



Cisco Unified Communications

Tech Update
April 2007



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Agenda

- Cisco Unified Communications System Release 6.0
- Cisco Unified Communications Manager (CUCM)
- Cisco Unified Mobility
- Cisco Conferencing Solutions
- Cisco Unified Presence (CUP) og
Cisco Unified Personal Communicator (CUPC)
- Cisco Unified Phone Application Suite (CUPAS)
- Cisco Unified Contact Center Express (UCCX)
- Cisco Unified Communications Management Suite


Unified Communications System Release 6.0

- Annonceret 5. marts
- Største IP telefoni og Unified Communications annoncering til dato
- 42 nye og opdaterede produkter
- Fokusområder:
 - Mobilitet
 - SMB og Mid-Market løsninger
 - Presence og Collaboration
- FCS Q1/Q2 CY2007

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

Evolving Cisco Unified Communications

- Began with the introduction of “Unified Communications”
- Cisco Unified Communications Manager 6.0 provides a breadth of services: call processing, video, mobility, presence



Cisco Unified Communications Manager

Call processing, video, mobility and presence services for large enterprises

Cisco Unified Communications Manager Business Edition

Call processing, video, mobility, presence and messaging services for 150-500 employees

Cisco Unified Communications Manager Express

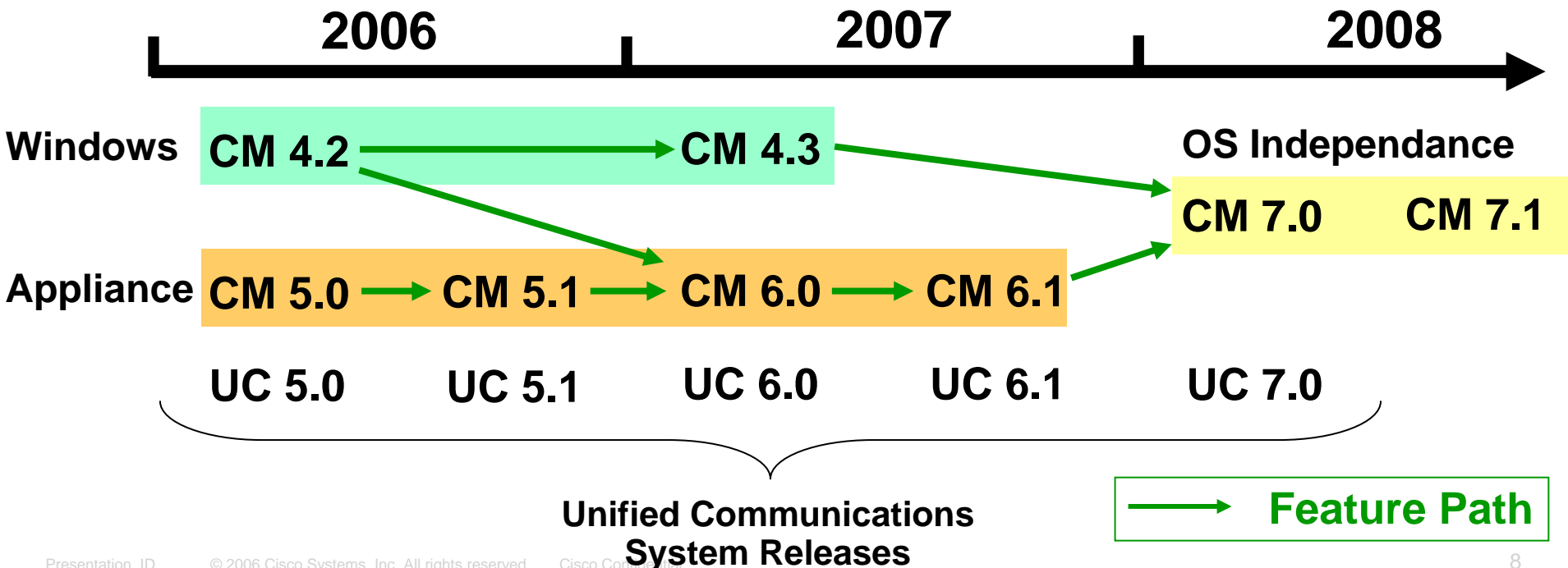
All-in-One Communications Solution for the 20-250 person business

Cisco Unified Communications Manager

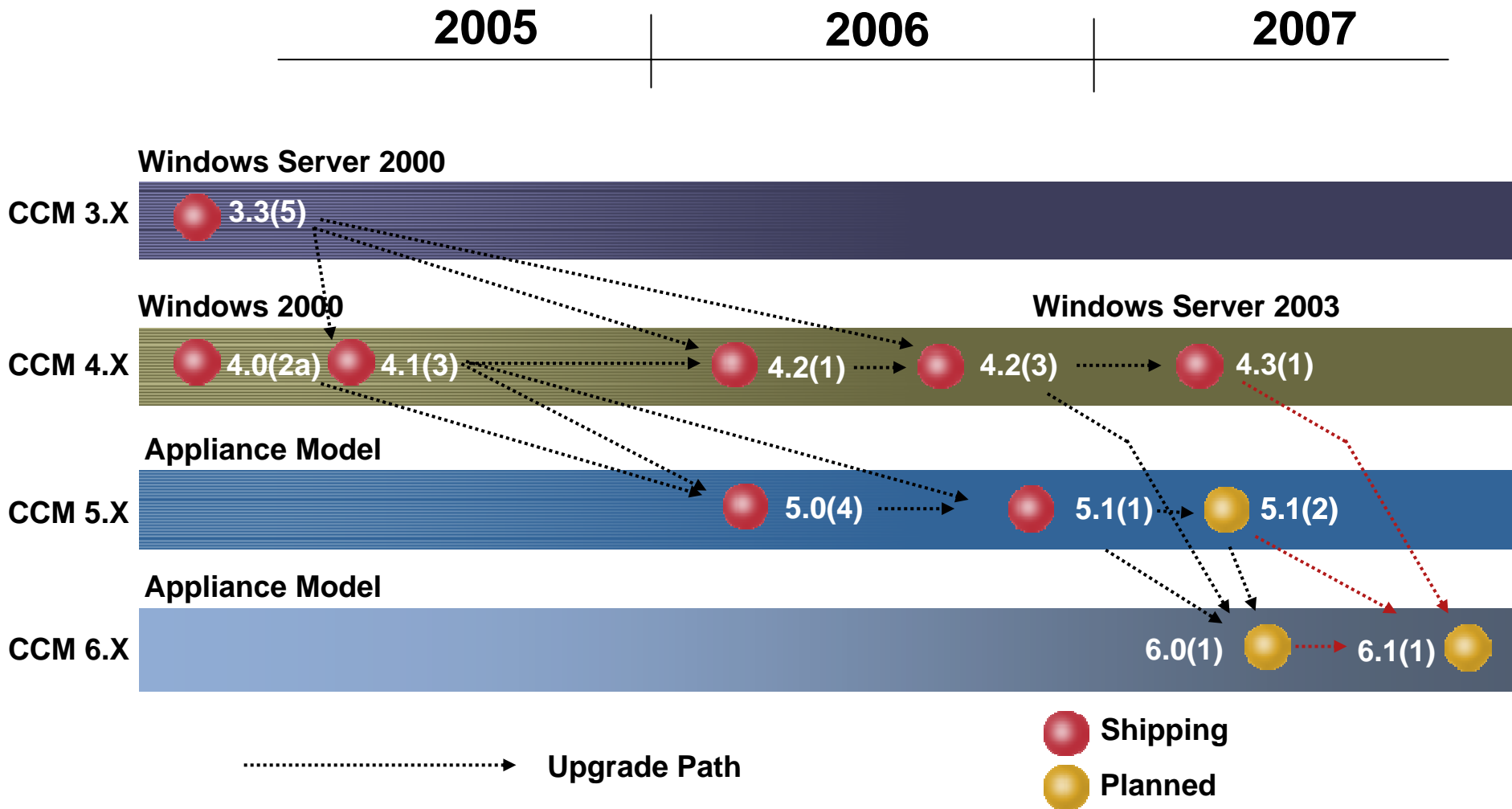


Cisco Unified CallManager Roadmap

- 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 Upgrade Paths



Cisco Unified Communications Manager 6.0

Key enhancements...

- Merge features from CM 4.2 and CM 5.1
 - Log in/out of Hunt Lists,
 - Call Pick-up Enhancements,
 - Call Forward on Non-Registered / No Bandwidth,
 - Device Mobility,
 - 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



Cisco Unified Communications Manager 6.0

Key enhancements... continued

- Enhanced Features

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

- 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

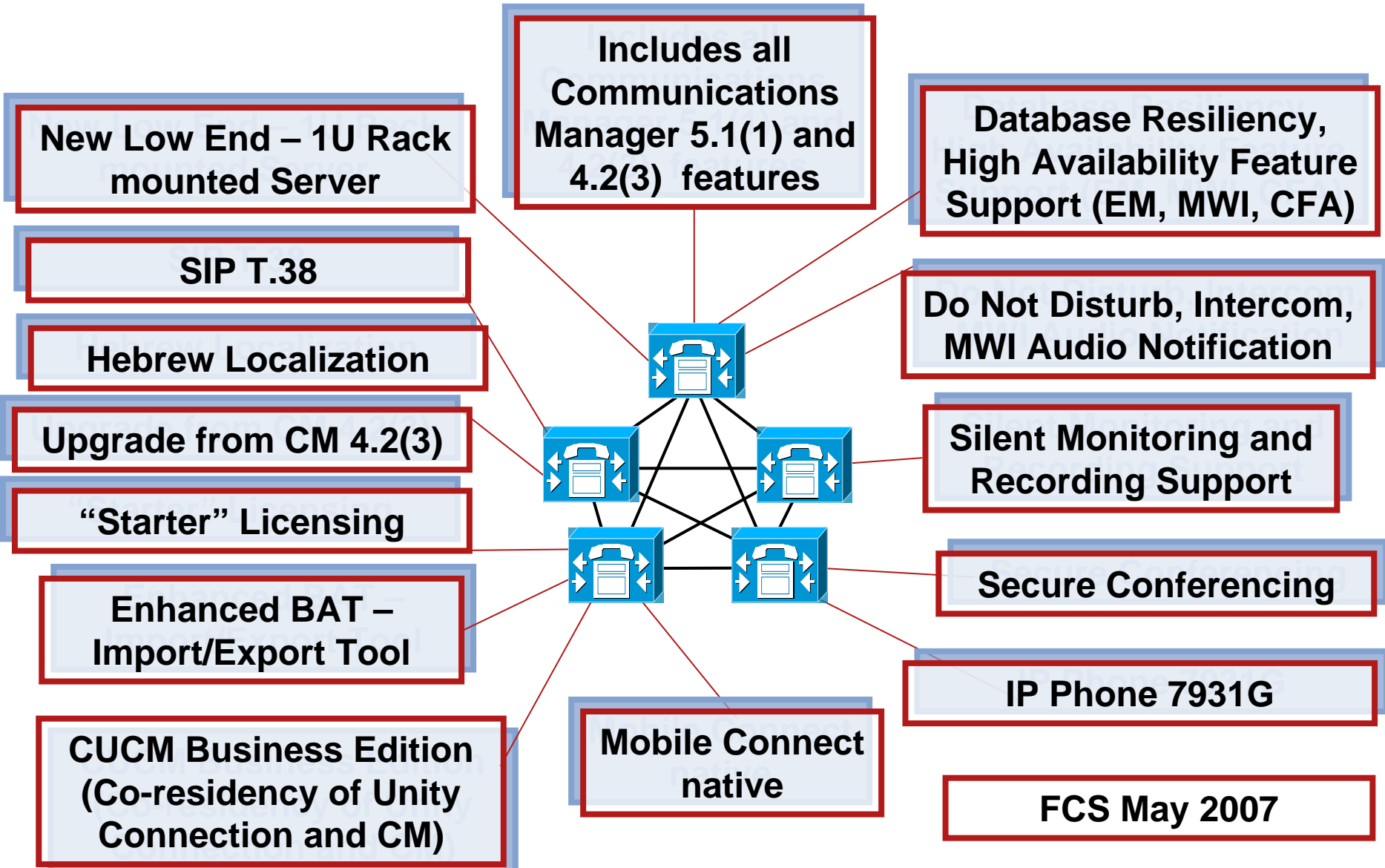


Cisco Unified Communications Manager 6.0

Content



Cisco Unified Communications Manager 6.0 Content



Database Feature Resiliency

- Purpose: Allow key user facing features to have feature resiliency so that they can survive an outage of a publisher.
- Features included:
 - Privacy
 - Extension Mobility (EM)
 - Device Mobility
 - Message Waiting Indicator (MWI)
 - Call Forward All (CFA)
 - Monitoring & Recording
 - Do Not Disturb (DND)
 - Hunt Group Logout
 - CAPF for CTI
 - Monitoring for failed login attempts.
- Simplification at the database level for these features

New Desktop Features

- **Intercom with Whisper:**

 - **New Intercom button – placing and receiving Intercom calls**

 - **Whisper- If target destination is on a call, the originator can whisper a one-way message which will be heard by the target and not by the other party.**

 - **Three visual states for intercom button : idle, whisper and connected.**

- **Do Not Disturb**

 - **Gives phone users ability to go into a Do Not Disturb (DND) state, which turns the ringer off. Calls continue to be presented to the phone; it just doesn't ring**

- **Audible Message Waiting Notification**

 - **Available on All Cisco Unified IP Phones**

 - **Already available via VG-24x for Analog devices**

 - **Conforms to ADA Requirements**

- **Manual Line Selection for Key System like Operation**

- **Programmable Line Key (PLK) call feature for Cisco Unified IP Phone 7931G, and 797x, 7961, 7941**

- **Support for Cisco Unified IP Phone 7931G**



Do Not Disturb

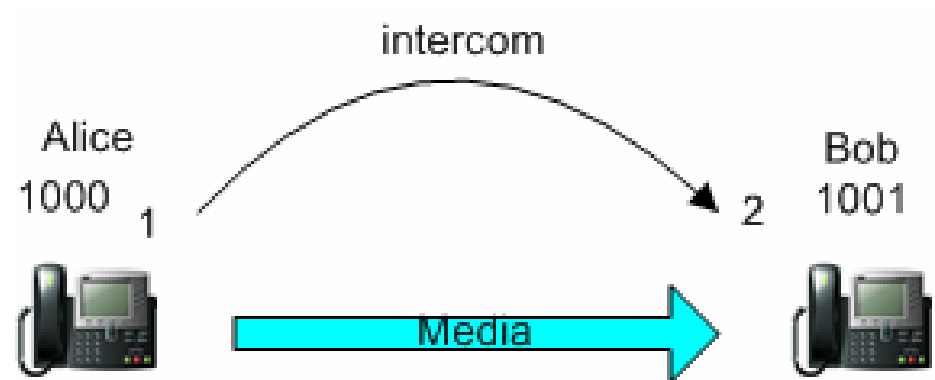
- Gives phone users the ability to go into a Do Not Disturb (DND) state which turns the ringer off. Calls continue to be presented to the phone; it just doesn't ring
- Creates new presence state – device based
- New softkey 'DND'
- A new feature option "DND" will be available to be configured in the Phone Button Template for the supported phone types.
- Once DND is activated:
 - A prompt status message "Do Not Disturb is Active" will display when DND is activated.
 - LED indicator
 - Configurable reminder alert tone
 - When DND is de-activated this message will be removed
 - Accessibility indicators are available: Beep, Flash, None.
- This prompt status is permanent and stays till the DND status is reverted. (only Call Forward All prompt can override the DND prompt status message.)

