



**Cisco Expo
2009**

Fra IP Telefoni til Unified Communications & Collaboration



Per Toft

Systems Engineer

Unified Communications og Collaboration

Cisco Unified Communications

- Tæt integration mellem IP telefon, softklient, mobiltelefon og PC applikationer
 - Telefoni, video, tilstedeværelse, chat, dokumentdeling osv.
 - Fleksibilitet og valgfrihed
- Ensartet bruger-interface på tværs af enheder
 - Enkelt og intuitivt - Bedre brugeroplevelse
- Fundamentet for effektiv "Collaboration"
 - Effektivitet, produktivitet, time-to-market og besparelser
- ***Det naturlige næste skridt efter IP telefoni!***

Agenda

- Mobilintegration
 - Single Number Reach (SNR)
 - Cisco Unified Mobile Communicator (CUMC)
- Presence/Tilstedeværelse og Collaboration
 - Cisco Unified Presence
 - Valg af desktop klient
 - Client Services Framework
- "Widgets", "Midlets" mm.

Mobilintegration



Single Number Reach (SNR)

Cisco Unified Mobile Communicator (CUMC)

Cisco Unified Mobility

Single business number & voice mail for fixed & mobile communications - everywhere

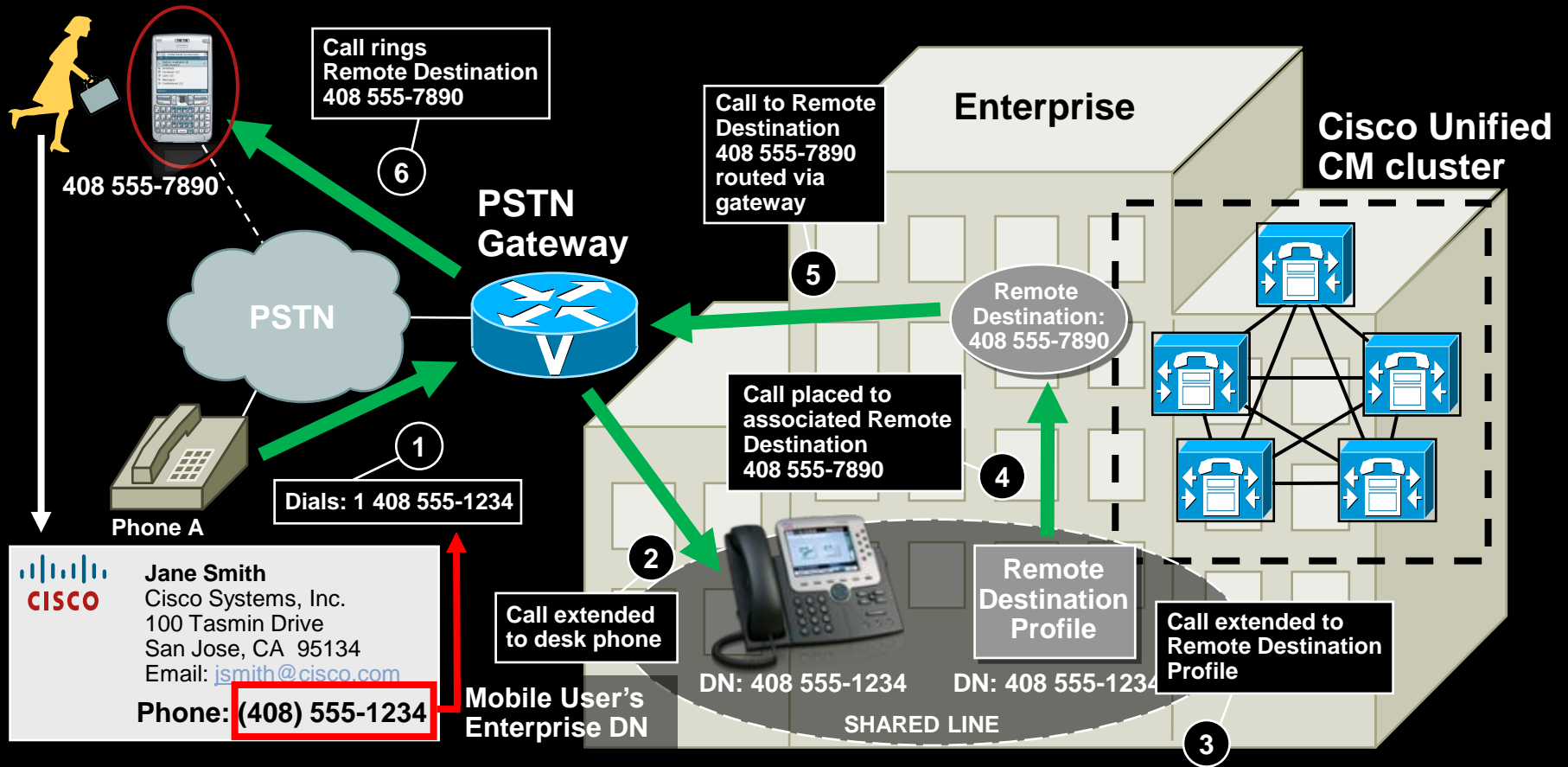
- Single business number for fixed or mobile communications
- Consolidated business voice mail
- Anchor off-net mobile communications on enterprise network
- Transition active call from IP Phone to mobile phone & vice-versa
- Simultaneous or delayed ring
- Time-of-Day and Day-of-Week as well as manual control of Unified Mobility enable/disable
- User defined call extension and blocking rules
- Works with CUCM Hunt Lists
- IP Phone like calling features with Mobile Voice Access



Cisco Unified Mobility is natively available with Cisco Unified Communications Manager 6.0 and later releases

Single Business Number & Voice Mail

Unified Mobility



Call to mobile user's Enterprise directory number rings at desk phone and Remote Destination phone.

- Call can be answered at either phone
- Once answered all other call legs are cleared

Note: No changes are required on mobility user's Remote Destination phone

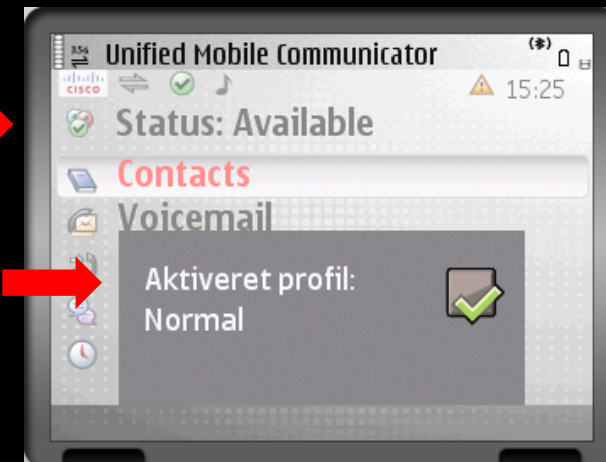
Cisco Unified Mobile Communicator



- Presence Management
 - Change Presence status
 - Change phone profile based on Presence status



Cisco Unified Mobile Communicator



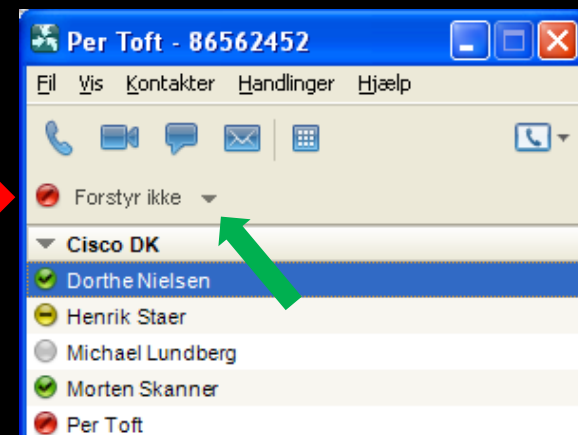
Cisco Unified Mobile Communicator



- Presence Management
 - Change Presence status
 - Change phone profile based on Presence status
- Presence shared across:
 - Cisco Unified Mobile Communicator
 - Cisco Unified Personal Communicator and IP Phone (hard/soft)



