



TechUpdate:

## Cisco Unified Communications System Release 7.0



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**23-24. oktober 2008**

# Agenda

- Housekeeping
- UC 7.0 overview
- Sikkerhed og Cisco ASA i UC sammenhæng
- Unified Communications Manager 7.0
- Mobility
- Presence og Unified Personal Communicator
- Integration til Microsoft
- Endpoints
- Trusted Relay Point
- Contact Center Express
- Unified Workspace Licensing update
- Diverse

# SE persongalleriet

Ent/Pub  
support



Channels  
support



AM



# UC 7.0 - New or Enhanced Products

## IP Telephony-Call Control & Endpoints

- Cisco Unified Communications Manager 7.0
- Cisco Unified Communications Manager Business Edition
- Cisco Unified Communications Manager Express 4.3
- Cisco Unified SRST 4.3
- Cisco Emergency Responder 7.0
- Cisco Unified IP Phone Expansion Module 7915
- Cisco Unified IP Phone Expansion Module 7916
- Cisco Unified IP Phones

## Network Management

- Cisco Unified Provisioning Manager 1.3
- Cisco Unified Operations Manager 2.1
- Cisco Unified Service Monitor 2.1
- Cisco Unified Service Statistics Manager 1.1
- Cisco netManager Unified Communications 1.1

## Security

- IOS Firewall 12.4(20) T
- Cisco Adaptive Security Appliance 8.0(4)
- Firewall Service Module 4.0

## Tools

- Solution Expert 3.7
- Quote Builder 3.3
- UC Solution Capacity Tool (UCSCT) 1.0

## Licensing

- Cisco Unified Workspace Licensing

## Communications Infrastructure

- Cisco Unified Border Element 1.2
- Cisco ISR 880
- Application eXtension Platform (AXP) for UC

## Unified Communications Applications

- Cisco Unity 7.0
- Cisco Unity Connection 7.0
- Cisco Unity Express 3.2
- Cisco Unified MeetingPlace 7.0
- Cisco Unified MeetingPlace and WebEx Integrations
- Cisco Unified Presence 7.0
- Cisco Unified Personal Communicator 7.0
- Cisco IP Communicator 2.2
- Cisco Unified Mobility 7.0
- Cisco Unified Mobility Advantage 7.0
- Cisco Unified Mobile Communicator 7.0
- Cisco Unified Application Environment 2.5
- Cisco Unified Communications Plug-Ins
- WebEx Connect Widgets

## Customer Contact

- Cisco Unified Contact Center Express 7.0
- Cisco Unified IP IVR 7.0
- Cisco Agent Desktop for Cisco Unified Contact Center Express 7.0
- Cisco Agent Desktop Suite for Cisco Unified Contact Center Enterprise 7.5
- Cisco Unified Contact Center Enterprise, Hosted, and ICM 7.5 (includes Expert Advisor)
- Cisco Unified Customer Voice Portal 7.0
- Cisco Unified Intelligence Suite 7.5

## IBM and Microsoft Interoperability



# Cisco ASA 8.0.4 som UC Security Appliance



**TLS Proxy – Securing the Campus**

**Phone Proxy – Secure Remote Access**

**Mobility Proxy – Unified Mobile Communicator**

**Presence Proxy – Secure Business-to-Business Collaboration**

# True UC Security Requires a Secure Network AND Secure Telephony

Secure Network

Secure Unified Communications

Secure Telephony



*“Organizations must focus on creating efficiencies across all aspects of UCC ownership. Including: Hygiene, Compliance, Integration, Security & Identity and Management.”*

- Key Issues for Unified Communications & Collaboration; Gartner, 3/07

# Secure Unified Communications Systems Approach in Action

## Infrastructure

- VLAN segmentation
- Layer 2 protection
- Firewall
- Intrusion detection
- QoS and thresholds
- Secure VPN
- Wireless security

## Applications

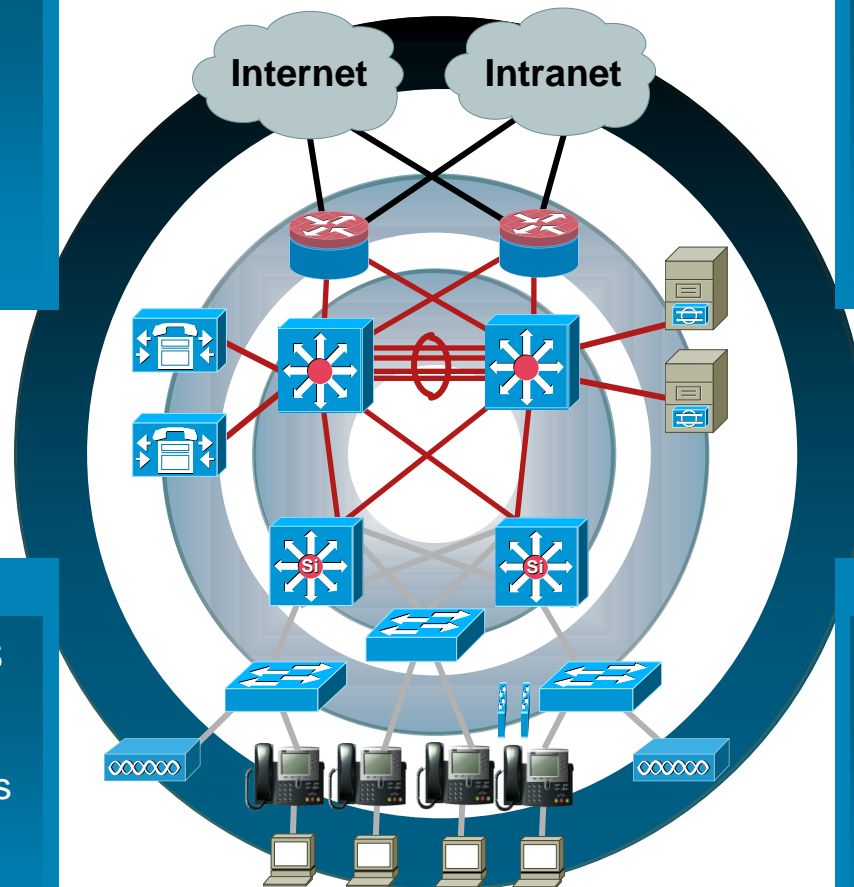
- Multi-level administration
- Toll fraud protection
- Secure management
- Hardened platforms
- h.323 and SIP signaling

## Call Management

- Hardened Windows OS
- Digital certificates
- Signed software images
- TLS signaling
- Integrated CSA

## Endpoints

- Digital certificates
- Authenticated phones
- GARP protection
- TLS protected signaling
- SRTP media encryption
- Centralized management







# Cisco ASA TLS Proxy





# Large Enterprise Customer Challenge

## Solving the Firewall & Encryption Integration Problem

Customer Security policy mandates

- All Servers, including CUCM, must be firewalled for their protection
- Key end users must have all phone calls encrypted

Firewalls need to inspect the signaling traffic to

- Open Media pinholes
- Apply Protocol Conformance
- Apply Application Inspection and Control (AIC)

Encrypted calls must encrypt the signaling (TLS) because phones have the media encryption keys sent to them by CUCM via the signaling

### Problem

Two key security functions cannot co-exist or integrate

### Customer Options

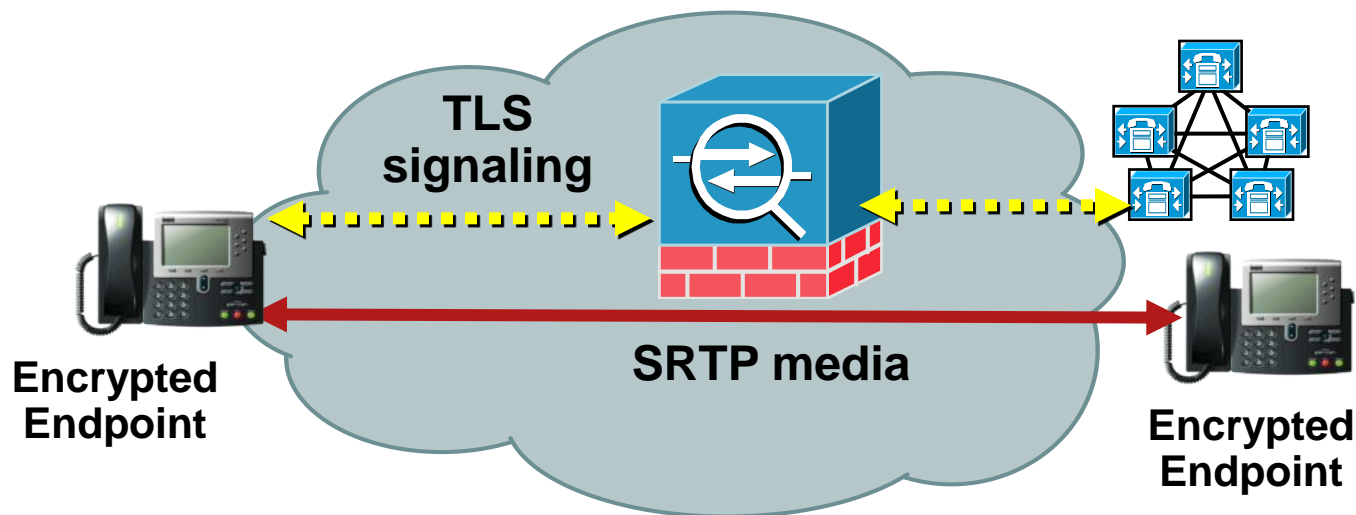
Choose Encryption or Firewalling, but not Both

### Cisco Solution

The ASA TLS Proxy (ASA 8.0)

# Encrypted Voice Security Solution

## Security – UC – Network Integration



### CUCM encrypted calls with SRTP/TLS can now be inspected by Cisco ASA 5500 Adaptive Security Appliances:

- Maintains integrity and confidentiality of call while enforcing security policy through advanced SIP/SCCP firewall services
- TLS signaling is terminated and inspected, then re-encrypted for connection to destination (HW Based encryption)
- Dynamic port is opened for SRTP encrypted media stream, and automatically closed when call ends

**NOTE: Not the same as Phone Proxy – NOT designed for Remote Access phones**



# Cisco ASA Phone Proxy



# Cisco Unified Secure Remote Access

## One Solution for Diverse Remote Access Needs

**Clientless  
VPN Access  
(Web based  
data apps)**



**SSL VPN  
(Softphones and  
data apps)**



**Phone Proxy  
(Cisco IP  
Phones)**



**Mobility Proxy  
(CUMC,  
iPhones etc)**



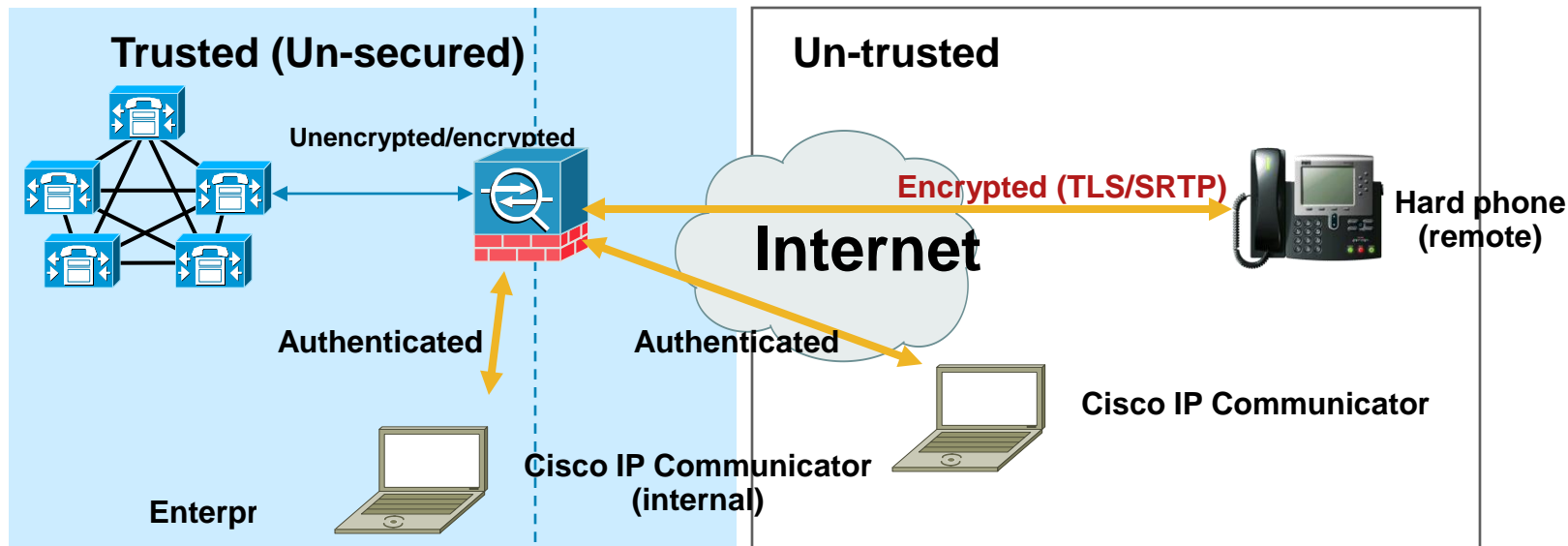
**IPsec VPN  
(Softphones, 3<sup>rd</sup>  
party phones  
and data apps)**



**Powered by the Cisco ASA**

# Cisco ASA Phone Proxy Solution

## Remote Access and Voice/Data Segmentation

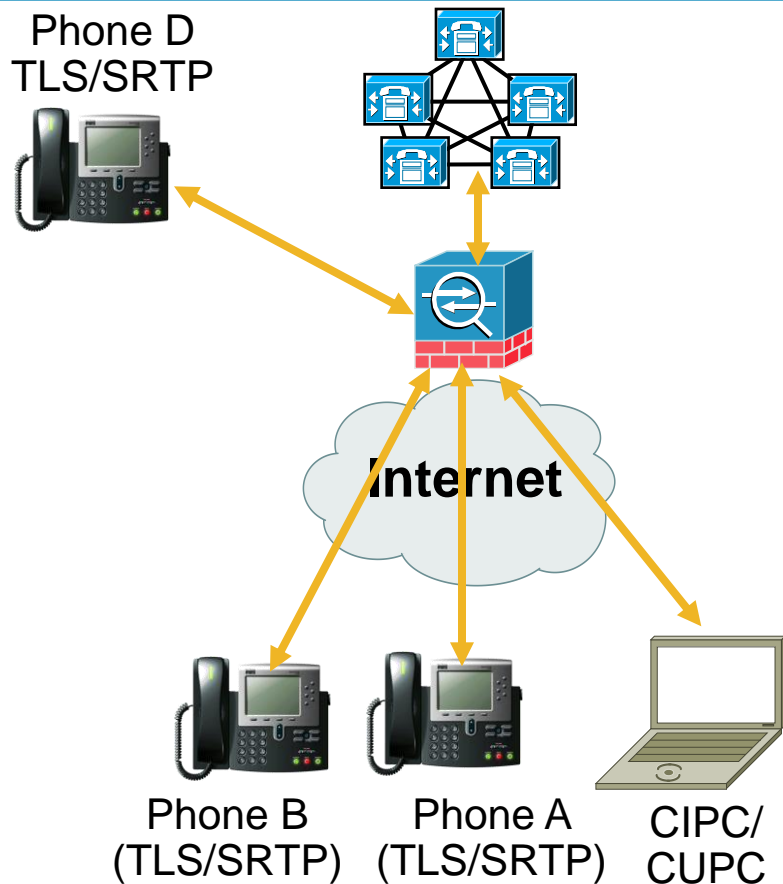


### Secure Remote Access and Campus Segmentation:

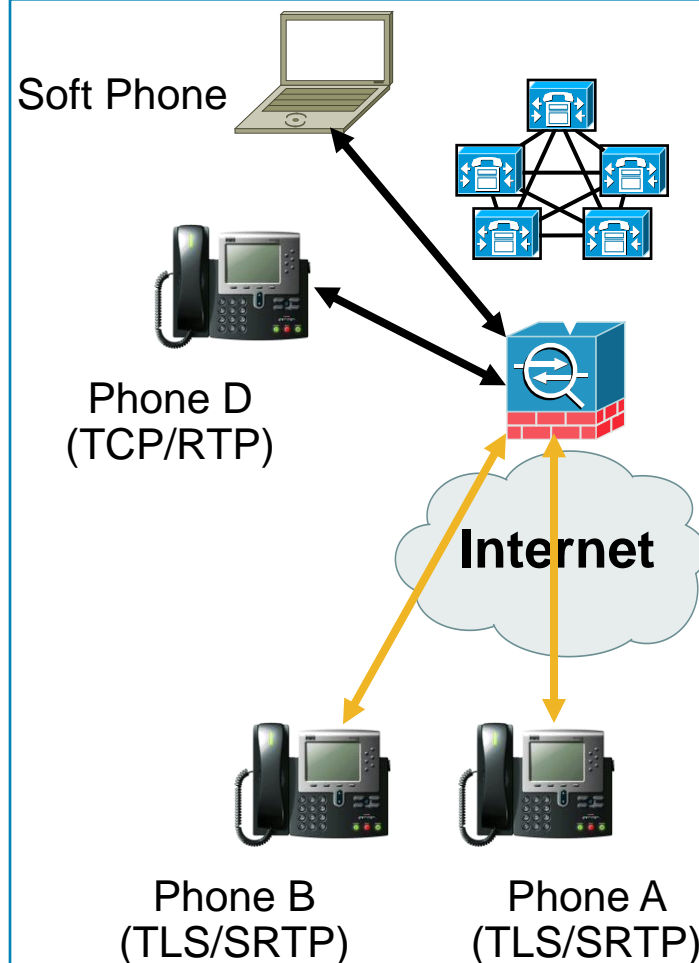
- Leverage native Cisco IP Phone encryption (TLS/SRTP) to enable secure calls from IP Phones on untrusted, remote networks
- Seamless deployment and operation with minimal impact on existing UC infrastructure
- Simplified user experience – Plug and play
- Optional campus deployment for Secure VLAN traversal for Cisco IP Communicator (Roadmap – Q4 2008)