Intercom with Whisper

- New Intercom button – placing and receiving Intercom calls
Combines the functionality of new line type, speed dial and auto-answer (at destination)
- Speed-dial can be configured for a single destination
- Intercom groups – Configure a generic Intercom line button and wait for user to dial an intercom destination code. This will allow one phone to intercom multiple destinations by entering number.
- Three visual states for intercom button : idle, whisper and connected.
- Whisper- If target destination is on a call, the originator can whisper a one-way message which will be heard by the target and not by the other party.

Intercom example

- Bob's phone has no active or held calls and/or remote-in-use calls.
- When Alice intercoms Bob, Bob will hear an intercom tone first, followed by Alice's voice. But Alice will not hear Bob.
- If the headset on Bob's phone is on, it will be used to hear to Alice. Otherwise, the speaker will be used.
- Whisper: If Bob were on a call, Bob would hear Alice, the other party would not hear Alice.



Programmable Line Key Feature

- Programmable Line Key (PLK) call feature applicable to 7931G phones, and to TNP models (797x, 7961, 7941) for SCCP phones only in CM 6
- PLK call features map to Line buttons
- With the call features assigned to the line buttons, if the line button is pressed out of the call context, then CCM should reject this, and there shouldn't be any effect on the call.
- Configurable PLK call features in Muster :
 - Redial
 - Hold
 - Transfer
 - Forward All
 - Meet Me Conference
 - Park
 - DPark
 - Pick Up
 - GPickUp
 - DND
 - MCID
 - ConfList
 - Remove Last Participant
 - QRT
 - Call Back
 - Other Pickup
 - Video Mode
 - Other Call
 - New Call
 - HLog

Communications Manager Assistant

- **Scalability Improvement**

Before: 1250 Managers/1250 Assistants = 2,500 total users

Now: 3500 Managers/3500 Assistants = 7,000 total users

How: Up to 3 active CMA instances per cluster; each instance can have a back up configured for redundancy. Managers and assistants have to be in the same instance.

- **SIP Phone Support**

7941G, 7941G-GE, 7961G, 7961G-GE, 7970G and 7971G-GE

- **Alert Tone**

Configurable single alert tone on the manager's phone, in proxy mode, when a call is filtered to the assistant (so that manager can intercept if he wants to). Tone may be set on/off by assistant.

- **Arabic and Hebrew Locale Support**

Arabic/Hebrew is written from right to left, so all the text messages - in the Assistant Console, Manager's Configuration web page, Assistant's phone and Manager's phone - are right aligned

- **New Feature Consistency: DND and Intercom**

In prior releases these features were in the application layer. Starting with this release CMA will use native CM DND and Intercom

Cisco Unified Communications Manager Licensing Enhancements

■ Starter License

- Provides 1 Node and 50 DLUs to get “started”
- These Starter Licenses are **Replaced** when the actual license file is loaded
- Actual License does not affect phones already provisioned
- Applicable only on New Installations.

■ Adjunct Licensing

- Reduces the overall price of Soft Client Licensing
- Soft Client is provisioned to consume 1 Device License Unit (DLU) instead of 3 when used as an Adjunct to a Primary Device:
 - Cisco IP Communicator
 - Cisco Unified Personal Communicator Audio Softphone
 - Cisco Unified Mobile Communicator

Additional Items

- **Delivery of Presence information via PUBLISH**
RFC 3903 SIP Extension for Event State Notification
- **iLBC audio codec**
- **Hebrew Localization**
- **SIP T.38**
Support for SIP T.38 in addition to already supported H.323 and MGCP
- **New Low End Rack Mounted Server (7816)**
List Price: \$4,000 (same as 7815)
500 Users Maximum

Cisco Unified Communications Manager Business Edition



Cisco Unified Communications Manager Business Edition

- Affordable, Single Server Unified Communications Solution for 150-500 Person Companies
 - Cisco Unified Communications Manager 6.0, including Cisco Unified Mobility Manager
 - Cisco Unity Connection 2.0
- Applications Tailored to Mid-Market
- Three servers reduced into one
 - Simplified installation and management
 - Single set of credentials, single sign-on
 - Single disk image and operating system
- Common management tools

Cisco Unified Communications Manager Business Edition

- Flexible Deployment Options for Growth

Single or multi-site centralized configurations
(Tested to 5 remote sites)

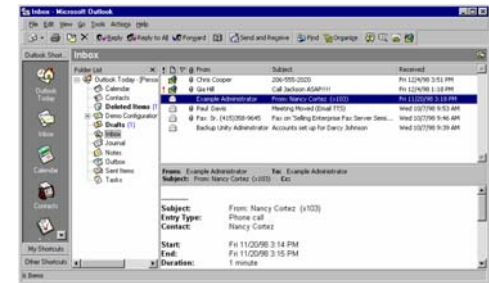
Expansion and migration paths



- 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



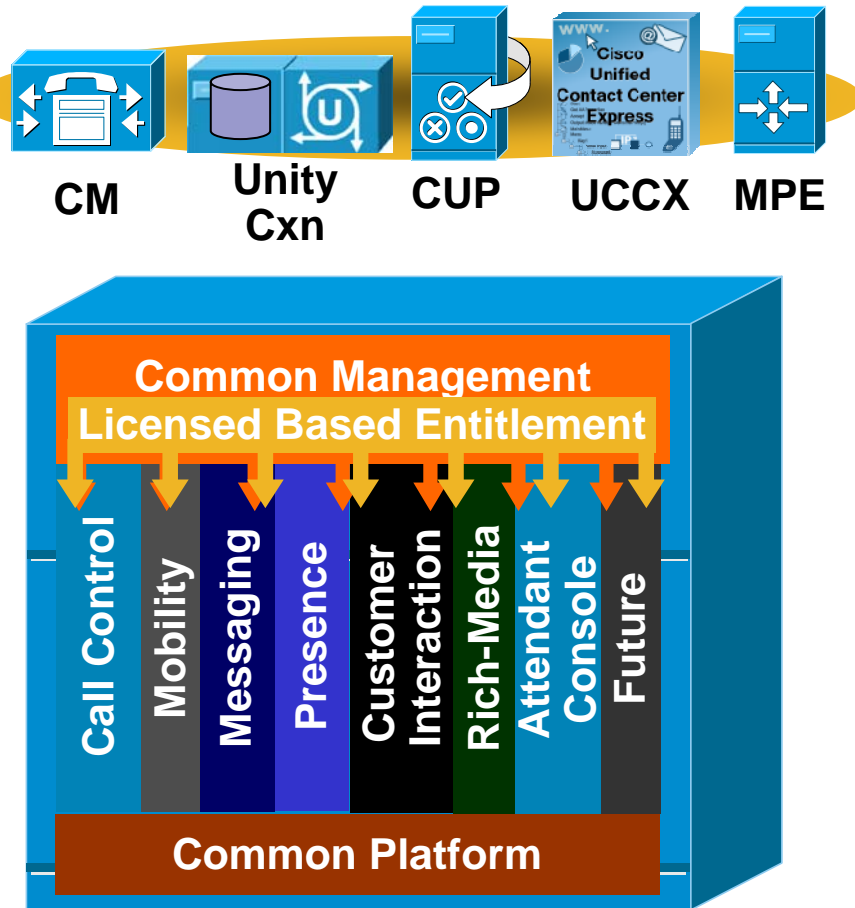


Cisco Unity Connection 2.0 Highlights

- 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



CUCM Business Edition Framework



- Low-cost, feature-rich, easy-to-deploy
- Global / localized offer
- Single Appliance
 - HW and OS
 - MCS7828-H3/I3
 - Pre-loaded
- Common services
 - Bundled Install/Upgrade, DB, Identity Mgmt
 - Common Management & Tools
- Synched Releases
 - Bundled on DVD

• **CUCMBE: CUCM 6.0 + Unity Connection 2.0 + Mobility**

Cisco Unified Mobility

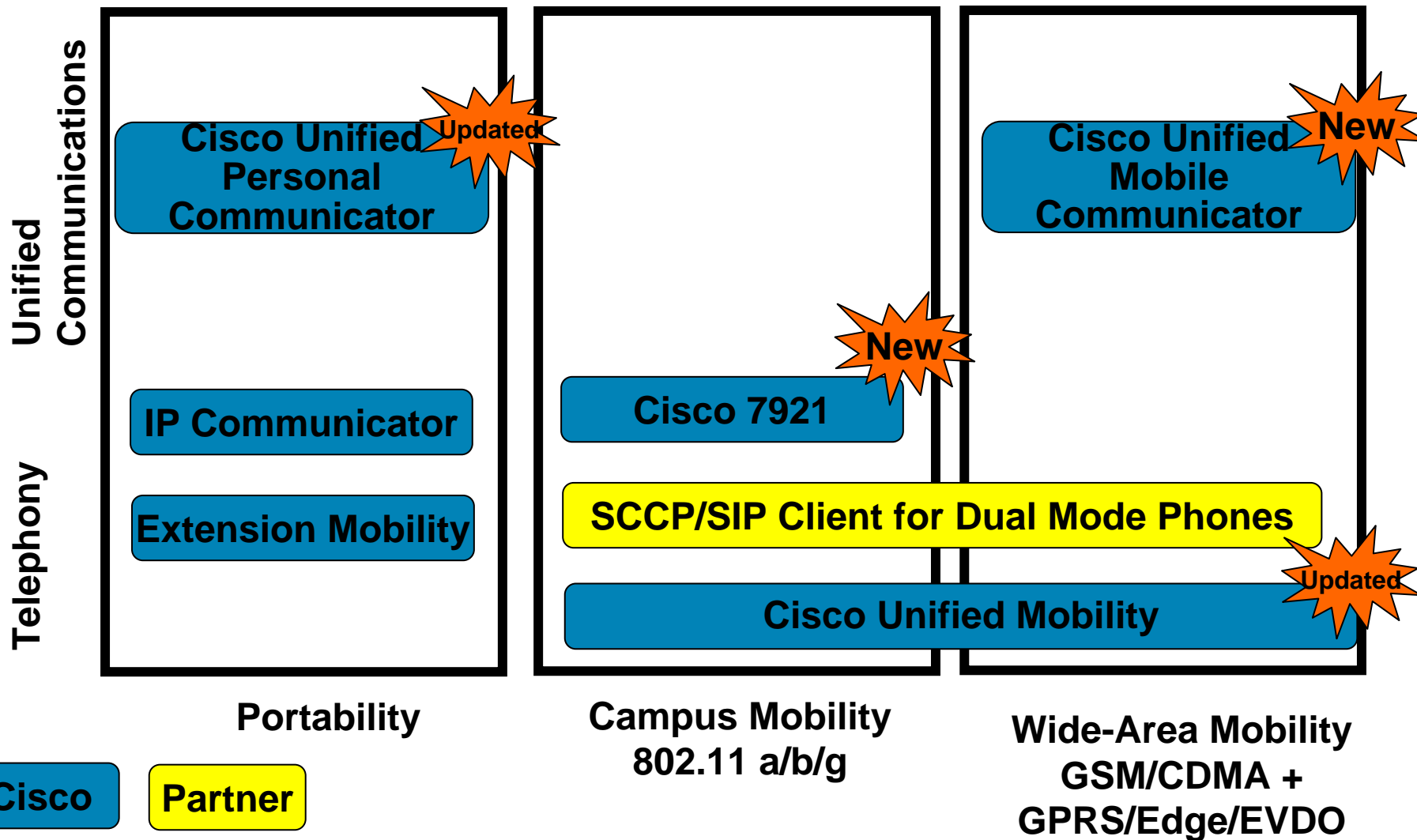


Cisco Unified Mobility

- Cisco Mobile Connect application to provide flexible enterprise forwarding/screen services becomes a native feature in CUCM 6.0
- Cisco Unified Mobile Communicator
 - Outcome of Orative Acquisition
 - Cellular Client
 - Synched Call Logs
 - Visual VoiceMail to Unity
- Nokia is developing an SCCP client on their dual-mode Nokia E-series devices
 - Nokia EFTs underway*
 - User manually selects network
 - WLAN or GSM
- Cisco IP Phone 7921G



Cisco Solutions mobilize Unified Communications



Call Control and Mobility

- Critical that the system can understand location and bandwidth
- “On the fly” adjustments for mobile endpoints
- Gateway selection
 - E.g. 112 Emergency Calls
- Variable Codec Support
- Least Cost and Least Bandwidth Routing

Cisco Unified Wireless IP Phone 7921G

(802.11abg)

