



# Cisco Unified Communications System Release 6.0 (UC 6.0)



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# Cisco Unified Communications - A new way of communicating...

## Virtualization

*Any time, anywhere*

## Mobility

*Wired and wireless*

## Rich Media

*Voice, video, and Web collaboration*

## Presence

*Intelligence in the network*

## Policy & Preference

*Find me, follow me, hide me*

## Speech

*Simple access to services*


The central graphic features the word "Secure!" in large, stylized, purple-to-pink gradient letters. It is surrounded by several circular and rectangular inset images: a person at a computer workstation labeled "Operations Management"; a screenshot of an email inbox labeled "Unified Messaging"; a person on a mobile phone labeled "Mobility"; a multi-person video conference labeled "Conferencing and Collaboration"; a desk phone labeled "Desk Phones"; a person on a mobile phone labeled "Service and Support"; and a screenshot of a mobile phone's "Soft Clients" list showing a contact named "Karen Harvey" with a date "01/03/05 1.5".


# Unified Communications System Release 6.0

- 42 nye og opdaterede produkter
- Fokusområder:
  - Mobilitet
  - SMB og Mid-Market løsninger
  - Presence og Collaboration

# New and Enhanced Products

## ■ Cisco Unified Communications Systems

Cisco Unified Communications 500 Series for Small Business 

Cisco Unified Communications Manager Business Edition 

## ■ IP Telephony – Call Control and Phones

Cisco Unified Communications Manager 6.0

Cisco Unified Communications Manager Express 4.1

Cisco Unified SRST 4.1

Cisco Unified Presence 6.0

Cisco Emergency Responder 2.0

Cisco Unified IP Phone 7931G for Cisco Unified Communications Manager

Cisco Unified Wireless IP Phone 7921G 

Cisco Unified IP Phone Updates (7941G, 7961G, 7970G, 7971G-GE)