Cisco Unified Mobile Communicator



Cisco Unified Personal Communicator

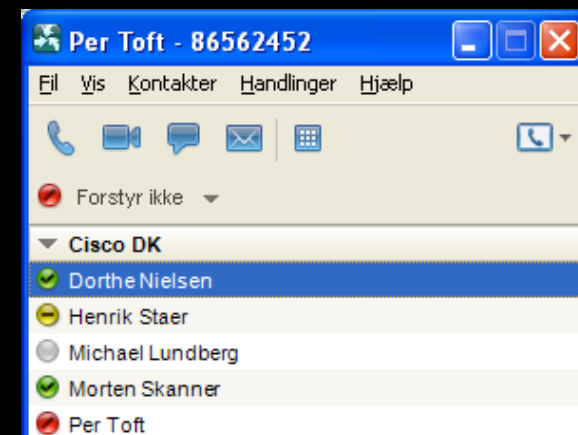
Cisco Unified Mobile Communicator



- Presence Management
 - Change Presence status
 - Change phone profile based on Presence status
- Presence shared across
 - Cisco Unified Mobile Communicator,
 - Cisco Unified Personal Communicator and
 - IP Phone (hard/soft)
- Buddy list synchronized with Cisco Unified Personal Communicator
- Active Directory access
 - Add person to Buddy list



Cisco Unified Mobile Communicator



Cisco Unified Personal Communicator

Cisco Unified Mobile Communicator



- Mobile phone integrated with UC Manager

Dial-via-Office

Time-of-Day call routing

SNR on/off



Cisco Unified Mobile Communicator

Cisco Unified Mobile Communicator

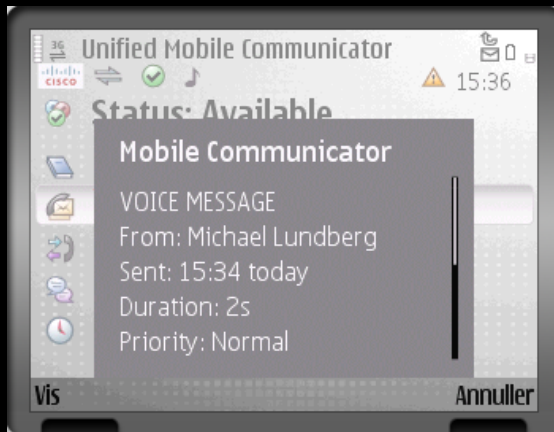
- Mobile phone integrated with UC Manager

Dial-via-Office

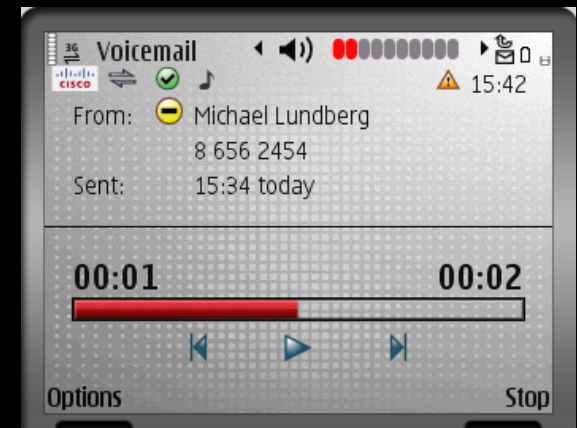
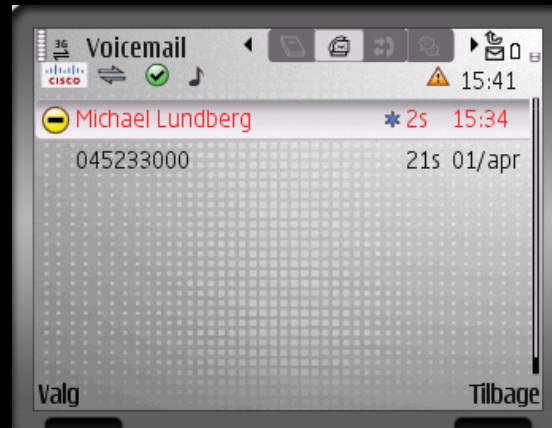
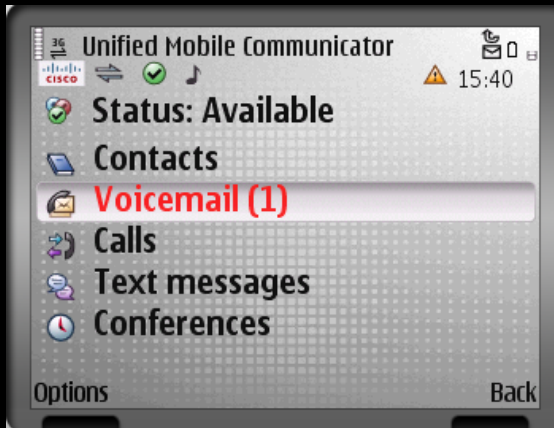
Time-of-Day call routing

SNR on/off

- Visual voicemail



Cisco Unified Mobile Communicator

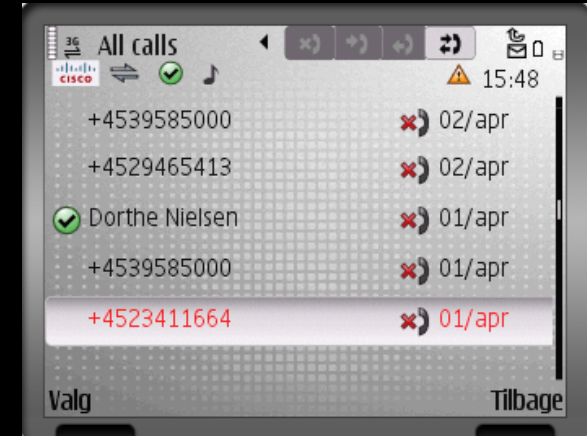
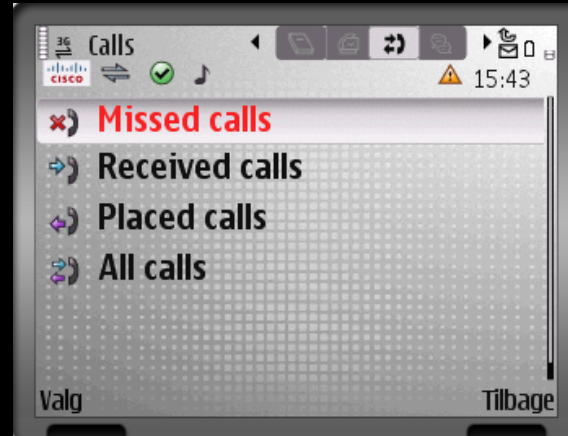
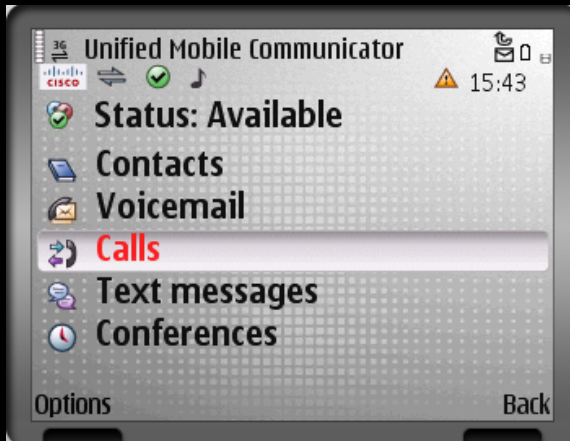