# ASA Phone Proxy For Remote Access

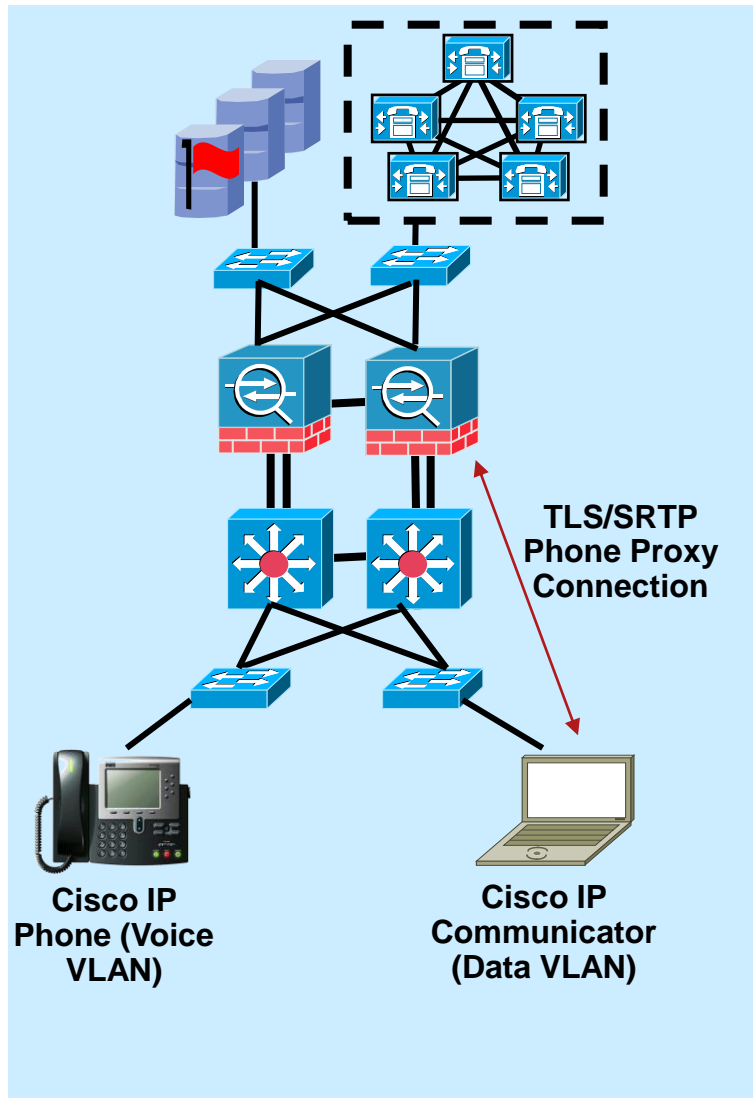
**Mixed Mode CUCM Cluster**  
**Not Supported (Roadmap)**



**Non-Secured CUCM Cluster**  
**Supported**



# Cisco ASA Phone Proxy for Secure VLAN Traversal (Roadmap Q4 2008)



- Provides Secure VLAN traversal
  - Better than stateless ACL's
  - No policy routing needed
- Softphone connections utilize Phone Proxy
  - Authenticate Soft Client
  - Encryption of signaling and media is optional
  - Data-Voice VLAN communication media is proxied via ASA
- IP Phone communicates as normal with CUCM
  - Only sends media to ASA when communicating with soft client on Data VLAN
- Support predicated on clients (Cisco IP Communicator) supporting TLS/SRTP
- Cisco Unified Personal Communicator & Video clients are not supported



# TLS Proxy vs Phone Proxy

## Positioning

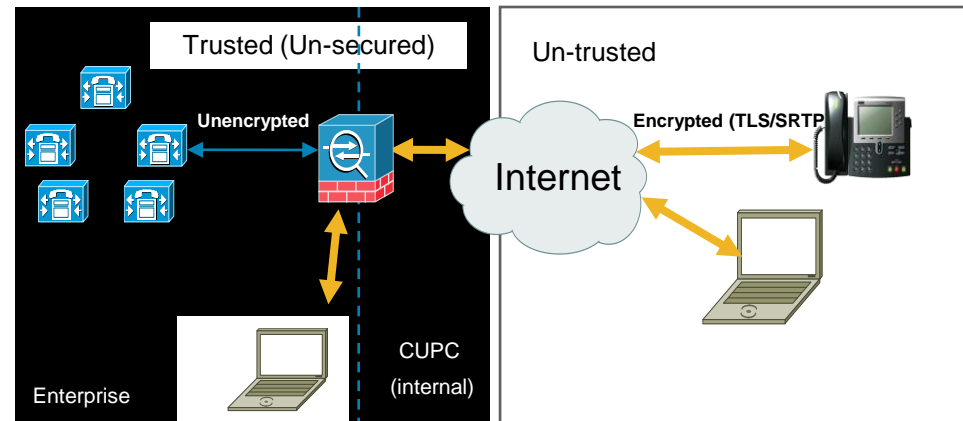
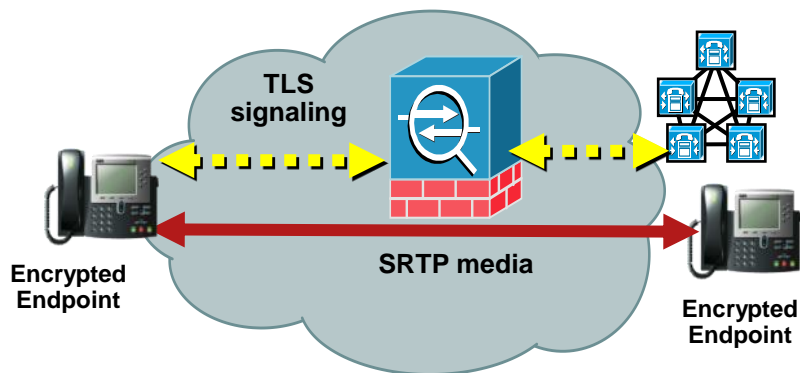
- TLS Proxy provides encryption and firewall interworking for CUCM clusters; A solution for encrypted phones and CUCM in Secure Mode
- Phone Proxy provides for remote access and SoftPhone vlan traversal for encrypted and non-encrypted phones
- Phone Proxy is a super-set of TLS Proxy functionality

## TLS Proxy

- Only manipulates TLS signaling – does not touch the media (SRTP/RTP)

## Phone Proxy

- Manipulates signaling, media and creates its own CTL file



# Secure UC Remote Access

## Technology Positioning

- Phone Proxy using TLS/SRTP ideal for
  - Remote Cisco IP Phones
  - Campus VLAN traversal for Softphones
- Phone Proxy using TLS/SRTP NOT suitable for
  - Remote Softphones (CIPC/CUPC)
  - 3<sup>rd</sup> party Phones
- Client desktop based IPSec/SSL VPN ideal for
  - Remote Soft Clients (including data applications) – CIPC/CUPC
  - 3<sup>rd</sup> party Phones (Nokia, iPhone etc)
- Client desktop based IPSec/SSL VPN NOT suitable for
  - Cisco IP Phones
- VPN Router based IPSec ideal for
  - Small or Home Office telecommuting – Premier Teleworkers
- VPN Router based IPSec NOT suitable for
  - Small or Home Office telecommuting – Casual or Mobile Teleworkers

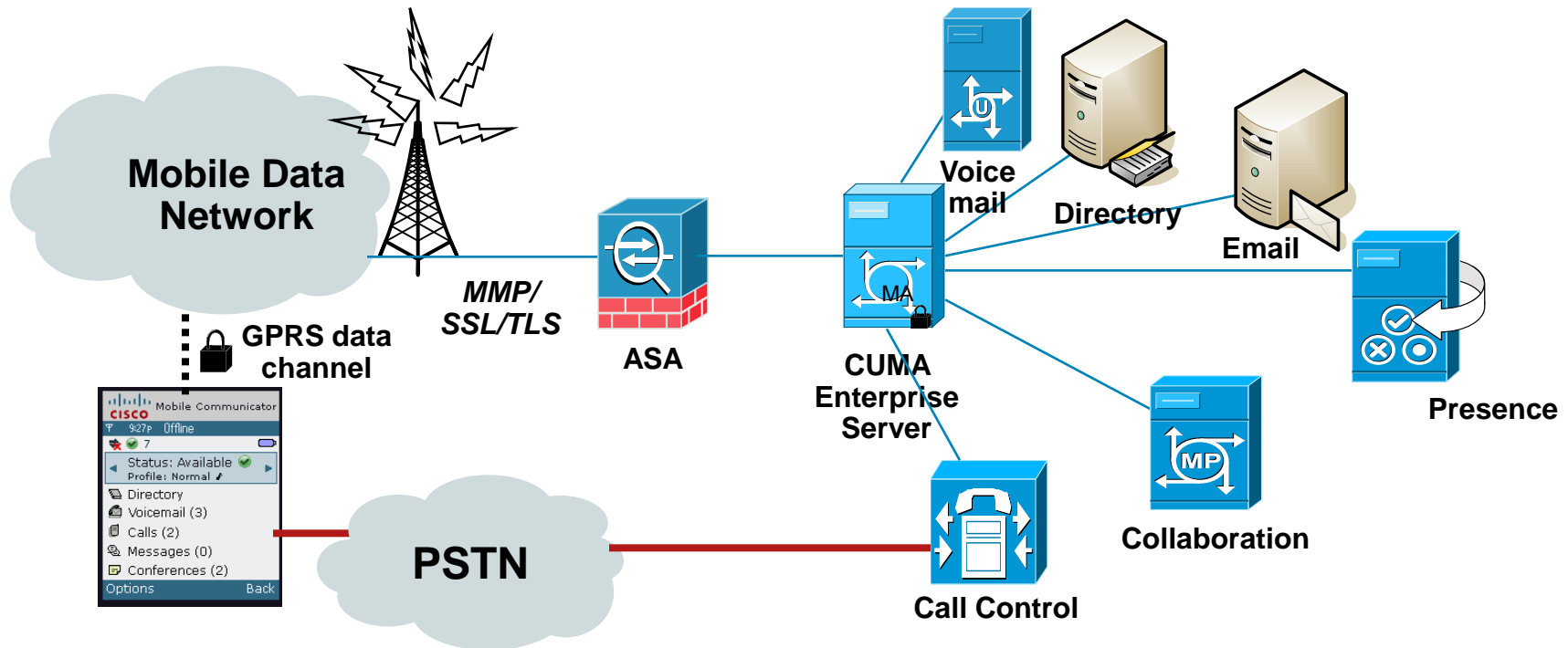


# Cisco ASA Mobility Proxy



# Cisco ASA and Mobility Proxy

## Integration with Cisco Mobility Solutions



### Secure Mobile Access:

- **Tightly integrated solution for mobile unified communications clients**
- **Secure integration of mobile devices using Cisco Unified Mobility Client**
- **Protection for the Cisco Unified Mobility Advantage Server through dedicated inspection engine for MMP signaling protocol**

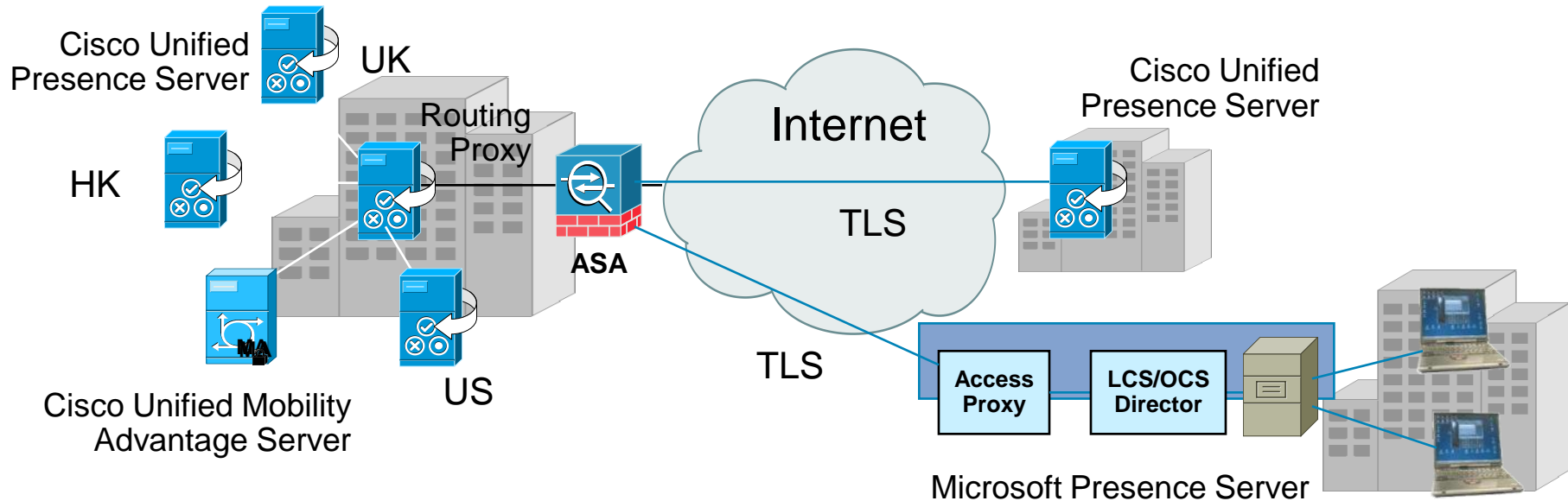


# Cisco ASA Presence Proxy



# Cisco ASA and Presence Federation

## Integration with Cisco and 3<sup>rd</sup> party Presence Solutions



### Secure Presence Federation:

- **Tightly integrated solution for inter and intra company presence federation**
- **Confidentiality through TLS Proxy encryption services**
- **Protection for the Cisco Unified Presence Servers with granular policy enforcement capabilities**



# Cisco Unified Communications Manager (CUCM) version 7.0





# Cisco Unified Communications Manager 7.0

## Solution

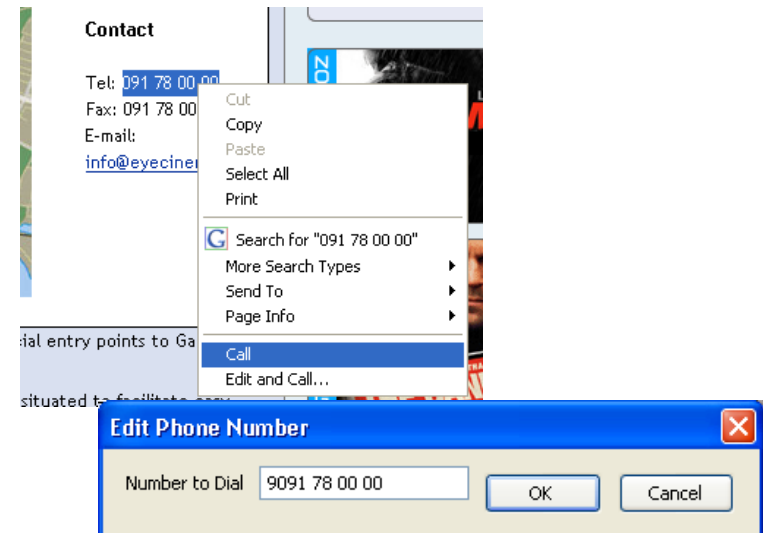
- Customer choice
  - Dialing and routing options (E.164)
  - SIP features, security
  - Simultaneous Ring with Cisco Unified Communications Manager and MS OCS 2007
- Mobile call features
  - Dial via PBX forward
  - Time of day access list
  - Mobility On/Off from Deskphone
- Business Edition LDAP integration
- Click to conference with IBM Sametime
- T.38 fax with MS Exchange
- No OSI



