CHAPTER 2

# Prepare and Plan

## Introduction to Prepare and Plan

In the Prepare and Plan phase, you evaluate Cisco technologies that address your business needs. Gather information about your business and technical environment that will feed into the high-level design. Then, create a business case for the IP telephony system that provides the best return on your investment.

You can navigate to any topic on this tab by using the tab navigation pane at the left of the content pane. This navigation pane contains the table of contents (TOC) for the active tab.

### Before You Begin

Understand the features and functions of IP telephony applications. Start with the Cisco Unified Communications Features and Benefits Overview and the System Release Notes. Then, review the deployment models to understand your options.

### When You Are Done

You have defined and created the following:

- Your business and system requirements
- A list of components and applications that match the requirements
- A project plan based on those requirements including a proposed, high-level design

### Major Concepts and Tasks in This Process

- Planning Concepts
- Planning Tasks

## Planning Concepts

Read these conceptual, overview topics for the background knowledge that you need to build an intelligent plan.

- Cisco Unified Communications System Description

  This document contains a high-level overview of the Cisco Unified Communications family of products.

Links to other key concept topics:

- IP Telephony Components and Applications

- Understanding Call Flows
- Planning Your System Upgrade
- Design for High Availability

## Cisco Unified Communications System Description

The Cisco Unified Communications System Description document is an overview of the Cisco Unified Communications systems approach, in which individual Cisco hardware and software components are integrated for seamless interoperability. Download the Cisco Unified Communications System Description (right-click to download PDF), or view these topics:

- Cisco Unified Communications Features and Benefits Overview
- Deployment Models
- Component Protocols and APIs
- Cisco Unified Communications Component Overviews
- Deployment Methodology

# Cisco Unified Communications Features and Benefits Overview

The Cisco Unified Communications 5.1 system securely integrates voice, video, and other collaborative data applications into intelligent network communications solutions. This system, which includes IP telephony, unified communications, rich-media conferencing, IP video broadcasting, and customer contact solutions, takes full advantage the power, resiliency, and flexibility of an IP network. The elements of this system were designed, developed, documented and tested as part of a comprehensive, end-to-end Unified Communications System.

The Cisco Unified Communications system reduces the cost and complexity associated with managing multiple and remote sites, meets stringent quality of service (QoS) requirements, and provides optimal availability and security when deployed as part of a converged network. In addition, the solution interoperates with existing time-division multiplexing (TDM)-based systems and enterprise business applications, allowing organizations to migrate to full-featured IP Communications while maintaining existing technology investments.

This topic provides an overview of the key features and benefits of Cisco Unified Communications. It includes these sections:

- System Definition
- System Release Strategy
- Service Offerings
- Career Certifications
- Solution Bundling
- Intelligent Information Network
- Business Productivity Applications
- Customer Interaction Network
- IP Communications
- Security

- Deployment and Migration
- Serviceability

# System Definition

The Cisco Unified Communications system is designed for a single, secure, converged network. Part of an integrated, comprehensive Cisco architecture, the communications applications reside “in” the network, not “on” the network, and can easily incorporate emerging business processes, applications, and new devices. Applications can be deployed in a single instance, rather than in multiple instances, and managed services offerings further increase deployment flexibility. Standards-based Cisco Unified Communications products let organizations migrate based on business needs, not technical limitations, to keep pace with new technology.

# System Release Strategy

The Cisco Unified Communications system includes the following types of releases:

- Major release—Marks the beginning of a major new release version. This release type typically is based on a major release of at least one of these components: Cisco Unified CallManager, Cisco Unity, Cisco Unified MeetingPlace, Cisco Customer Response Solutions.
- Minor release—Adds features and fixes to an existing major release. This release type can consist of revisions to existing components and new versions of components.
- Maintenance release—Contains bug fixes for one or more of the components. This release type is based on an existing major or minor release.

For example, in Cisco Unified Communications release 5.1(1), “5” indicates the major release, the first “1” indicates the minor release, and the second “1” indicates the maintenance release.

# Service Offerings

Using the Cisco Lifecycle Services approach, Cisco Systems and its partners offer a broad portfolio of end-to-end services. These services are based on proven methodologies for deploying, operating, and optimizing Unified Communications solutions. Planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support. Optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.