Cisco Unified Mobile Communicator

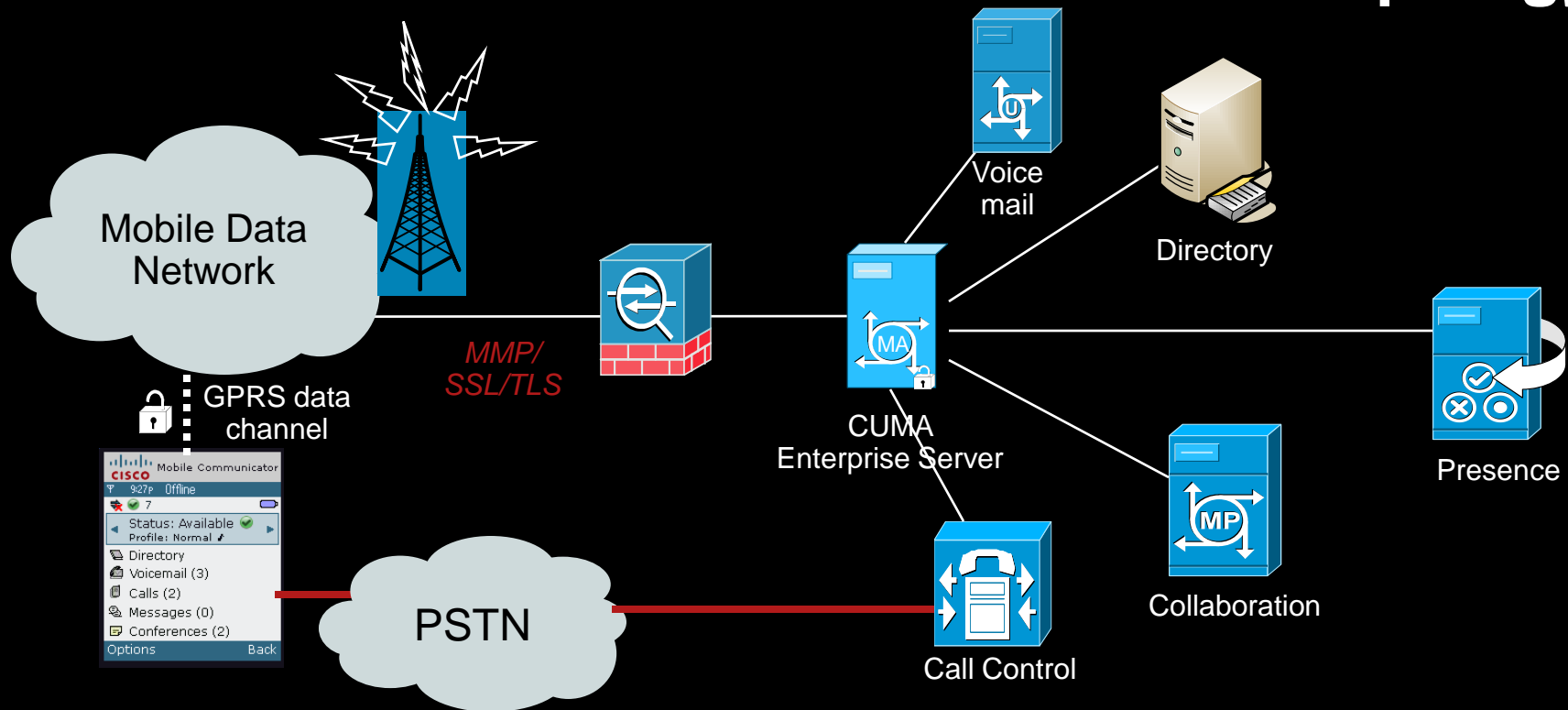
- Mobile phone integrated with UC Manager
 - Dial-via-Office
 - Time-of-Day call routing
 - SNR on/off
- Visual voicemail
- Call Logs



Cisco Unified Mobile Communicator



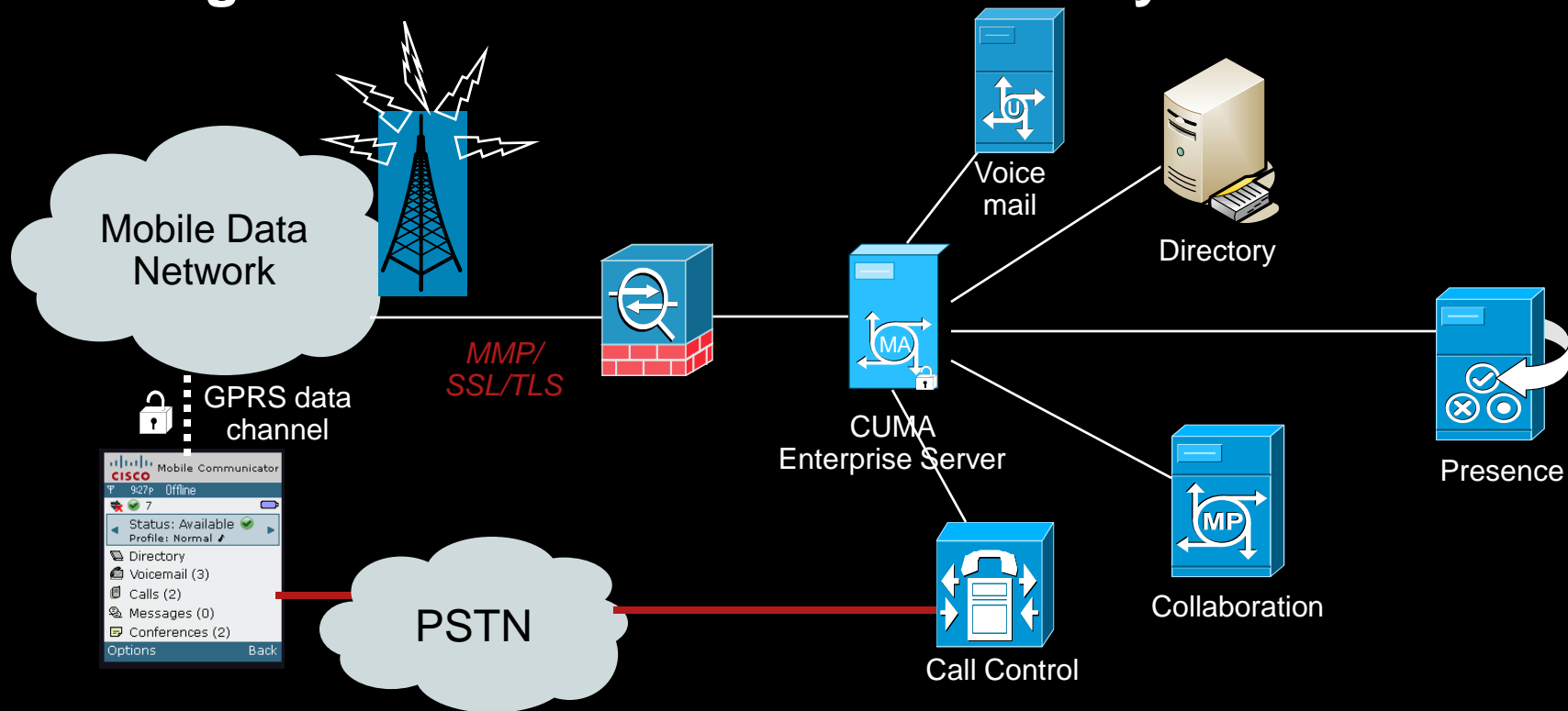
Cisco Unified Mobile Communicator Topology



Software versions required:

- CU Mobility Advantage 7.0
- CU Communications Manager 7.0
- CU Mobile Communicator 7.0 (Version 3.0 also supported on CUMA 7.0)
- Cisco Unity or Cisco Unity Connection

Cisco ASA Mobility Proxy Integration with Cisco Unified Mobility Solutions



Secure Mobility: ASA protection for Cisco Mobility Solution

- Core component of mobility architecture
- Converges Mobility onto a common remote access platform
- Protection for Cisco Mobility Protocol (MMP)
- Protection for the CUMA Enterprise Server (TLS Proxy)

Presence - Tilstedeværelse

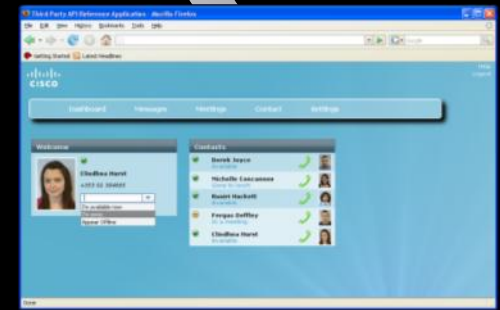
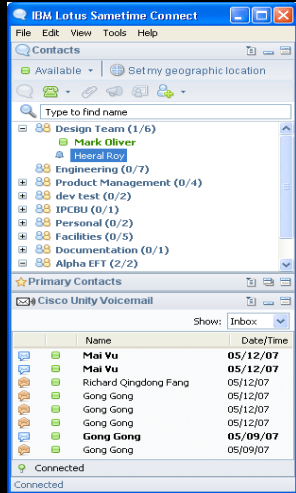


Cisco Unified Presence (CUP)

