Cisco Unified Communications 8.5 with IBM Lotus Sametime

Solution Overview

Together, Cisco® and IBM® are enabling a new way of communicating and collaborating—one that's open, timely, and effective. Using best in class unified communications capabilities from both companies, you can transform your business processes and reach new levels of productivity.

Cisco Unified Communications with IBM Lotus® Sametime® provides deep integration among key components of the Cisco Unified Communications system and IBM Lotus Sametime. Lotus Sametime users can easily place voice or video calls and initiate integrated voice, video and Web collaboration sessions from their contact

Implemented as a suite of modular plug-ins, Cisco Unified Communications with IBM Lotus Sametime provides customers with the flexibility to use the full suite or choose the individual capabilities that best fit their needs.

- *Cisco IP Telephony with IBM Lotus Sametime*—For customers that want to initiate voice and video calls from Lotus Sametime, Cisco has integrated click-to-call capabilities. Cisco enables voice and video click-to-call capabilities by integrating Cisco Unified Communications Manager, Cisco Unified IP Phones and Cisco clients with Lotus Sametime. One option integrates the Lotus Sametime client directly with Cisco IP Communicator and Cisco

Highlights

Cisco Unified Communications with IBM Lotus Sametime integrates Cisco Unified Communications components with Lotus Sametime so Lotus Sametime users can do the following:

- Place voice and video calls
- Initiate voice, video and Web collaboration sessions
- See when someone is on the phone
- Access and manage voicemail

Cisco Unified Communications solutions unify voice, video, data, and mobile applications on fixed and mobile networks enabling easy collaboration every time from any workspace.

list and Instant Messaging (IM) sessions. You can also see when someone is on the phone and access and manage voicemail directly from the Lotus Sametime client. These capabilities help save time, increase productivity and speed decision making by streamlining communications and enhancing collaboration.

Unified Video Advantage for voice and video calls that can be initiated from the contacts list and IM sessions. When this capability is used with Cisco's voicemail integration with Lotus Sametime (see Cisco Unified Messaging with IBM Lotus below), you can easily return calls by clicking to call from voicemail

records displayed in Lotus Sametime. Also available with this option is a phone control mode which lets Cisco Unified IP Phone users answer and manage incoming calls and initiate calls and conferences from Lotus Sametime. A separate click-to-call option is available for customers preferring a server-based integration with Cisco Unified Communications Manager that can be accessed from the basic call capabilities built into Lotus Sametime.

- *Cisco Presence with IBM Lotus Sametime*—In addition to the presence status options provided in Lotus Sametime, users can also see phone presence indicators that show when a contact is on the phone. This capability lets you choose the most efficient way to contact a person you need to reach and avoid needless interruptions and playing "phone tag."

- *Cisco Unified Messaging with IBM Lotus Sametime*—Through an integration with Cisco Unity® and Cisco Unity Connection, you can manage voicemail directly from the Lotus Sametime client. Capabilities include viewing a list of voicemails, playback and control of voicemails and filtering voicemails based on heard, unheard and deleted status. This integration helps users be more responsive by making them immediately aware of new messages.
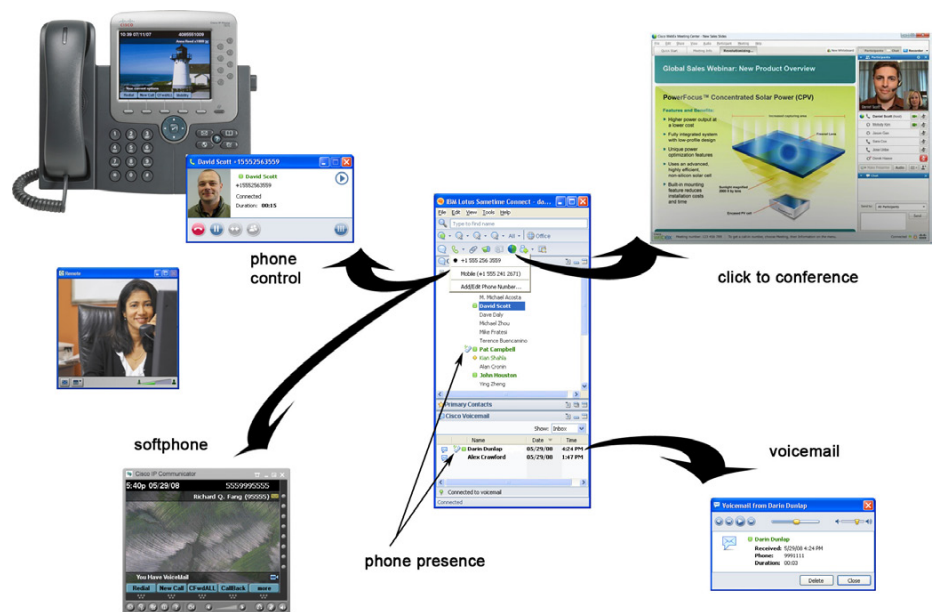
phone control