# Career Certifications

The Cisco Certified Voice Professional (CCVP) certification and related certifications are designed for IT professionals who are responsible for integrating voice technology into underlying network architectures. Individuals who earn a CCVP certification can help create a telephony solution that is transparent, scalable, and manageable. Earning a CCVP certification validates a robust set of skills in implementing, operating, configuring, and troubleshooting a converged IP network. The certification

content focuses on many components of the Cisco Unified Communications system, including Cisco Unified CallManager, quality of service (QoS), gateways, gatekeepers, IP phones, voice applications, and utilities on Cisco routers and Cisco Catalyst switches.

# Solution Bundling

In addition to providing traditional solution ordering, where you choose the individual components and quantities that you require, the Cisco Unified Communications system provides flexible bundling options. A bundled solution simplifies the way in which you order applications and services and makes it easy to add options.

# Intelligent Information Network

The Cisco Intelligent Information Network facilitates the evolution of networking to systems. It allows the network to be used as a strategic asset and provides capabilities that include:

- Cisco Discovery Protocol (CDP)—A simple broadcast protocol that devices use to advertise their presence, it operates in the background and facilitates communication between a Cisco Unified IP Phone plugged into a network and the network switch.
- QoS—Cisco provides an end-to-end solution to ensure quality of service. QoS starts at the phone and LAN distribution layer, where packets are classified and marked as high priority traffic. Traffic markings originating from Cisco Unified IP Phones are automatically trusted by the Cisco switch infrastructure, which typically remarks traffic from nontrusted end user workstations. Configuration is made easier through Cisco AutoQoS, which automatically handles a range of tasks traditionally done manually, including classifying applications, generating policies, configuring the proper QoS configurations, monitoring and reporting to test QoS effectiveness, and enforcing service-level consistency.

  As traffic flows through the access layer, priority queuing and buffer management ensure that real-time traffic is prioritized over less time-critical data. Where bandwidth is most restricted, across the WAN, the Cisco solution provides RSVP for reserving the bandwidth needed for voice. Fragmentation and interleaving of large blocks of data ensure a steady stream of voice traffic, and voice packet header compression minimizes bandwidth consumed.
- VLAN—When a Cisco Unified IP Phone boots up on the IP network, it advertises its presence using CDP, and it requests an IP address lease from a DHCP server. The Cisco LAN switch learns of the new phones via CDP and automatically reconfigures to add that port to the VLAN used for voice.

  With this feature, the LAN infrastructure can distinguish a phone from a PC and does not require manual configuration every time a phone is added, moved, or removed.
- Wireless—Cisco wireless access points allow Cisco wireless phone users to roam a campus without losing voice connectivity. If a user roams to a different site, the system will discover the new physical location for emergency 911 information purposes.
- Power over Ethernet (POE)—Eliminates the need for local power connections for every phone. Cisco switches can be configured with redundant power supplies connected to uninterruptible power supplies in a data center to ensure that the power to the phone is preserved, even when local power for other equipment at the desk is lost. Most Cisco Unified IP Phone models support the industry-standard 802.3af power and the Cisco pre-standard inline power.
- Gigabit Ethernet (GigE)—Allows certain Cisco Unified IP Phone models to take advantage of a the emerging Gigabit Ethernet LAN infrastructure.

# Business Productivity Applications

The Cisco Unified Communications system provides a wide array of applications that enhance business and organizational productivity and efficiency. These applications offer capabilities that include:

- Rich-media conferencing—Cisco Unified MeetingPlace provides intuitive interfaces for setting up, attending, and managing meetings. Extensive voice, video using Cisco Unified Videoconferencing, and web conferencing capabilities enable a range of meeting applications, including highly collaborative meetings, training sessions, and presentations.
- Messaging—Cisco Unity provides users with access to voice, e-mail, and fax messages from a Cisco Unified IP Phone or from a PC. These solutions combine unified messaging with personal productivity tools to help manage communications quickly and conveniently. For midsize organizations, Cisco Unified Connection provides voice messaging, speech recognition, call routing rules, and desktop PC message access in a system that is easy to manage and deploy. For small organizations, Cisco Unity Express offers a voice messaging solution that integrates with your router.
- Common interface—Cisco Unified Personal Communicator is a presence-based desktop application that provides a focal point for phone services, directory services, messaging, and conferencing.
- Cisco Unified Presence Server—The focal point of all status processing, including attributes and capabilities. It links the various knowledge within each application to provide a ubiquitous and broad view of a defined user within the Cisco Unified Communications system.