Valg af desktop klient

Client Services Framework

Rich Presence In Every Workspace



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



Unified Application Environment/3rd Party Unified Presence API's



Presence Data Store



Derived Presence



IM Router



Federation

Presence Consumers

Unified Personal Communicator



Cisco Unified Expert Advisor



Cisco Unified Agent Desktops



Unified Application Environment/3rd Party Unified Presence API's



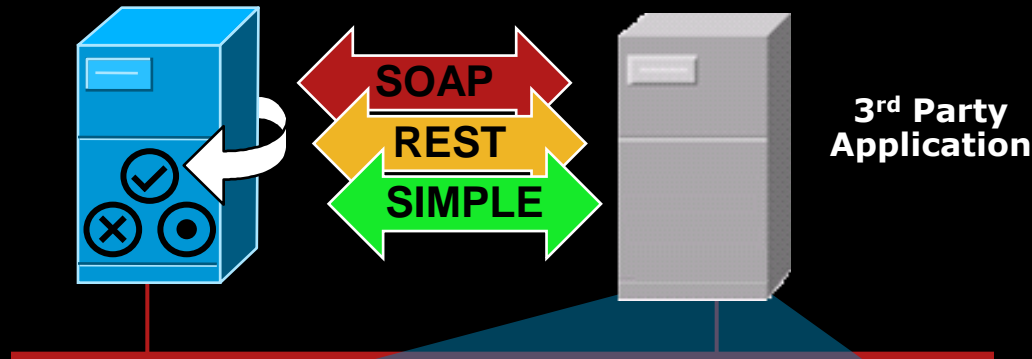
Unified Mobile Communicator



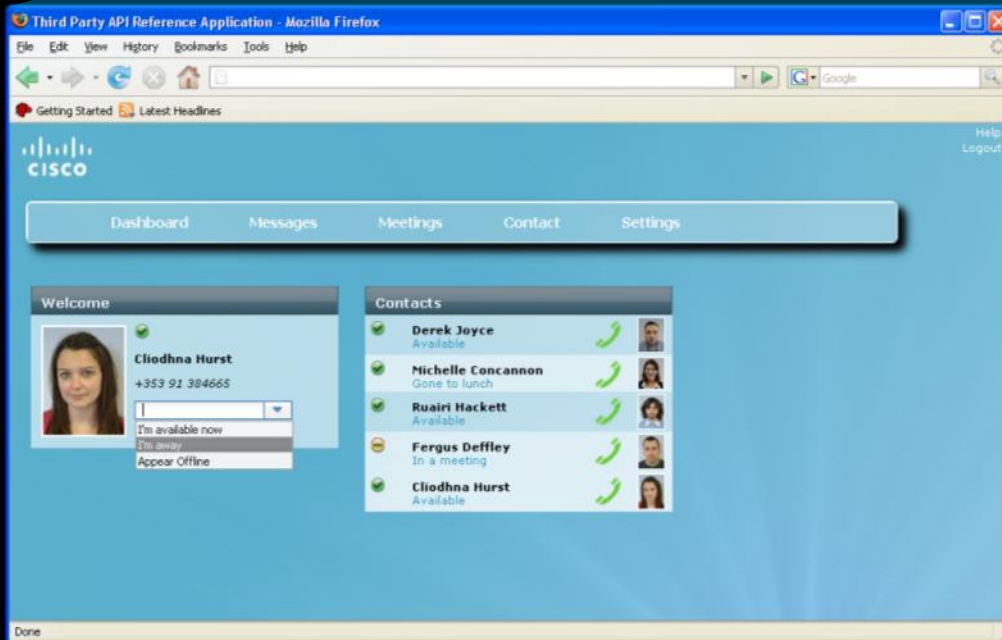
MS OCS/LCS Federated Contact



Cisco Unified Presence API's



- 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 Personal Communicator

The Unified Communications Cockpit



Call Control



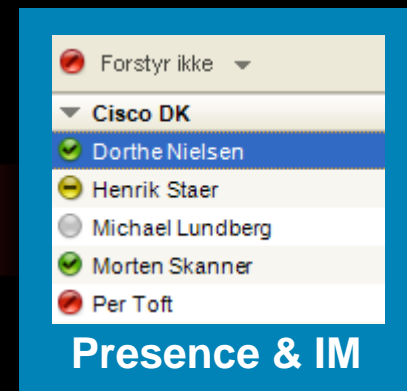
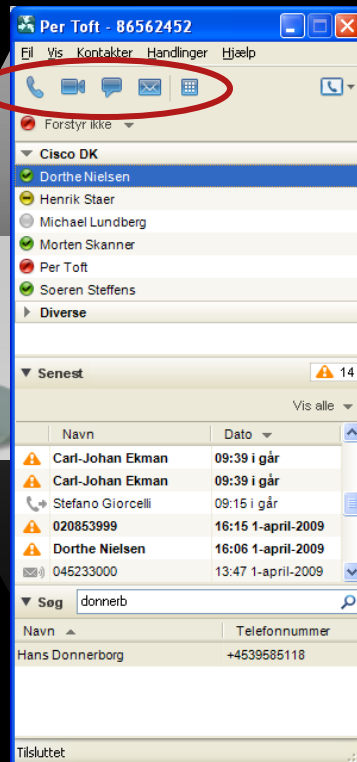
Unified Messaging



Integrated Video

Click to collaborate

Click to contact



Presence & IM



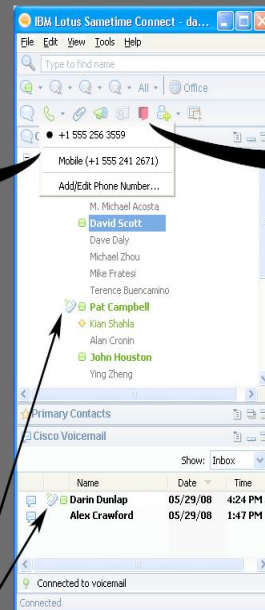
Web Conferencing

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

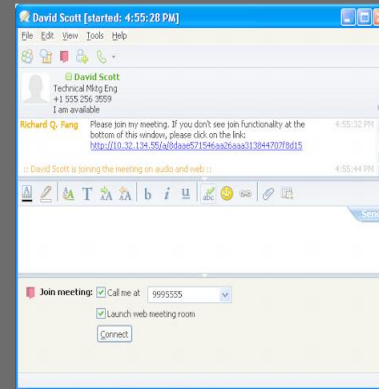
Cisco Unified Communications with IBM Lotus Sametime