Cisco Unified Business and Department Attendant Consoles


## ■ Unified Communications Applications

Cisco Unified Mobile Communicator 

Cisco Unified Personal Communicator

Cisco Unified Applications Environment 2.4

Cisco IP Communicator 2.1

Cisco Unified CallConnector Mobility 

Cisco Unified MeetingPlace 6.0

Cisco Unified MeetingPlace Express 2.0

Cisco Unified MeetingPlace for MOC

Cisco Unified Phone Application Suite 

Cisco Unified Videoconferencing 5.1

Cisco Unity 5.0

Cisco Unity Connection 2.0

Cisco Unity Express 3.0

Cisco TelePresence MultiPoint Switch


Cisco Unified Conferencing for TelePresence


# New and Enhanced Products

- **Customer Contact**

- Cisco Unified Contact Center Enterprise 7.2

- Cisco Unified Contact Center Express 5.0

- Cisco Unified Email Interaction Manager 


- Cisco Unified Web Interaction Manager 

- **Communications Infrastructure**

- Catalyst Express 520 Switch


- Cisco Multi-Service IP-to-IP Gateway Switch

- **Unified Communications Management**

- Cisco Configuration Assistant 

- Cisco Monitor Director 

- Cisco Monitor Manager 

- Cisco netManager Unified Communications 1.0 

- Cisco Unified Operations Manager 2.0.1

- Cisco Unified Provisioning Manager 1.1

- Cisco Unified Service Monitor 2.0.1

- Cisco Unified Service Statistics Manager 1.0

- **Other**

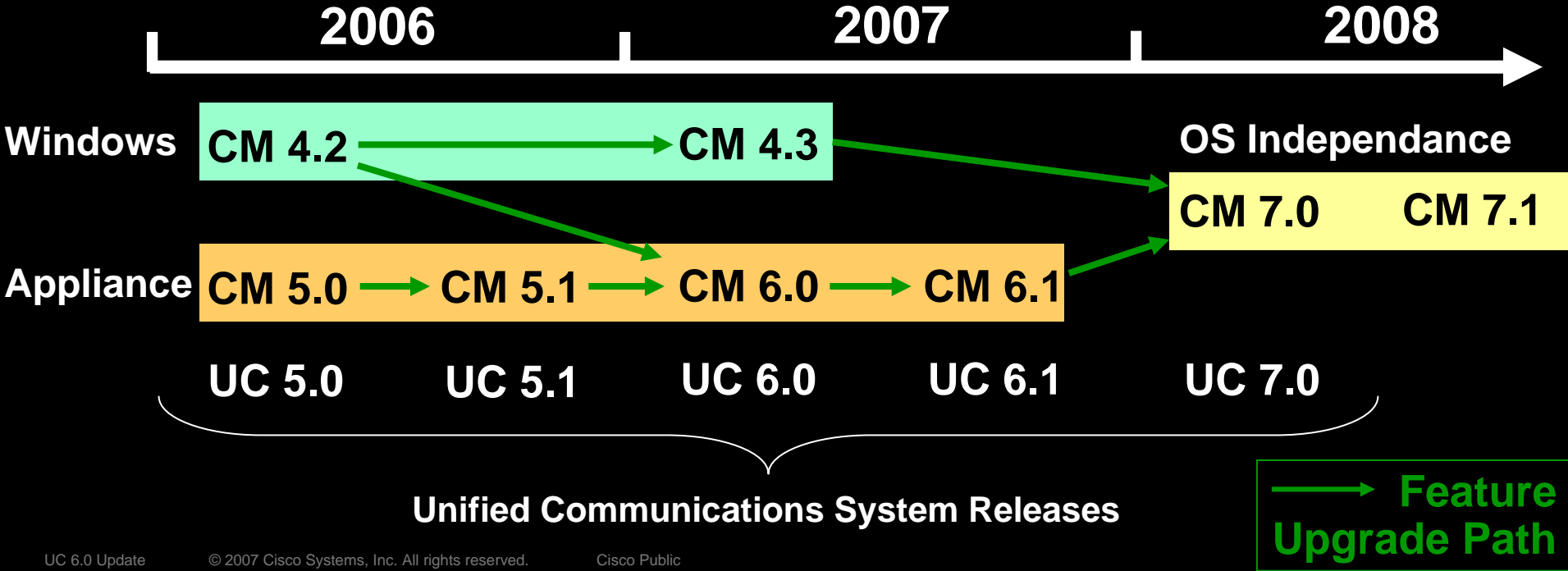
- Cisco Unified Software Subscription

# Cisco Unified Communications Manager



# Cisco Unified CallManager Roadmap

- Major Release Content in Spring
- Minor Release Content in Fall
- Unified Communication Software Subscription  
Annual program for customers to stay current



# Cisco Unified Communications Manager 6.0

## Key enhancements...

- All features from CM 4.2 and CM 5.1

Logout of Hunt Lists, Pick-up Group Enhancements, BLF Speed dials, SIP Endpoints, Presence and lots of others....

- Telephony platform targeted for Mid-sized businesses

Single server solution that combines Cisco Unified Communications Manager version 6.0 call control and Unity Connection voice messaging