# Customer Interaction Network

The Cisco Customer Interaction Network component provides a single, integrated platform for all contact center locations. It is a distributed, IP-based customer service infrastructure that easily integrates with legacy contact center platforms and networks, providing multi channel services and integration with customer relationship management applications.

- Intelligent contact routing and multi channel automatic call distribution (ACD)—Enables interaction with customers via phone (inbound or outbound), web, e-mail or chat. The application provides call handling tailored to different classes of customers and to individual customers, providing flexible contact center operational profiles based on varying business needs.
- Voice and web self-service—Extracts and parses web content and presents this data to customers through a telephony interface, allowing simple transactional requests to be handled by the interactive voice response (IVR) system instead of by agents. This application provides self-service automation with automatic speech recognition (ASR) and TTS. It also performs *prompt-and-collect* functions to obtain user data such as passwords or account identification that it can then pass to contact center agents, and it delivers proactive notification users through e-mail, fax, pager, and short message service (SMS).
- Agent and supervisor options—Provide full support for agent or supervisor interaction using chat capabilities. Instant messaging offers the capability to communicate with any or all the agents on a supervisor's team. Other options include:
  - Agent status monitoring
  - Silent monitoring
  - Barge-in
  - Intercept

  - Real-time and historical reporting
  - ACD

# IP Communications

IP communications provides powerful and efficient voice, data, and video communications, and related capabilities. Key features include:

- Video telephony—Allows video calls to be placed and received over an IP telephony network using the familiar phone interface. Video endpoints support common call features such as forward, transfer, conference, and hold. Use of a single infrastructure also enables a unified dial plan and user directory for voice and video calls.
- Mobility—Provides for several forms of user mobility, including:
  - Extension Mobility—Allows users to access any phone in the Cisco Unified Communications network as their simply logging in to the phone. After login, the phone assumes all of the user profile information, including line numbers, speed dials and service links.
  - Site/campus mobility—Allows users to access the Cisco Unified Communications network through the wireless Cisco Unified Wireless IP Phone 7920G.
- Emergency caller response/safety and security—Enables emergency calls in an IP network to be directed to the appropriate Public Safety Answering Point (PSAP). In this way, emergency agencies can identify the location of 911 callers without a system administrator needing to keep location information current.

# Security

The Cisco Unified Communications system takes a layered approach to protecting against various attacks, including denial of service (DOS), privacy, and toll fraud. Security features include:

- Encryption of signaling and media—Ensures that the signaling and the actual phone conversations are protected against unintended interception by third parties.
- Catalyst Integrated Security Features (CISF)—Includes private VLANs, port security, DHCP snooping, IPSource Guard, secure Address Resolution Protocol (ARP) detection, and dynamic ARP inspection. These features protect the network against attacks such as man-in-the-middle attacks and other spoofing.
- Integration with firewalls—Ensures that system platforms are accessible only by authorized devices. The firewall acts as a guardian between all IP devices and the Cisco Unified Communications system platforms, ensuring that only specific transactions are allowed.
- Secure platforms—Provides features, such as host-based intrusion detection, optional security scripts, and anti-virus software, that ensure that the platform is hardened against intruders and malicious code.
- Enhanced phone security features—Provides configurable levels of security. Options include configuring the phone to ignore Gratuitous Address Resolution Protocol (GARP) requests, disabling the PC port on the phone, disabling access to network configuration settings on a phone, and configuring a phone to accept only digitally signed firmware images.

# Deployment and Migration

The Cisco Unified Communications system is designed to be deployed efficiently and effectively. The solution offers:

- Flexible deployment models—Cisco Unified Communications supports LAN and WAN connectivity and can be configured for single-site or multi site networks. Headquarters, contact centers, branch offices, and telecommuter configurations can be interconnected without geographic constraints. Call processing and administration can be centralized or distributed.
- Integration with existing equipment and networks—Cisco Unified Communications provides gateway support to enable integration and interoperability with existing call processing equipment, phones, and TDM networks. This capability ensures compatibility with and migration from legacy systems, and supports:
  - Integration with PBXs through QSIG, Digital Private Network Signaling System (DPNSS), and PRI links
  - Integration with ACD platforms via CTI interface
  - Integration with legacy phones through gateways
  - Integration with TDM networks through gateways via T1, E1, and PRI links
- Open IP connectivity through SIP—Cisco Unified Communications provides enhanced support for SIP trunking (line side) and to a variety of SIP endpoints. An integrated Cisco Unified Presence Server provides user information and status and enables interconnection to popular messaging networks.
- High availability—Cisco Unified Communications networks can be built to meet high availability requirements as business needs dictate. Networks can be designed to ensure no single point of failure in either network topology or applications. Cisco Unified Survivable Remote Site Telephony (Unified SRST) allows remote branch offices to remain in service even when the WAN access link is lost.

# Serviceability

The Cisco Unified Communications Solution includes a set of complementary products, solutions, and services to help centrally manage an entire deployment. Capabilities include:

- Resource Management Essentials (RME)—Allows network administrators to view and update the status and configuration of all Cisco devices, including switches, access servers, and routers, from anywhere on the network through a standard web client.

  RME can rapidly and reliably deploy Cisco software images and view configurations of Cisco routers and switches.
- Cisco Unified Campus Manager—Provides graphical views of network topology and manages VLANs.
- Cisco Unified Operations Manager—Provides a unified view of the entire IP communications infrastructure and presents the current operational status of each element of the IP communications network. It continuously monitors the status of various IP communications elements, and provides diagnostic capabilities for troubleshooting and resolution.
- Cisco Unified Service Monitor—Provides a method for monitoring and evaluating the quality of IP communications-based telephony. It continuously monitors active calls and provides real-time notification if the voice quality of a call does not meet a predefined quality value.

- CiscoWorks LAN Management Solution (LMS)—A suite of management tools that simplify configuring, administrating, monitoring, and troubleshooting Cisco networks. These tools provide an integrated system for sharing device information across applications, and offer capabilities that include:
  - Network discovery, topology views, end-station tracking, and VLAN management
  - Hardware and software inventory management, centralized configuration tools, and syslog monitoring
  - Network response time and availability monitoring and tracking
  - Real-time device, link, and port traffic management, analysis, and reporting
  - Presentation of current operational status of an IP Communications deployment and service-level views of the network
  - Contextual diagnostic tools to assist with troubleshooting
  - Presentation of service-quality alerts by using the information available through Cisco Unified Service Monitor (when deployed)
  - Presentation of current information about connectivity- and registration-related outages that are affecting IP phones in the network, and information that identifies the IP phones
  - Tracking of IP Communications devices and the IP phone inventory, tracking of IP phone status changes (providing reports that document move, add, and change operations on IP phones in the network)
  - Real-time notifications using SNMP traps, syslog notifications, and e-mail
  - Real-time voice quality monitoring and real-time voice quality alerts
- Cisco Unified Communication Essential Operate Service—Cisco hardware and software maintenance and support for Cisco voice applications. Support activities include:
  - Incident troubleshooting
  - Incident remediation
  - Network infrastructure device replacement
  - Access to applications software updates
  - Assistance using leading practices
- Cisco Unified Communications Select Operate Service—Proactive support for Cisco voice technologies that combines Cisco technical support with voice application monitoring and reporting. Support activities include:
  - Incident troubleshooting
  - Incident remediation
  - Provisioning monitoring solution
  - Monitoring and notification
  - Network infrastructure device replacement
  - Access to applications software updates
  - Assistance using leading practices
- Cisco Unified Communications Remote Management Service—Remote management service that provides comprehensive monitoring, issue resolution, and day-to-day management of voice applications and converged networks. Support and management activities include:
  - System monitoring

- Incident diagnosing
- Defining remediation actions required to resolve incident
- Incident resolution, which can include managing break/fix service request, applying software updates and patches, or managing hardware replacements
- Day-to-day operational changes in a network, including logical move, adds, changes, and deletions
- Daily backup configurations for Cisco OS, Cisco Catalyst OS, and servers
- Reporting
- Maintenance management of third-party equipment

# IP Telephony Components and Applications

This topic provides links to IP telephony information and a list of the components and applications that make up a Cisco Unified Communications IP telephony system.