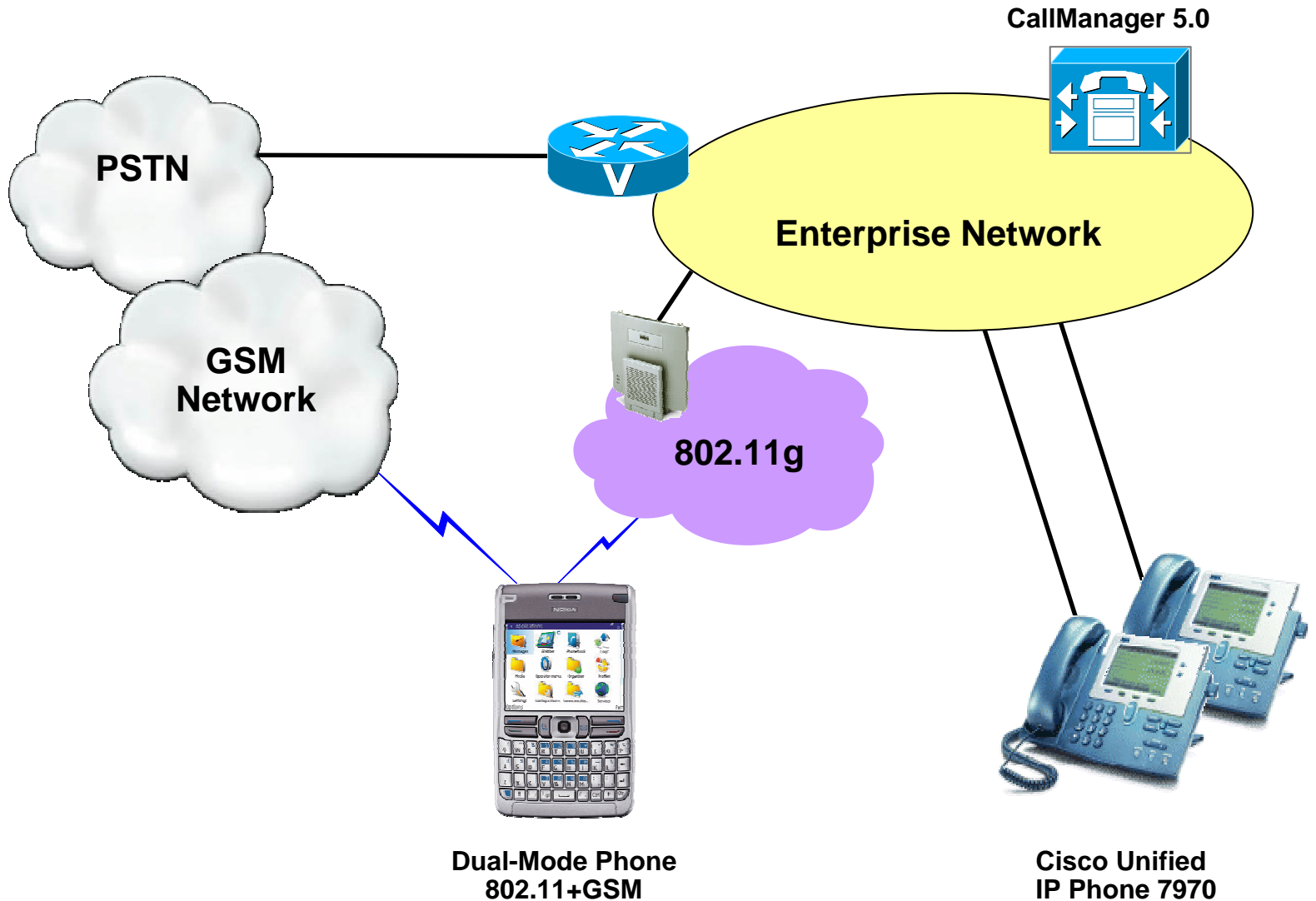
- 2 in (5 cm) color display with 176 x 220 pixel resolution
- Dedicated buttons: Volume, Mute, and Push-to-Talk
- Backlit keypad and display. Two soft key buttons
- Speakerphone
- Diversity antenna (5GHz band only)
- Ringing, message waiting, and charging LED
- 5-way navigation key
- Separate ringer and speaker. Vibrate alert
- Headset connector: 2.5mm (4-conductor/tri-band)
- Longer battery life
 - Std battery: Up to 80 hrs standby/10 hrs talk time
 - Ext battery: Up to 100 hrs standby/12 hrs talk time
- Improved durability
 - 5 ft (1.5 m) drop to concrete without carry case
 - 20 ft (6 m) drop to concrete with silicon carry case manufactured by zCover (www.zcover.com)



Dual Mode GSM (Nokia SCCP)



Dual-Mode Phones



Platform support



E65

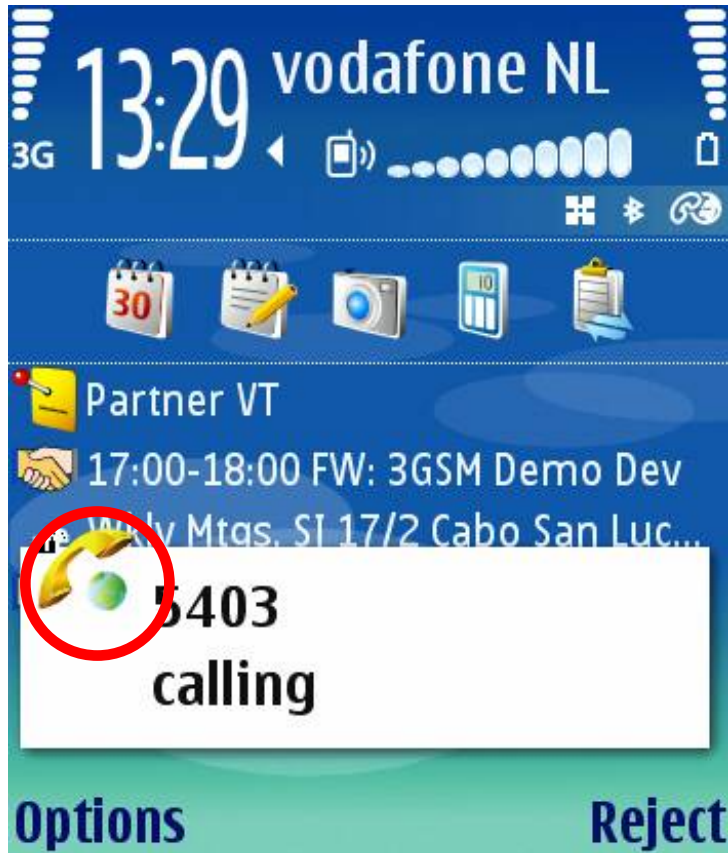


E61



E61i

“Internet” vs “Cellular” Incoming Call



Making an IP or GSM call

The image displays three sequential screenshots of a mobile phone interface, illustrating the process of making an IP or GSM call.

First Screenshot: Shows the home screen with the time 13:26 and the carrier Vodafone. A contact card for "Partner VT" is visible, with a call icon highlighted. A menu is open over the call icon, showing options: "Call", "Send", and "Add to Cont". A sub-menu is also visible, showing "Voice call", "Video call", and "Internet".

Second Screenshot: Shows the contact card for "Jan-Willem Ruys" with the phone number +31203573611. The "Options" menu is open, showing three options: "Tel. (business)", "Internet telephone", and "E-mail".

Third Screenshot: Shows the "Call settings" screen. The "Internet call waiting" option is set to "Activated", "Internet call alert" is set to "On", and "Default call type" is set to "Cellular".

MobileConnect



Mobile Connect

- **Native feature in CUCM 6.0**
- **Eliminates requirement for additional server**
- **Single Number Reach**
 - **Simultaneous ring at up to 4 destinations**
- **Multiple remote destinations (up to 10 – mobile, home, etc.)**
- **Single enterprise voice mail**
- **Desktop call pickup**
- **Mobile phone call pickup**
- **Mobile Voice Access**
- **Remote on/off**
- **Allowed/Blocked call filters**
- **Integrated Communications Manager Administration for system admin and end-user**
- **Caller ID (given service provider support)**
- **System admin controllable user profile access**
- **No changes required with mobile phone or mobile cellular service provider**
- **Scalable to 25k devices in a Single Cluster**

Mobility support in CUCM 6.0

The screenshot displays the Cisco Unified CallManager Administration web interface in Microsoft Internet Explorer. The browser address bar shows the URL: `https://10.1.1.6:8443/ccmadmin/userEdit.do?key=534bbf83-2790-9c56-74c7-dce9e982cccb`. The page title is "End User Configuration - Microsoft Internet Explorer".

The main content area is titled "End User Configuration" and includes a navigation menu with options like System, Call Routing, Media Resources, Voice Mail, Device, Application, User Management, Bulk Administration, and Help. Below the navigation menu, there are action buttons: Save, Delete, and Add New.

The "Directory Number Associations" section shows a "Primary Extension" dropdown menu set to "600".

The "Mobility Information" section is highlighted with a red box and contains the following options:

- Enable Mobility
- Enable Mobile Voice Access

Below these options, there are several input fields and a "View Details" link:

- Maximum Peak Time for Down Time* (text input: 10000)
- Remote Destination Limit* (text input: 4)
- Remote Destination Templates (text input: RDP_truys)
- Access Lists (text input: empty)

The "CAPF Information" section shows "Associated CAPF Profiles" (text input: empty) and a "View Details" link.

The "Permissions Information" section shows "Groups" (text input: Standard CCM End Users).

The bottom of the browser window shows the status bar with "Done" and "Internet" icons.

Cisco Unified Mobile Communicator (CUMC)

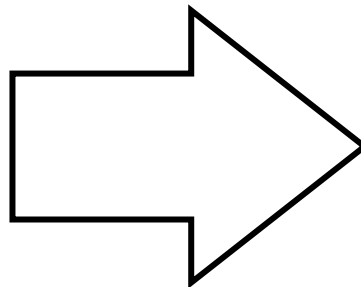
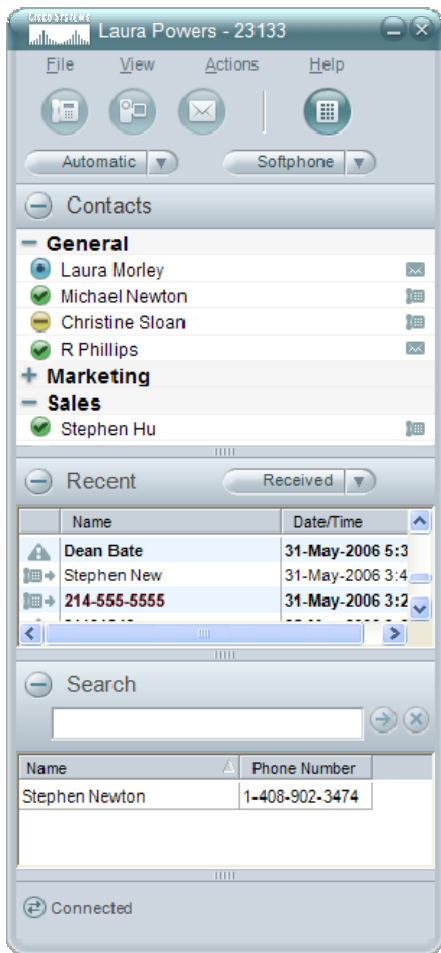


Introducing..... Cisco Unified Mobile Communicator

- Works across variety of popular handsets
 - Preserves user flexibility & choice
 - Operator independent, only needs a data subscription
- Integrated
 - Augments native phone apps & functionality
- Intuitive, menu-driven User Interface
 - Dashboard approach to managing calls & messages
 - Provides consistent approach across different handsets
- Secure
 - Securely download user contacts
 - Authentication & encryption protects corporate resources
 - Remote disablement in case handset is lost/stolen
- Over-the-air client provisioning
 - No data cables required

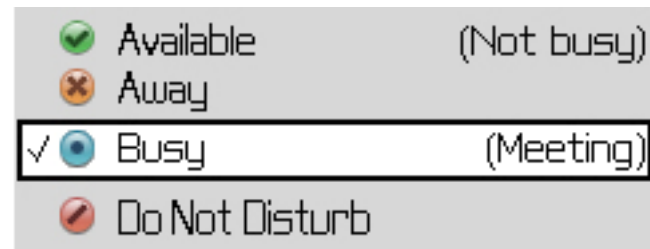


Application Vision



Intuitive, Presence-based Dashboard

One-click availability management



Automated profile changes through link to personal calendar



Presence status for contacts shown in directory

Mobile Directory with Presence



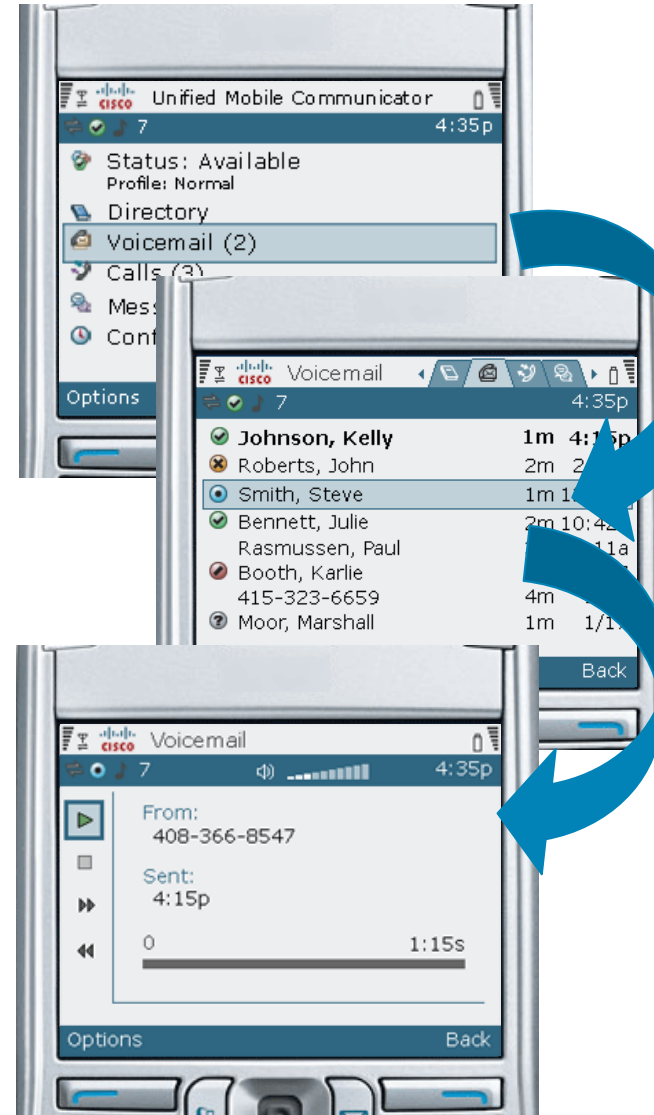
- Access corporate and personal directory
- Remote search
- Integrated presence