- Enhanced Features

Do Not Disturb, Intercom and Audio Message Waiting Indication, Secure Conferencing, Call Recording, and Silent Monitoring included



# Cisco Unified Communications Manager 6.0

## Key enhancements... continued

- Integrated Cisco Unified Mobility
  - Single number reach functionality integrated into Cisco Unified Communications Manager software, eliminating additional server requirement
- Increased Resiliency
  - Ensures users have access to key features such as Extension Mobility, Call Forwarding, and Message Waiting Indication even during network outages
- Programmable Line Keys



# Cisco Unified Phone Application Suite

New

## ■ Productivity Features

Outlook/Contact synchronization – two-way synch

Make/Receive Call Enhancements – e.g. promote missed call to fixed key speed dial

Click-to-dial – e.g. from Microsoft Outlook and browser

## ■ Personalization Features

Ring-tones

Wallpaper

Accessed through Cisco Unified Phone Application Suite application

Provides user capability to personalize the IP Phone via simple GUI



**Free to download from [cisco.com](http://cisco.com)**

# Extending Unified Communications to Medium-Sized Businesses



# Cisco Unified Communications Manager Business Edition

## The Smart Choice for Medium-sized Business



- Key Unified Communications Applications for 100-500 Person Companies on a Single Server

Cisco Unified Communications Manager, Cisco Unified Mobility, and Cisco Unity Connection

Simplified installation and management

- Flexible Deployment Options for Growth

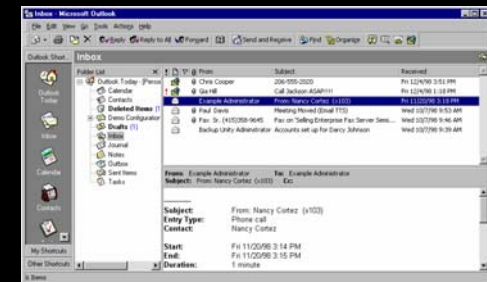
Single or multi-site centralized configurations

Expansion and migration paths

- Foundation for More Advanced Unified Communications Capabilities

- Integrates With Entire Cisco Unified Communications System of Products

Cisco Unified MeetingPlace Express, Cisco Unified Contact Center Express, Cisco Unified IP Phones and more



\*Placeholder name ONLY. Final Name TBD.