- Read IP Telephony Introduction for an overview of the IP telephony product portfolio.
- Read Compare Products and Solutions to see how IP telephony products fit into the Cisco Unified Communications system.
- See the Order Equipment topic on the Implement tab for ordering information.
- See Install and Configure System Components on the Implement tab for configuration information.

**Note** This list does not include IP endpoints (phones and video devices) or IP infrastructure equipment (routers, gateways, switches, and firewalls). For a list of those components and links to product information, see Component Resources.

The following components and applications can be employed in a Cisco Unified Communications IP telephony system:

- Cisco Unified CallManager
- Cisco Unified CallManager Express
- Cisco Unified Contact Center Express
- Cisco Emergency Responder
- Cisco Unified Presence Server
- Cisco Unity
- Cisco Unity Express
- Cisco Unity Connection
- Cisco Unified MeetingPlace
- Cisco Unified MeetingPlace Express
- Cisco Unified Survivable Remote Site Telephony (SRST)
- Cisco Fax Server
- Cisco SIP Proxy Server
- Cisco Unified MobilityManager

- Cisco Unified Operations Manager
- Cisco Unified Service Monitor
- CiscoWorks Resource Manager Essentials
- Cisco IP Communicator
- Cisco Unified Personal Communicator

## Release Matrix Tables

Refer to the release matrix tables to identify what components and releases are needed for a selected application and the recommended hardware and software for each component.

- Software Version Matrix
- Firmware Version Matrix

# Planning Tasks

The following overview shows the high-level tasks of the planning process:

- Determine Your Business Requirements
- Use Planning Tools and Templates
- Understand Your Deployment Options
- Identify System Components
- Collect and Analyze Data
- Create High-level Design

## Determine Your Business Requirements

Two important factors that drive your business requirements are:

- Call flows
- Installation requirements—upgrade or new installation

Review Step 1: Determine Your Requirements of the Deployment Methodology chapter in the Cisco Unified Communications System Description.

### Understanding Call Flows

Refer to the topic Understanding Call Flows on the Prepare and Plan tab.

### New Install or Upgrade

If you are a new user, see Install and Configure System Components.

If you have implemented IPC System Test Release 4.1 and you are upgrading or expanding your system, see Planning Your System Upgrade.

After you have planned your upgrade, see the Optimize tab for information on Performing a System Upgrade.

# Use Planning Tools and Templates

Solution Reference Network Design (SRND) documents provide guidelines, recommendations, and best practices for implementing enterprise network solutions. The following SRNDs are recommended for designing Cisco Unified Communications systems:

- Cisco Unified Communications SRND Based on Cisco Unified CallManager 5.x
- Cisco Unified Communications SRND Based on Cisco Unified CallManager 4.x
- Enterprise QoS SRND, Version 3.3 (right-click to download PDF)
- Cisco Unified Contact Center Enterprise SRND, Releases 7.0 and 7.1
- Cisco MeetingPlace 5.3 Solution Reference Network Design (SRND)

Additional SRND resources are available at the following URL.

http://www.cisco.com/go/srnd

## Solution Expert Tool

Solution Expert is a web-based tool that assists in the design, configuration, quoting, and ordering of Unified Communications products. Solution Expert is available for Cisco sales and partner systems engineers who have Unified Communications specializations.

With the Solution Expert tool, users can generate a recommended solution based on their requirements. Users can modify the recommended configuration if desired. Solution Expert validates any changes when it presents the new solution. Solution Expert also generates a bill of materials with list pricing, a Visio diagram, and other design documentation. To access Solution Expert, go to the following URL. For an overview of how to use the tool, see the introductory PDF on the home page.

http://www.cisco.com/go/sx

For more information on pricing and ordering guides, see Ordering Guides for Cisco Partners and Employees on the Resource Library tab.

## Quote Builder Tool

The Quote Builder tool is a solutions quoting application for Cisco Unified Communications products. Quote Builder is available to specialized partners and Cisco employees.

With Quote Builder, users can build a system quote with design documents to aid in the implementation of the solution. Quote Builder also validates designs for common deployments. Quote Builder generates a bill of materials, a network diagram, and design guides for deployment. To access Quote Builder, go to the following URL:

http://www.cisco.com/web/partners/quotebuilder/index.html

# Understand Your Deployment Options

Review the chapter Deployment Models from the System Description. Table 2-1 provides a guide to the chapter contents. This chapter also provides a diagram of each deployment model.

