Data Sheet

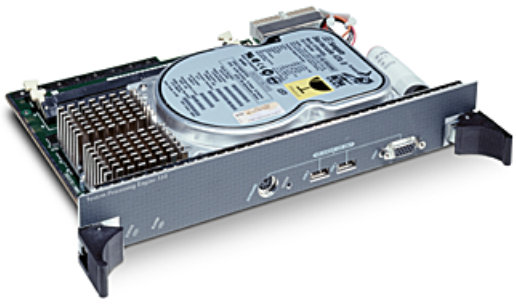
Cisco Unity Voice Messaging Version 4.0 for the Cisco ICS 7750 Integrated Communications System

The Cisco ICS 7750 Integrated Communications System brings the benefits of converged IP services to midmarket businesses and enterprise branch offices. The Cisco ICS 7750 is a versatile IP telephony and services solution that helps businesses harness the power of the Internet through converged applications and allows them to anticipate and respond to customer needs more efficiently. Call processing, voice applications, and multiservice IP routing are integrated within the system chassis to deliver true convergence while enhancing system manageability. The modular system architecture enables the expansion of call processing, routing capacity, and IP services to deliver system availability and scalability. The Cisco ICS 7750 gives customers the flexibility to choose the optimal configuration for their business environments and allows them to increase profitability through improved customer interaction.

Cisco Unity™ Voice Messaging Version 4.0 for the Cisco ICS 7750 brings integrated, best-of-breed, world-class voice-messaging and automated-attendant functionality to the Cisco ICS 7750. Because Cisco Unity Voice Messaging is integrated within the Cisco ICS 7750 chassis, it takes advantage of the inherent versatility and availability of the Cisco ICS 7750 system. It scales from 25 to 500 mailboxes and provides an abundance of sessions and ports (from 16 to 32) for voice mail or for Auto Attendant needs. In addition, it provides optional networking to other Cisco Unity locations as well as to traditional voice-mail sites using the Voice Profile for Internet Mail (VPIM) protocol or the Audio Messaging Interchange Specification (AMIS) protocol or the Cisco Unity Bridge option.

Cisco Unity Voice Messaging v4.0 for the Cisco ICS 7750 offers 18 telephony-user-interface (TUI) languages to choose from. Cisco Unity Voice Messaging, a Windows 2000-based application, is a robust product that customers can depend on to enhance customer satisfaction and increase employee productivity.

Figure 1:
Cisco SPE 310 Systems Processing Engine with Cisco Unity Voice Messaging



Integration Benefits of Cisco Unity Voice Messaging Within the Cisco ICS 7750

Cisco Unity Voice Messaging for the Cisco ICS 7750 is loaded on a Cisco SPE 310 System Processing Engine blade within the Cisco ICS 7750 system (Figure 1). This integration allows Cisco Unity Voice Messaging to take advantage of Cisco ICS 7750 system-monitoring,

fault-management, and redundant-power capabilities. It also provides full interoperability with Cisco AVVID (Architecture for Voice, Video and Integrated Data) solutions. An inherent part of Cisco AVVID is the seamless interoperability between Cisco Unity Voice Messaging and Cisco CallManager. Because Cisco Unity Voice Messaging for the Cisco ICS 7750 can hone to multiple Cisco CallManager clusters, it can provide seamless voice-mail availability in the unlikely event of a Cisco CallManager cluster failure.

Cisco Unity Voice Messaging for the Cisco ICS 7750 Is Scalable and Versatile

Cisco Unity Voice Messaging for the Cisco ICS 7750 scales from 25 to 500 subscriber mailboxes and from 16 to 32 sessions (or ports). Capacity upgrades are fast, and they require no additional hardware because keycodes are used to activate the number of subscriber mailboxes and sessions as well as to maintain networking functionality.

To enable voice messaging between multiple customer locations, Cisco Unity systems offer several options. For customers with multiple Cisco Unity locations, a digital networking feature is available for networking Cisco Unity Voice Messaging or Cisco Unity Unified Messaging locations. For customers with sites with legacy voice-mail messaging systems, VPIM, AMIS, or the Cisco Unity Bridge options are available. Cisco Unity Bridge provides a tightly integrated analog networking solution for Octel 250 and 350 voice-messaging systems. Each of these options allows subscribers to simply reply to messages from a mailbox from anyone on the voice-mail network. The Cisco Unity broadcast feature allows voice messages to be delivered to many Cisco Unity subscribers with a few keystrokes.