Extend Unity Voicemail to Mobile



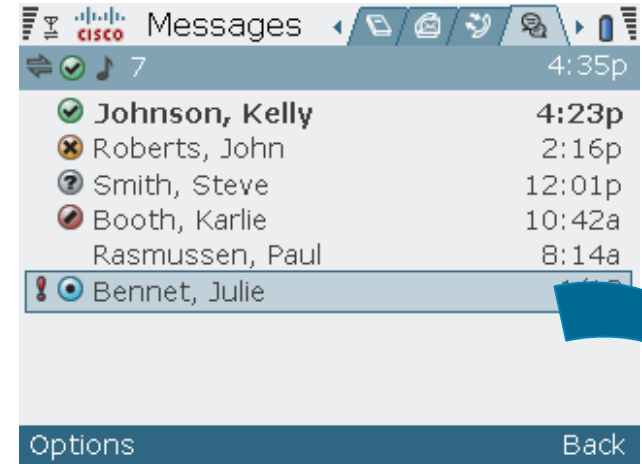
- Visual voicemail
- Name resolution
- Presence status
- Playback in any order
- Action synchronized with Unity
- Uses Data channel



Secure Text Messaging



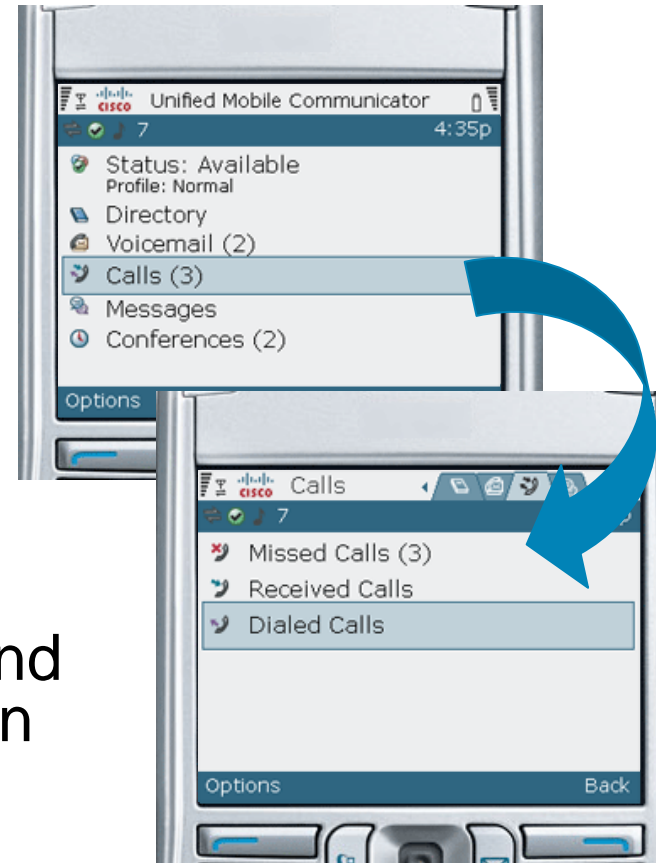
- Secure and Guaranteed (unlike SMS)
- Foundation for IM through CUPS
- Uses Data Channel



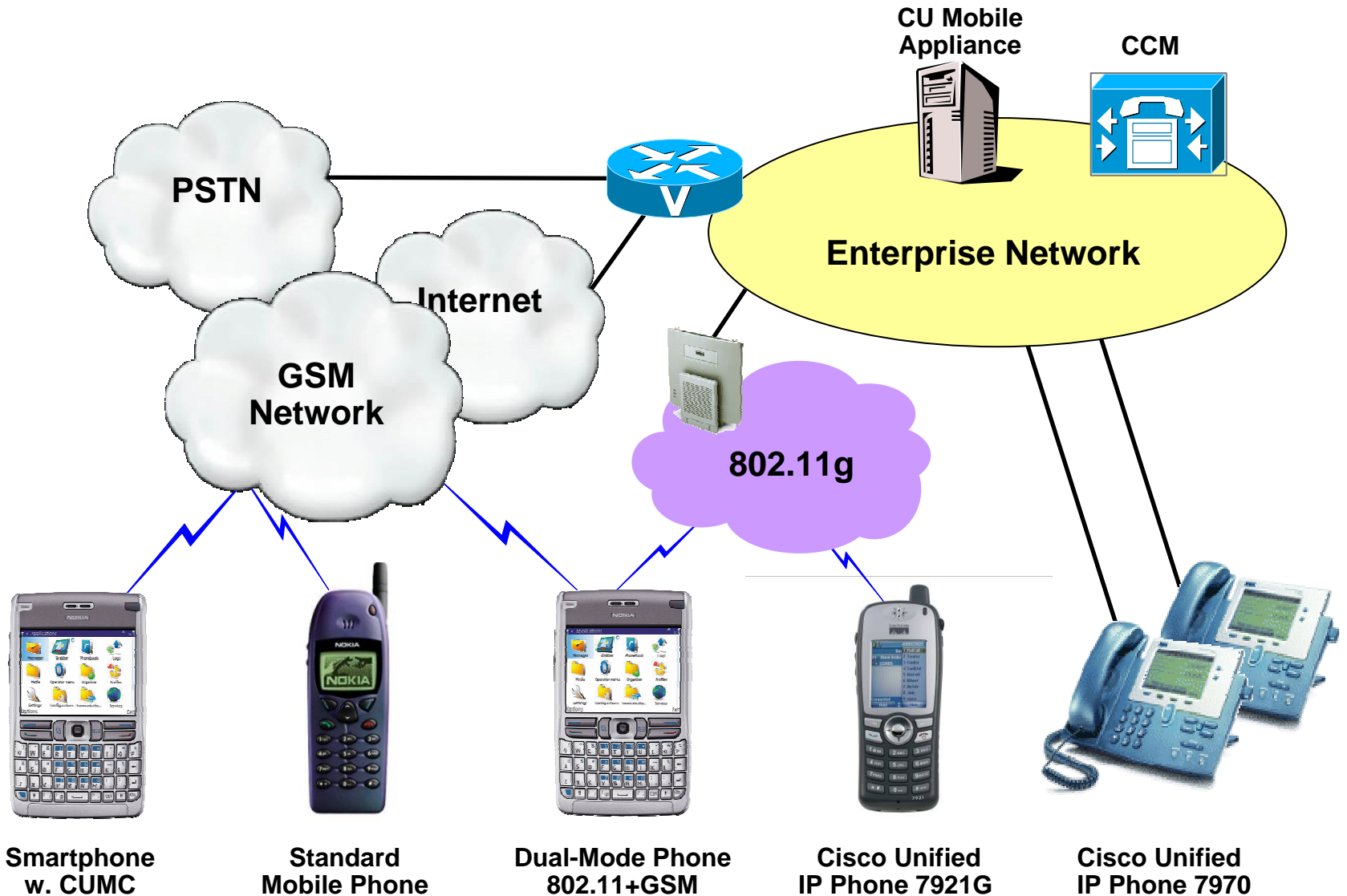
Review Call Logs



- Shows combined call history for mobile and office phones
- Name resolution and Presence Indication
- “Select to dial” offers easy way to return important calls



Cisco Unified Comms Mobility Solution





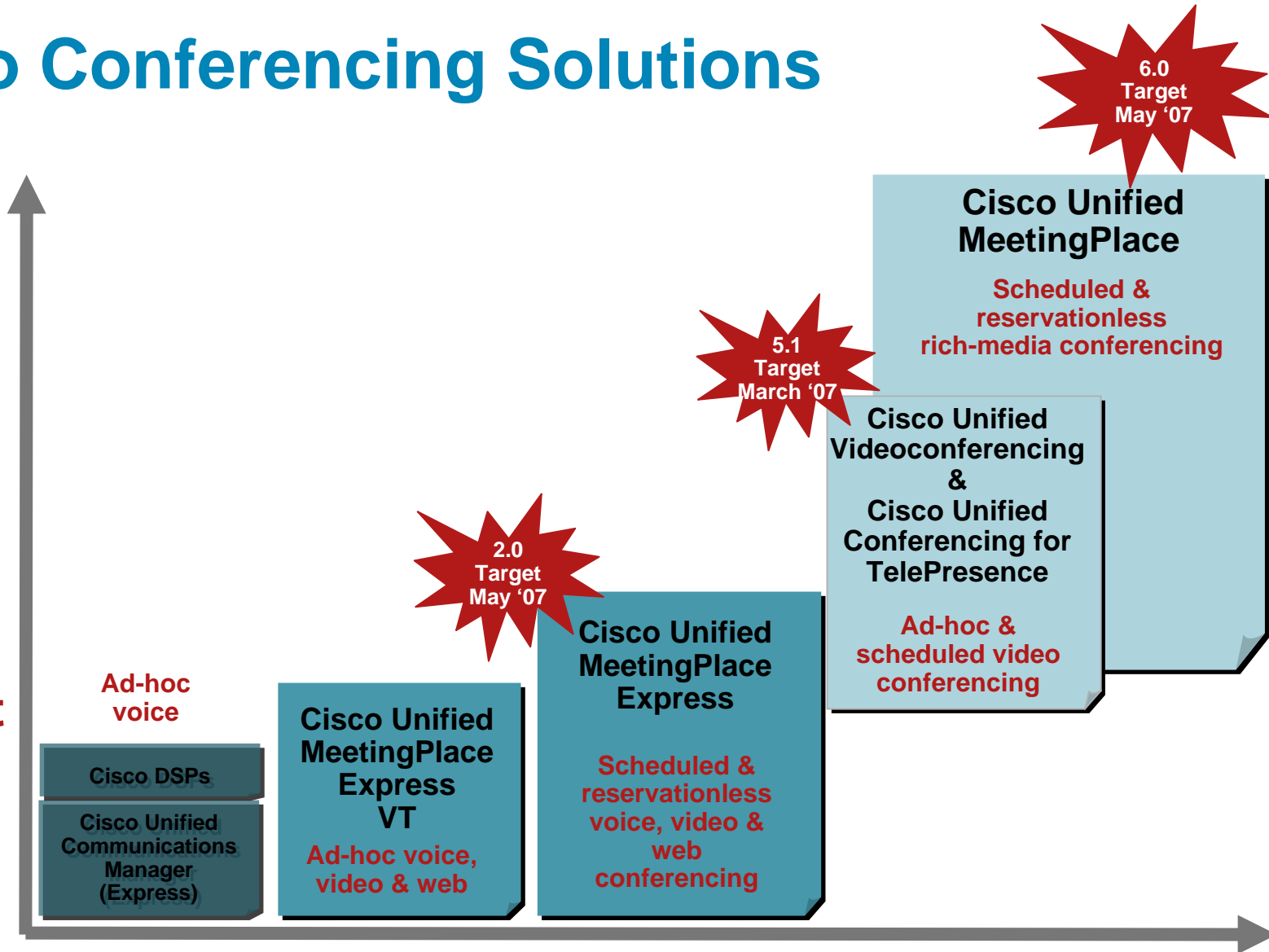
Cisco Conferencing solutions



Cisco Conferencing Solutions

Enterprise

Mid-market



Capabilities

Capabilities Comparison

	MeetingPlace Express VT	MeetingPlace Express	MeetingPlace
Single-server deployment	✗	✗	
Telephony environments	CUCM (4.1 or later)	CUCM, CUCME, H.323, SIP	CUCM, CUCME, H.323, SIP, TDM
Maximum capacity (concurrent users)	40 (voice, web & video)	200 (voice, web & video)	1152 (T1-CAS), 960 (IP)
Scheduled meetings		✗ (Web, Outlook)	✗ (Web, phone, Outlook, Notes)
E-mail notifications		✗ (text, HTML, Outlook)	✗ (text, RTF, Outlook, Notes)
Reservationless meetings		✗	✗
Continuous meetings		✗	✗
Lecture-style meetings			✗
Impromptu (ad-hoc) meetings	✗		
Voice Conferencing	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
In-Meeting Information & Management	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Web Conferencing	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Video Conferencing	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Integrations	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Localizations	★ ★ ★	★ ★ ★ ★ ★	★ ★ ★
Enterprise Deployment	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★
Security	★ ★ ★	★ ★ ★ ★ ★	★ ★ ★ ★ ★
Administration	★ ★ ★	★ ★ ★ ★	★ ★ ★ ★ ★

More ★'s = more capabilities.

Cisco Unified MeetingPlace Express 2.0

- Integrated voice, video and Web conferencing
 - Standards-based H.323 & SIP, scheduled & reservationless
- For midsized organizations - 20 to 200 concurrent users
- Simple setup and attend - Outlook, Web, CUPC, phone
- Simple to deploy, manage & secure
 - Single-server, Linux-based software, CSA



Q3 CY07

Add rich-media conferencing to Cisco Unified Communications for cost savings and productivity



- On-network for:**
- **Cost savings**
 - **Security**
 - **Application integration**

Cisco Unified MeetingPlace Express Web Scheduling

CISCO MEETINGPLACE EXPRESS

Schedule | Find | Administration

Schedule Meeting

Subject

Meeting ID

Date ...

