Cisco Unity: The Newest Member of the IP Telephony Community

Session ICS-110

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
Why Do Enterprises Want Cisco Unity?

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

Your Communications Challenges

- 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
The “Silo” Approach to These Challenges

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

The “Unified” Approach to These Challenges

- Unified communications eliminates the “silo” problem
  - Unified administration, one infrastructure
  - One directory, one message store
What Are the Benefits of Unified Communications?

**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
Cisco Unity Communications Solutions

- 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

Cisco Unity Unified Messaging

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
Cisco Unity
Unified Messaging Delivers

- 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

Cisco Unity Voice Messaging

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
Cisco Unity Voice Messaging Delivers

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

Cisco Unity Automated Attendant—Call Handler Tree

Example of End-to-End Call Flow: CO->DID->FWD->Unity->MWI->Retrieve Message
Comparison: Cisco Unity Voice and Unified Messaging

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 Voice 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

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Cisco Unity Voice Messaging</th>
<th>Cisco Unity Unified Messaging</th>
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<tbody>
<tr>
<td>Remote System Admin.</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>ActiveAssistant</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Third Party Fax Integration</td>
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<td>Yes</td>
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<tr>
<td>Unified Messaging</td>
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<td>Yes</td>
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<tr>
<td>Text-to-Speech</td>
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<td>Yes</td>
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<tr>
<td>Digital Networking</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Automated Attendant</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>ViewMail for Outlook</td>
<td>Up to 6 Sessions</td>
<td>Yes</td>
</tr>
<tr>
<td>Up to 6 Sessions</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Let’s See Cisco Unity in Action

What People Are Saying about Cisco Unity

- 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.”
What People Are Saying about Cisco Unity (Cont.)

• 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.”

What Differentiates Cisco Unity Today?

• 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
What Will Differentiate Cisco Unity in the Future?

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

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