# Cisco Unity Connection 2.0 Highlights

- Single Server Solution with Cisco Unified Communications Manager 6.0
  - Single-server solution / up to 500 mailboxes
  - Single set of credentials, single sign-on
- Same OS, tools and platform as Cisco Unified Communications Manager
- Enhanced Openness with VPIM networking
  - Tie together up to 10 Cisco Unity Connection, Cisco Unity, and Cisco Unity Express systems
- Speech Recognition enhancements
  - Pause, resume, skip, speed up, and slow down
  - List Meetings and Attend Meeting voice commands with Cisco Unified MeetingPlace Express



# Cisco Unified MeetingPlace Express 2.0

Integrated video, enhanced security, improved usability



- Scheduled & Reservationless Voice, **Video** & Web conferencing  
Voice - H.323, SIP; G.711, **G.729a** - **Video - H.323, SIP & SCCP**
- **Secure**  
Flexible & secure Web conferencing with internal/external deployment  
CSA Support
- Tighter Cisco Unified Communications integration  
Auto phone login/attend
- Localizations – Voice & Web interfaces  
10 new languages, 18 total

**Add conferencing to  
Cisco Unified  
Communications  
for cost savings and  
productivity**



**Voice, video and  
web conferencing  
for mid-sized  
organizations**



# Cisco Unified Contact Center Express v5.0

- Key highlights

  - New Multichannel, Cisco Unified Email Interaction Manager and Cisco Unified Web Interaction Manager

  - Blended Inbound/Outbound dialing

  - New third-party CTI Protocol

  - Support for Cisco Unified Communications Manager Express 4.2

  - Danish Localization

- Other enhancements

  - Windows Server 2003

  - Support for Cisco Unified Communications Manager 5.0/6.0

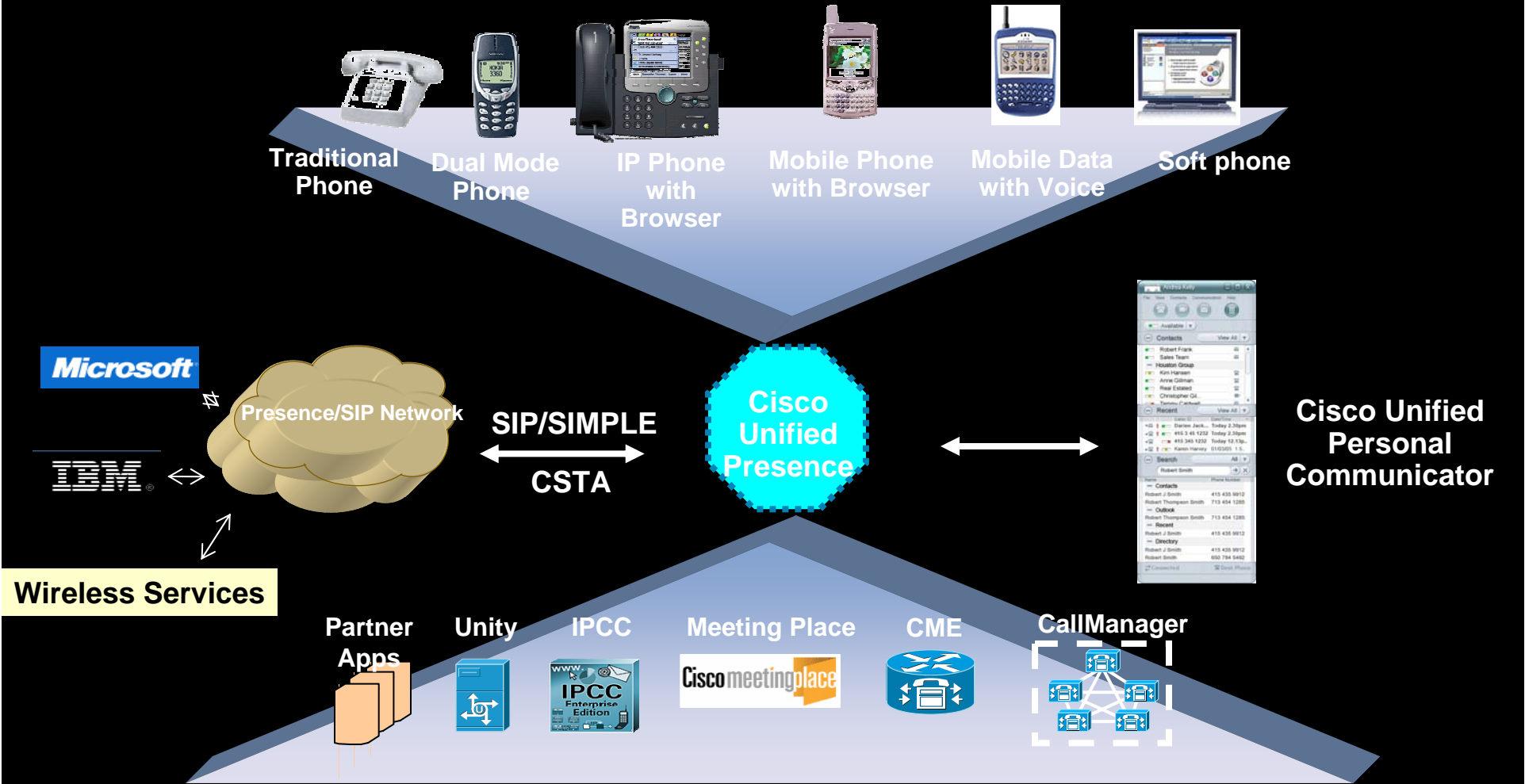
  - Two-server High Availability cluster