Time (America/Los_Angeles)

Duration hrs minutes

Frequency

Number of Callers

List meeting publicly

> Invitees
> More options

Schedule Cancel

More options

Meeting password

Billing code

Who can attend Anyone MeetingPlace Express users only

Entry announcement

Exit announcement

Method of attending

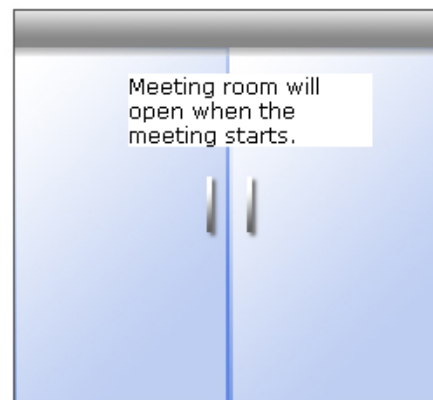
Schedule Cancel

CISCO MEETINGPLACE EXPRESS

Schedule | Find | Administration

✓ Meeting Scheduled Successfully

Meeting Scheduled

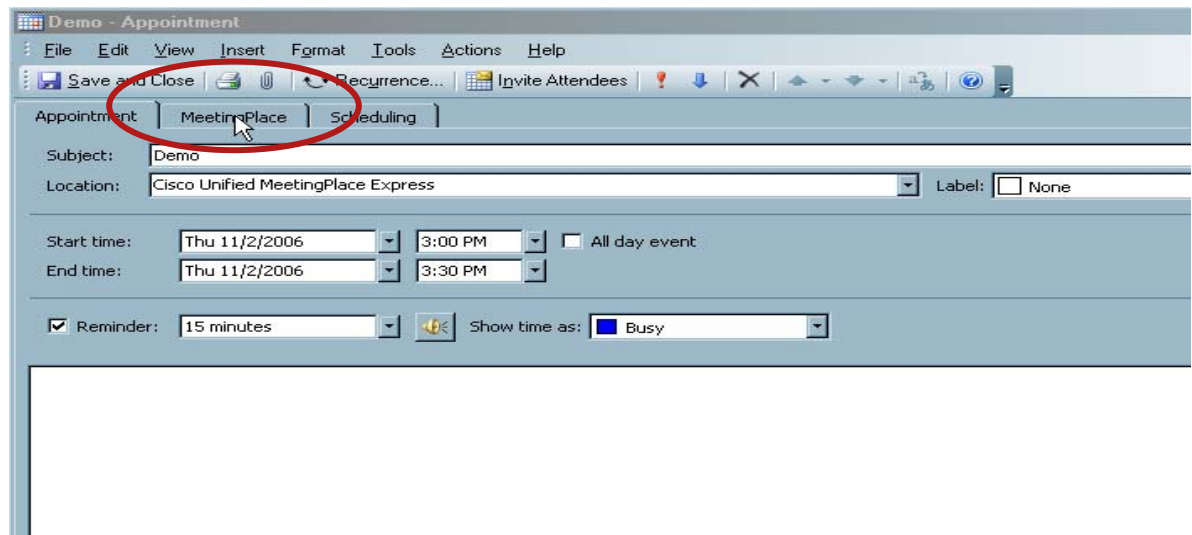


Subject	test
Meeting ID	9383
Date	5/9/05 5:45 PM
Duration	30 minutes
Frequency	Once
Scheduled callers	4
Meeting password	Not required
Publish meeting	true
Owner	Bobbie Martin
Invitees	

Reschedule Delete

MeetingPlace Express Outlook Tab

- Download from CUMPE Home Page, Schedule Page (both or neither) or via Automated Distribution Tool (i.e. SMS)
 - Silent—Suppresses the need for user input.
 - Admin—Installs the Cisco Unified MeetingPlace Express Extension
- Plug-in is automatically configured for URL
- First time login UserID and Password required...then saved in plug-in



CUMPE Outlook Calendar Notification

- Provides Web URL
 - Login to voice (outdial) **and** web session from a single page
 - used for either “Lite” meetingroom or full Web Collaboration (Based on Profile settings)
- Internal and external phone numbers configured in Admin

The screenshot shows an Outlook meeting notification window with the following details:

- Appointment** | MeetingPlace | Scheduling | Tracking
- No responses have been received for this meeting.
- To...: Bobbie M.
- Subject: Demo
- Location: bounty.cisco.com (ID:8580) | Label: None
- Start time: Thu 11/2/2006 3:00 PM | All day event
- End time: Thu 11/2/2006 3:30 PM
- Reminder: 15 minutes | Show time as: Busy
- This is an online meeting using: Microsoft NetMeeting
- Subject: Demo
- Date/Time: NOV 2, 2006, 3:00 PM (Pacific Standard Time)
- Duration: 30 mins
- Frequency: Once
- Password:
- Owner: Bobbie Martin
- To join the meeting
- Meeting URL: <http://bounty.cisco.com/m/4B74AB81454A6CC5820007396487200A>
- Local Access x23993
- External Access (408)902-3993
- Server Name bounty.cisco.com

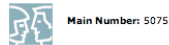
From Schedule Screen to Web Meeting Room

After clicking the **Join Meeting** button, the web meeting room will be launched

CISCO MEETINGPLACE EXPRESS

Attend | Schedule | Find | Start Reservationless | Administration

Welcome Harold
Profile | Log Off | Help



Meeting Details

0 Voice participants
2 Web participants

(Update meeting status)

Subject: Development Meeting
Meeting ID: 119911
Date/time: 09/18/05, 8:45 PM (PST)
Duration: 30 minutes
Frequency: Once
Scheduled participants: 4
Meeting type: Voice (if available) + web meeting
Publish meeting: No
Owner: Harold
Invitees (3):
Sam
Sarah
Ingrid

Dial in from your phone to attend voice meeting
 Enter web meeting room

Join Meeting

End Meeting



test-pres0 | Cisco MeetingPlace Express

Meeting View Help

Attendee List (1)
My Status
Speaking:

Harold

Share

Share your screen
Start Screen Sharing...

To: Everyone

Note

Full screen

CISCO SYSTEMS
CISCO MEETINGPLACE EXPRESS
macromedia technology

Web Meeting Room Tour - Full Meeting Room

Participant List:

Show all web and voice participants in the conference



Chat Pod:

In session chat is provided. Chat with a specific participant or send a message to everyone



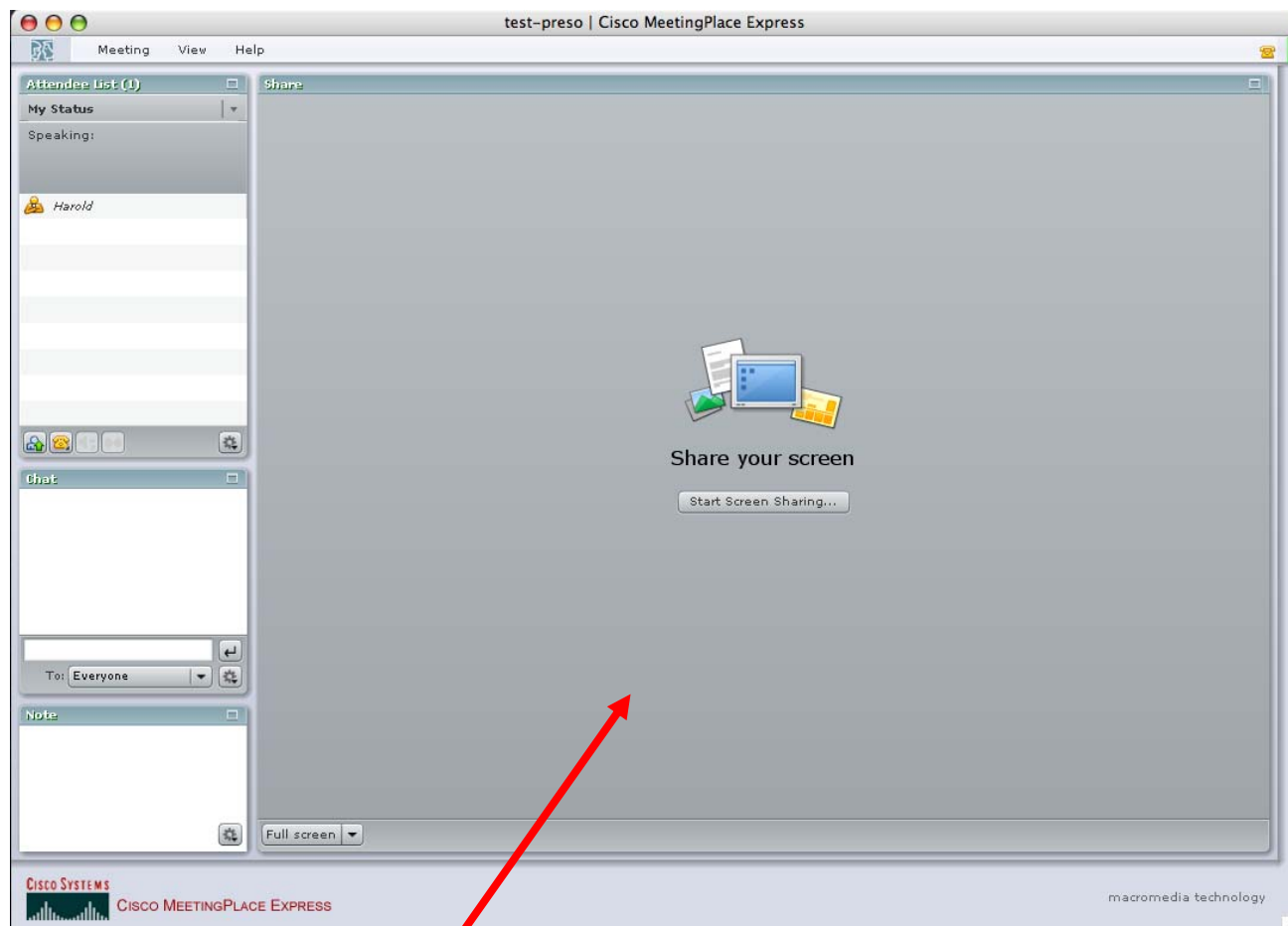
Note Pod:

In session notepad is provided



Share Window:

This collaboration space allows participants to screen share an application, window or their desktop



Web Permission Levels

Your permission level determines what you see and can do in the web meeting room. These permission levels apply only to actions performed inside the web meeting room.



■ Moderator

- Participants who log in with their profile when they join the web meeting
- Everything in the web meeting room



■ Presenter

- Participants who enter the meeting as guest users. (Users who do not have a profile or do not log in with their profile when they join the web meeting.)
- Presenter privileges in the full web meeting room control the content that they are presenting but not manage participants or the web meeting room.
- There are no features specific to this permission level in the lite meeting room.



■ Audience

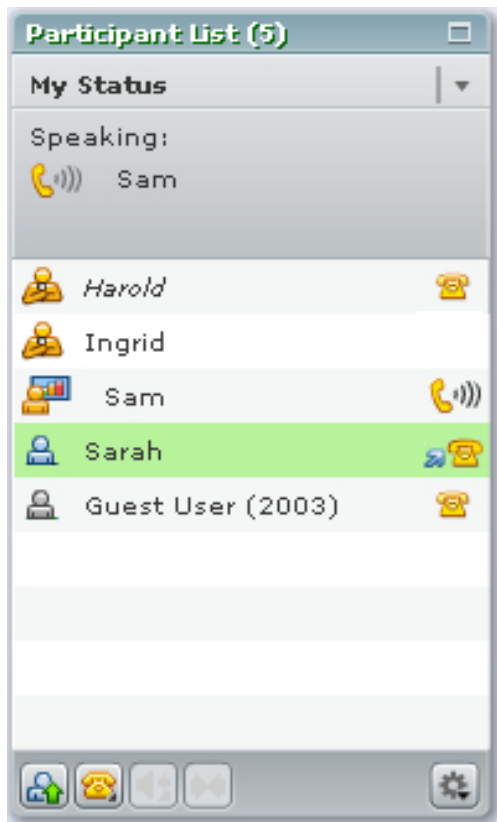
- No participant has this permission level by default
- Moderators can demote participants to this permission level during a meeting.
- Audience privileges in the lite web meeting room:
 - See the participant list, View and post icon messages
 - Control your personal viewing experience.
- Additional privileges View presentations, see and send chat messages, and notes

Participant List Overview

Presence icons:





The icons on the left indicate the presence for the participant in the meeting

-  a host (moderator)
-  a presenter
-  web participant
-  a voice only attendee



Phone Icons:

The icons on the right indicate the phone status

-  current speaker
-  audio participant
-  system calling attendee
-  voice is muted

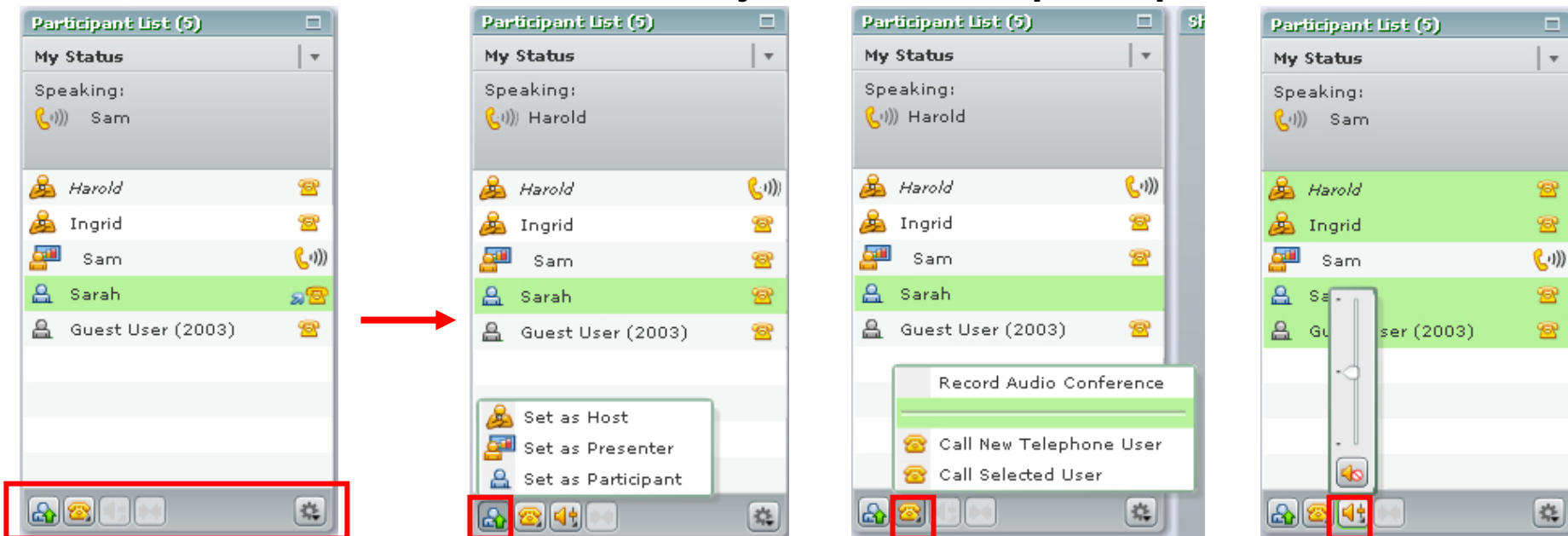
** no icon means the attendee has not joined by the phone yet

Participant List Overview - Tool Tray

Tool Tray:

A Moderator can click the icons in the Participant pod tool tray, which:

- Allows moderators to modify the role of other participants (Host, Presenter or Participant)
- Enables voice recording of the meeting
- Permits participants to have the system call a highlighted user, call themselves or another person not currently in the meeting
- Allows moderators to mute or to adjust a selected participant's volume



Cisco Unified MeetingPlace Express VT 2.0

Conferencing for Cisco Unified Communications Manager video telephony

- Ad-hoc, rich-media conferencing
 - Voice/video/web for Personal Communicator
 - Voice/video for other Communications Manager endpoints (e.g. CUVA, 7985, ...)
- Basic multipoint video switch
 - Less expensive alternative to CUV MCU
- No scheduled/reservationless meetings
 - Except demo capacity, see Deployment Options slide in Sales Training
- For Midsized Organizations
 - Up to 40 concurrent users of voice, video & web
- Simple to Deploy and Manage
 - Single-server, Linux-based software



MCS-7825-H3/I3-RC1
MCS-7835-H2/I2-RC1



Cisco Unified Presence og Cisco Unified Personal Communicator (CUPC)



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



Microsoft

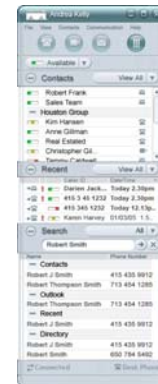
IBM

Presence/SIP Network

SIP/SIMPLE
CSTA

Cisco Unified Presence

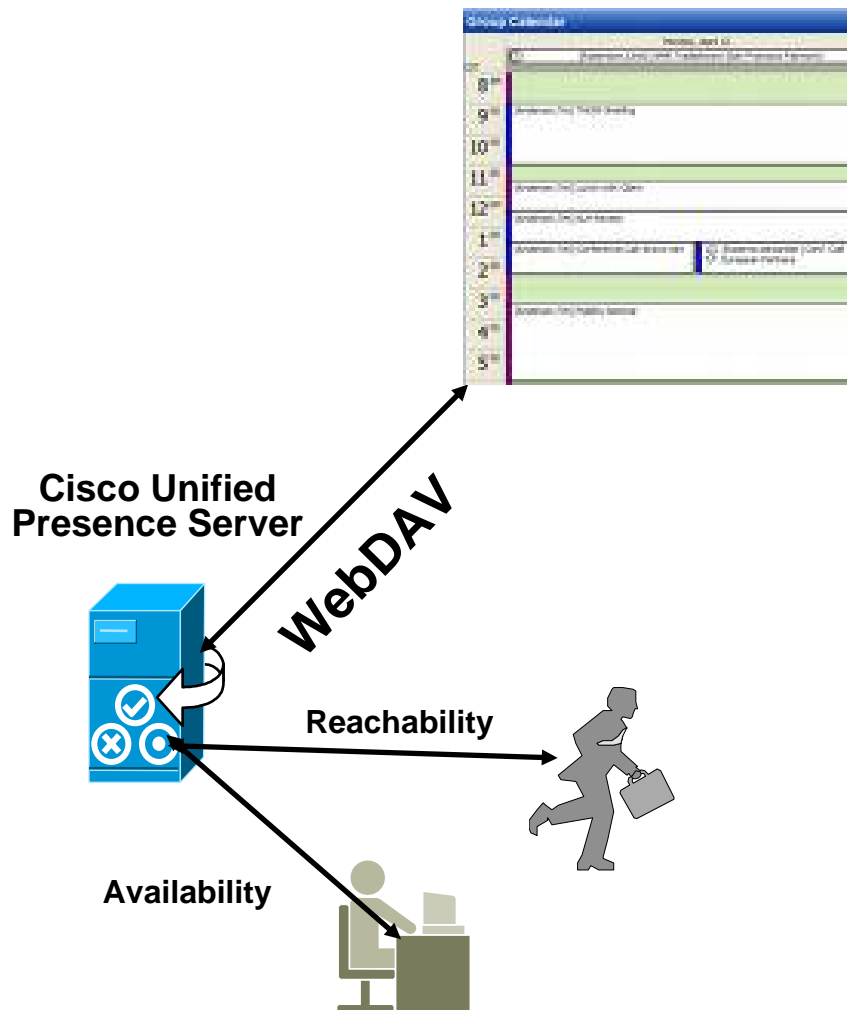
Cisco Unified Personal Communicator



Wireless Services



Cisco Unified Presence Server 6.0: Outlook Free/Busy Support



Key Points :

- Free/Busy from Outlook calendar integrated into End User status
- End User has ability to include in or exclude from Reachability status
- Uses WebDAV interface

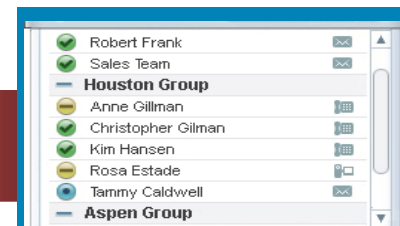
Cisco Unified Personal Communicator

The Unified Communications Cockpit

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



Call Control



Presence & Policy



Unified Messaging



Integrated Video



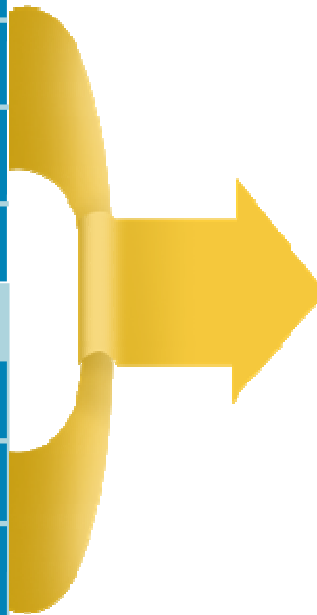
Web Conferencing

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



All-in-One Communication Tool

- Voice, Video, and Email
- Presence and IM
- Preferred Device
- Voice Mail Playback
- Contact lists
- Unified Personal Communicator**
- Web Conferencing
- Video Conferencing
- Directory Searches
- Communication Logs
- Mobility



Stephen New - 89023474

File View Actions Help

Available Desk Phone

General

- Laura Morley
- Michael Newton
- Christine Sloan
- R Philips

Marketing

Sales

- Stephen Hu
- Grace Candel
- David Powers

Engineering

- Aris Cru.

Recent

Name	Date/Time
89023223	2-Feb-2007 1...
Ramesh Kolach	2-Feb-2007 1...
Laura Morley	25-Apr-2006 ...

Search

Reach the Right Person the First Time: Presence and Instant Messaging



Key Benefits

- Reduce costly communication delays by quickly knowing who is available and how best to reach them
- Leverage presence, availability, context, and modality
- Improve communication connection success rates

Know How to Reach Others Quickly

Improve “Communication Connection Success Rates”

- Quickly determine who is available and who is not with dynamic presence information
 - Easily identify the best people to contact
- Know each user’s preferred method of contact – voice, video, IM or email.
- Make yourself available or not
- Customize your availability information (at lunch, in a meeting)
- Display availability based on your Outlook calendar
- Set extended away messages (on vacation, out of office)

Presence and Context

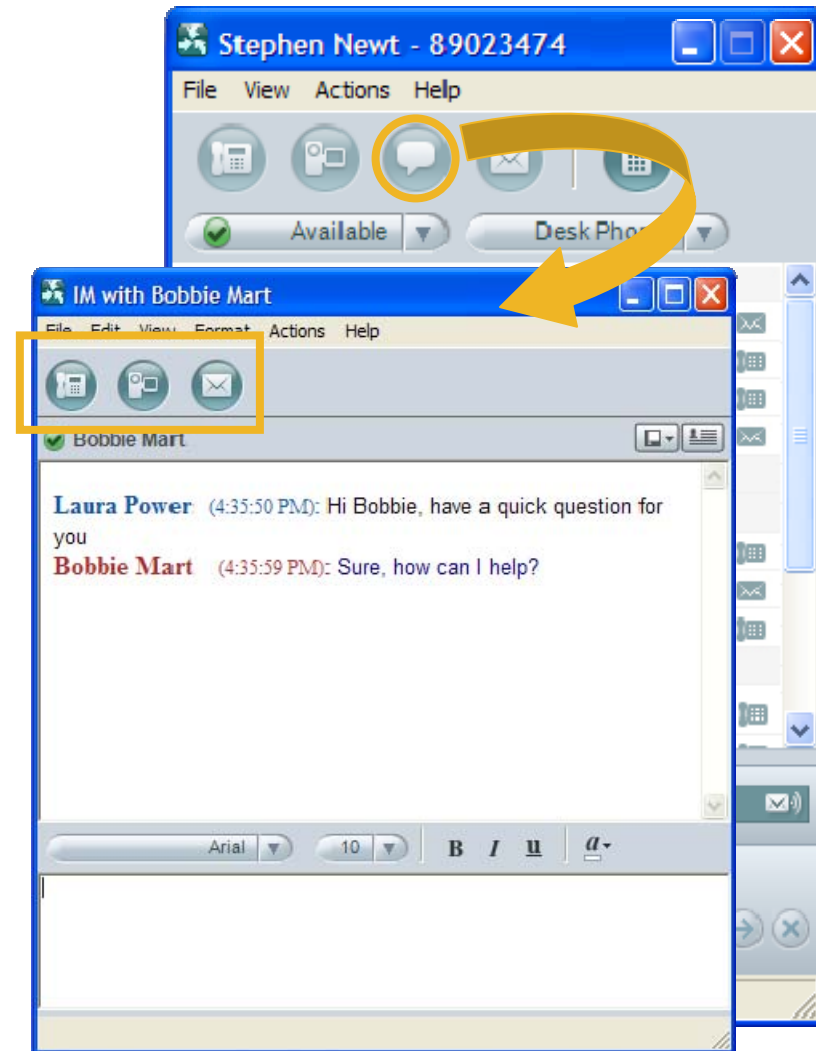
Leverage dynamic presence information in the network



- Reduce communication delays
- Enhance productivity

Reduce Communication Delays with Instant Messaging

- Real-time communications
 - Faster responses
 - Timely and effective
 - Communicate when “busy”
 - Reduce voice mail pile-up
- Exchange IMs between Unified Personal Communicator and IP Phone Messenger users
- Click to call using voice or video from the IM Window
- Click to send an email using your desktop email application



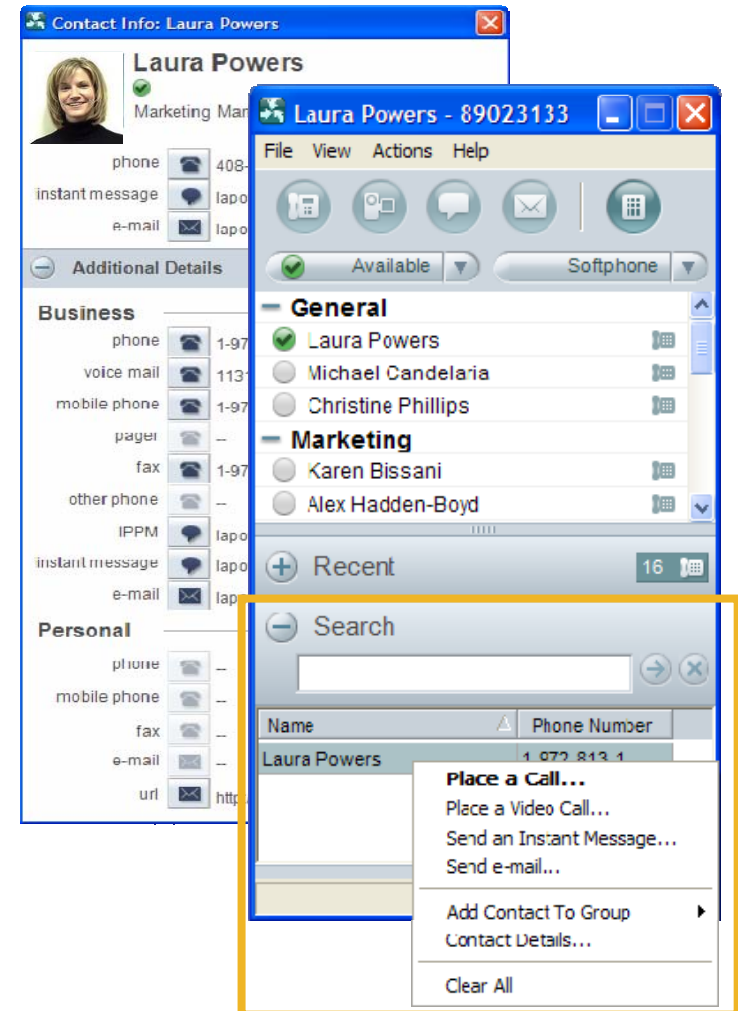
Streamline Communications with Powerful Call Management Capabilities

- Click-to-Call
 - Use the fully integrated softphone or your Cisco Unified IP Phone
 - Shared line, same number and dial plan
 - Same call detail records
- Integrated keypad dialer
- Ad hoc conferencing
 - Voice, video and Web conferencing
- Media Escalation
 - Add video telephony or share documents during active conversations
- Pop-up notifications
 - CLID/Name, call type, call options



Locate People Quickly with Directory Search and Contact Lists

- Directory search
 - Search your corporate directory from the main window
 - Click to communicate
 - Add to your contact list
- View detailed contact information
 - See “business card” with additional contact numbers, email addresses, etc.