Because Cisco Unity ports are dynamically allocated for voice-messaging or automated-attendant functionality, customers benefit from efficient port usage. The hard drive of the Cisco SPE 310 card running Cisco Unity Voice Messaging has enough capacity to provide each of the 500 mailbox subscribers with at least 30 minutes of voice storage.

Available Packages

Cisco Unity Voice Messaging v4.0 for the Cisco ICS 7750 is available in the following packages:

- 16 sessions (or ports) and 25 mailboxes
- 16 sessions and 50 mailboxes
- 16 sessions and 100 mailboxes
- 16 sessions and 200 mailboxes
- 32 sessions and 350 mailboxes
- 32 sessions and 500 mailboxes

Networking options for these packages include Cisco Unity Digital Networking, VPIM, AMIS, and Cisco Unity Bridge.

- User mailbox upgrades available in 5- and 25-user packages
- Visual messaging interface (VMI) option available for 1 to 50 users
- Multiple-language options

Additional Benefits

Besides providing voice-messaging and automated-attendant functionality, Cisco Unity Voice Messaging for the Cisco ICS 7750 includes Active Assistant, a dynamic personal Web administration tool that allows subscribers to customize personal settings from Internet Explorer 4.01 or higher. Subscribers can quickly and easily establish or change personal settings such as security codes, set up time-sensitive greetings and personal distribution lists, and enjoy many other personal-setting options. Active Assistant reduces the workload for system administrators by giving subscribers the flexibility to customize Cisco Unity Voice Messaging to suit changing demands in their work environments.

With Cisco Unity v4.0, a VMI option is available that allows users to access their voice messages on a desktop PC or through Internet Explorer (v5.5 or higher). Remote workers can minimize toll charges by using their PCs to listen and respond to voice messages without calling into the voice-mail system.

Also, Cisco Unity Voice Messaging for the Cisco ICS 7750 provides the Simple Mail Transfer Protocol (SMTP) capability that allows voice-mail users to receive e-mail notification that they have received voice messages and need to call into the Cisco Unity system to retrieve them.

Table 1 Cisco SPE 310 Features and Benefits

Features	Benefits
Active Assistant browser	Subscribers can customize message notification and schedules.
Configurable bypass greeting option	Subscribers can easily transfer into their mailboxes for faster assess to voice messages.
Network dial by name	Subscribers can call others on the network by using the keypad to spell names.
Time-sensitive greeting	Subscribers can apply schedules to personal greetings and automated-attendant functions.
Outside caller conversation options	Outside callers can associate rules to the messages being left for subscribers.
Configurable maximum message length, inbound	For the subscriber who gets many messages per day, the feature ensures that callers leave short messages.
Distribution lists, user controlled	Subscribers can configure distribution lists to forward voice mails quickly to multiple mailboxes.
Private groups	Subscribers can create groups available only for their use.
Public distribution lists	Many subscribers can use the same distribution list to forward voice messages to multiple mailboxes.
Message delivery, user controlled	Users can time the delivery of voice messages to other subscribers.
Urgent delivery	Incoming callers can mark voice messages as urgent so that they will be heard sooner than other voice messages.
Pager support	Subscribers can be paged if voice messages are left in their mailboxes.

Table 1 Cisco SPE 310 Features and Benefits

Features	Benefits
Message stack (first in, first out)	Subscribers can listen to messages in the order they were received.
Reverse, pause, and fast forward	Subscribers can reverse, pause, or fast forward when listening to a voice message.
Volume control	Subscribers can adjust the volume when listening to messages.
Message receipt return, user controlled	Subscribers can control when they would like to be notified that messages have been received.
Message forward	Messages can be forwarded to other Cisco Unity subscribers.
Message editing	Subscribers can edit messages before sending them.
Private message	Callers can mark voice messages private so that they cannot be forwarded to others.
Urgent message	Callers can tag voice messages as urgent.
Call screening, subscriber controlled	Subscribers can screen and control incoming calls based on the calling line ID (CLID), time of day, and day of week
Call holding, subscriber controlled	Subscribers can screen and control holding calls.

