhere in the enterprise to handle incoming customer calls • Can be deployed with Cisco Unified Contact Center Enterprise or in standalone fashion — without any formal agents in the call flow

Communications Infrastructure

Cisco is unique in its ability to provide an end-to-end integrated unified communications system with a converged data network. This comprehensive solution includes the industry-leading routers and switches that comprise the basic infrastructure elements of an end-to-end, integrated network. According to Sage Research, organizations that use a single, primary vendor for IP telephony have a 43-percent lower network cost of ownership than those that use multiple vendors.

When choosing a router for your Cisco Unified Communications Solution, consider:

- The number of endpoints
- The call-processing solution
- The other functions the router will perform, such as security, mobility, WAN optimization, and third-party application integration with the Cisco Application Extension Platform (AXP)

Extending security to the farthest point in your network, the Cisco Integrated Services Routers Intrusion Prevention System Module resides in the integrated services router and protects your network and unified communications system from worms, viruses, and other malicious traffic by using an in-depth, multilayer approach.

[Cisco Unified SIP Proxy](#) reduces the cost and complexity of unified communications deployments. It is a high-performance, highly available SIP server for centralized routing and SIP signaling normalization. By forwarding requests between call-control domains, the Cisco Unified SIP Proxy provides the means for routing sessions within enterprise and service provider networks. The application is delivered in a network module form factor on Cisco 3800 Series Integrated Services Routers.

[Cisco Application Extension Platform](#) (AXP) reduces the number of servers required in branch offices by integrating telephony applications such as paging, call recording, and fax directly into the [Cisco Integrated Services Router](#).

When selecting a switch, PoE removes the need for each phone and other PoE devices such as speakers and cameras to have an external power source. Cisco switches autosense the power need of each Cisco Unified IP Phone, reducing administrative and power costs.

Table 8 lists some of the Cisco routers and switches with PoE.

Table 8. Cisco Routers and Switches with PoE

Cisco Integrated Services Routers with PoE	Cisco Switches with PoE
Cisco 1861 Integrated Services Router	Cisco Catalyst® 3560 Series Switches
Cisco 2800 Series Integrated Services Routers	Cisco Catalyst 3750 Series Switches
Cisco 3800 Series Integrated Services Routers	Cisco Catalyst 4500 Series Switches
Cisco 7200 Series Routers	Cisco Catalyst 6500 Series Switches
	Cisco Catalyst Express 500 Series Switches (PoE optional)

The Cisco integrated unified communications system can be more secure than traditional PBX systems. Cisco security solutions are integrated and optimized to provide an additional layer of defense to supplement the security available in the Cisco Unified Communications endpoints, applications, and call control.

[Cisco ASA 5500 Series Adaptive Security Appliances](#) are easy-to-deploy solutions that integrate world-class firewall, unified communications (voice and video) security, Secure Sockets Layer (SSL) and IP Security (IPsec) VPN, intrusion prevention system (IPS), and content security services in a flexible, modular product family.

Management Tools

Cisco solutions for unified communications network management allow businesses to actively monitor, manage, and configure Cisco Unified Communications Solutions to:

- Reduce operational costs
- Proactively discover potential problems
- Maintain quality and user satisfaction
- Help minimize service downtime

Table 9 lists some of the Cisco network management offerings.

Table 9. Cisco Network Management Offerings

Product	Function	Number of Users	Voice or Data
Cisco Unified Operations Manager	Monitor and diagnose problems, and test and track changes and inventory	1,000 to 45,000	Voice
Cisco Unified Service Monitor	Track and report on user call-quality experience	1,000 to 45,000	Voice
Cisco Unified Provisioning Manager	Deploy, provision, and manage moves, additions, and changes	1,000 to 30,000	Voice
Cisco Unified Service Statistics Manager	Generate executive, operational, and capacity-planning reports	1,000 to 45,000	Voice

Financing from Cisco Capital

Cisco Unified Communications offers significant benefits to your business. When financed with Cisco CapitalSM, you can amplify these benefits. Flexible and competitive financing can help you match costs with benefits, preserve cash, protect your investment, and manage lifecycles. Consider the most effective way to make your acquisition.



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