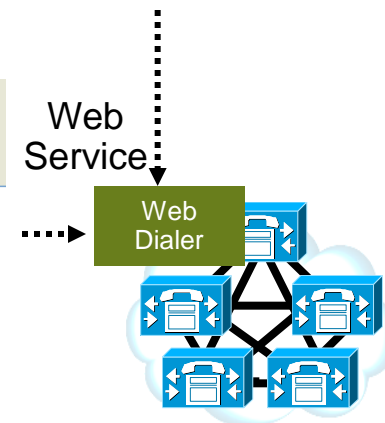
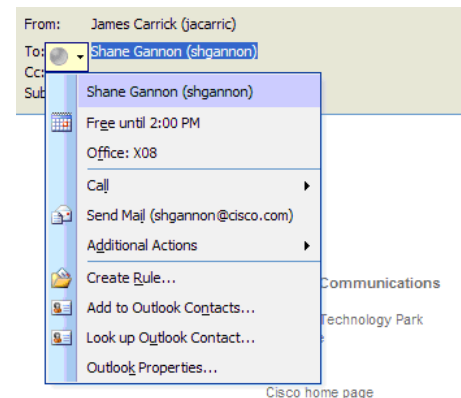
# Quickly Call Co-workers, Customers, Partners Using Cisco Click-to-Call Plug-in

- Save time with Click-to-Call for Microsoft Office, Outlook, IE and other applications
- Select and right-click to call
  - MS Office: Word, Excel, PowerPoint
  - MS Outlook
  - MS SharePoint
  - MS Internet Explorer
  - Mozilla Firefox
  - C2D URL support
- MS Persona menu support
  - MS Outlook
  - MS SharePoint
- System Tray
  - Dialled numbers
  - Edit and Call (with clipboard content)
- No additional infrastructure
  - Simple desktop install only

## MS Internet Explorer & MS Office



## MS Outlook





# Cisco Mobile Unified Communications Solution



# Cisco Mobile Unified Communications Solution Portfolio

## Wireless IP Phone



Cisco Unified Wireless IP Phone (792x)

*Single-Mode Wireless IP phone on Cisco Unified Wireless Network*



Mobile Business Solution from Cisco

*Dual-mode mobile phone is a wireless extension of IP Phone on Cisco Unified Wireless Network*

## Single Business Number & Voice Mail (Unified Mobility)



Cisco Unified Mobility

*Business calls are extended from IP Phone to any mobile phone over cellular network*

## Seamless Mobile Collaboration



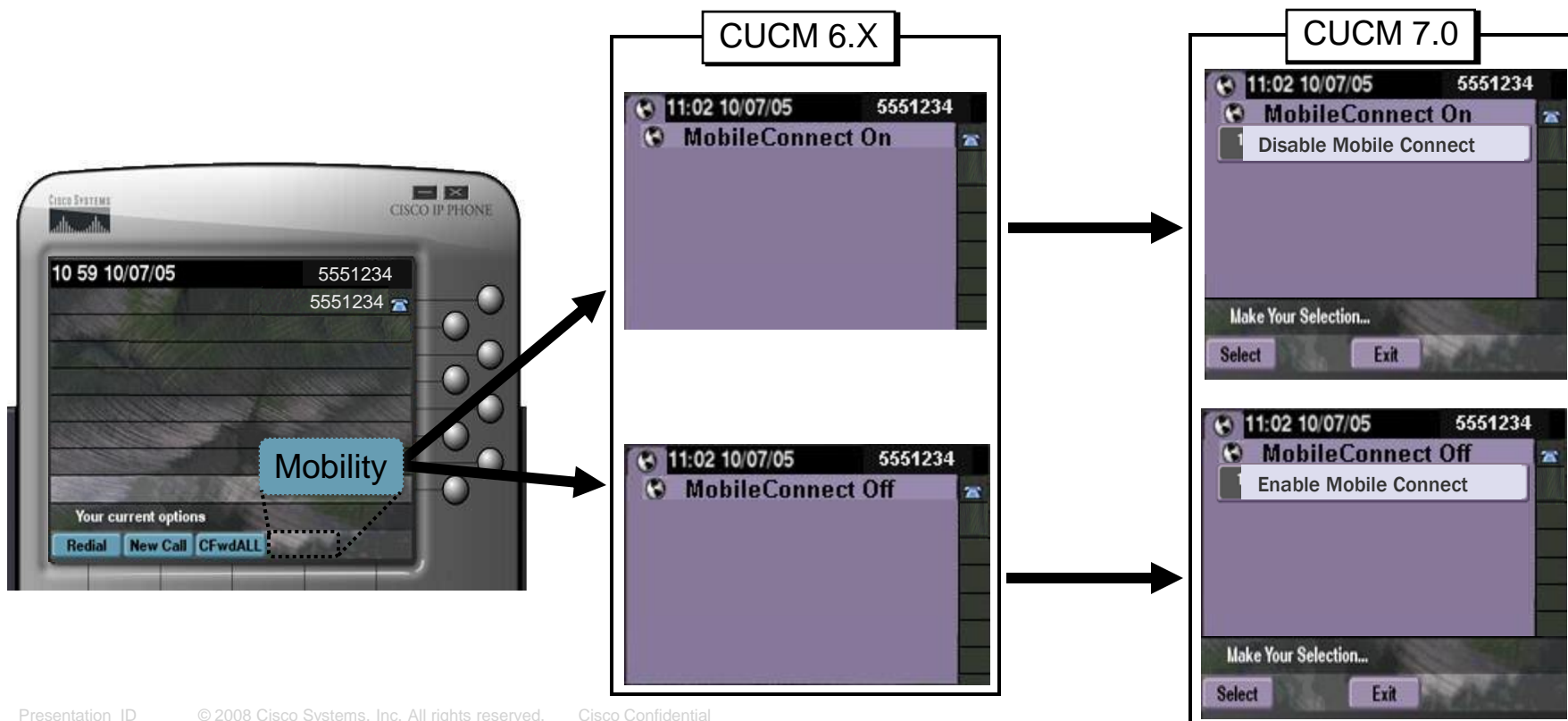
Cisco Unified Mobile Communicator

*Unified Communications experience is available on mobile phones and smart phones*

# Unified Mobility Mobile Connect Toggle

New in  
7.0

- Mobile Connect can be enabled or disabled using the Mobility softkey.
- Functionality available in On Hook state
- Enable/Disable Mobile Connect for all RDs



# Mobility Time of Day

- Time of Day routing will either allow or deny calling to a remote destination based on a defined time schedule
- Uses Access Control Lists to include/exclude calls
- User or administrator can configure time schedule for each remote destination
- Default time of day call routing behavior is same as Unified CM 6.x

# Mobility Time of Day: Selecting Day and Time Range

**Cisco Unified CM Administration**  
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration

CCMAdministrator | About | Logout

System ▾ Call Routing ▾ Media Resources ▾ Voice Mail ▾ Device ▾ Application ▾ User Management ▾ Bulk Administration ▾ Help ▾

Remote Destination Configuration Related Links: Back To Find/List

Select Day

Hours of Day

Time Zone

ACL

**When Mobile Connect is Enabled**

**Ring Schedule:**

☐ All the time

☒ As specified below

<input checked="" type="checkbox"/> Monday	<input type="checkbox"/> All Day	06:00	to	22:00
<input checked="" type="checkbox"/> Tuesday	<input type="checkbox"/> All Day	06:00	to	22:00
<input checked="" type="checkbox"/> Wednesday	<input type="checkbox"/> All Day	06:00	to	22:00
<input checked="" type="checkbox"/> Thursday	<input type="checkbox"/> All Day	06:00	to	22:00
<input checked="" type="checkbox"/> Friday	<input type="checkbox"/> All Day	06:00	to	22:00
<input type="checkbox"/> Saturday	<input type="checkbox"/> All Day	No Office Hours	to	No Office Hours
<input type="checkbox"/> Sunday	<input type="checkbox"/> All Day	No Office Hours	to	No Office Hours

Time Zone \*

**When receiving a call during the above ring schedule:**

☐ Always ring this destination

☒ Ring this destination only if caller is in  [View Details](#)

☐ Do not ring this destination if caller is in  [View Details](#)



# Cisco Unified Mobile Communicator

Extend rich mobile unified communications experience to smart phones

- Mobile presence status and availability
- Real-time personal & corporate directory access
- Dial-via-Office
- Single Number Reach on/off
- Visual business voicemail
- Integrated office and mobile call history
- Conference alerts on the go
- Secure text messaging



Seamless Mobile Collaboration

# Presence Unified with CUP

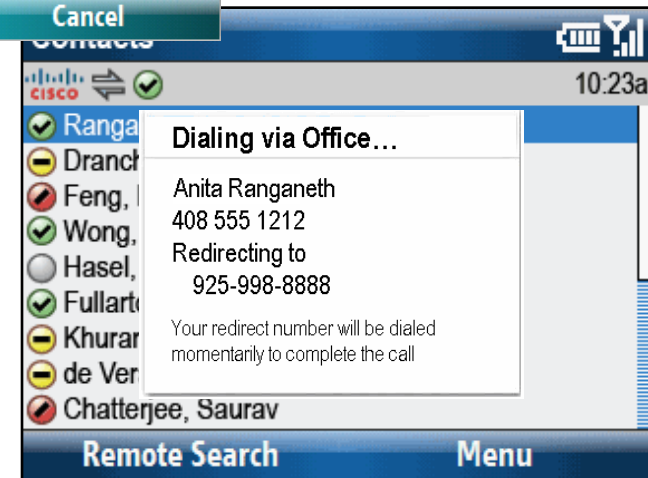
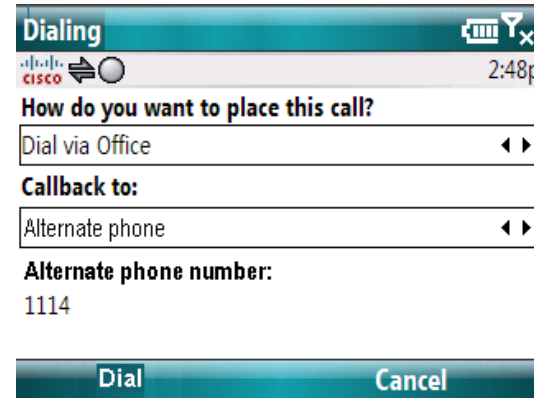
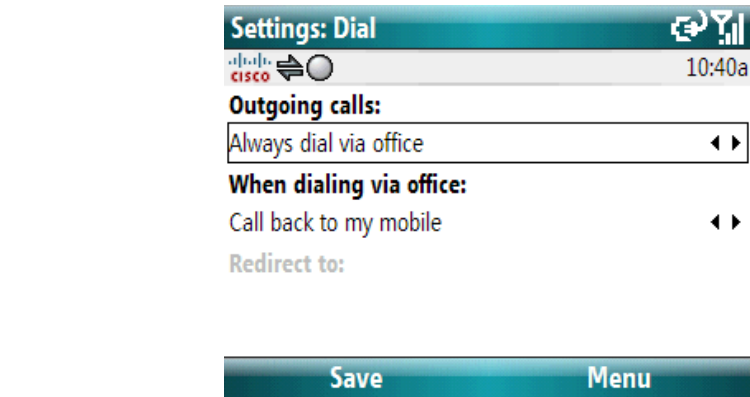


- Presence shared across Cisco Unified Personal Communicator and Cisco Unified Mobile Communicator
- Buddy list synchronized with Cisco Unified Personal Communicator

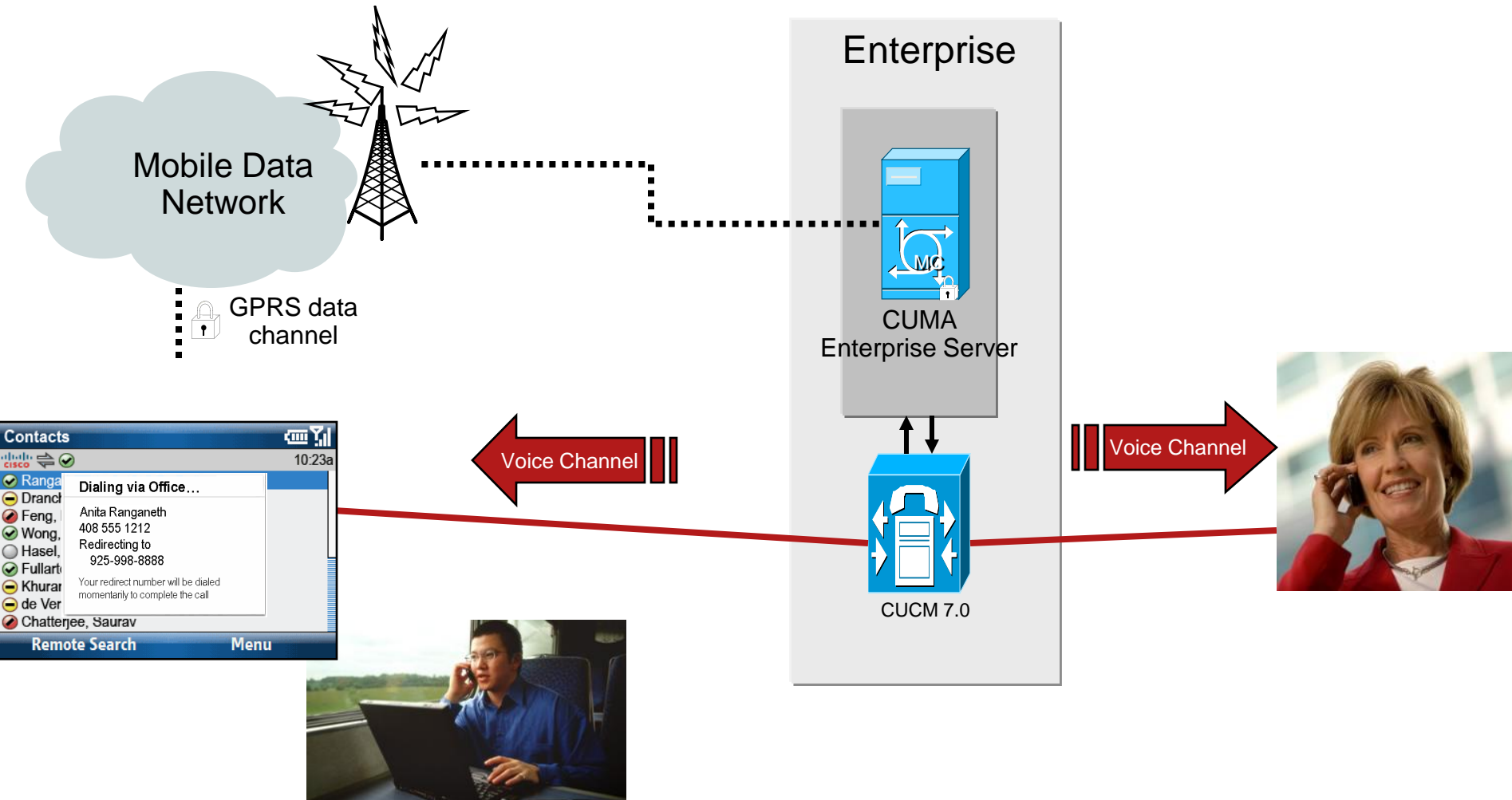


# Dial via Office

- Admin or user defined Dial via Office Setting
  - Always on
  - Always off
  - Choose on a per call basis
- Call dialed via CUCM (using reverse call back)
- Emergency calls go direct
- Ability to reverse call back to alternate endpoint

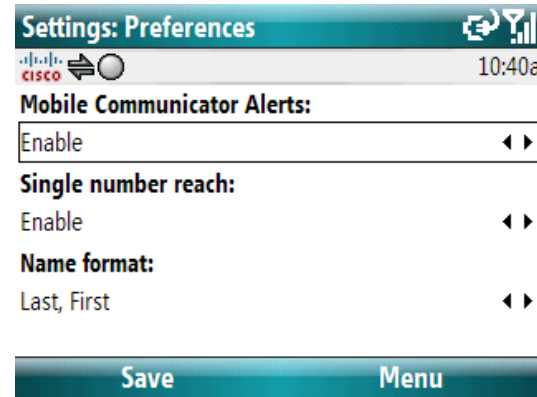


# Dialing Via Office (i.e., Dial via CUCM)



# Single Number Reach (Unified Mobility) On/Off

- Ability to enable/disable Single Number Reach from mobile device



# Cisco Unified Mobile Communicator

## Cisco Unified Mobility Advantage

- CUMC v7.0 client for Windows Mobile 6 OS

Samsung Blackjack II & Motorola Q9H target handsets at FCS

Additional handsets “cascaded” post FCS

- CUMC v3.0 clients on BlackBerry and Symbian will work against CUMA v7.0 server

Support for BlackBerry OS and Symbian OS will be phased after release of Windows Mobile OS.



