


• NETWORKERS

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# Cisco Unity: The Newest Member of the IP Telephony Community

Session ICS-110

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## What Is Cisco Unity?

**Cisco Unity Is a Unified Communications Solution that Helps Enterprises Improve Customer Service and Productivity by Giving Employees Access to and Management of Messages and Calls from Anywhere, at Any Time, Regardless of Access Device or Media Type**

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## Why Do Enterprises Want Cisco Unity?

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- **Modern communications facts:**
  - 900 million voicemails a day!**
  - 5 million e-mails a minute!**
  - 30% of long distance is fax!**
  - Mobile workforce/cell phones**

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## Your Communications Challenges

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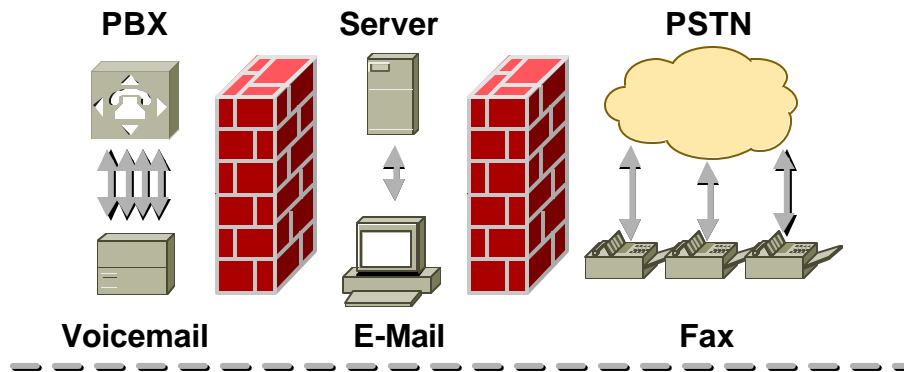
- **Rising customer service expectations**
- **More ways to communicate**
- **Increased message volume**
- **Explosion in Internet use**
- **Growth in the number of mobile or geographically dispersed workers**

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## The “Silo” Approach to These Challenges

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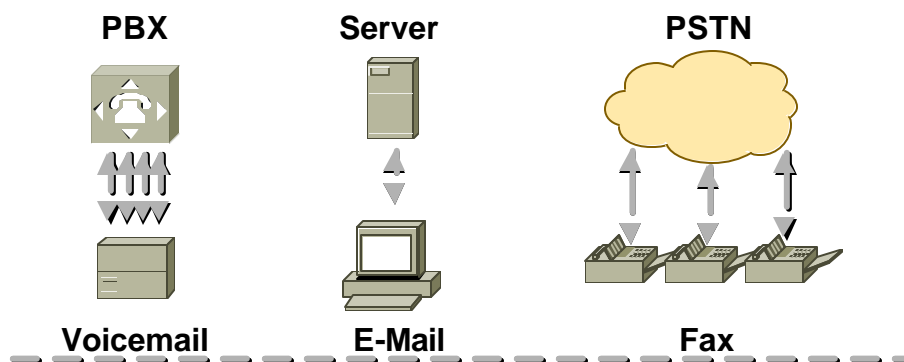
- **Problems with the “silo” approach:**  
Separate administration, separate infrastructure  
Separate directories, separate storage

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## The “Unified” Approach to These Challenges

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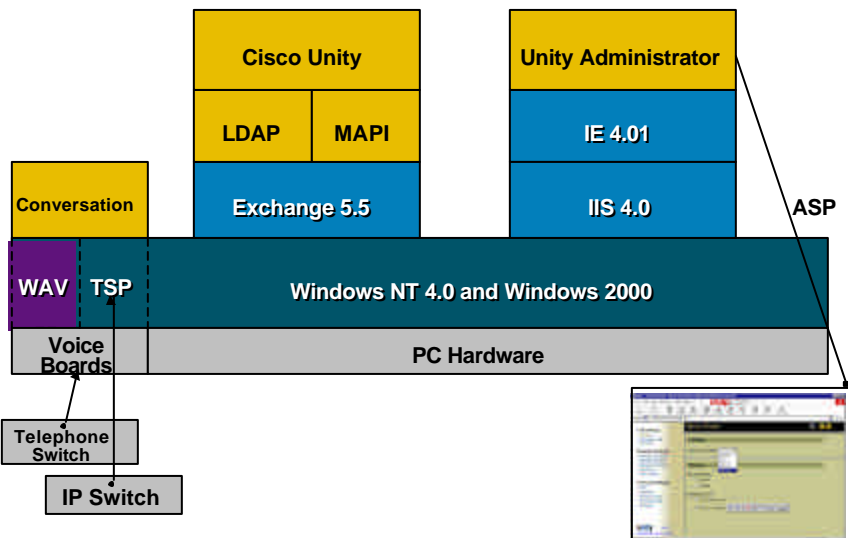
- **Unified communications eliminates the “silo” problem**  
Unified administration, one infrastructure  
One directory, one message store

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## Architectural Overview

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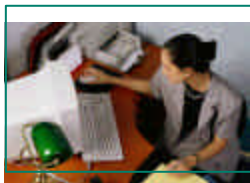


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## What Are the Benefits of Unified Communications?