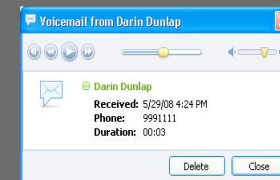
softphone



phone presence

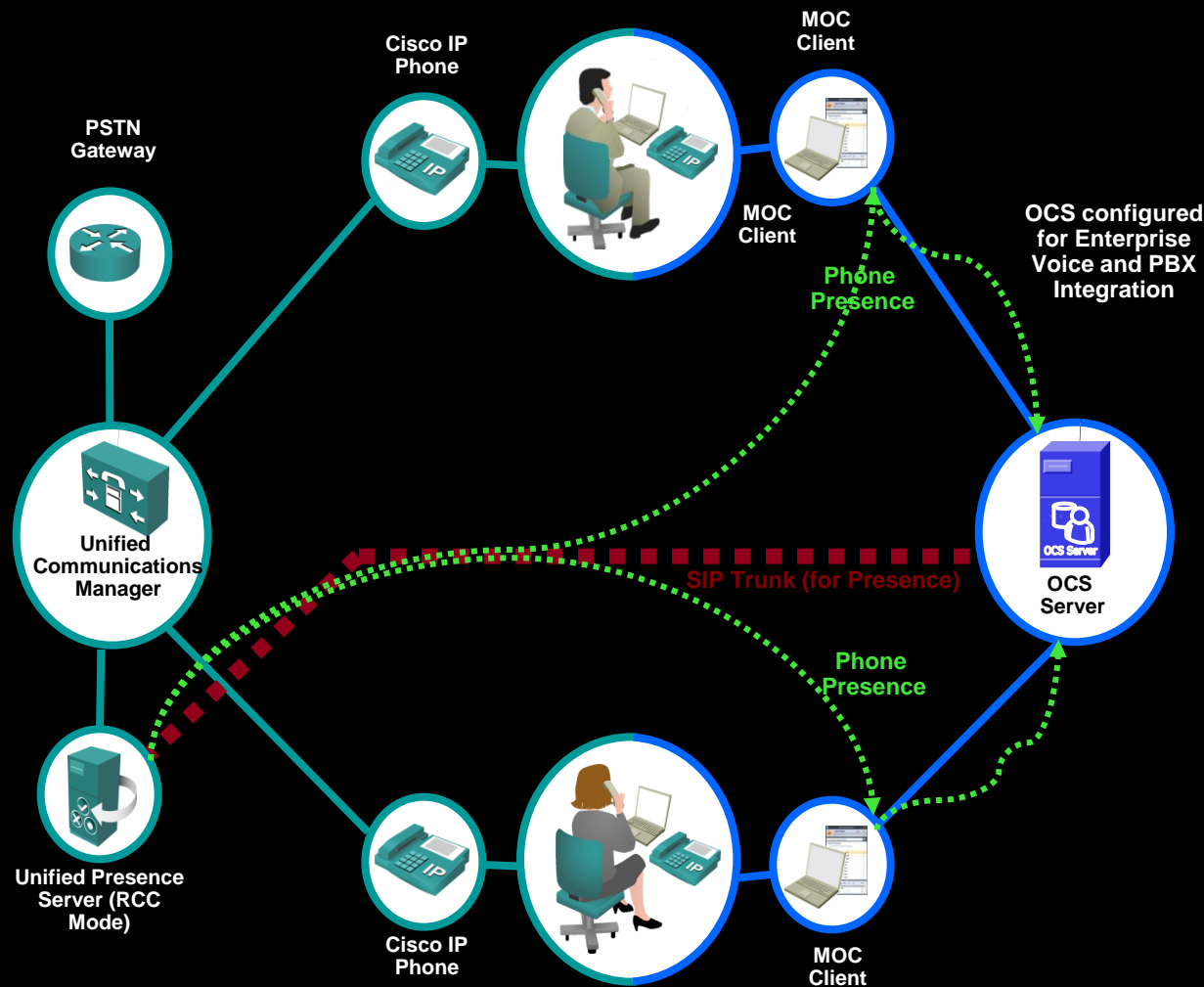


click to conference



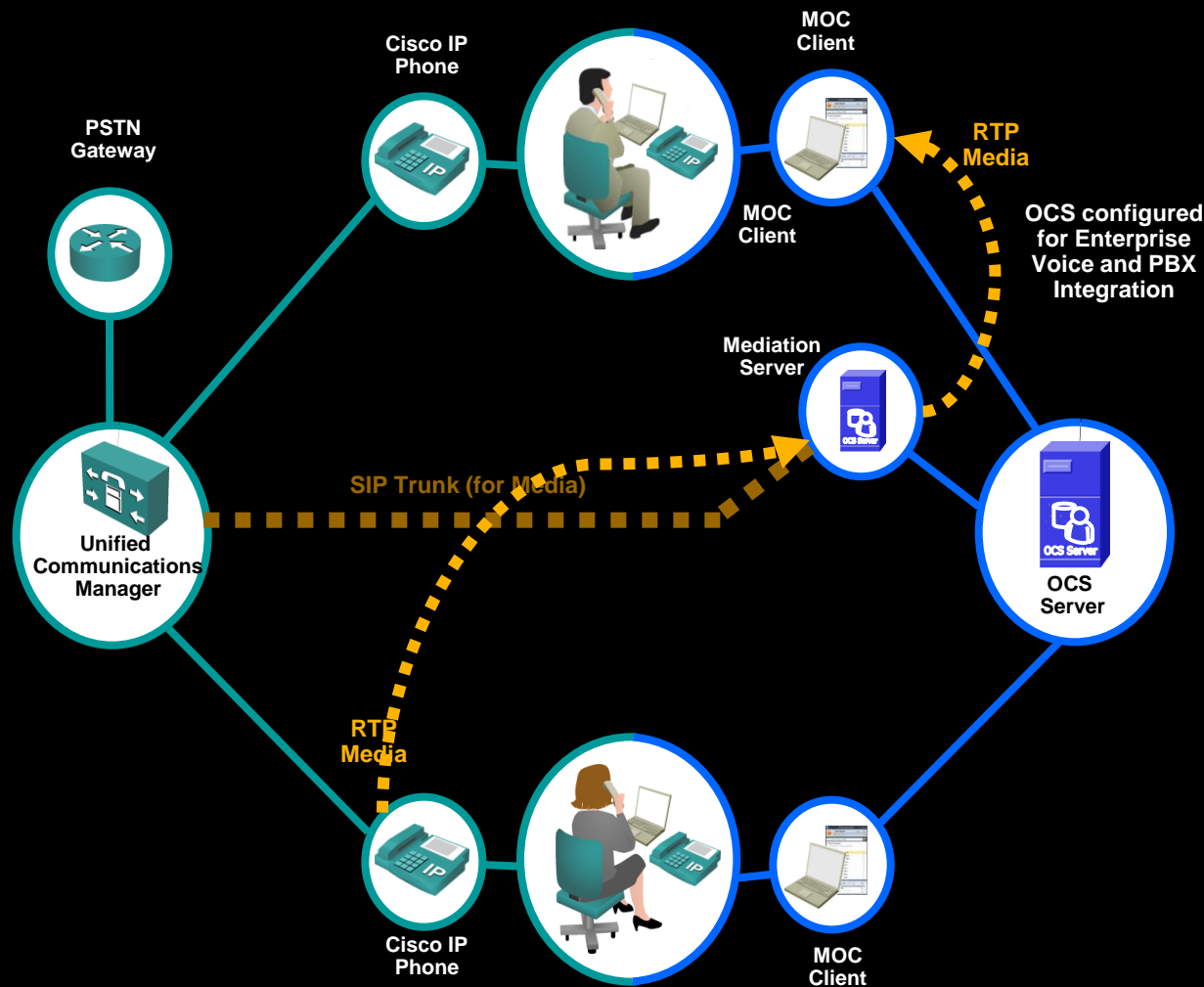
voicemail

Cisco Unified Communications with Microsoft Office Communicator part 1



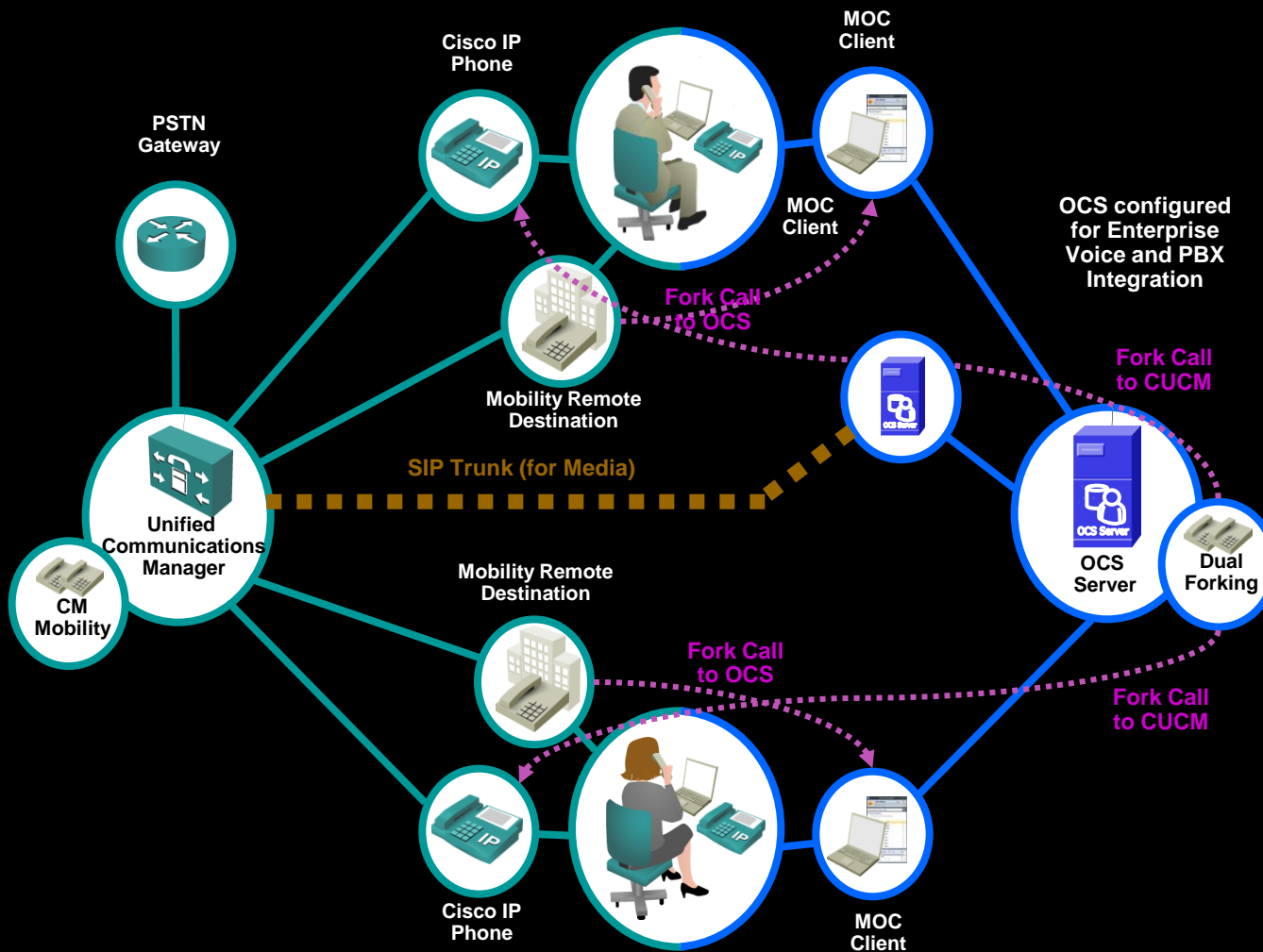
Remote Call Control *CSTA Gateway*

Cisco Unified Communications with Microsoft Office Communicator part 2



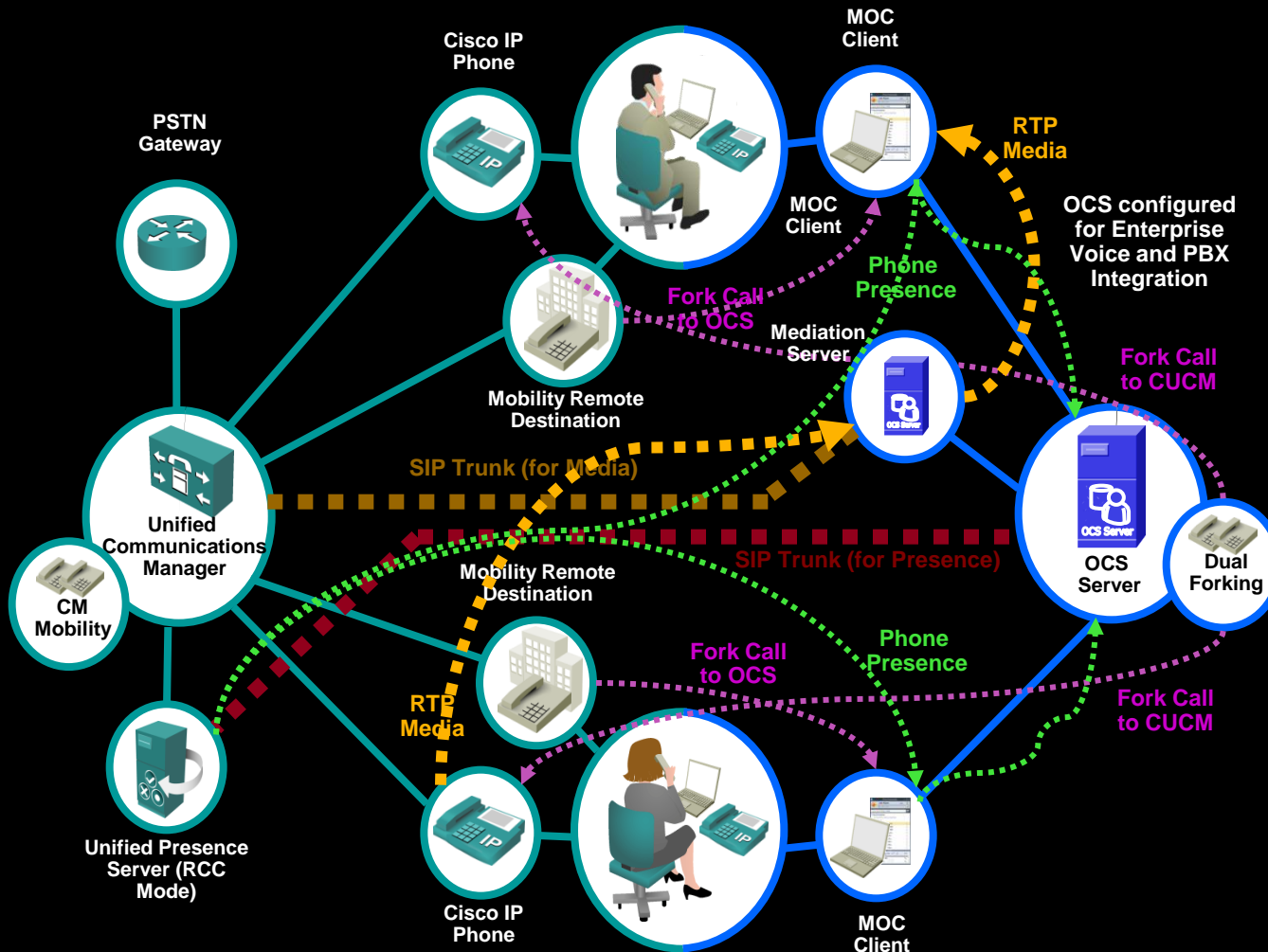
SIP Trunks, Dual Media & Transcoding
*More Servers
More Management