# iPhone Update

- iPhone client under development
- Focus on collaboration capabilities
  - Click-2-join meetings
  - View Roster
  - View Share
  - Move sessions from mobile to desktop & back (dusting)
  - Work across hosted (WebEx) and on-premise (MeetingPlace)
- H1 2009





# Global Operator Support

- CUMC 7.0 clients available for all operators

Improved “keep alive” algorithm  
adjusts optimal connection across  
different mobile networks

No need for operator-specific  
testing

- CUMC v7.0 localized clients

Roadmap H1 2009





# Cisco Unified Presence (CUP) og Cisco Unified Personal Communicator (CUPC)



# Cisco Unified Presence

## Presence Sources

User Manually  
Set Presence



Desk  
Phone  
Mobile  
Phone  
Soft  
Phone



Unified  
Communication  
Manager



Unified  
Personal  
Communicator



Microsoft Exchange  
Calendar  
Free/Busy



Unified Mobile  
Communicator



GSM

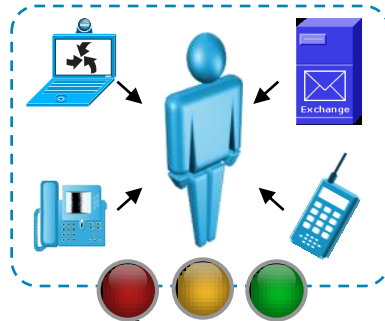
Unified Application  
Environment/3<sup>rd</sup>  
Party Unified  
Presence API's



**NEW in  
UC 7.0**

**NEW in  
UC 7.0**

## Presentivity Data Store



## Derived Presence



IM Router



Federation

## Presence Consumers

Unified  
Personal  
Communicator



Cisco Unified  
Expert Advisor



Cisco Unified  
Agent Desktops



Unified Application  
Environment/3<sup>rd</sup>  
Party Unified  
Presence API's



**NEW in  
UC 7.0**

Unified Mobile  
Communicator



GSM

**NEW in  
UC 7.0**

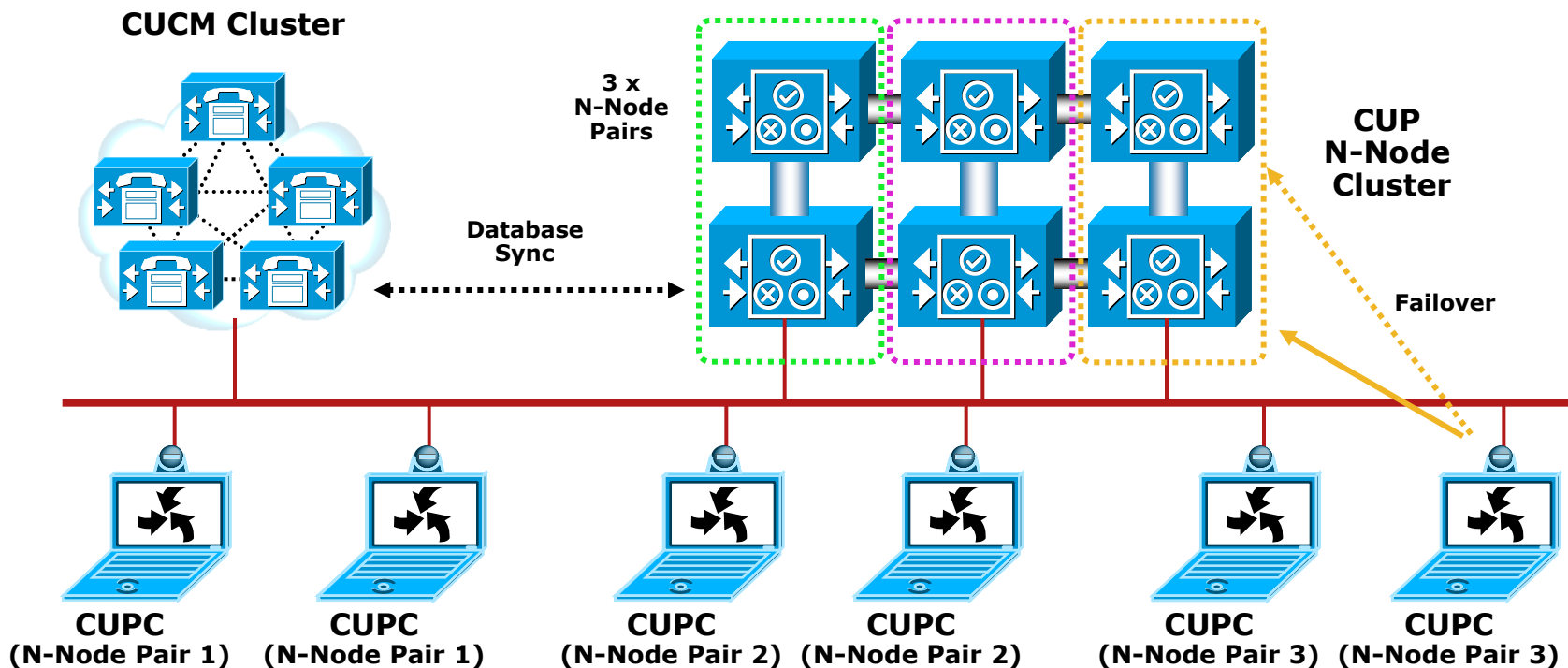
MS OCS/LCS  
Federated Contact



**NEW in  
UC 7.0**

# Cisco Unified Presence 7.0

## SCALE: N-Node Clustering

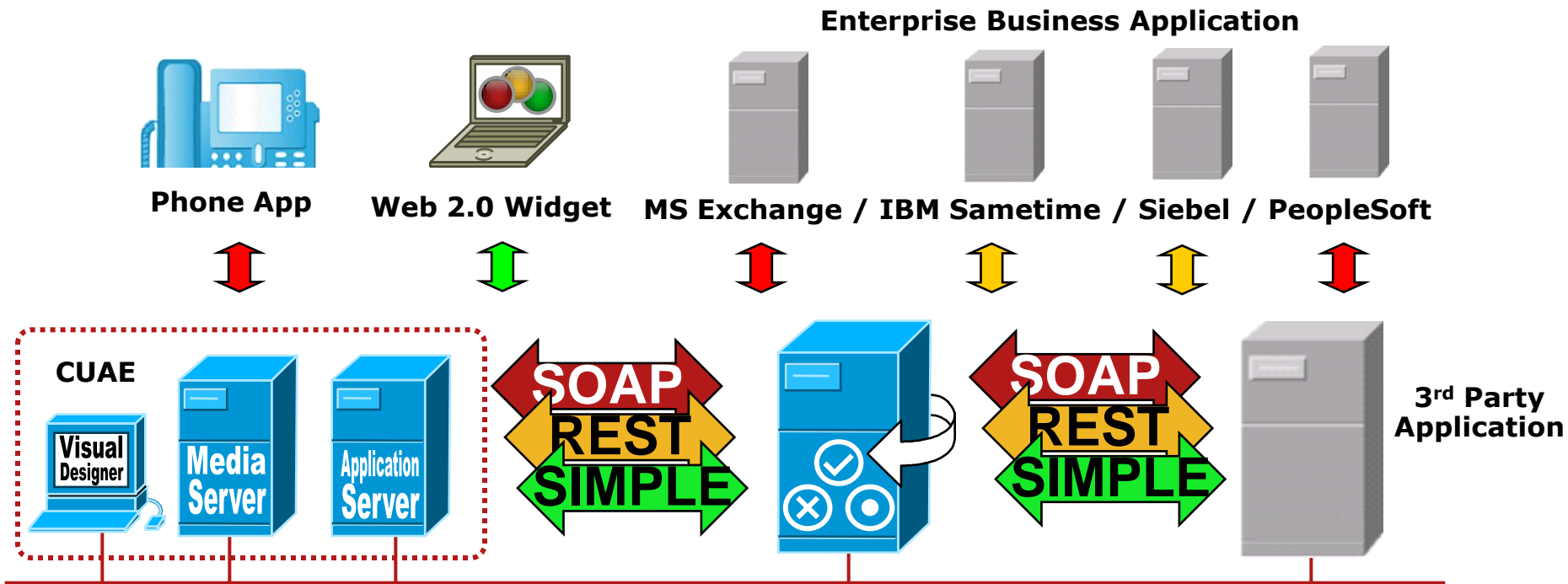


- Cisco Unified Presence introduces N-Node Clustering.
- This allows an administrator to create a CUP cluster to support larger CUCM deployments

**NOTE:** Clustering over the WAN with N-Node requires UCBU approval

# Cisco Unified Presence 7.0

## Extensibility: API's and Key Points



### CUP API

Provides SOAP, REST and SIMPLE interfaces for CUAE and 3rd Party Application Developers

### Business Applications

Allows integrations to business applications such as MS Exchange, Siebel and PeopleSoft

### VMware Player

CUAE Software development toolkit will provide a VMware Player image for CUP

# Cisco Unified Presence 7.0

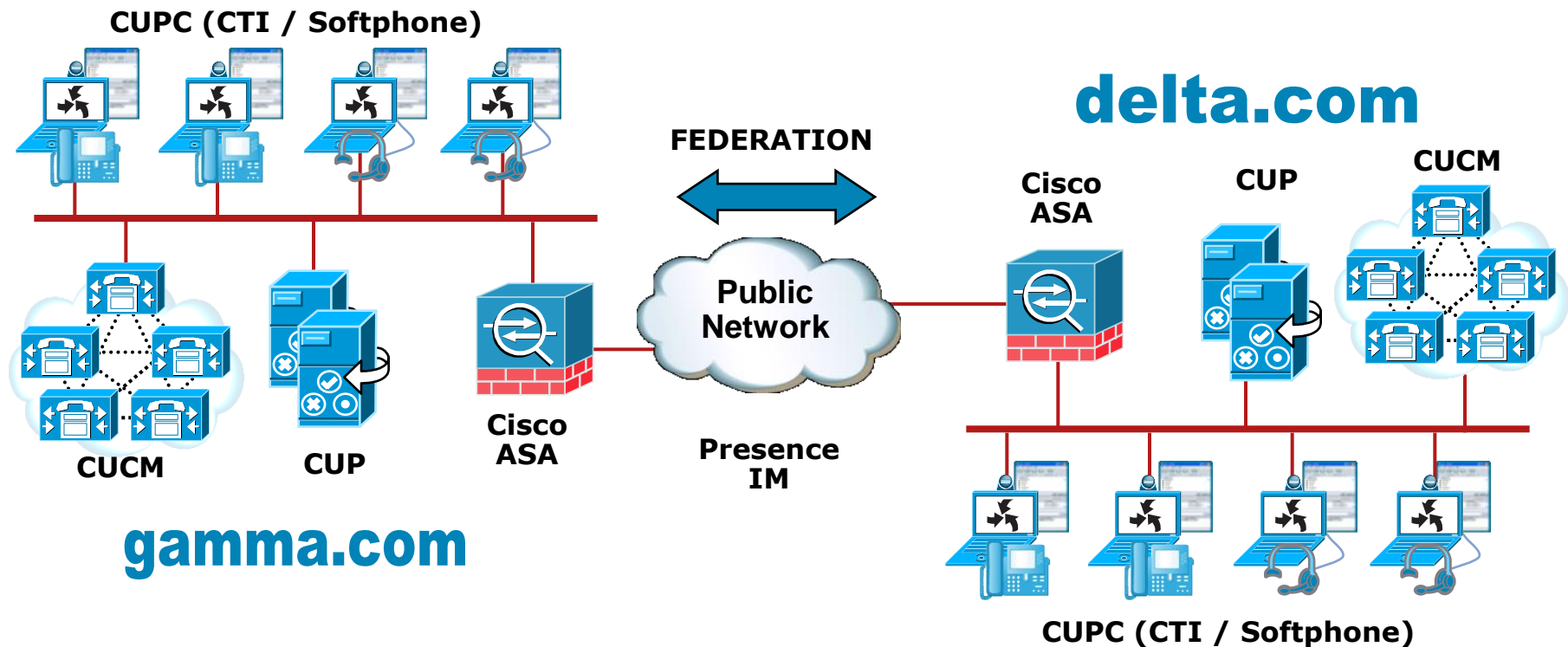
## Extensibility: CUP API's Reference App



- CUP 7.0 exposes development API allowing 3rd party developers access SOAP and REST interfaces which provide
- Buddy/Contact lists access
- Set Presence
- Read Presence

Third Party API  
Reference Application

# Cisco Unified Presence 7.0 Federation Solution Diagram #1 (CUP/CUP)



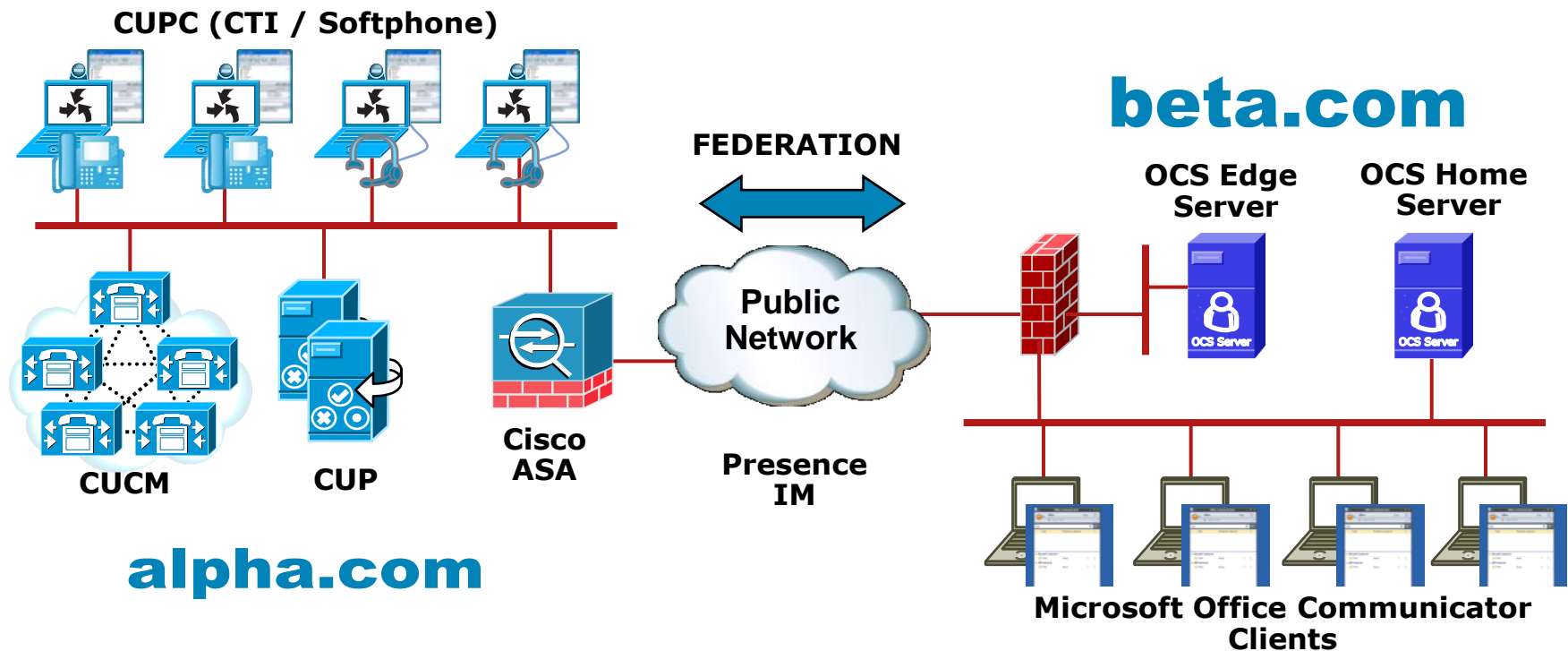
**Use Case :** Inter-Domain federation supports both IM and Presence federation between different enterprises.