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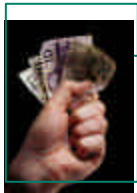
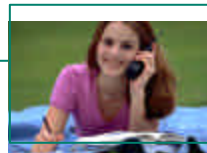


### Employee Productivity

- Message access anywhere, any way, anytime
- One-stop message management
- Prioritization of messages by user

### Customer Satisfaction

- Increases speed of communication
- Allows for flexible communication flow



### Cost Reductions

- Moves/adds/changes are faster
- Single infrastructure to manage
- Single transport infrastructure for all media: Data/voice/video

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## Cisco Unity Communications Solutions

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- **Cisco Unity Unified Messaging**
  - Full unified messaging
  - Works with Cisco CallManager
  - Compatible with MS-Exchange 5.5
  - Will be compatible with Lotus Notes
- **Cisco Unity Voice Messaging**
  - IP voice messaging
  - Upgradeable to Cisco Unity UM
  - Works with Cisco CallManager



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## Cisco Unity Unified Messaging

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**Cisco Unity Unified Messaging Is a  
Convergence-ready, True Unified Messaging  
Solution that Gives Subscribers Better  
Access to and Control over Their  
Communications in a Microsoft Exchange or  
Lotus Domino (Future) Environment**

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## Cisco Unity Unified Messaging Delivers

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- True unified messaging
- Automated attendant
- Browser-based personal and system administration interfaces
- Convergence-ready communications
- Advanced features, including text-to-speech and mobile message notification

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## Cisco Unity Voice Messaging

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Cisco Unity Voicemail Is a  
Convergence-ready, Voice Messaging  
Solution that Gives Subscribers Better  
Access to and Control over Their  
Communications **Regardless of Their  
E-mail System**

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## Cisco Unity Voice Messaging Delivers

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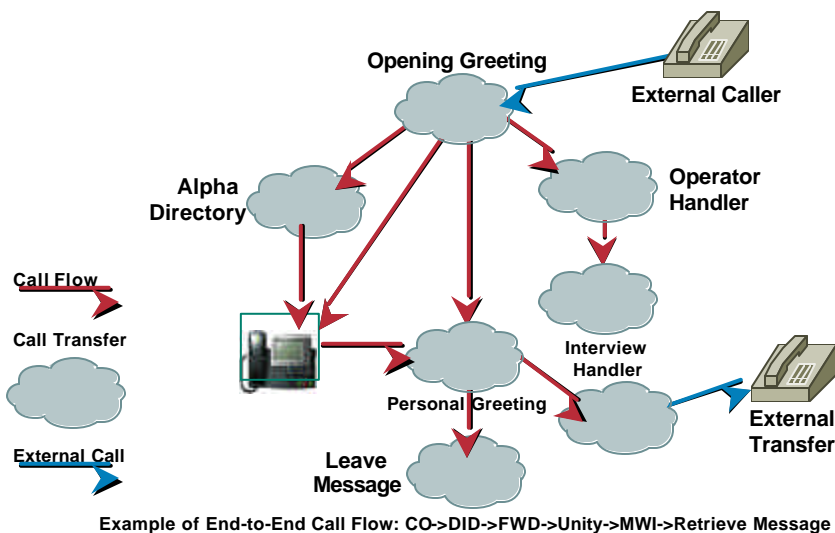
- Affordable voice messaging and automated attendant
- An easy migration path to Cisco Unity
- Browser-based consoles for personal and system administration
- Convergence-ready communications

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## Cisco Unity Automated Attendant— Call Handler Tree

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## Comparison: Cisco Unity Voice and Unified Messaging

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### Cisco Unity Voice Messaging

- **Message access**  
Voice/fax from TUI  
Notification via SMTP
- **Address book**  
Voice
- **Administration**  
Two directories
- **Installation**  
As separate NT domain server

### Cisco Unity Unified Messaging

- **Message access**  
Voice/fax/e-mail from MS Outlook and TUI  
Notification via SMTP
- **Address book**  
Global address list
- **Administration**  
One directory
- **Installation**  
As part of the Exchange network

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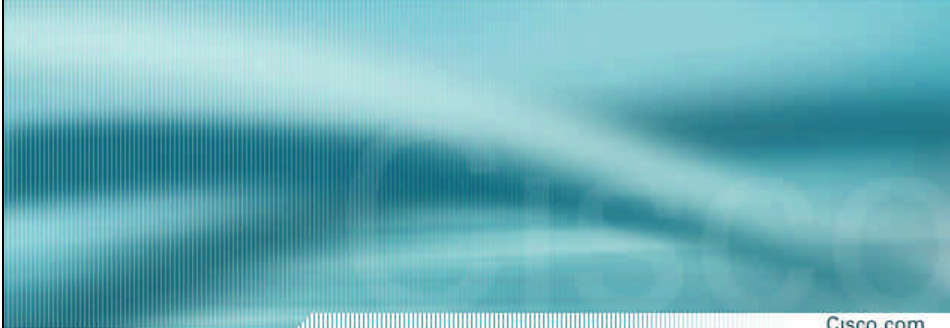
## Comparison: Cisco Unity Voice and Unified Messaging (Cont.)