Duplicate Dial Plan*

Cisco Unified Communications with Microsoft Office Communicator part 3



Call Forking
*Complicated Dial Plan
Configuration and
Management*

Cisco Unified Communications with Microsoft Office Communicator part 1-3



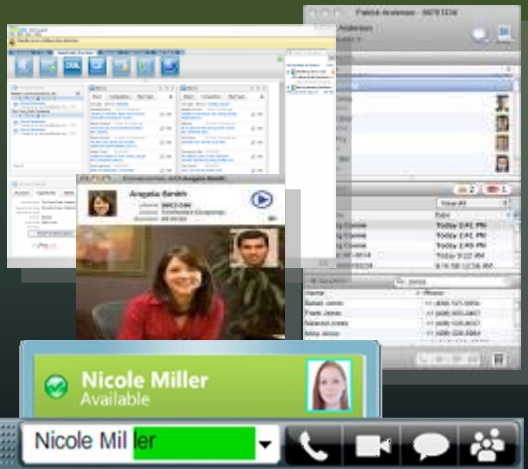
Remote Call Control
CSTA Gateway

SIP Trunks, Dual Media & Transcoding
*More Servers
More Management
Duplicate Dial Plan*

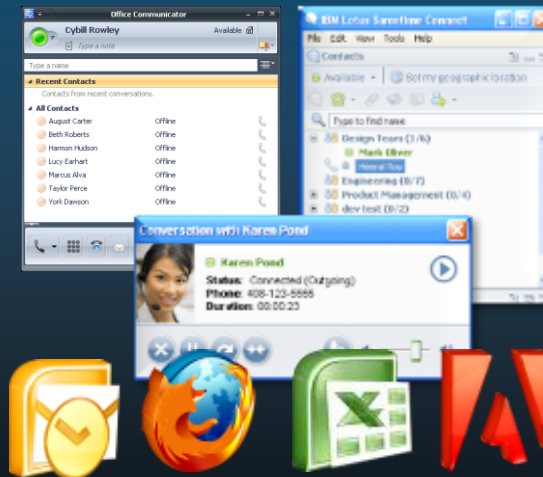
Call Forking
*Complicated Dial Plan
Configuration and Management*