Table 2 Cisco Unity Voice-Mail System Administration Features

Features	Benefits
Cisco Unity System Administrator	This Web-based administration tool provides access to the Cisco Unity server using a LAN connection or remote connection. It is used to create or modify subscriber accounts, configure messaging options, assign classes of service, record greetings, and run reports.
System administration reports	Reports can be generated for data stored in the system, such as subscriber message activity, distribution lists, phone logons, disk storage, administration access, and port usage.
Digital networking option	This optional feature provides subscribers network connection to other Cisco Unity Voice Messaging and Unified Messaging sites. Subscribers are able to forward, reply, and broadcast messages to other subscribers.
AMIS option	
VPIM option	This optional feature provides subscribers analog network connection to some legacy voice-messaging products.
Cisco Unity Bridge server option	This optional features provides tight analog integration with traditional Octel 250 and 350 voice-mail systems that use Octel Analog Networking, allowing the use of existing communications systems and easing customer migration to IP telephony.

Table 2 Cisco Unity Voice-Mail System Administration Features

Features	Benefits
VMI option	Subscribers can listen and forward voice mail using a PC or Explorer (v5.5 or higher).
Configurable recording capacity per user	An administrator can control hard drive space.
Configurable maximum message length, outbound	An administrator can control hard drive space.

Table 3 Cisco Unity Automated-Attendant Features

Features	Benefits
Sixty-four supported schedules	Different messages can be played to incoming callers based on time of day or day of week. For example, a caller could be alerted that a business is closed because of a holiday or because the call arrived after hours.
Rules-based call routing	Calls can be routed to different targets based on time of day, day of week, or type of call.
Routing based on automatic number identification (ANI)	Different greetings and routing of calls can be based on ANI. For example, a caller from an area code in California could be routed to one greeting and destination while a caller from New York could be routed to another greeting and destination.
Routing based on digital number identification service (DNIS)	Different greetings and routing of calls can be directed based on DNIS. For example, a caller dialing an 800 number to reach a service group could be given one greeting and destination while a caller dialing a different 800 number to buy a product could be given a different greeting and target destination.
Port routing	Ports can be allocated for specific use.
Trunk routing	Incoming trunks can be auto-terminated to the Cisco Unity AutomatedAttendant, where users would listen to an array of greetings.
Single-digit connection	Upon hearing a greeting, callers can be connected to the desired destination by pressing only one digit.
Call screening, subscriber controlled	Subscribers can screen and control incoming calls based on CLID, time of day, and day of week.
Call holding, subscriber controlled	Subscribers can screen and control holding calls.
Alpha directory	Incoming callers can use their phone keypads to spell subscribers' names.
List subscriber names by directory using first or last names	Incoming callers can be presented with subscriber names by first or last name. They can select a subscriber and be routed to that subscriber.

Table 3 Cisco Unity Automated-Attendant Features

Features	Benefits
Call handlers	When a person dials into the system—either as an outside caller or as a subscriber—the system presents the caller with a series of menu options in the form of recorded prompts. The caller may respond to the prompts by pressing touch-tones. With each caller response, the Cisco Unity system can perform a function, present further options at the next level of the call-handler hierarchy, or route the caller to another application. Call handlers can be as simple or as complex as you wish and can perform many functions. Some organizations use call handlers to route callers to different departments or to provide morning, afternoon, and evening greetings. Others use them to play detailed informational messages, provide the system conversation in another language, or route callers to another call handler or interview handler.
Interview handlers	An interview handler is a type of call handler that collects information by asking a caller a series of questions. The interview handler can ask a caller up to 20 questions, all customizable by the system administrator. When a call gets routed into an interview handler, it plays each prerecorded question, beeps, and records the caller's response.
Support for TUI and .wav file recordings	For provisioning the greeting for menu options, greetings can be recorded by using the standard Cisco Unity Telephone User Interface or by importing .wav files.

Cisco Service and Support Solutions

Cisco Service and Support solutions are designed for one purpose: to ensure customer success by delivering a suite of proactive services. Delivered directly or through an ecosystem of best-of-breed service partners, Cisco Service and Support offerings provide presales network audit planning, design consulting, network implementation, operational support, and network optimization.

Cisco Advanced Services enable you to plan, design, build, implement, and optimize your solution for rapid deployment and increased system stability and availability.

Cisco Technical Support Services provide the maintenance and troubleshooting you need to keep your solution operational.

By purchasing service and support with the Cisco ICS 7750 Integrated Communications System, customers can confidently deploy a converged network architecture using Cisco experience, expertise, and resources.

Corporate Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters
Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters
Cisco Systems, Inc.
Capital Tower
168 Robinson Road
#22-01 to #29-01
Singapore 068912
www.cisco.com
Tel: +65 317 7777
Fax: +65 317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the

Cisco Web site at www.cisco.com/go/offices

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia
Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland
Israel • Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland
Portugal • Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden
Switzerland • Taiwan • Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

12/02 LDI-5024