  - Support for Wrap Up Codes

# Cisco Unified Presence



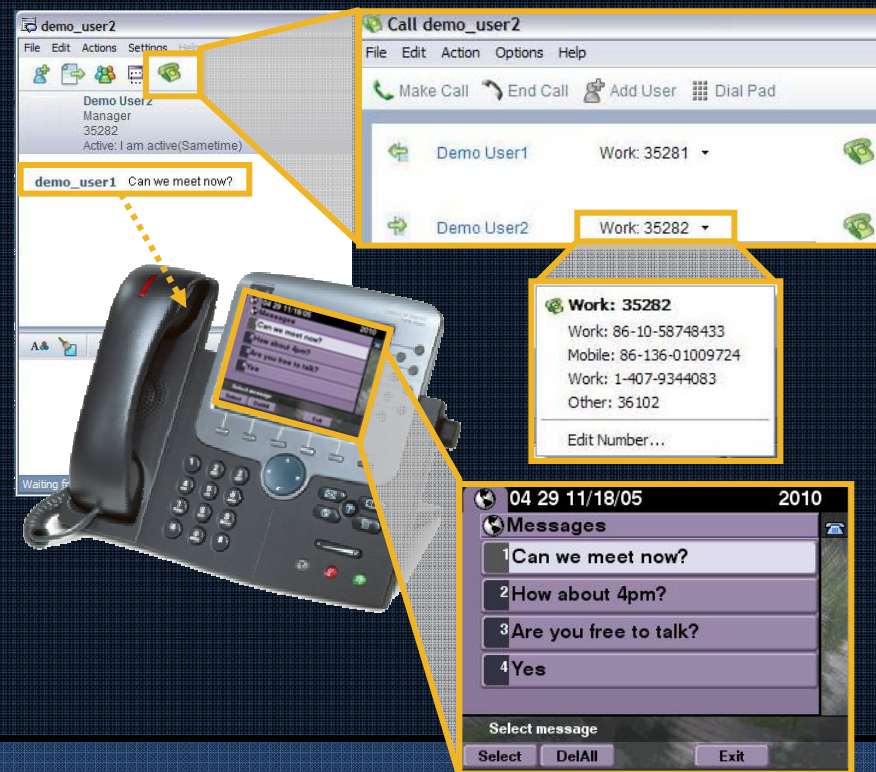
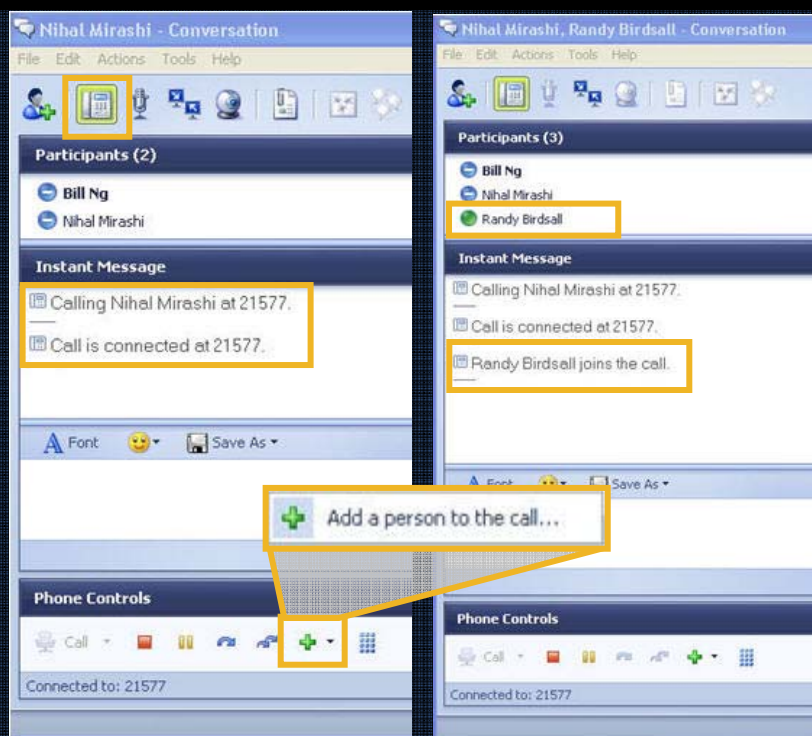
# Cisco Unified Presence Server: Middleware for Presence Services and Unified Comms