Cisco Unified Client Services Framework

Cisco Client Experiences



3rd Party Desktop Experiences



Integrators & Developer Community



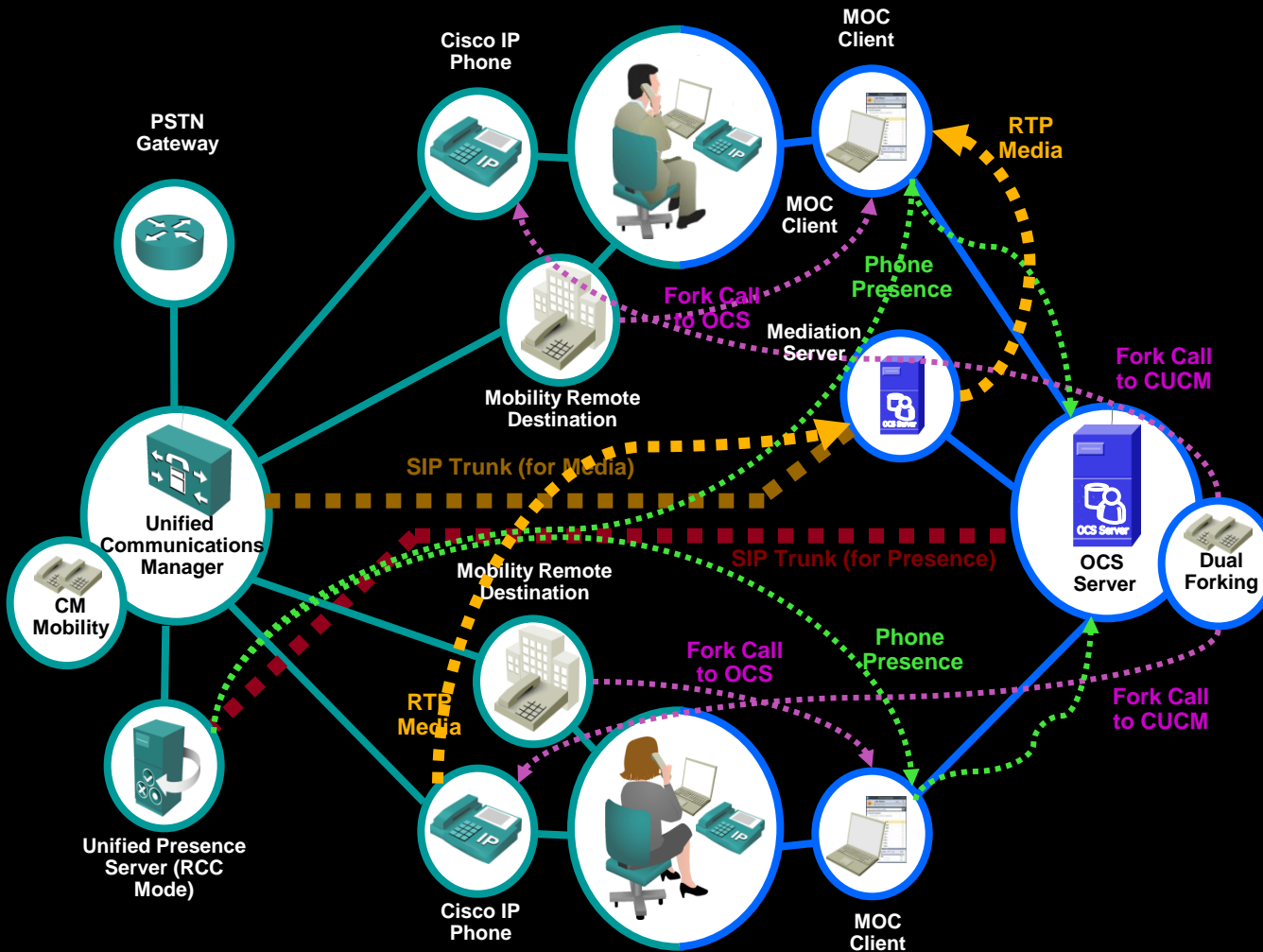
Cisco Unified Client Services Framework



Cisco Unified Infrastructure Services



Client Services Framework: Removing the Complexity...

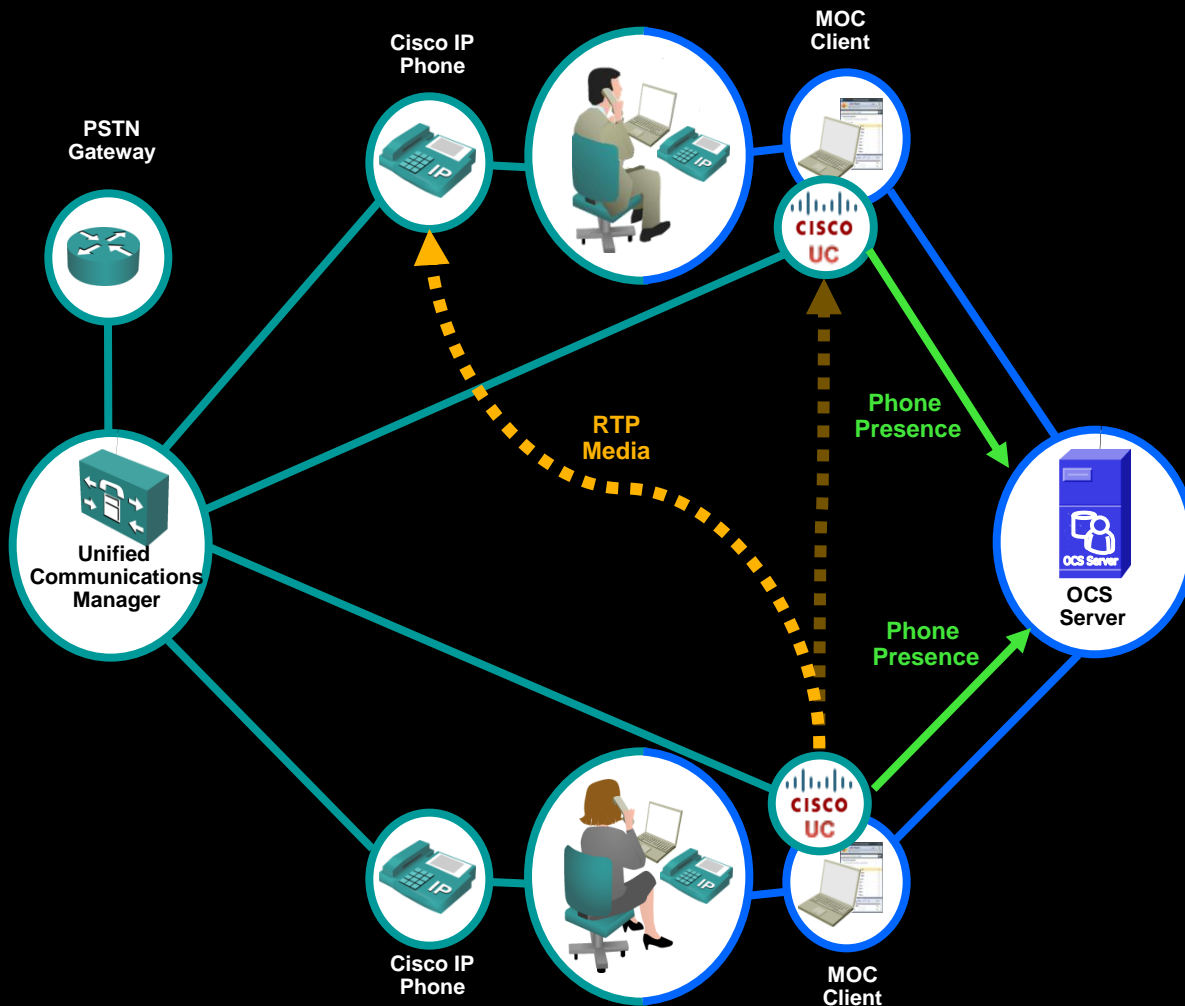


Remove Call Forking
*Less Configuration
 Less Management
 Simple Dial Plan*

Remove Trunks, Dual Media & Transcoding
*Fewer Servers
 Less Management*

Remove Remote Call Control Gateways
CSTA Gateway

Cisco Unified Communications Integration™ for Microsoft Office Communicator Architecture