This is to allow for inter-working between CUPC and CUPC where CUPC is in one enterprise and CUPC is in another enterprise

This includes support of users of both clients on a client buddy list, sending/receiving IM, and sending/receiving status updates



# Cisco Unified Presence 7.0 Federation Solution Diagram #2 (CUP/OCS)



**Use Case :** Inter-Domain federation supports both IM and Presence federation between different enterprises.

This is to allow for inter-working between MOC and CUPC where MOC is in one enterprise and CUPC is in another enterprise

This includes support of users of both clients on a client buddy list, sending/receiving IM, and sending/receiving status updates

# Cisco Unified Personal Communicator 7.0

## New Features – Key Points

“Pizza Guy” supports allows you to add a non-presence aware/ speed dial contact to your buddy list

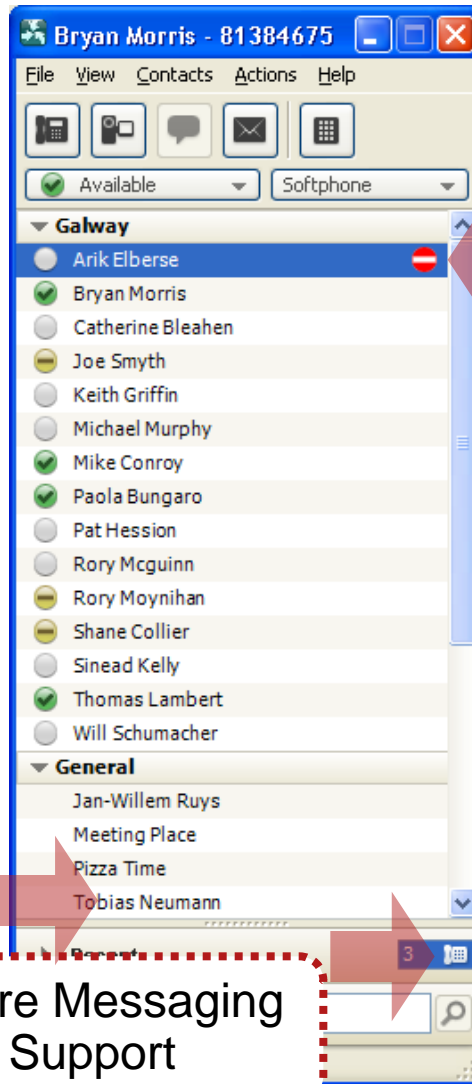
First Name: Pizza  
Last Name: Guy  
Display As: Pizza Time  
Job Title: Pizza Delivery  
Company: The Pizza Company

Phone Numbers  
Work: 902-3019  
Mobile:  
Other:

Other  
E-mail: Pizzaguy@pizzacompany.com  
URL: bringmepizza.com

Save

Secure Messaging Support



Contacts can now be blocked with visual indication of state plus managed via Privacy Preferences

“Do Not Disturb” state will now sync with CUCM DND status

Federated Contacts can be added to Contact List

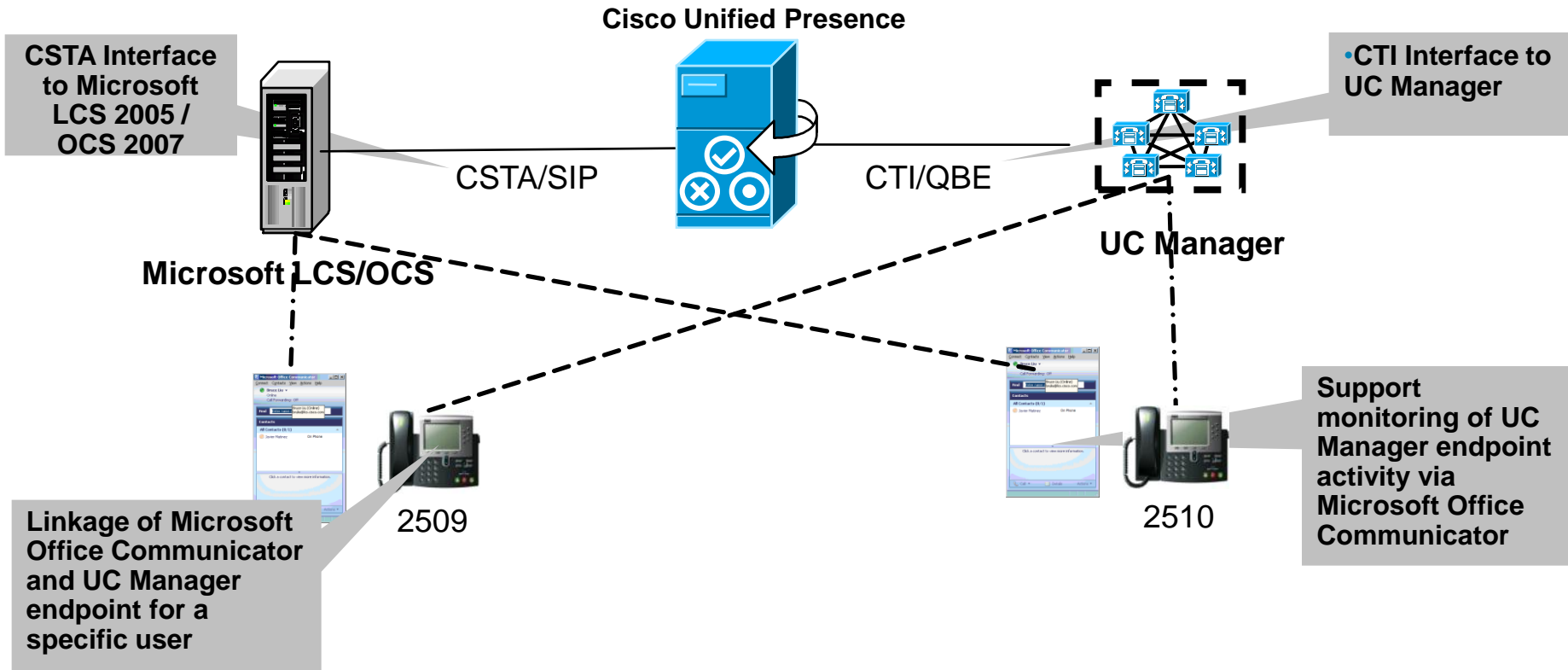
CUPC can be minimized to the system tray



# Microsoft Office Communicator Integration



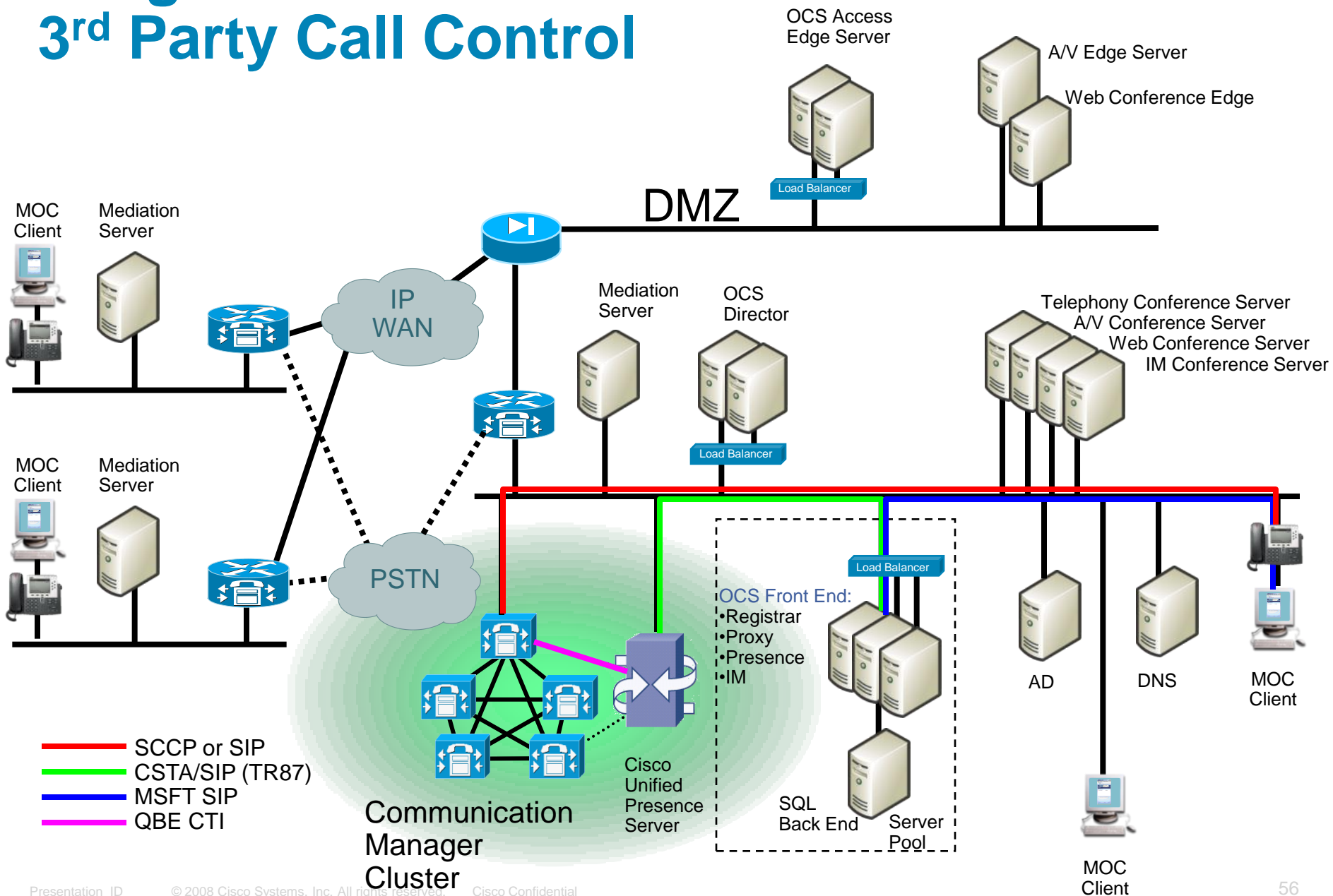
# Integration with OCS for 3<sup>rd</sup> Party Call Control CTI-GW Feature Interaction



**Support call establishment and call modification for CallManager endpoints via Microsoft Office Communicator :**

**Make call, Answer call, Clear connection, Deflect, Hold, Retrieve, Consultation, Single step transfer, Transfer, Alternate, Reconnect, Generate digits, Set/Get forwarding, Set/Get DND**

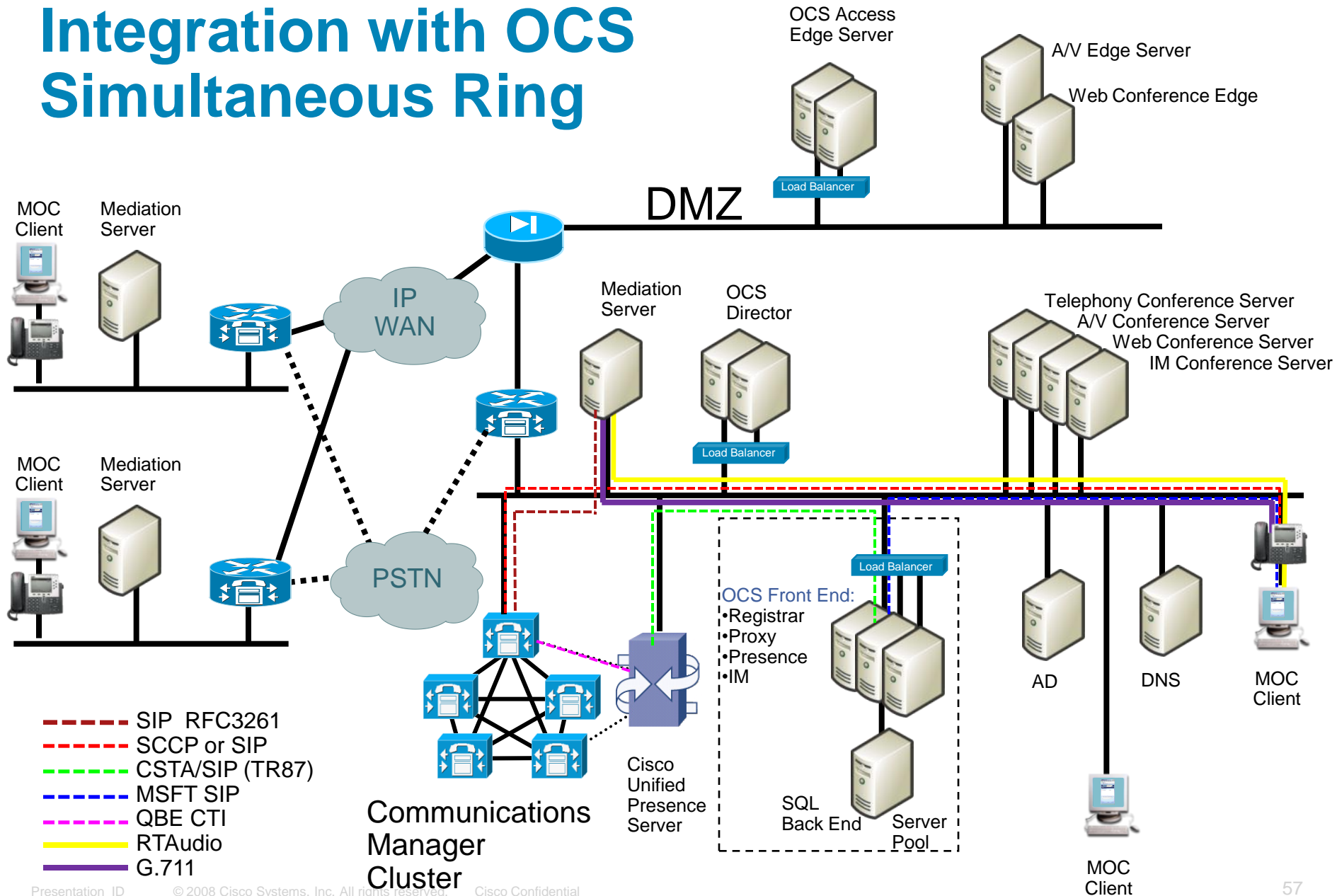
# Integration with OCS for 3<sup>rd</sup> Party Call Control



# Cisco Unified Communication Manager 7.0

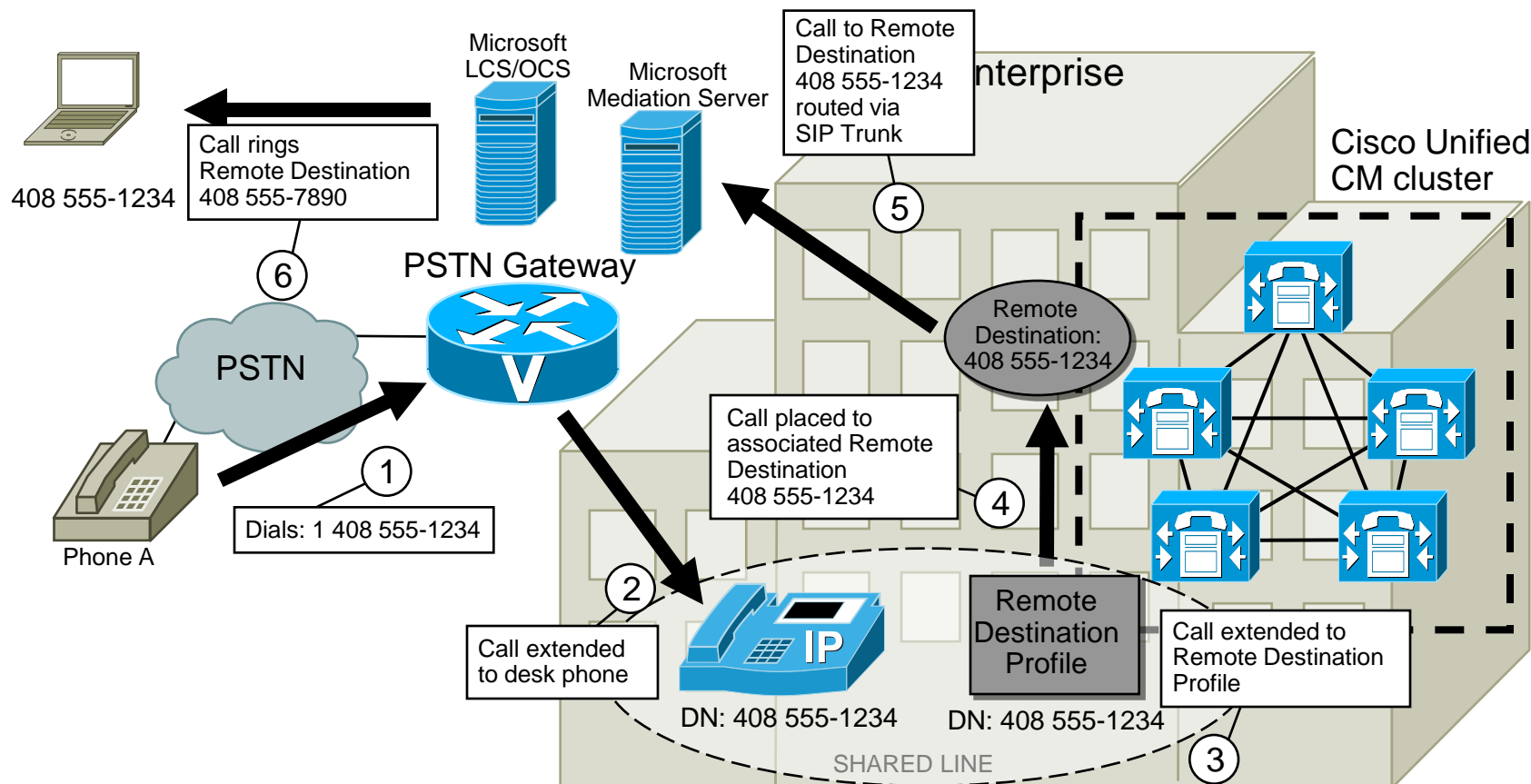
## Integration with OCS

### Simultaneous Ring



# CUCM – OCS Simultaneous Ring Flow

## Dual-Forking using CUCM Unified Mobility



Call to Enterprise directory number rings at desk phone and Remote Destination phone (i.e. Microsoft Office Communicator)

Call can be answered at either Cisco Phone or Microsoft Office Communicator

Once answered all other call legs are cleared

Mediation Server is required and SIP Trunk must be configured to point to it

Call Admission Control only works for IP Phone





# Endpoints



# Wireless Phone

## 7925G

- 802.11a/b/g
- Color display (same size as 7921G)
- Bluetooth 2.0
  - Bluetooth and WLAN co-existence
- Hermetically sealed
  - Resistance to dust, liquid splashes, and moist wipes
  - IP-54 rated
- Rugged
  - More resistant to drops, shocks, and vibration
  - MIL-STD-810F
- Does not support the 7921 Base Unit
- Supported on CUCM 4.1x / CME: 4.3
- Schedule
  - EFT: In Progress
  - FCS: Early Nov '08