# Applications - Desktop Integration

## Microsoft Communicator

## IBM Sametime



- Higher productivity: click-to-call, click-to-conference
- See Cisco “network presence” in OC, ST clients
- Lower administration: one directory, one buddy list

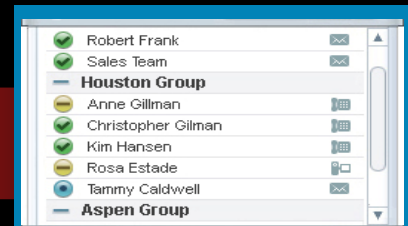
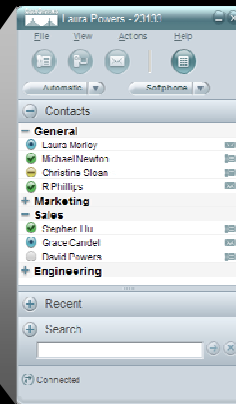
# Cisco Unified Personal Communicator

## *The Unified Communications Cockpit*

Powerful communication tools in a single, easy-to-use desktop software application



**Call Control**



**Presence & Policy**



**Unified Messaging**



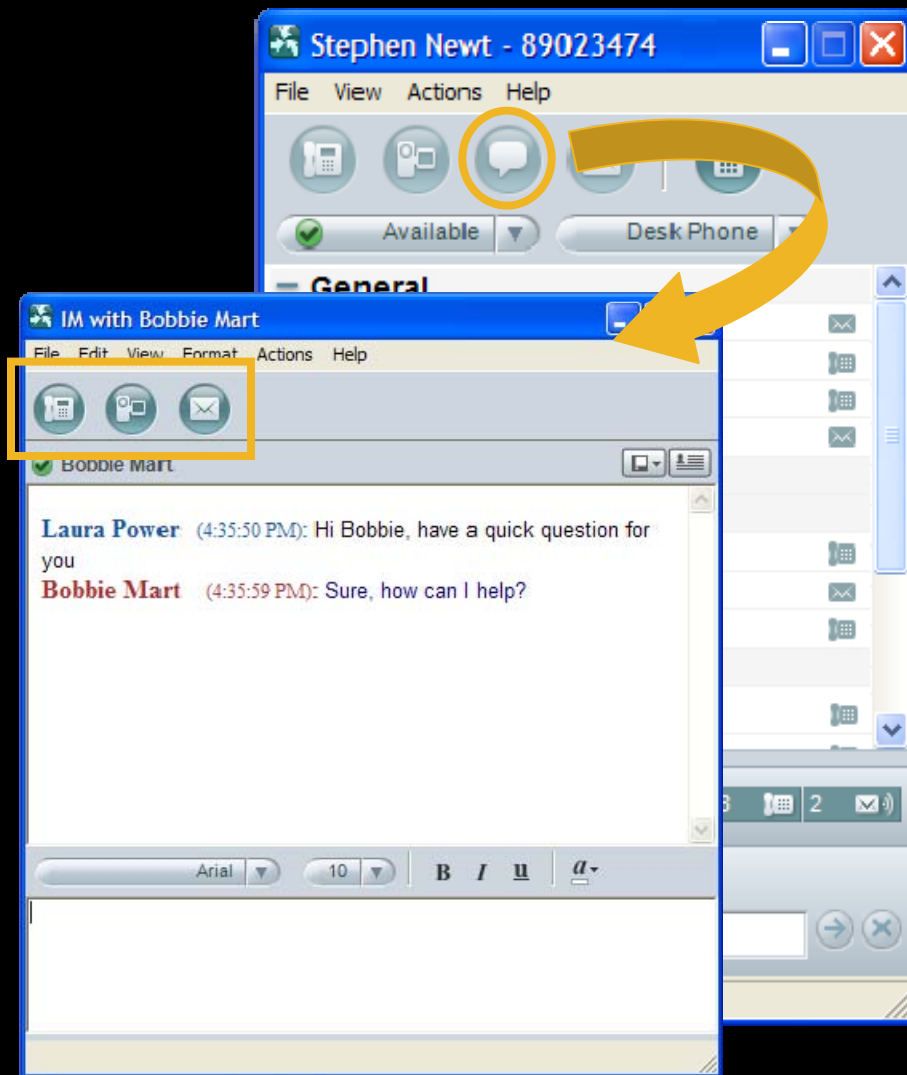
**Integrated Video**



**Web Conferencing**

**Improve collaboration and speed business processes**  
**Escalate from IM to Voice/Video to Conferencing/Collaboration**

# Unified Personal Communicator 1.2 Highlights



## Collaborate More Effectively

- **Instant Messaging** within the organization, escalate to voice and video

## Access Information Quickly

- Click to Dial with new **MS Outlook Toolbar**

## Take Control of Your “Reachability”

- Display “Free/Busy” based on Outlook Exchange **Calendar**
- Set **Extended Away** messages when out of the office