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	Cisco Unity Voice Messaging	Cisco Unity Unified Messaging
Remote System Admin.	Yes	Yes
ActiveAssistant	Yes	Yes
Third Party Fax Integration	No	Yes
Unified Messaging	No	ViewMail for Outlook
Text-to-Speech	No	Up to 6 Sessions
Digital Networking	Yes	Yes
Automated Attendant	Yes	Yes

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# Let's See Cisco Unity in Action

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## What People Are Saying about Cisco Unity

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- **Cisco Unity wins “Best of Show at Microsoft TechEd 2000” from Windows 2000**

“Cisco Unity is a true unified messaging solution that integrates well with Microsoft Exchange® and BackOffice® applications. It also functions equally well in PBX, (pure) IP, and hybrid network environments.”
- **Cisco Unity beats out Lucent and others to win Computer Telephony’s Unified Messaging Shootout**

“(Cisco Unity) racked up a perfect score for its Outlook integration. The reviewers found it to be very seamless, with the cleanest and most intuitive interface of those evaluated.”

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## What People Are Saying about Cisco Unity (Cont.)

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- **Cisco Unity wins “Best of Show at MEC99” from Windows NT**

“Our judges looked for several qualities in the award-winning products. Innovation always gets our attention. Cisco Unity brings voice mail and fax messages to the familiar e-mail Outlook interface with clean, intuitive implementation.”
- **Cisco Unity aces TMC Labs Review, wins “Editor’s Choice 2000” from Communications Solutions**

“Cisco Unity deserves the highest praise for its usability. Our favorite ‘feature,’ from the subscriber’s perspective, is how seamlessly Cisco Unity becomes a part of Windows and caters to most users’ current knowledge base.”

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## What Differentiates Cisco Unity Today?

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- **True unified messaging for exchange**
- **Powerful automated attendant**
- **Web-based administration**
- **Works with both CallManager and leading legacy PBX’s, even simultaneously**
- **Multilingual capability**
- **A foundation for rolling out future convergence-based communications services**

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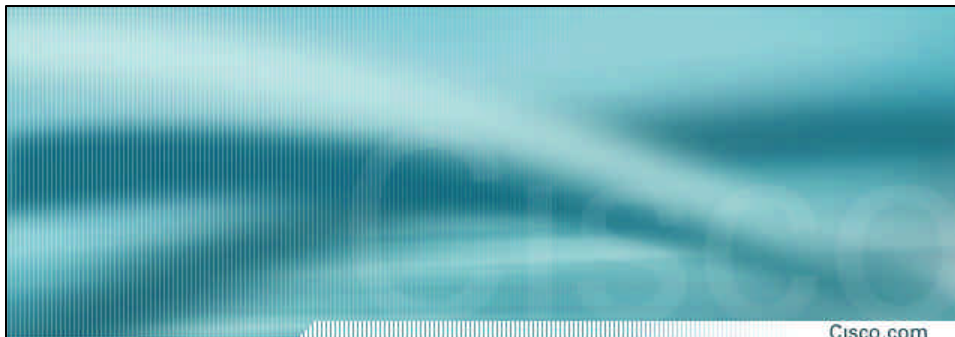
## What Will Differentiate Cisco Unity in the Future?

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- Microsoft Exchange 2000 support
- Lotus Domino support
- Large enterprise needs
- Legacy system interoperability
- Next generation features

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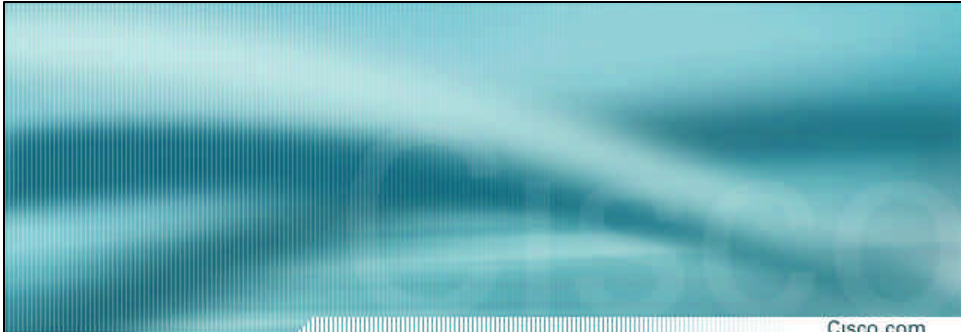
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# Please Complete Your Evaluation Form


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EMPOWERING THE  
INTERNET GENERATION<sup>SM</sup>

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