# Cisco Unified Wireless IP Phone 7925G Hardware



# 7925 Gang Charger

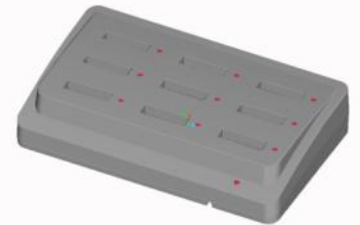
- Charges 6 phones and 6 batteries simultaneously
- Desk mount or wall mount options



**FCS Jan 2009**

# 3<sup>rd</sup> Party Accessories

- Desktop charger from zCover ([www.zcover.com](http://www.zcover.com))
  - Charges phone and spare battery
  - Can accommodate phone fitted with zCover case
- Multi-Charger for battery only from zCover
  - Charges 9 batteries
  - Desk mount or wall mount options
- Carry cases from zCover and System Wear ([www.systemwear.com](http://www.systemwear.com))



# EoS/EoL Announcements

- **7941G-GE, 7961G-GE, 7970G, & 7971G-GE**

Last Sale Date = **Aug 1 '08**

**Hardware-only EoS. Firmware releases/feature development continues**

79xx Model Number / Product	EoS Announcement - Estimate	Last Sale Date - Estimate
<b>Cisco Attendant Console</b>	Oct 2008	April 2009
<b>7914</b>	Oct 2008	Apr 2009
<b>7936</b>	Jan 2009	July 2009
<b>7940G</b>	Jan 2009	July 2009
<b>7941G, 7961G</b>	Jan 2009	July 2009
<b>SIP Load on 40/60/ATA</b>	Jan 2009	July 2009

# Portfolio Evolution

Hi-res displays,  
lighted line keys

Enhanced  
Power &  
Data  
Throughput  
Options

Enhanced  
Applications  
Capability

Unicode Support /  
Asian Localization

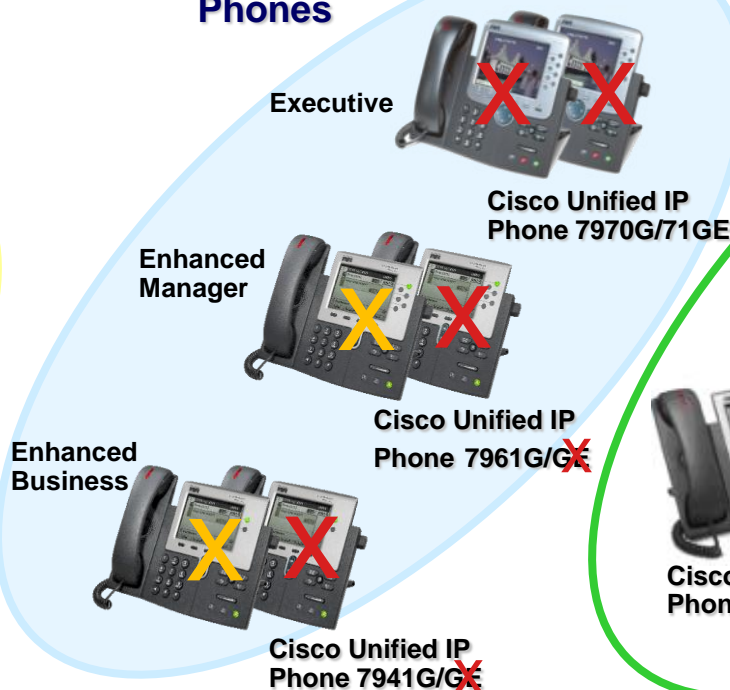
## User Experience-focused:

- Designed for Wideband/hi-fidelity voice, adds iLBC
- Choice of models with Gigabit Ethernet and large backlit color displays
- Improved navigation and UI

## Classic IP Phones



## Enhanced IP Phones



## Advanced Media IP Phones



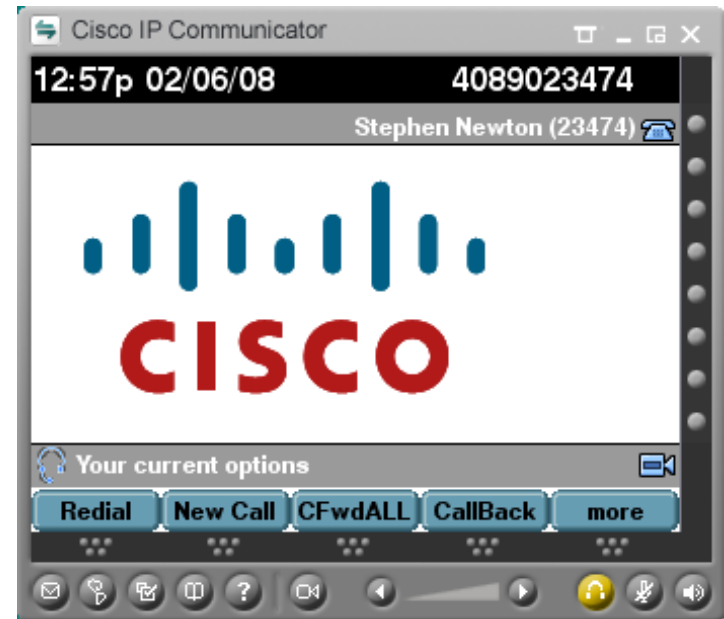
*Cisco Unified Communications Manager*  
4.1, 4.2, 4.3, 5.1, 6.0+

Java-based '3rd-gen' platforms



# Cisco IP Communicator 7.0

- 8.3.x IP Phone Firmware
- Silent Monitoring for contact centers
- SRTP Encryption (signaling and media)
- iLBC codec
- G.722 Wideband Codec
- Target Release Date: Nov 2008

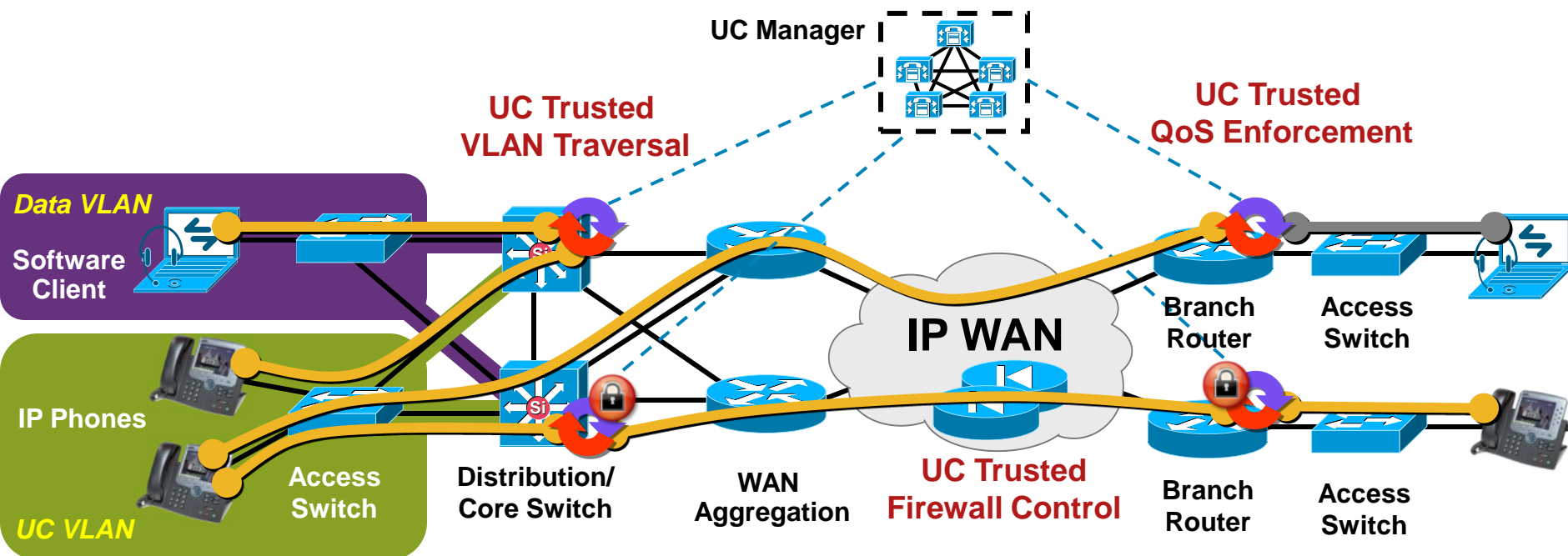




# Trusted Relay Point (TRP)



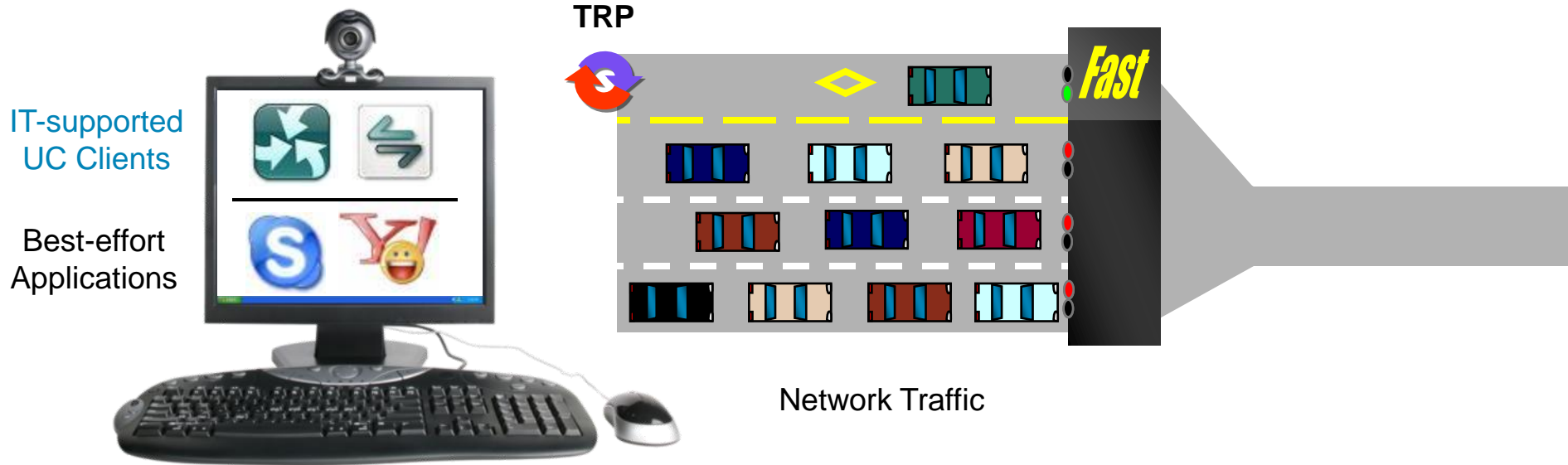
# Trusted Relay Point (TRP) Overview



- Software function that runs on Cisco network devices such as campus switches and routers (*similar to an MTP*)
- Inserted in the call flow by CUCM 7.0 (or CUCME 4.0) based on config
- Provides **trusted** anchoring point for media to enable several functionalities (QoS enforcement, Trusted VLAN traversal, ...)

# UC Trusted QoS Enforcement

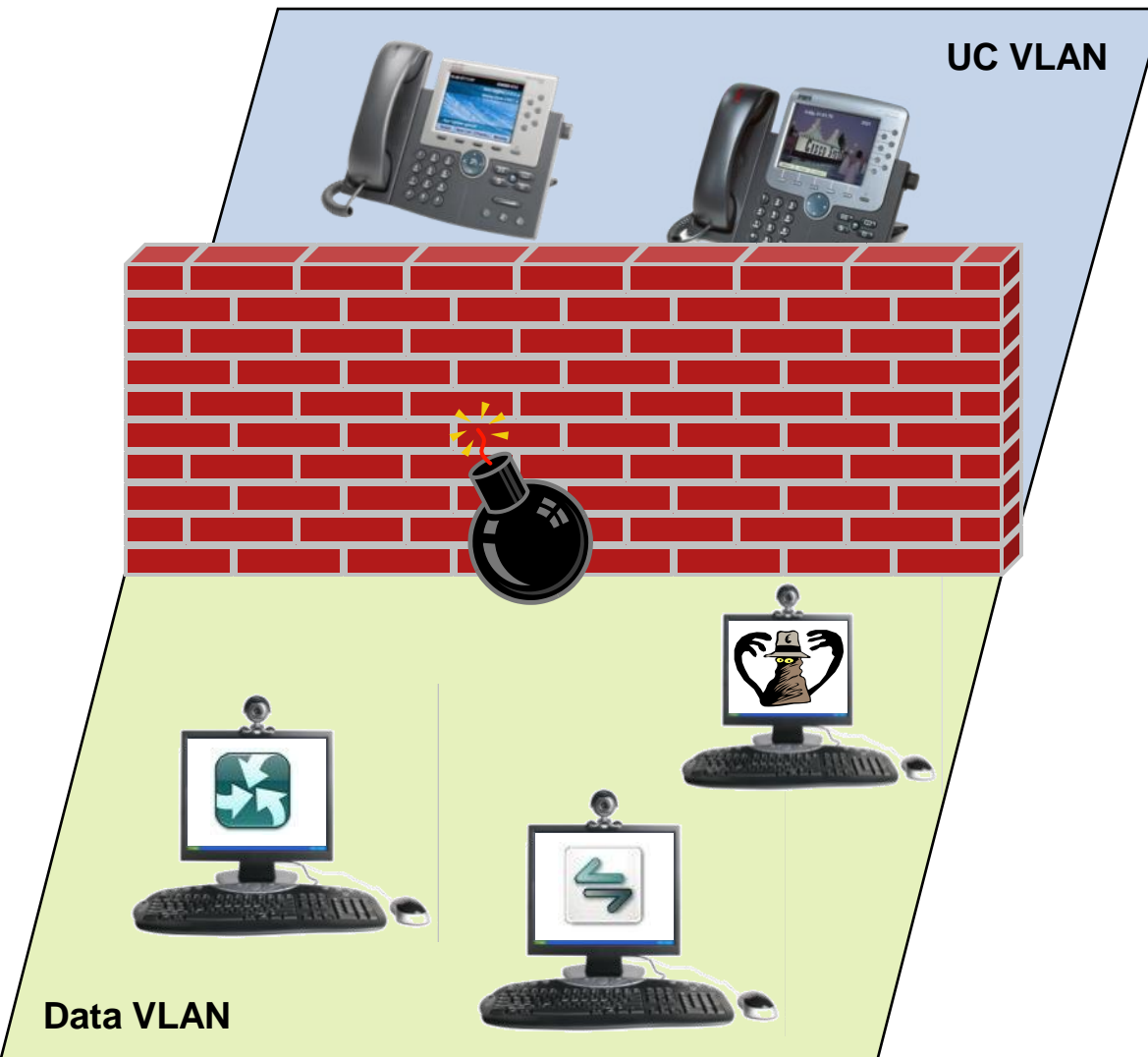
## Network-based QoS for Software UC Clients



- User-controlled PC's are typically **untrusted** devices
- Cisco UC collaborates with Cisco network devices to enable QoS and call admission control for IT-supported UC clients
- Simple solution that provides software clients the same real-time network treatment available to hardware endpoints

# UC Trusted VLAN Traversal

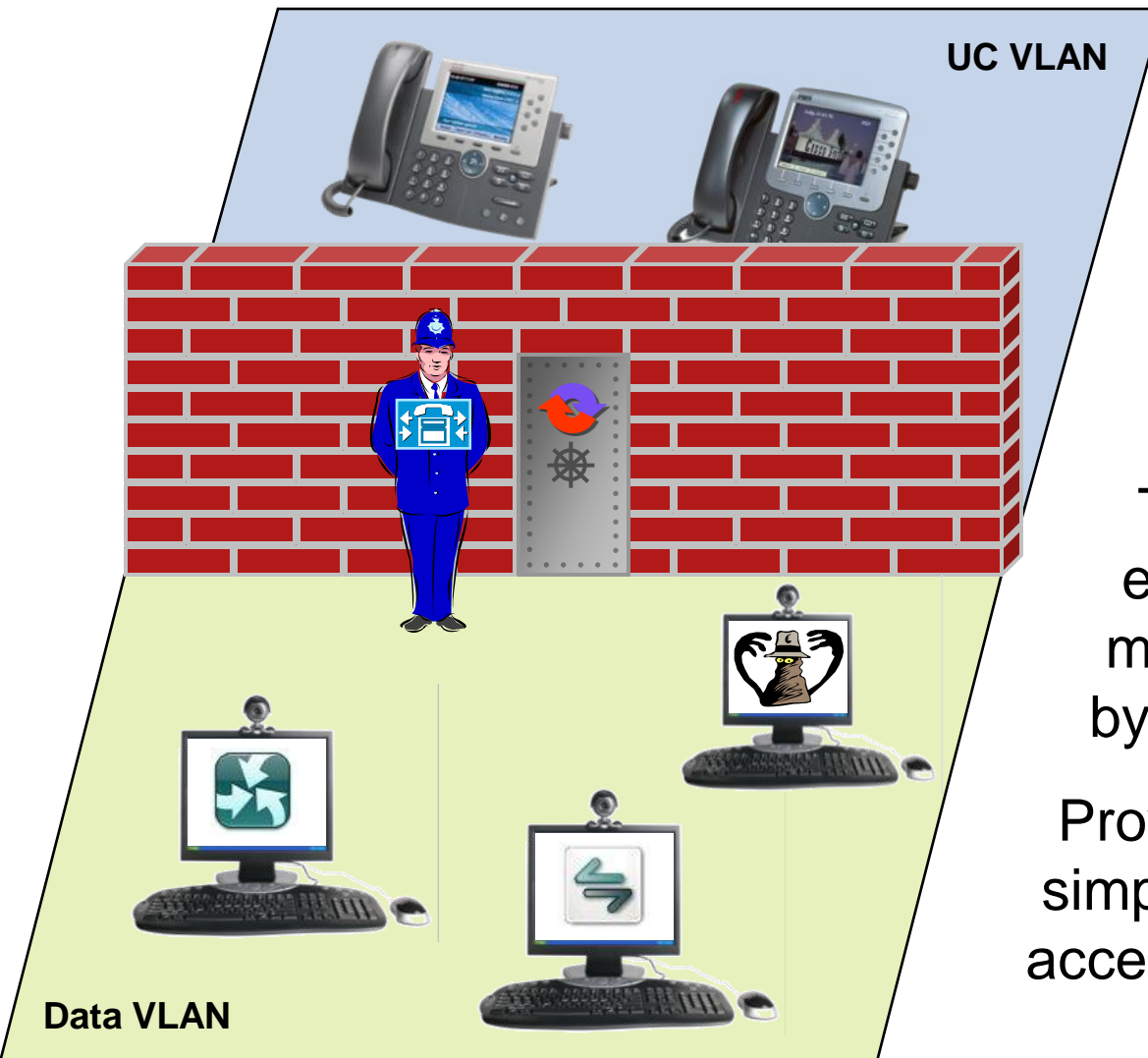
## Controlling Access to UC VLAN's (1)