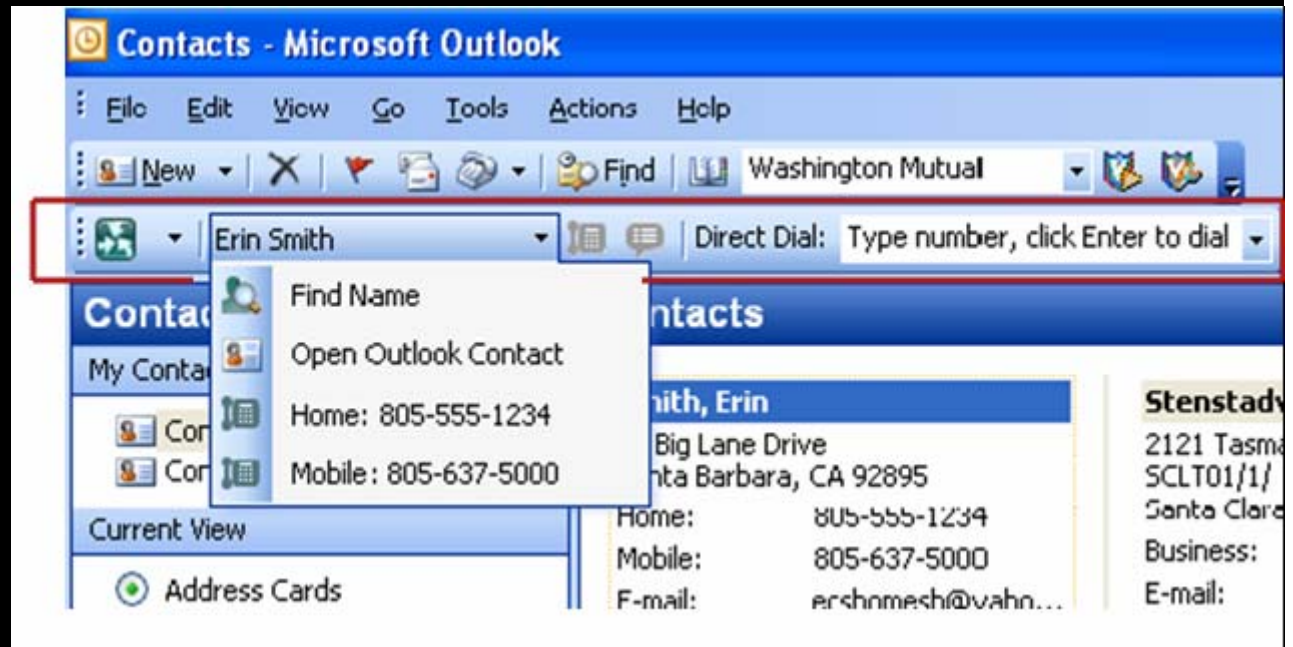
# New Outlook Toolbar

- Add-in for Outlook 2003

Note: Apple Address Book functionality is similar and exists today in CUPC 1.1

- Functionality highlights

- Click to Dial
- Direct Dial
- Click to IM



# Cisco Unified Communications Management Suite

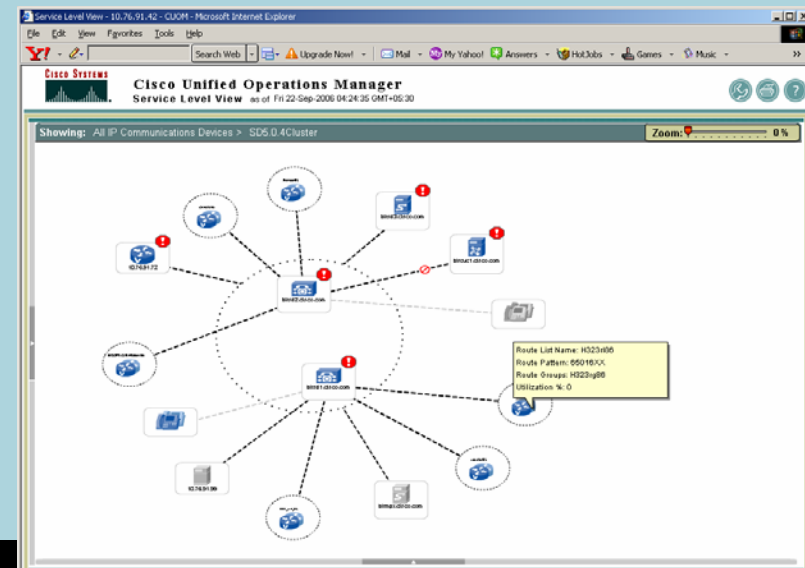
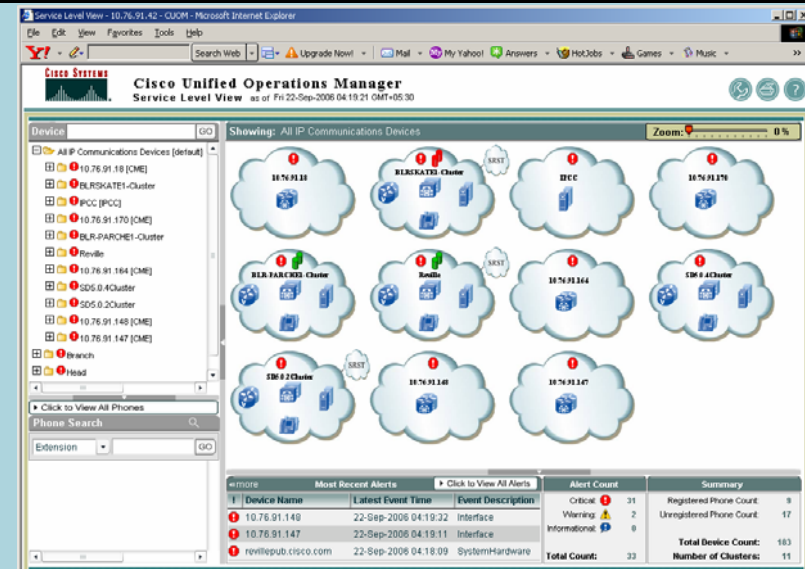


# Cisco Unified Operations Manager 2.0

- Comprehensive monitoring with proactive and reactive network diagnostics
- Support for all the layers of Cisco Unified Communications System
- Actionable, service level view
- Phone and device inventory reports: phone status, phone tracking

SCCP and SIP Phones  
3rd party SIP phones

- Contextual performance monitoring, alerting and reporting
- Support for CUCM, Unity, CUCME, CUE, CUCC, CUCCX, GW, Routers, Switches, Phones and Applications (CCC, CER, PA,...)