Call Contacts Quickly with New Microsoft Outlook Toolbar

- Save time by launching communications while working in Outlook 2003

Click to dial

Click to IM

Direct dial

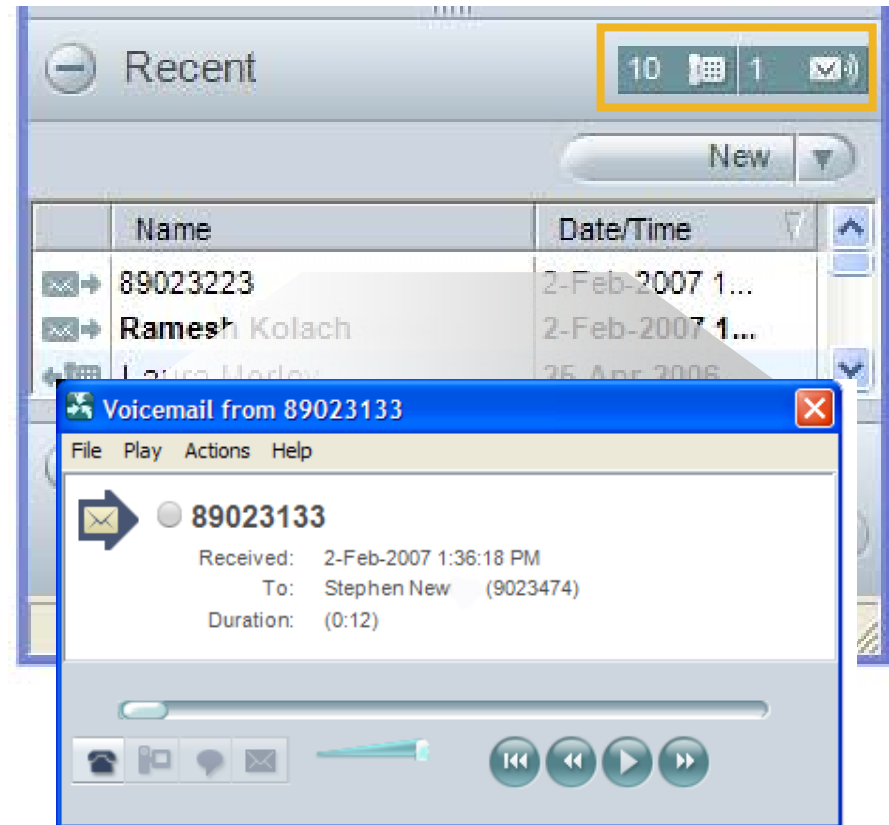
- Communicate quickly with customers, partners, and personal or corporate contacts in Outlook



Note: Apple Address Book functionality is similar and is also available today

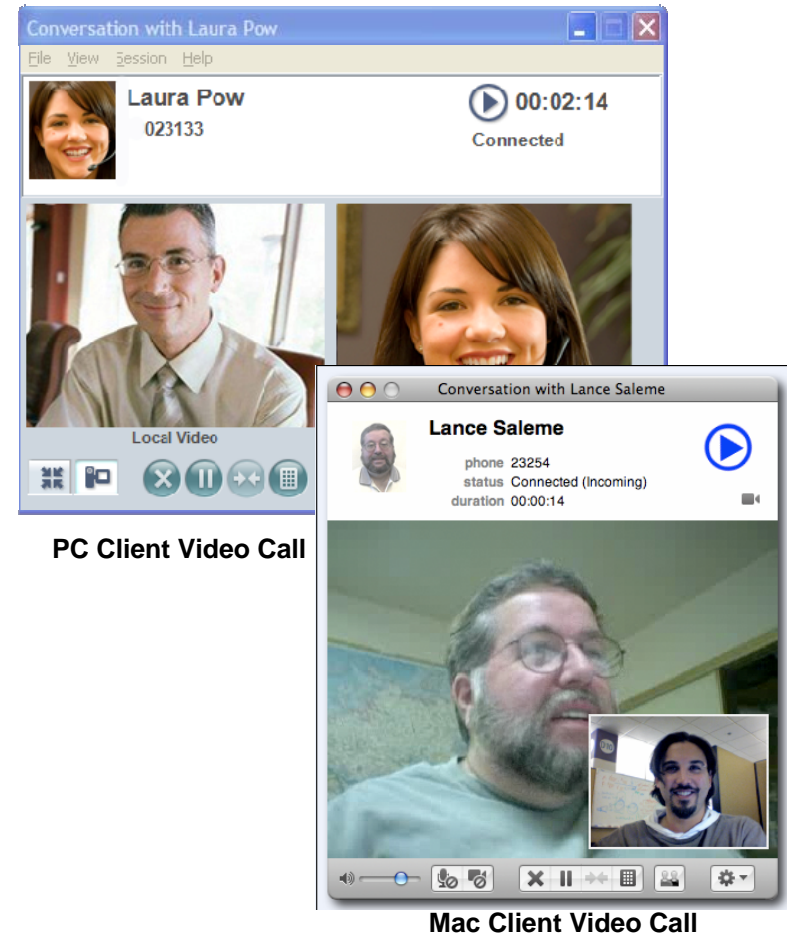
View Recent Communications Activities and Respond Faster

- See who called and when
 - Name/CLID, Date/Time, media type
- View communications history
 - Inbound/outbound calls
 - Missed calls
- View Cisco Unity or Unity Connection voice messages onscreen
 - Message waiting indicator with counter
 - Presence indicator
 - Sort, delete, and simply click-to-play
 - Click to respond (voice/video/IM/email)



Face-to-Face Communications with Integrated Video Softphone

- Enhance productivity and focus attention on the matters being discussed
- Bridge language and cultural barriers
- Improve teamwork for geographically dispersed employees
- Save on travel expenses by reducing the need for in-person meetings
- Provide consistent user experience for voice and video
 - Click-to-call
 - Single number for voice and video
 - Automatic codec, format and bit rate negotiation
- Support multi-party ad hoc conferencing
- Interoperates with other Cisco Unified Communications manager video endpoints

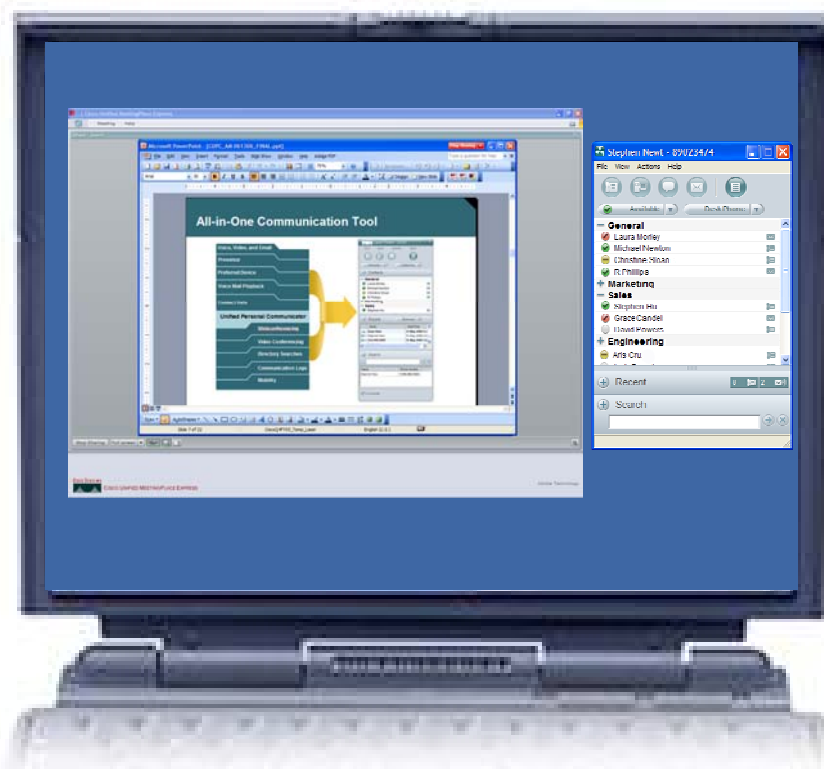


Business meetings
Human resources - Remote interviews

Education – long distance learning
Telemedicine - Remote Consultation

Virtual Meetings Anywhere, Anytime

- Collaborate more effectively with Web conferencing
 - Improve operational effectiveness
 - Speed decision-making
- Share documents, applications, and presentations
 - Overcome geographic boundaries
 - Scale content to interface automatically
 - Collaborate with whiteboarding
- Leverage proven, on-net Solution for Costs Savings and Security
 - Use Cisco Unified MeetingPlace or MeetingPlace Express to eliminate outsourced Web conferencing services



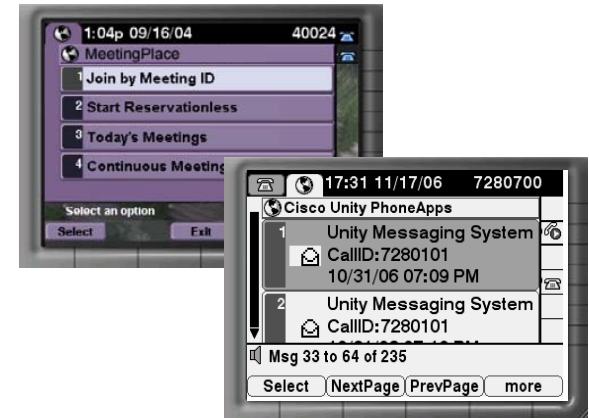
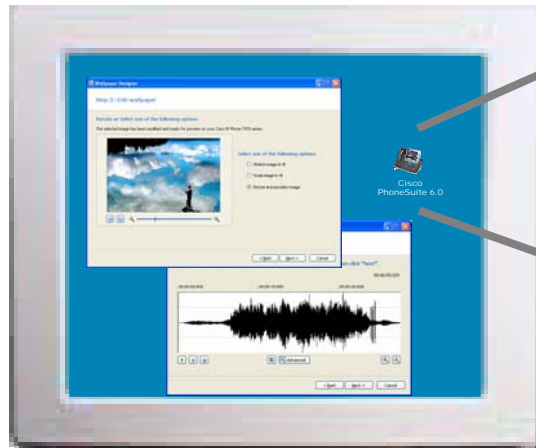
Enhance meetings and improve productivity

Cisco Unified Phone Application Suite (CUPAS)



Desktop User Experience: Cisco Unified Phone Application Suite (CUPAS)

Enhanced End User Productivity & Desktop Affinity



Personalization Features

- IP Phone **Ring Tones**
- IP Phone **Wallpaper**
- **Desktop Tools** for Editing/Install

**Free to download from
CUCM6.0**



Administration

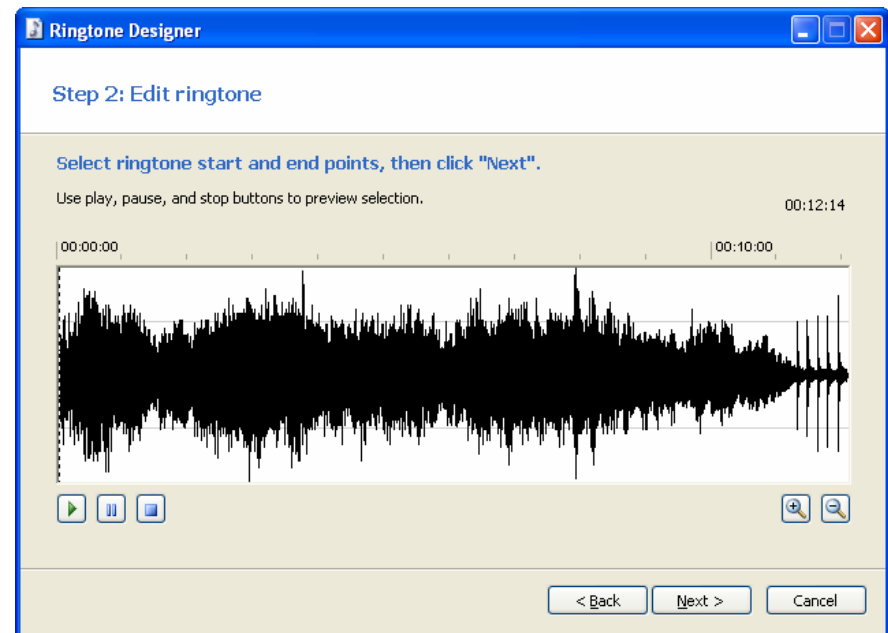
- Administrator **usage management** on a per phone basis

Desktop Productivity Features

- **Click-To-Dial**
- **Cisco Unified MeetingPlace & MPE Phone View**
- **Cisco Unity & Unity Connections Phone View**

Personalization: Ring Tone Designer

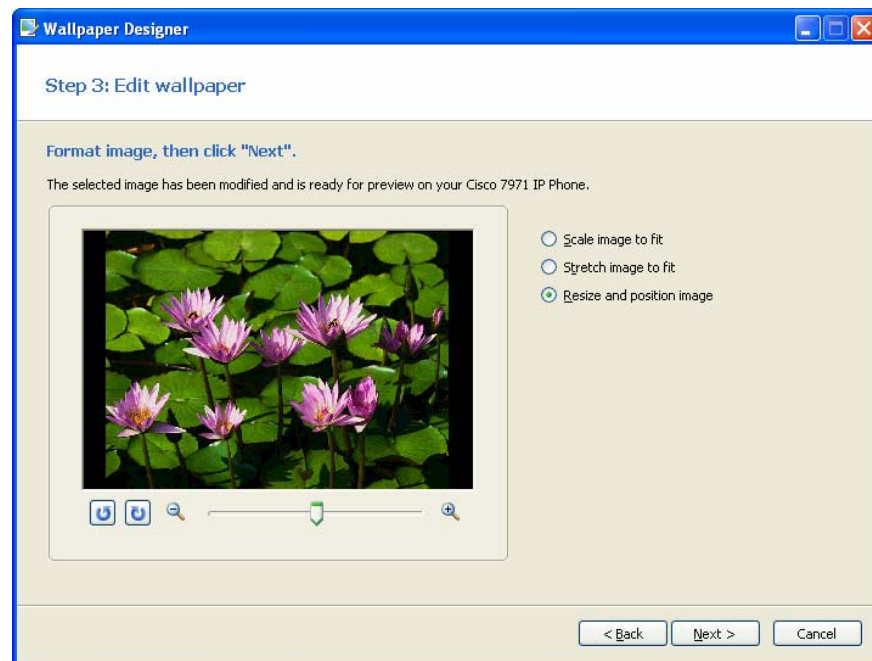
- **Ring Tone Designer**
 - **Import, Record or rip from CD and then crop to fit**
 - **Listen to ring tones over phone speaker.**
 - **Simple, 3-step, wizard driven process.**



Personalization: Wallpaper Designer

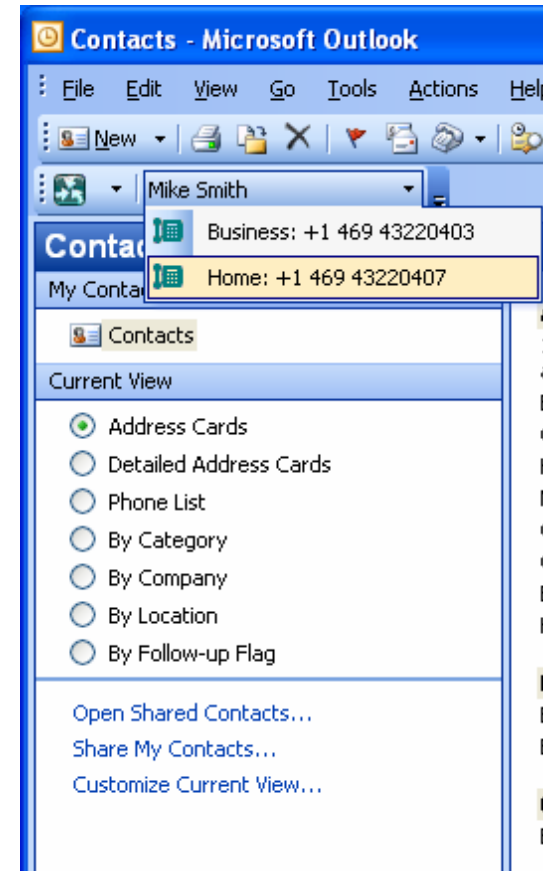
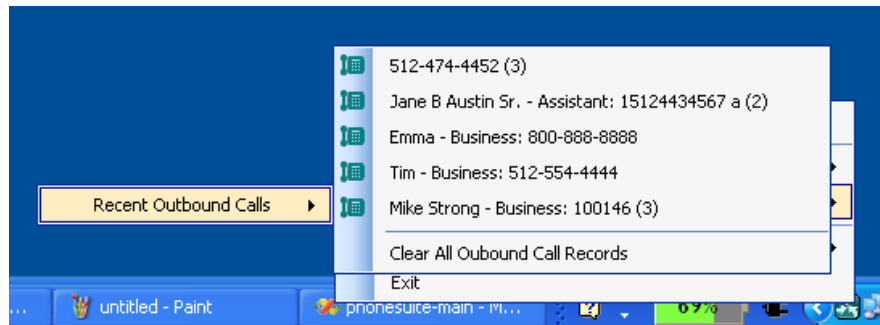
■ Image (Wallpaper) Designer

- Simple editing functions (stretch or resize and reposition)
- Preview wallpaper on the phone display.
- Simple, 4-step, wizard driven process.