Mechanisms based on ACL's rely on port numbers—no way to ensure only 'trusted' media enters UC VLAN

# UC Trusted VLAN Traversal

## Controlling Access to UC VLAN's (2)



Mechanisms based on ACL's rely on port numbers—no way to ensure only 'trusted' media enters UC VLAN

TRP enables you to limit entry into UC VLAN only to media streams controlled by CUCM (or CUCME)

Provides an effective and simple mechanism to control access to UC VLAN's



# What's New in 7.0?





# Overview

- New Premium packaging
- New desktop features overview
- Presence integration
- Agent E-Mail



# Unified Contact Center Express 7.0 Premium Repackaging

**CCX 5.0 Premium (inbound voice only)**



**CCX 5.0 Preview Blended Outbound**



**New CUP Integration**



**New simplified Agent Email**



**New Desktop features**



**New CAD Browser Edition**



---

**CCX 7.0 Premium Desktop**

**Same Price!**

**More Value!**

## **Additional Cost Options:**

**WFO**: Quality, Advanced Quality & Workforce Managers

**CIM** : Email and Web Interaction Managers

# New Features for Unified Contact Center Express 7.0(1)



# Cisco Agent Desktop - Express 7.0(1)

## New Feature Set

New CAD Features	Benefits
Cisco Unified Presence (CUP) Integration	First Call Resolution
Agent E-Mail	Enhanced Capabilities
Cisco Agent Desktop Browser Edition	Ease of Installation
Embedded Browser Enhancements	Flexibility for Third-Party Apps
Web Administration	Ease of Use
Work Flow Enhancements	Flexibility for Third-Party Apps
Danish, Finnish, Norwegian, and Russian Localizations	Ease of Use
Enhanced Agent and Supervisor Accessibility (VPAT)	Usability
Global & work flow Specific Codes and Phone Directories	Ease of Use

# Extending the Contact Center with Collaboration: Unified Contact Center Express with Presence!

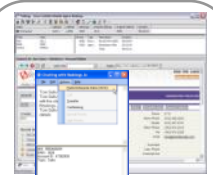
- Agent and supervisor desktops are presence enabled via integration with Cisco Unified Presence Server
- Available at no additional charge in Standard, Enhanced and Premium
- Unified Contact Center Express with Presence:

Enhances collaboration throughout the enterprise

Provides agents with visibility to key operational experts

Increases agent productivity and First Contact Resolution

Contact Center Agent



Cisco Agent Desktop and Presence

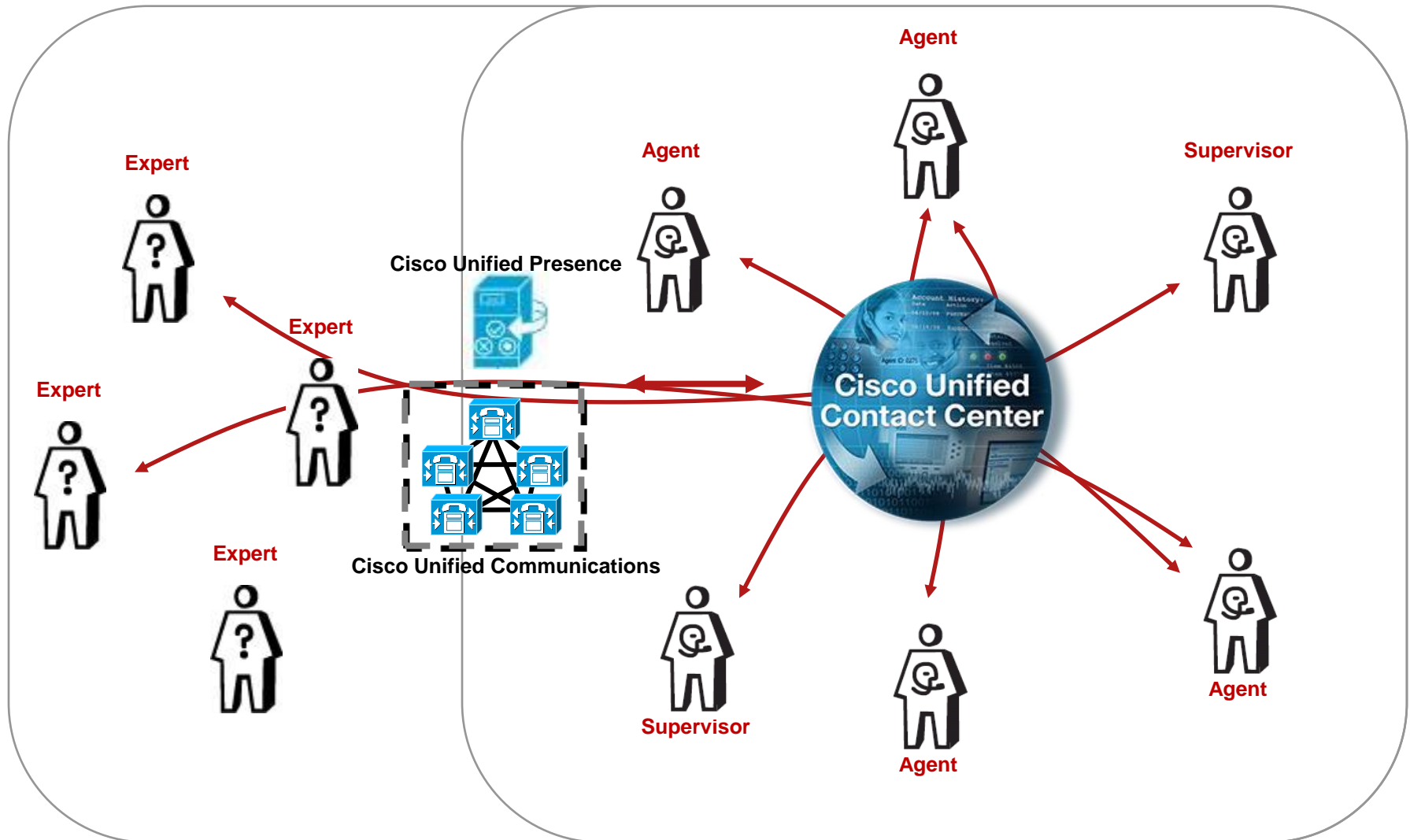


Check out the demo!

Demos can be found at

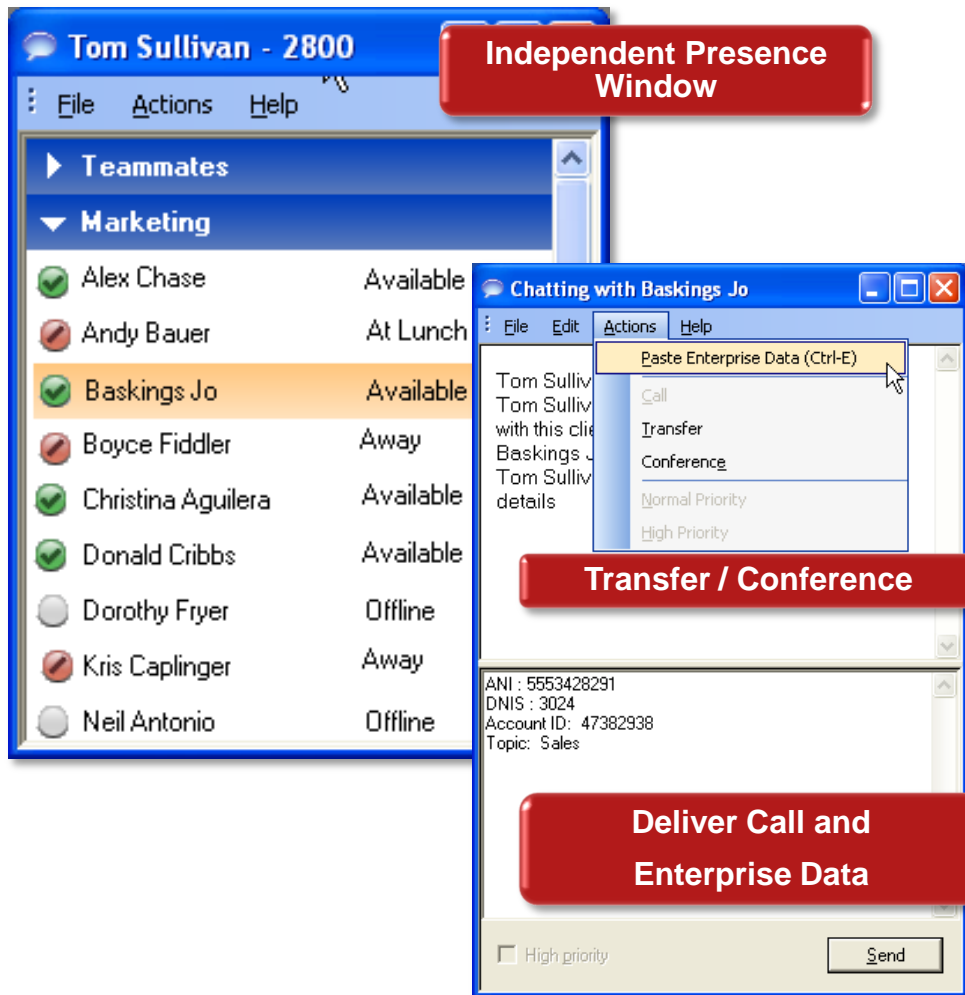
[http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod\\_presentation\\_list.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_presentation_list.html)

# Cisco Agent Desktop / Cisco Unified Communicator Integration



# Cisco Agent Desktop

## Communicating with Subject Matter Experts

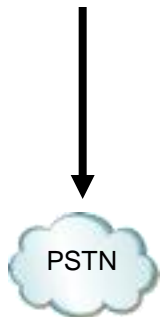


- Agents and Supervisors see “Subject Matter Experts” (SMEs) who use Cisco Unified Personal Communicator
- Agents initiate chat, call, transfer, or conference with SMEs
- Administrators control visibility of contacts
- Presence selection window is independent and updated with the latest Agent ACD state and SME Presence State



# Cisco Agent Desktop / Cisco Unified Communicator Integration

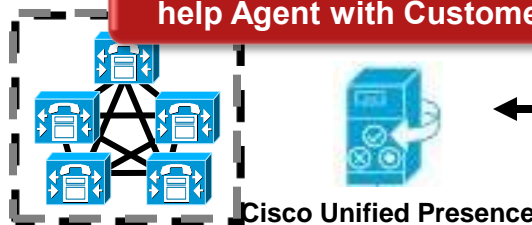
Customer places call to 1-800-Help and gets Agent.



Cisco Unified Contact Center routes the call to an Agent.

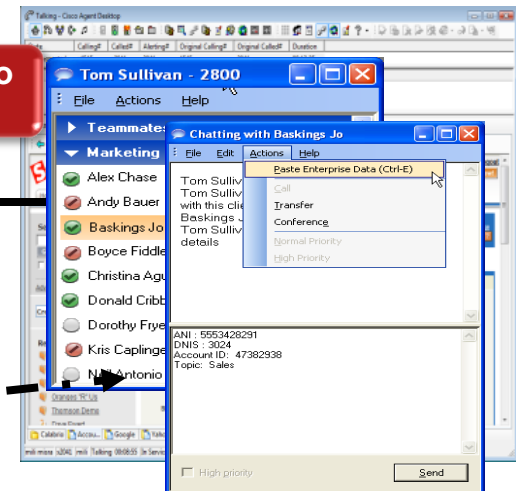


CUPS indicates an Expert is available to help Agent with Customer's question.

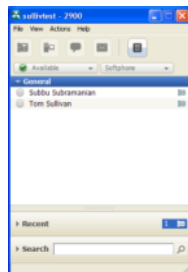


Agent needs an expert's assistance. Launches Cisco Agent Desktop's Chat Window to locate Expert.

Agent



Expert



Agent and Expert Chat. The Agent can also transfer, conference and deliver call information to the SME.

# Extending the Contact Center with E-Mail Customer Interaction – Agent E-Mail!

- An alternative informal email interaction management service

Not a replacement for Cisco Unified E-Mail Interaction Manager

**NOTE: Availability  
October, 2008 with CCX  
7.0(1) SR1**

- Agent E-Mail provides a core feature set for managing e-mails

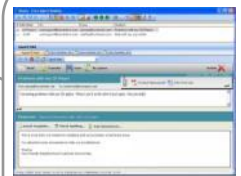
Distributes e-mails to agents

Sends responses from the contact center to the customer

Provides real-time and historical reports on e-mail activity

- Zero footprint, browser based and fully integrated with Agent and Supervisor Desktops

Contact Center Agent



Cisco Agent Desktop and Agent E-Mail



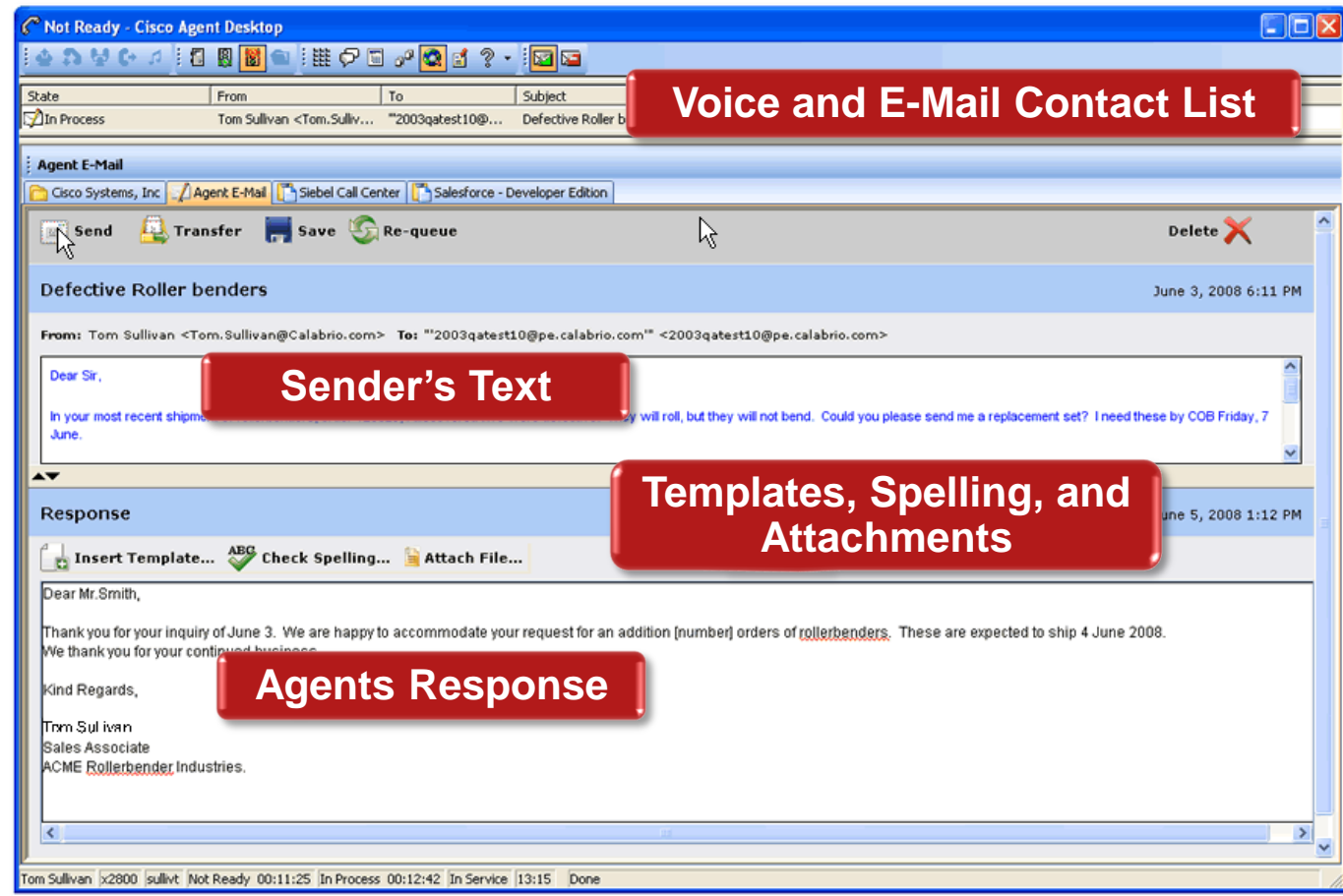
Check out the demo!