# Cisco Unified Service Monitor 2.0

- Comprehensive service quality measurement solution, starting with voice quality
- Is easy to deploy with built-in redundancy properties
- Presents voice-quality alerts in a specialized Service Quality Alerts display to help managers quickly launch diagnostic tools and processes
- Combination of real-time voice quality measurement using Cisco 1040 sensors with system-wide voice quality measurement using CVTQ (phone based) provides complete voice quality view

The screenshot displays the Cisco Unified Service Monitor 2.0 interface. The top navigation bar includes 'Reports', 'Configuration', 'Thresholds', and 'Administration'. Below this, there are filters for 'Sensor Filter', 'CVTQ Filter', 'Sensor Impacted Endpoints', and 'CVTQ Impacted Endpoints'. The main content area is divided into two panels:

- Call by Call Reports (Call Manager Based):** This panel shows a 'Service Quality Report' with a magnifying glass over a table of call data and a 'Most Impacted Endpoints' table.
- Minute by Minute Reports (Sensor Based):** This panel shows a 'Service Quality Report' with a magnifying glass over a table of time-based data and a 'Most Impacted Endpoints' table.

Both panels include a diagram at the bottom showing two Cisco 1040 sensors connected to a central system, with arrows indicating data flow.

EXT.	MOS
x6212	3.8
x6894	3.2
x4593	3.6
x4356	4.2

x3425	25
x3851	24
x2193	23
x6723	22

Ext.	TIME	MOS
x3425	9:01	3.6
x2193	9:02	3.1
x6723	9:03	3.3
x5321	9:04	4.1

x3421	28
x3854	27
x2198	26
x6724	25

# Cisco Unified Provisioning Manager 1.1

- Provisioning for initial and ongoing deployments and changes
- Single view** of a subscriber and their services
- Simplified** management of subscribers, services, and Cisco Unified resources
  - Day 1 – **template** deployments
  - Day 2 – **delegate** MACDs
- Single provisioning interface to Cisco Unified systems
- Policy-based**, business oriented
- With the speed and accuracy of **automation**

**Cisco Unified Provisioning Manager**  
A product from Cisco Unified Communications Management Suite

Provisioning Dashboard | Infrastructure Configuration | Advance Setup | System Administration

Manage Subscribers | Manage Orders | Manage Activities

**Subscriber Record Options**

John Smith (jsmith)

- New Order
- View Orders
- Subscriber Notes

Go to Product Catalog

**Subscriber Record Details**

Products	Location	Quantity	State
Filter by Product	Location		State
Found 3 Products.			
Line (4080000999 John Smith)	Site1 - 408	1	Act
Phone (Cisco 7960: SEP111111111111)	Site1 - 408	1	Act
Phone (Cisco 7960: SEPABCD1234ABCD)	Site1 - 408	1	Act

**View Orders**

Found 2 Orders.

Orders	Status	Order Date
1	COMPLETE	09/14/2006
4	COMPLETE	09/15/2006

Minimum configuration requirements completed.

**Cisco Unified Provisioning Manager**  
A product from Cisco Unified Communications Management Suite

Provisioning Dashboard | Infrastructure Configuration | Advance Setup | System Administration

Manage Subscribers | Manage Orders | Manage Activities

**Order Details**

Manage Subscribers: Add, modify, delete subscribers. Manage subscriber spans. View subscriber details and order services. Search for subscribers.

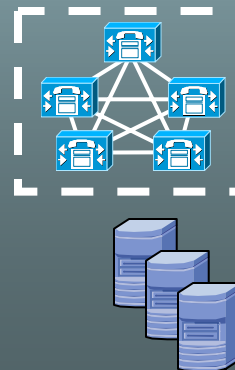
Manage Orders: Order individual and bulk services for subscribers. Search for orders. View order details.

Manage Activities: View assigned order activities.

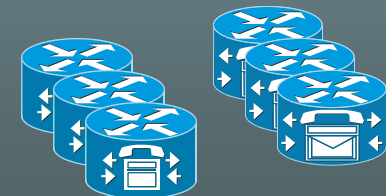
Subscribers # 10

Action Orders # 0  
Complete Orders # 4  
Orders Not Started # 1

Pending Activities # 0



CUCM, CME  
Unity, CUE, UC



# Cisco Unified Service Statistics Manager 1.0

- Advanced statistical analysis and reporting
- Leverages wealth of data in Operations Manager and Service Monitor
- Enables partitioning of Unified Communications statistics data
  - Based on network, service, business and user criteria
  - System-wide, across multiple CallManager clusters, Unity voicemail systems, CallManager Express and gateways
- Enables SLA creation, measurement and verification based on Unified Communications metrics
- Generates out-of-the-box reports
  - Specific focus on Executive, Operations and Capacity Planning roles
- Provides ability to customize reports based on user needs