click to conference

softphone

phone presence

voicemail

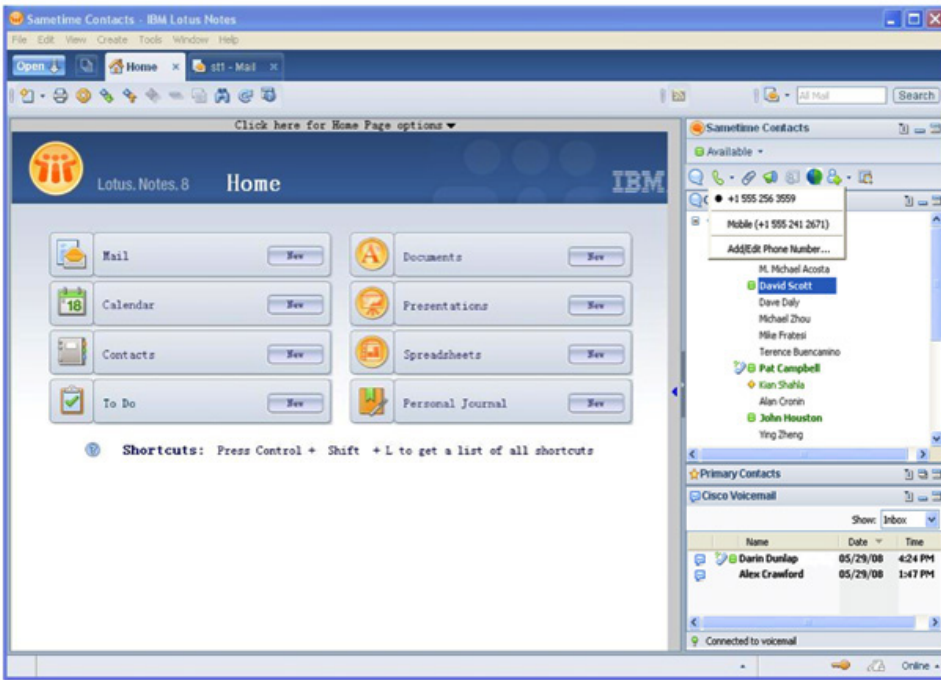**Figure 1.** Cisco Unified Communication with IBM Lotus Sametime

Figure 2. Cisco Unified Communication with IBM Lotus Sametime and IBM Lotus Notes

- *Cisco Conferencing with IBM Lotus Sametime*—Through integrations with Cisco WebEx, customers can add conferencing capabilities to Lotus Sametime. You can easily initiate WebEx voice, video and Web conferences directly from the contacts list or an IM session.

Lotus Sametime can be integrated with Lotus Notes® such that Lotus Sametime shows up in a Sidebar within the Lotus Notes client. The native capabilities of Lotus Sametime and the Cisco Unified Communications capabilities exposed through the plug-ins described above can be accessed from within Lotus Notes when it is deployed in this manner (see Figure 2).
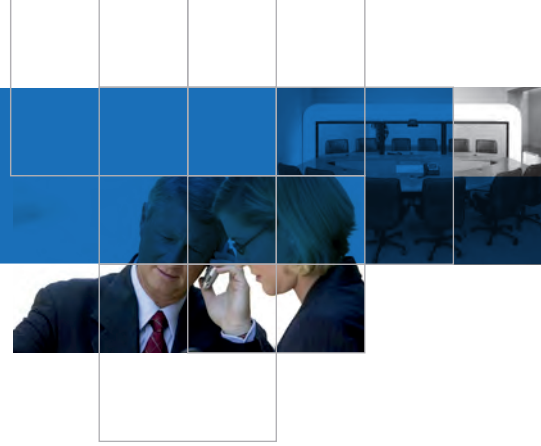
To get started customers can simply download the Cisco Unified Communications with IBM Lotus Sametime suite of plug-ins from Cisco.com (see Ordering Information below) and start integrating their Cisco and IBM Lotus user experiences today (see Table 1 for system requirements).

System Requirements

Table 1 lists the Cisco Unified Communications with IBM Lotus Sametime system requirements broken out by the IBM Lotus components and each Cisco Unified Communications feature. Refer to product release notes or compatibility matrices on Cisco.com for more detailed system requirements information.