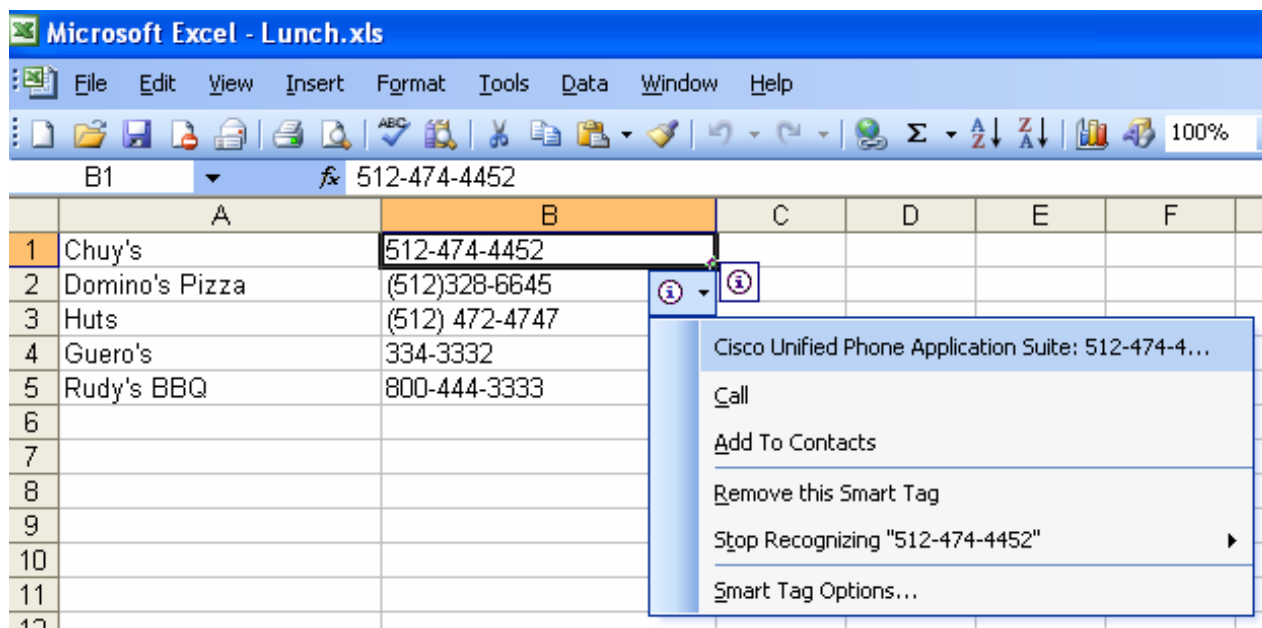
Productivity: Click-to-Dial – MS Outlook

- **Click-to-Dial contact from Outlook**
 - Redial recent calls
 - Call logs (Local History)



Productivity: Click-to-Dial – MS Office

- **Click-to-Dial number from MS Office products (SmartTags)**
 - Select number and click to dial
 - Add to Outlook Contacts



Productivity: MeetingPlace & MP Express Phone View

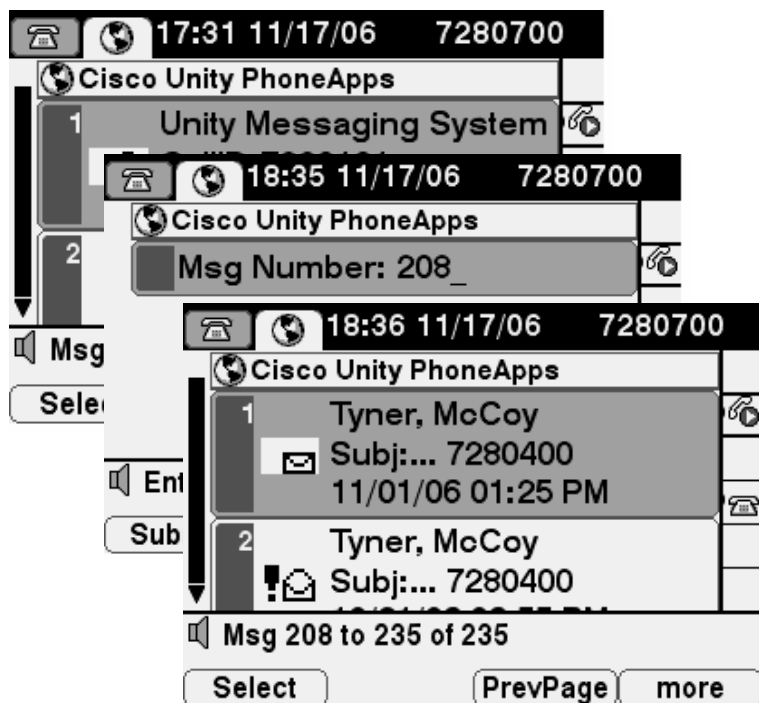


■ Interface to Setup & Manage Meetings

- Initiate meetings
- Single button join
- See who is in the meeting
- See who is talking
- View list of conferences
- Single button join the conference
- Start a Reservationless meeting



Productivity: Unity & Unity Connections Phone View



- **User access to voicemail inbox via IP Phone interface**
 - Use message locator to view voicemail message queue or jump to particular message in inbox
 - View message header details
 - Play selected messages


Cisco Unified Phone Application Suite (CUPAS) 6.0

Minimum System Requirements

- **Cisco Unified Communications Manager 6.0**
- **Personalization (Wallpaper, Ring Tones) and Phone View supported on the following Cisco Unified IP Phones:**
 - 7906G, 7911G, 7941G, 7941G-GE, 7961G, 7961G-GE, 7970G, 7971G-GE,
 - 7931G (no wallpaper support)
- **Click-to-Dial supported on all Cisco Unified IP Phones, Cisco Unified Personal Communicator, and Cisco IP Communicator.**
- **Cisco Cisco Unified MeetingPlace Express 2.0 or Cisco Unified MeetingPlace 6.0 for MP/MPE Phone View.**
- **Cisco Unity Connection 2.0 or Cisco Unity 5.0 for Unity/Unity Connection Phone View**
- **Personal Computer Requirements:**
 - Microsoft XP or Microsoft Windows Server 2003.
 - Microsoft Outlook 2003 for MS Outlook toolbar Click-To-Dial.
 - Microsoft Office 2003 for MS Office Smart Tag Click-To-Dial.

Cisco Unified Phone Application Suite (CUPAS) 6.0

Language Support

Language	Desktop	Unity & Unity Cxn. Phone View	MP & MPE Phone View
English	✓	✓ (U & UC)	✓ (MP & MPE)
German	✓	✓ (Unity)	✓ (MPE)
French	✓	✓ (Unity)	✓ (MPE)
Simplified Chinese	✓	✓ (Unity)	
Traditional Chinese	✓	✓ (Unity)	
Dutch	✓	✓ (Unity)	
Italian	✓	✓ (Unity)	
Portuguese	✓	✓ (Unity)	
Spanish	✓	✓ (Unity)	
Russian	✓	✓ (Unity)	
Japanese	✓	✓ (Unity)	✓ (MPE)
Korean	✓	✓ (Unity)	✓ (MPE)
Danish 	✓	✓ (Unity)	Q3CY07 (MPE)

Cisco Unified Contact Center Express (UCCX)





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

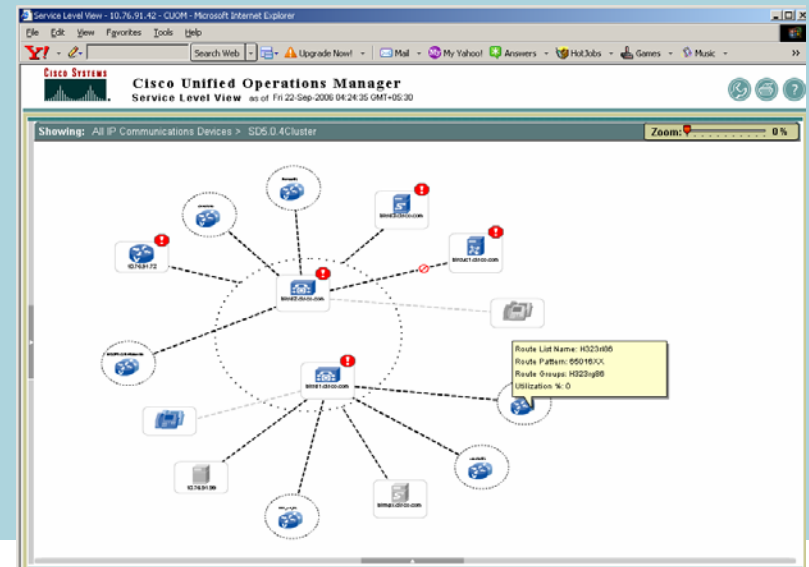
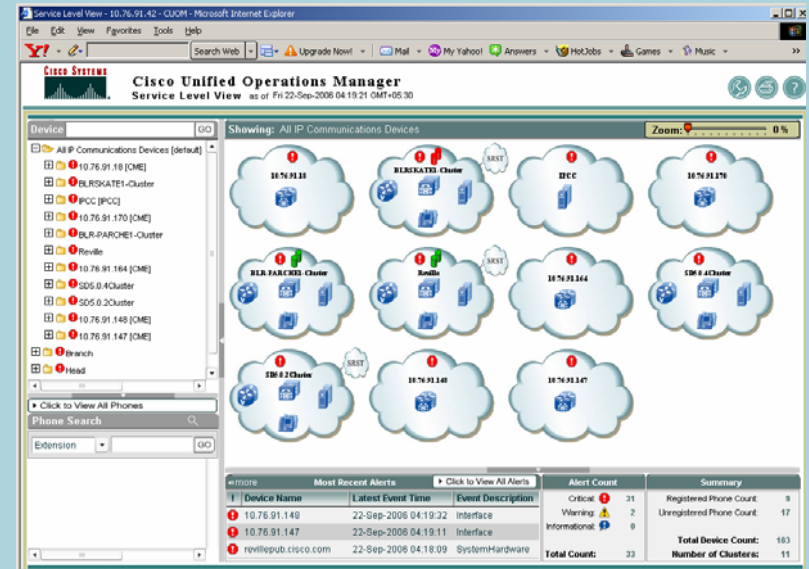
 - Support for Wrap Up Codes

Cisco Unified 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. At the top, the Cisco logo and product name are visible. Below the navigation tabs (Reports, Configuration, Thresholds, Administration), there are filter options for Sensor, CVTQ, and Sensor 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 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 data and a 'Most Impacted Endpoints' table.

Both panels include a diagram of a call center environment with phones and sensors connected to a central system.

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
x3	9:01	3.6
x2	9:02	3.1
x6	9:03	3.3
X53	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**

The screenshot displays the Cisco Unified Provisioning Manager interface. The top navigation bar includes 'Provisioning Dashboard', 'Infrastructure Configuration', 'Advance Setup', and 'System Administration'. Below this, there are tabs for 'Manage Subscribers', 'Manage Orders', and 'Manage Activities'. The main content area is divided into two sections: 'Subscriber Record Options' and 'Subscriber Record Details'.

Subscriber Record Options: Shows details for 'John Smith (jsmith)' with links for 'New Order', 'View Orders', and 'Subscriber Notes'. A 'Go to Product Catalog' link is also present.

Subscriber Record Details: A table showing products for the subscriber. The table has columns for 'Products', 'Location', 'Quantity', and 'State'. It lists three products: 'Line (4080000999 John Smith)', 'Phone (Cisco 7960: SEP111111111111)', and 'Phone (Cisco 7960: SEPABCD1234ABCD)', all located at 'Site1 - 408' with a quantity of 1 and an active state.

Order Details: A section showing 'Found 2 Orders.' with a table of orders:

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

Below the order table, it states 'Minimum configuration requirements completed.'

At the bottom of the interface, there are three main management panels: 'Manage Subscribers', 'Manage Orders', and 'Manage Activities'. Each panel contains icons for a mouse, a phone, and a laptop, respectively, and provides links for adding, viewing, and searching records. A summary bar at the bottom shows 'Subscribers # 18', 'Active Orders # 8', 'Complete Orders # 4', 'Orders Not started # 1', and 'Pending Activities # 8'.

Below the screenshot, there is a diagram showing a network of servers (represented by server icons) connected to a central hub, with several database cylinders below it. To the right of the diagram, the text reads: '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