*Table 2-1 Deployment Models Guide*

| Deployment Model | Description |
|---|---|
| Small Single-Site Centralized Model | This model is designed for a small autonomous site with up to 250 users. |
| Medium Single-Site Centralized Model | This model is designed for a mid-size autonomous site with up to 1,000 users. |
| Large Single-Site Centralized Model | This model is designed for a large autonomous site with both on-site and remote users; supports up to 20,000 users. |
| Headquarters with Branches Model | This model is designed for a large central headquarters and multiple remote sites. This model can support up to 20,000 users, depending on number of sites. |
| Small Multi-site Distributed Model | This model is designed for multiple small to mid-sized sites connected to each other through a WAN. This model supports up to 2,500 interconnected sites with up to 250 users at each site. |
| Large Multi-site Distributed Model | This model is designed for multiple large sites connected to each other through a WAN (such as college campuses or factories). |
| Dedicated Contact Center Model | This model is designed for call center operations in which the primary function is the processing of inbound and outbound calls. |

See also Deployment Methodology in the Cisco Unified Communications System Description.

# Identify System Components

For a brief description of all the components available with Cisco Unified Communications, refer to the Component Overviews chapter in the Cisco Unified Communications System Description.

Refer to the Software Matrix and Firmware Matrix tables to identify what components and releases are needed for a selected application and the recommended hardware and software for each component.

# Collect and Analyze Data

Using available tools, system designers collect data on the network to assess network readiness.

Tasks for data collection and analysis include:

- Perform an infrastructure analysis—By obtaining floor plans and campus maps, including utilities and conduit systems, deficiencies in infrastructure can be identified.
- Perform an initial hardware and software gap analysis—A hardware gap analysis addresses space, power, cabling, conduits, PBXs, Key Systems, switches, routers, servers, WAN connections including analog and digital voice, and demarcs.

- Perform initial traffic analysis—Collect data on all potential converged infrastructure traffic flows. Use station message detail recording (SMDR) and billing records to determine legacy call volumes and use network management tools to collect key statistics on your IP data network.

## Create High-level Design

Once data is collected and analyzed, record the results in the site survey and high-level design documents.

The next topic, Understanding Call Flows, shows you how to use call flow data for your design.

# Understanding Call Flows

Call flow analysis is an important part of determining your business requirements. Call flows show you how your calls are handled physically, which drives your equipment requirements. Call flows also help to determine the network routing plan.

# Planning Your System Upgrade

This topic provides an overview of the upgrade process, the software releases that are involved in the upgrade process, and the different upgrade strategies that can be used based on the size of the customer network.

**Note** There may be more than one upgrade path available based on the software deployed in your specific environment. For more information, see Upgrade Paths for IP Telephony Components.

This topic contains the following sections:

- Introduction
- Release Sets
- Upgrade Roadmap
- Upgrade Overview
- System Upgrade Paths
- System Upgrade Strategies

When your upgrade plan is in place and you are ready to upgrade, go on to Performing a System Upgrade on the Optimize tab.

# Additional Sites and Services

Steps to Success is a Cisco methodology that outlines the tasks required to complete a successful customer engagement. Registered users can visit the Steps to Success resource site for Cisco Unified Communications process flows.

Cisco Unified Communications Services is a Cisco service offering that provides engineering expertise and best practices.

- Registered users can visit the Cisco Unified Communications Services partner site.
- Nonregistered users can visit the Cisco Unified Communications Services site.

# Related Training

View these downloadable videos for general training on planning Cisco Unified IP telephony systems.

- Unified Communications System Overview

  This video describes the system release approach. It presents the system components at a high level; describes system bundles, pricing, and services; and outlines the deployment models and migration strategies.

- Unified Communications System Architecture

  This video describes the purposes and uses of the system architecture components. It details the SRND-recommended deployment models, and describes the changes to the deployment models for Cisco Unified CallManager and Cisco Unity. It also covers security and network management recommendations.

For more Cisco Unified Communications training videos, see the Training Library.

# Cisco Unified Communications System Demos

The Cisco Unified Communications system demonstration describes the various methods available for use by Cisco sales teams to demonstrate the Cisco Unified Communications system.

Cisco Unified Communications System Demonstration Programs **(Internal)**