Table 1. System Requirements

Component	Requirement
IBM Lotus Sametime	Lotus Sametime Version 8.0.1 or later
AND/OR	
IBM Lotus Notes	Lotus Notes 8.0.1 or later (with Sametime licensing for 3rd-party plug-in support)
IP Telephony—Cisco IP Communicator Click to Call with IBM Lotus Sametime *	
Client Platform	Windows XP (Service Pack 2), Windows Vista (Business, Enterprise; MSDN version is not supported) Windows 7 (Professional, Enterprise, Ultimate; 32-bit & 64-bit)
Softphone	Cisco IP Communicator 2.1(3) or later Cisco Unified Video Advantage 2.0 or later (optional)
Call Control	Cisco Unified Communications Manager 6.1 or later (including Business Edition)
Plug-in (client-side)	Cisco Phone Control and Presence with IBM Lotus Sametime **
IP Telephony—Cisco Phone Control with IBM Lotus Sametime *	
Client Platform	Windows XP (Service Pack 2), Windows Vista (Business, Enterprise; MSDN version is not supported) Windows 7 (Professional, Enterprise, Ultimate; 32-bit & 64-bit)
Call Control	Cisco Unified Communications Manager 6.1 or later (with CTI enabled; including Business Edition)
Plug-in (client-side)	Cisco Phone Control and Presence with IBM Lotus Sametime **
IP Telephony—Click to Call and Conference with IBM Lotus Sametime *	
Client Platform	IBM Lotus Sametime client platforms supporting TCSPI-based telephony features
Call Control	Cisco Unified Communications Manager 6.0 or later (including Business Edition; 7.0 or later for click to conference)
Plug-in (server-side)	Click to Call and Conference with IBM Lotus Sametime****
Presence—Cisco Phone Presence with IBM Lotus Sametime	
Client Platform	Windows XP (Service Pack 2), Windows Vista (Business, Enterprise; MSDN version is not supported) Windows 7 (Professional, Enterprise, Ultimate; 32-bit & 64-bit)
Presence Server	Cisco Unified Presence 7.0(3) or later *****
Call Control	Cisco Unified Communications Manager 6.1 or later (including Business Edition)
Plug-in (client-side)	Cisco Phone Control and Presence with IBM Lotus Sametime **
Conferencing—Cisco WebEx Click to Conference from IBM Lotus Sametime Instant Messaging	
Client Platform	Windows XP (Service Pack 2), Windows Vista, Windows 7
Conferencing Platform	Cisco WebEx
Plug-in (client-side)	Cisco WebEx Productivity Tools ***

Component	Requirement
Unified Messaging—Cisco Unified Messaging with IBM Lotus Sametime	
Client platform	Windows XP (Service Pack 2), Windows Vista (Business, Enterprise; MSDN version is not supported)
	Windows 7 (Professional, Enterprise, Ultimate; 32-bit & 64-bit)
	Apple Mac OS X 10.4.x or later (PowerPC requires Sametime patch from IBM)
	Novell SUSE Linux Enterprise Desktop version 10
	Novell Linux Desktop version 9
	Red Hat Enterprise Linux version 4
Voicemail system (IMAP required)	Cisco Unity 5.0 or later with Microsoft Exchange
	Cisco Unity 5.0-7.0 with IBM Lotus Domino
	Cisco Unity Connection 2.1 or later
Plug-in (client-side)	Cisco Unified Messaging with IBM Lotus Sametime

* "Cisco IP Communicator Click to Call with IBM Lotus Sametime" and "Cisco Phone Control with IBM Lotus Sametime" are designed to be deployed together or individually with the other features in Table 1 except for "Click to Call and Conference with IBM Lotus Sametime." Similarly, "Click to Call and Conference with IBM Lotus Sametime" is designed to be deployed with the other features in Table 1 except for "Cisco IP Communicator Click to Call with IBM Lotus Sametime" and "Cisco Phone Control with IBM Lotus Sametime."

** Multiple features are delivered through this plug-in, and the administrator can choose to enable any combination of them.

*** Plug-in included with Cisco WebEx Productivity Tools, which are available through the Cisco WebEx service. Cisco WebEx with integrated Cisco Unified MeetingPlace voice conferencing can also be used.

**** The 8.0 version of this plug-in supports IBM Lotus Sametime 8.5 or later. IBM Lotus Sametime 7.5.1 CF1 & 8.0 are supported with earlier versions of this plug-in.

***** Cisco Unified Presence 8.0.2 is the minimum supported version in the 8.0 product family.

Ordering Information

Cisco Unified Communications with IBM Lotus Sametime is available free of charge to customers who already have relevant Cisco Unified Communications and IBM Lotus components in Table 1.

The software can be downloaded from the Cisco Software Center at: http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240.

Simply select "Unified Communications Applications" and then "Cisco Unified Communications with IBM Lotus" to access the download.

The Cisco Unified Communications products referenced are part of Cisco Unified Workspace Licensing. Please visit: http://www.cisco.com/go/workspace_licensing for more information and to determine whether Cisco Unified Workspace Licensing is appropriate for your organization.

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services enhances your technology experience to accelerate true business advantage.

For More Information

For more information about Cisco Unified Communications with IBM Lotus, visit: http://www.cisco.com/web/partners/pr67/pr30/IPC/solution_home.html or contact your local Cisco account representative.

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