Demos can be found at

[http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod\\_presentation\\_list.html](http://www.cisco.com/en/US/partner/products/sw/custcosw/ps1846/prod_presentation_list.html)

# Cisco Agent Desktop - Agent E-Mail\*#

- Core feature set for managing contact center e-mails
  - Distributes e-mails to agents
  - Sends responses from the contact center to the customer
  - Reports on e-mail activity
- Tightly integrated into Agent and Supervisor Desktop GUIs

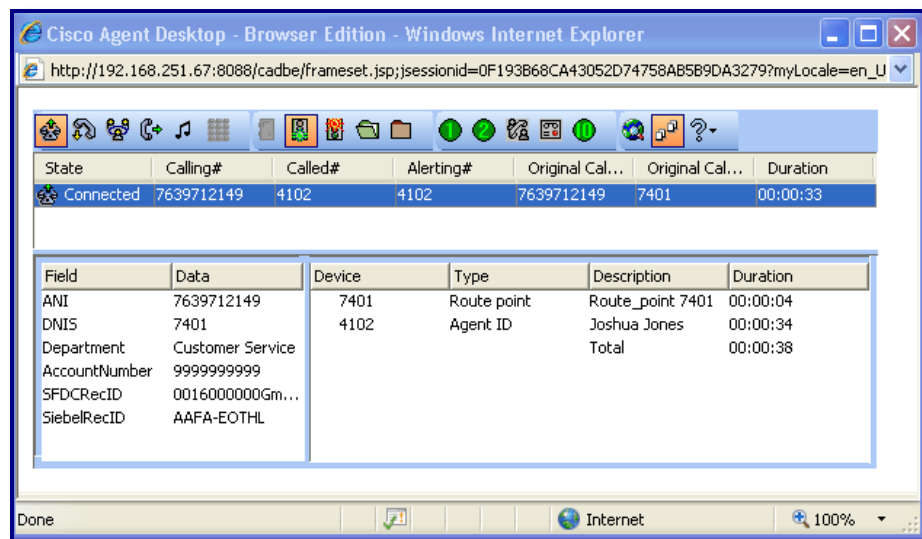


**Packaged with every Premium Seat  
Requires release 7.0(1) SR 1**

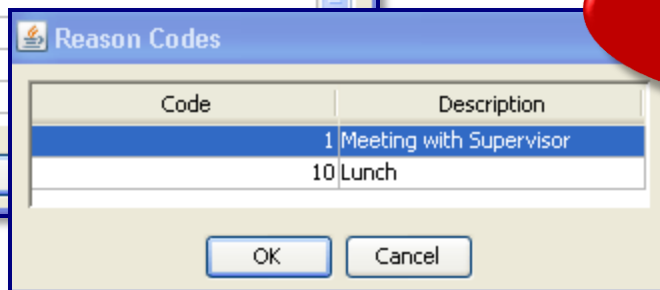
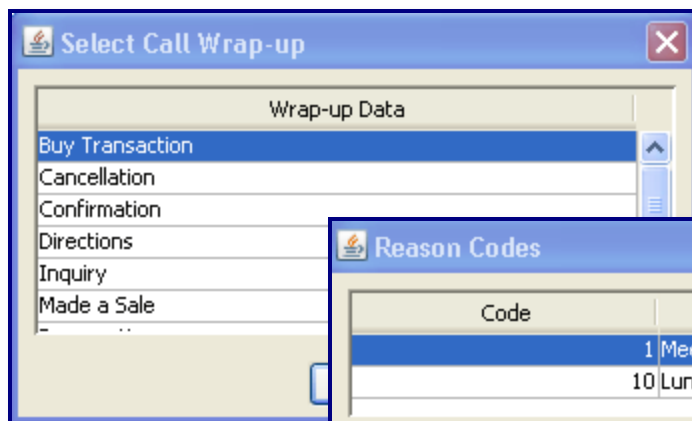
# Agent E-Mail Administration

- Enabling Agent E-Mail for Unified Contact Center Express 7.0(1) requires the following steps:
  - Enable IMAP service and create the target Mailbox Account and Distribution Lists within Microsoft Exchange
  - Create one or more CSQs in Contact Center Express Administration
  - Configure Agent E-Mail Settings in Cisco Desktop Administrator
  - Assign Agents to Agent E-Mail CSQ Resources in Contact Center Express Administration

# Cisco Agent Desktop – Browser Edition



- Browser Edition client can operate on Windows and Linux operating systems
  - Firefox and Internet Explorer
- Support Reason / Wrap-Up Codes
- Coordinated screens pops via http into external browser



**Zero Footprint  
on the PC**

# Cisco Agent Desktop – Web Based Administration

The screenshot displays the Cisco Desktop Administrator web interface. The top navigation bar includes the Cisco logo, the title "Cisco Desktop Administrator", and user options: "admin | Logout | Change Password | About | Help". A left sidebar contains a "Settings" menu with options like "Services Configuration", "Personnel", "Agents", "Cisco Unified Presence Settings", and "Agent E-Mail Settings". The main content area is titled "Settings: Personnel > Agents". It features a search bar with "Team" selected, a "Contains" filter, and the text "anchorage". Below the search bar is an "Agent List" table. The table has columns for "Selected", "Last Name", "First Name", "Login ID", "Team", and "Work Flow Group". Three agents are listed: Baldwin (Buddy, anchorage4), Fryert (David, anchorage2), and Laborde (Leon, anchorage1). Each agent has a "Selected" checkbox and a "Work Flow Group" dropdown menu. Below the table are "Select All" and "Clear All" buttons, a pagination bar showing "Goto 1 of 1", and a "Results Per Page" dropdown set to "10". A "Save" button is located at the bottom center of the main content area.

Selected	Last Name	First Name	Login ID	Team	Work Flow Group
<input type="checkbox"/>	Baldwin	Buddy	anchorage4	Anchorage	Siebel_Primary
<input type="checkbox"/>	Fryert	David	anchorage2	Anchorage	Siebel_Primary
<input type="checkbox"/>	Laborde	Leon	anchorage1	Anchorage	SFDC_Primary

**Simplified Configuration**

- Cisco Desktop Administrator ported to a web application.
  - Configuration settings for Agent Work Flow Group assignments, Enterprise Data, Agent E-Mail, Monitoring and Recording Setting, Integration with Cisco Unified Presence

# Cisco Desktop Admin Enhancements

## Web Based Administration

- Cisco Desktop Administrator is migrating functions to a web module. The following components are now configured on the web-based CDA:
  - Agent E-Mail
  - Services - Enterprise Data, Monitoring and Recording Setting
  - Personnel - Assignment of Agents to Work Flow Groups
  - Cisco Unified Presence - Integration of Cisco Agent Desktop with CUP users
- Work Flow Administration is still configured on the existing thick client



# Cisco Unified Workspace Licensing update





# Simplest, Easiest, Most Cost-effective Way To Unify The Workspace

## Cisco Unified Workspace Licensing

Now your organization can flexibly meet its business needs by procuring a broad range of Cisco Unified Communications applications and services on a per-user basis.

- **Includes:**

- UC client software

- UC server software

- UC access rights

- All in a single user license!

- **At a great price**

- **With 3-years of upgrades and service**



# New Items

- New ways to license public space devices
- Promise of UCSS
- Changes to Standard Edition
- Changes to Professional Edition
- New Migration Paths
- ESW Tiered Pricing
- Business Edition



# New Way to License Public Space Devices

- Add analog and public space device licenses for conference rooms, lobbies, fax machines, wall phones, etc.
- Analog Device does not include gateways or other hardware
- Public Space IP Phone may not exceed 15% of total IP Phones on order
- Not to be used for dedicated employee phones
- Cannot use applications with these devices (e.g. no voicemail)



Cisco Unified IP Conference Station 7937G

# Unified Workspace Licensing and UCSS

## Future-proof your UC investment

- UCSS on Unified WL offers all updated versions of applications in Unified WL when they are released
- New applications added to Unified WL are also immediately available. As UC advances you always get the newest products.
- Several applications added in August 2008 and more planned in the future
- Customers who bought in FY08 get additional value at no extra cost



# Changes to Standard Edition

- Now includes Unified Messaging with Cisco Unity
- All existing customers with valid UCSSS get unified messaging and any additional applications that may be added in the future

Functionality	What Is Included in Cisco Unified Workspace Licensing
Presence	Cisco Unified Presence Profile
Mobility (with Sim Ring services)	Cisco Unified Mobility Profile
Soft Client	Cisco Unified Personal Communicator or Cisco Unified IP Communicator with Cisco Unified Video Advantage
Messaging	Cisco Unity or Cisco Unity Connection User <b>(Now includes Unified Messaging)</b>
Call Control	License for One Cisco IP Phone Per User

# Changes to Professional Edition

- Contact Center Express added to Professional Edition
- All existing customers with valid UCSS get CCX and any additional applications that may be added in the future

Functionality	What Is Included in Cisco Unified Workspace Licensing (CUWL)
	<b>In addition to everything you get in Cisco Unified WL Standard Edition</b>
Video Conferencing**	Cisco Unified MeetingPlace Express (25 CUWL=1 Port)
Web Conferencing**	Cisco Unified MeetingPlace/MeetingPlace Express Port (25 CUWL=1 Port)
Audio Conferencing**	Cisco Unified MeetingPlace/MeetingPlace Express Port (25 CUWL=1 Port)
<b>Contact Center**</b>	<b>Cisco Unified Contact Center Express Standard Agent (25 CUWL=1 Agent)</b>
Mobile Smart Phone Client	Cisco Unified Mobile Communicator Client
Call Control	License for Unlimited Cisco IP Phones Per User

\*\* Additional ports/agents can be purchased a la carte if more capacity is needed

# New Migration Paths

- New migration SKUs for customers who have an application but no Unified Communications Manager
- Allows you to move Unity customers to the full UC suite
- Other migration SKU pricing unchanged, despite Unified WL price increases

Existing User	Target User
Cisco Unified Communications Manager	Standard Edition
Cisco Unified Communications Manager	Professional Edition
Cisco Unified Communications Manager + Any Application in Unified WL	Standard Edition
Cisco Unified Communications Manager + Any Application in Unified WL	Professional Edition
<b>Any Application in Unified WL</b>	<b>Standard Edition</b>
<b>Any Application in Unified WL</b>	<b>Professional Edition</b>
From Unified WL Standard Edition	Professional Edition





# Diverse



Korte "teasers" om nogle af de ting, der ikke var plads til at gå i dybden med idag.

# Cisco Voice and Unified Messaging

## Reduce costs while maximizing productivity

- **Cisco Unity 7.0:**

- New scalability: 200 port, 15k user single systems
  - Enhanced Telephony User Interface (TUI) addressing
  - Automated recognition of alternate extensions

- **Cisco Unity Connection 7.0:**

- Increased scalability: 10k users and 144 ports on a single server
  - 2 server active-active clustering for redundancy
  - Up to 50k users in a single messaging network
  - Voicemail player within Outlook
  - Active Directory synchronization for 10,000 users



- **Cisco Unity Express 7.0:**

- Centralized voicemail, auto attendant and management for up to 10 Cisco Unified CME sites
  - Authentication, authorization and auditing functions
  - Password synchronization between Cisco Unified CME and Unity Express



# Cisco Unified MeetingPlace 7.0

New Hardware platform – New Integrations

## Solution:

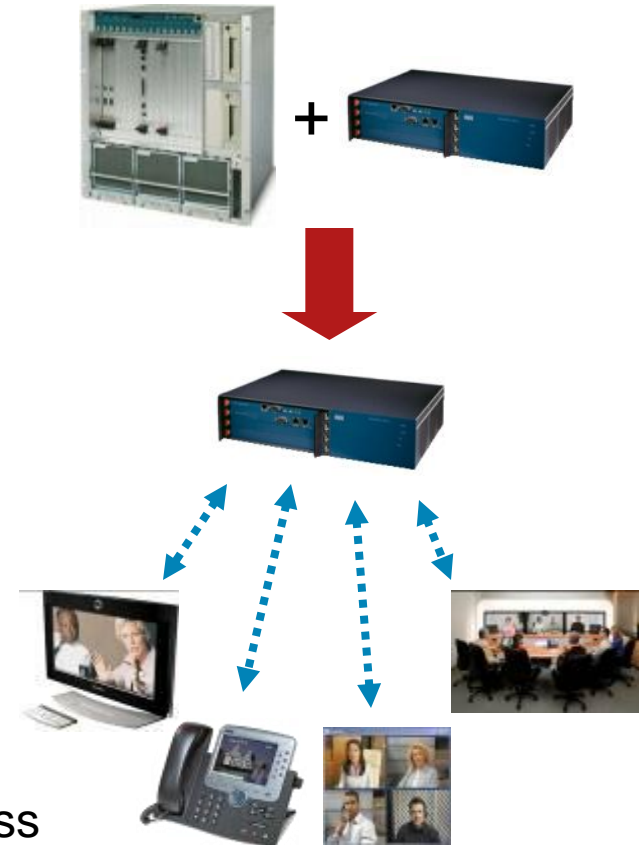
- Single server for voice and video conferencing
- Click to conference from SameTime
- WebEx Web conferencing integration
  - Setup from Cisco Unified MeetingPlace or WebEx UI

## Why Care:

- More scalable – target larger deployments
- Simplified architecture, install and management
  - Reduce servers, complexity for voice & video
  - Expanding Partners able to sell >> UC Specialization
- Increases preference with IBM and WebEx users

## User Experience Improvements:

- Consistent experience across voice and video access
  - single number, recording, controls (e.g. mute)
- Auto login, meeting entry – phone number recognition



# Cisco Unified Provisioning Manager

- Cisco Unified Provisioning Manager (CUPM)  
Ingen problemer med danske karakterer i CUPM 1.3

# Cisco VG202 & VG204 Analog Voice Gateways



**NOV  
CY2008**

For Enterprise Branch  
Offices and Small &  
Medium Businesses

- **Desktop form factor**
- **WAN – 2 10/100 Mbps Ports**
- **Voice – 2 FXS or 4 FXS Voice Ports**
- **Protocol Support – SCCP,SIP,MGCP,H.323**

- **Unified Communication Analog Gateway solution for Enterprise Branch office and SMBs**

Ease of operation—Cisco® IOS®-based  
Provides consistent usability with the rest of the Voice Gateway Integrated Services Routers (Cisco 2800, 3800 Series)  
Next-generation platform architecture supports SCCP,SIP and Secure Voice  
Desktop form factor with fanless design

- **Best of Breed Hardware**

Robust Analog Interfaces  
Two 10/100 Mbps ports for dual homing  
Proven and consistent DSP technology used across Cisco Platforms

# Cisco 880 SRST Integrated Services Router



**For Small Branch, Enterprise Teleworker  
or Remote Call Center Agent**

- Desktop form factor
- WAN Interfaces: FE, VDSL2\*, G.SHDSL
- PSTN Fallback: BRI, FXO
- Voice Ports: Four FXS
- Four-port FE Managed Switch with PoE
- Voice Protocols: H.323, SIP, MGCP, SCCP
- Software: Advanced IP Services

\*Future

## ■ Adds Voice with Survivability Features

Best-in-class integration of data and toll-quality analog/digital voice services for Enterprise Teleworker

## ■ WAN/LAN Technologies

Fast Ethernet, G.SHDSL, VDSL2\*

802.11n WLAN and Unified Management

## ■ Comprehensive security

IPsec VPN acceleration: DMVPN, GET VPN, Easy VPN

Firewall, IPS, Content Filtering, SSL-VPN,

## ■ Comprehensive Routing and QoS

## ■ Ease of Management

Cisco Configuration Professional

CiscoWorks

Unified Wireless Management

# Key Takeaways

- Cisco har en stærk Presense løsning
  - Desktop – IP telefon – Mobil – Contact Center – Kalender – CU Application Environment
  - Serverbaseret, ikke klientbaseret
- Cisco har en stærk mobilintegration
  - Single Number Reach – CU Mobile Communicator
- Cisco har en avanceret Contact Center løsning
- Infrastrukturen spiller en central rolle for en sikker UC-udrulning



Tak for jeres venlige deltagelse 😊



Udfyld venligst evalueringsskemaerne