Avoid Dual Forking

Use soft phone or control desk phone

Make Voice Calls

Between soft phones
Between desk phones
Soft ↔ desk phones

No Mediation Servers

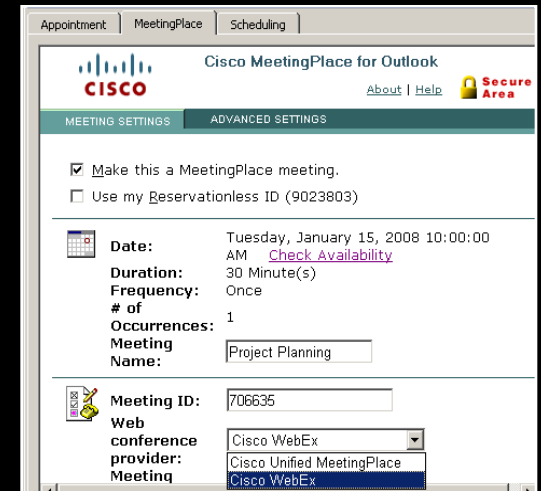
Presence

Provided directly to OCS via MOC

Launching and attending a WebEx conference



WebEx IP Phone Service

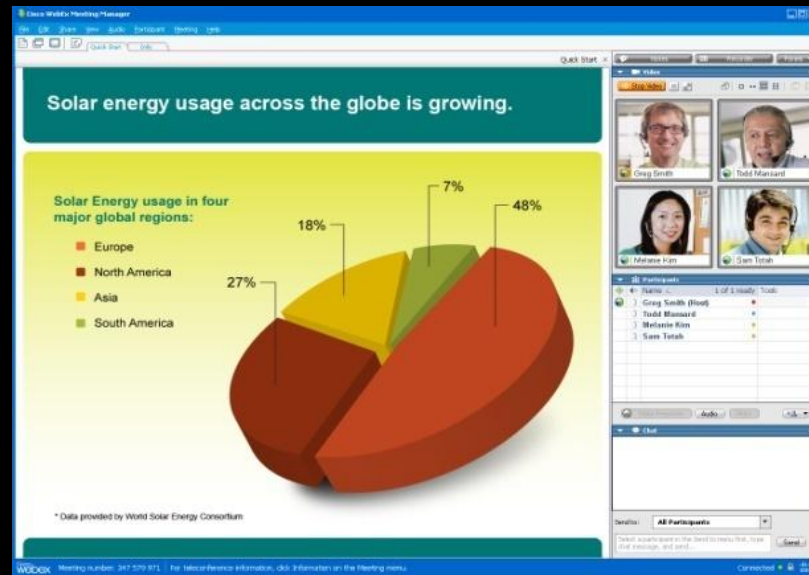


Outlook/Notes/Web

iPhone



SmartPhone



Web browser

“Midlets”, “Widgets” mm.

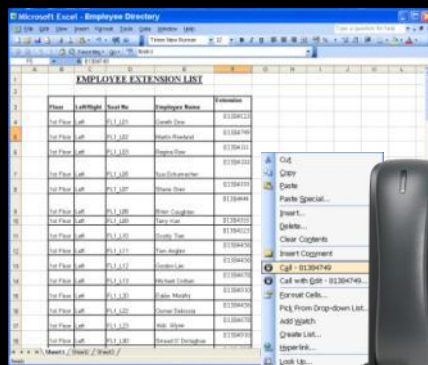


Cisco Unified Communications Widgets

Productive, personalized, & familiar user experience in every workspace



Phone Designer



Click to Call



Visual Voicemail

Business Value

- Free-to-download & Easy-to-add
- Extend UC investments to every workspace
- Increase productivity through enhanced user experience with Cisco Unified Communications Applications & Cisco Unified IP Phones

Streamline Business Communications with Click to Call

Microsoft Excel - Employee Directory

EMPLOYEE EXTENSION LIST					
	Floor	Left/Right	Seat No	Employee Name	Extension
3					81384123
4	1st Floor	Left	FL1_L01	Gareth Dow	81384749
5	1st Floor	Left	FL1_L02	Martin Rowland	81384749
6	1st Floor	Left	FL1_L03	Regina Row	81384749
7	1st Floor	Left	FL1_L05	Tom Schumacher	81384749
8	1st Floor	Left	FL1_L07	Shane Gren	81384749
9	1st Floor	Left	FL1_L08	Brian Coughlan	81384749
10	1st Floor	Left	FL1_L09	Terry Kun	81384749
11	1st Floor	Left	FL1_L10	Scotty Tian	81384749
12	1st Floor	Left	FL1_L11	Tom Anglim	81384749
13	1st Floor	Left	FL1_L12	Gordon Ler	81384749
14	1st Floor	Left	FL1_L13	Michael Corban	81384749
15	1st Floor	Left	FL1_L20	Eddie Murphy	81384749
16	1st Floor	Left	FL1_L22	Oumar Dakissia	81384749
17	1st Floor	Left	FL1_L23	Will Glynn	81384749
18	1st Floor	Left	FL1_L30	Sinead O' Donaghue	81384749

Context Menu Options:

- Cut
- Copy
- Paste
- Paste Special...
- Insert...
- Delete...
- Clear Contents
- Insert Comment
- Call - 81384749
- Call with Edit - 81384749...
- Format Cells...
- Pick From Drop-down List...
- Add Watch
- Create List...
- Hyperlink...
- Look Up...

Cisco IP Phone Screen:

11:20 07/11/07 4085551013

To Martin Rowland (384749)

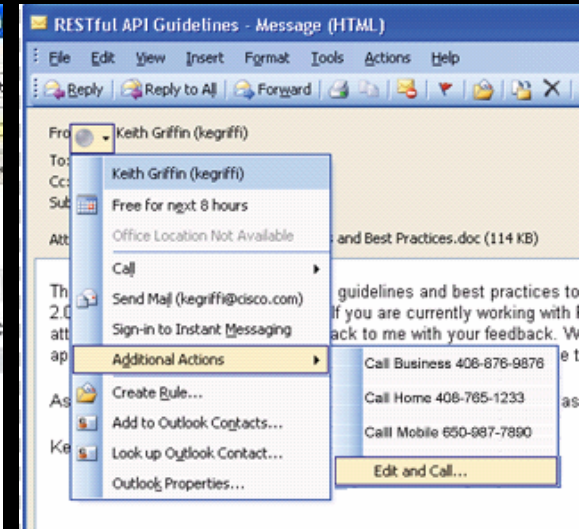
Call Proceed

Hold EndCall Transfer more

- Make business calls without having to punch phone numbers on a Cisco Unified IP Phone - simply click to instantly connect with everyone

Instantly Connect with Everyone from Desktop Applications & Web Browsers

- Select and right-click to dial from
 - Microsoft Office (Word, Excel, & PowerPoint)
 - Microsoft Outlook
 - Microsoft SharePoint
 - Internet Explorer browser
 - Mozilla Firefox browser
 - C2D URL support
- Microsoft Persona menu support with Microsoft Outlook & SharePoint
- System Icon Tray Support
 - View last 10 dialed numbers
 - Click to call directly from system tray
 - Choose IP phone preferences



- Click-to-call from Lotus Notes available with

Rich Messaging Experience with Visual Voicemail for Cisco Unified IP Phones

The image illustrates the visual voicemail experience on a Cisco Unified IP Phone. The phone's display shows a list of messages, including:

- Voicemail: Grover Cleveland (2 New)
- William Clinton 21 Apr 08 0:11sec
- Ulysses S. Grant 18 Apr 08 0:15sec
- 7512 21 Apr 08 0:03sec
- 21 Apr 08 1:00sec
- 21 Apr 08 0:30sec
- 18 Apr 08 0:15sec

Overlaid screenshots show the sign-in process and message lists:

Voicemail: Sign In

Extension: 7532

PIN: *****

Remember my sign in information

Voicemail: Grover Cleveland (2 New)

William Clinton 21 Apr 08 0:11sec

Ulysses S. Grant 18 Apr 08 0:15sec

7512 21 Apr 08 0:03sec

21 Apr 08 1:00sec

21 Apr 08 0:30sec

18 Apr 08 0:15sec

Voicemail: Grover Cleveland (5 New)

William Clinton 21 Apr 08 0:11sec

Ulysses S. Grant 18 Apr 08 0:15sec

7512 21 Apr 08 0:03sec

William Harrison 21 Apr 08 1:00sec

William Clinton 21 Apr 08 0:30sec

Ulysses S. Grant 18 Apr 08 0:15sec

Buttons: Sign Out, Reply, more

Sort By Speed more

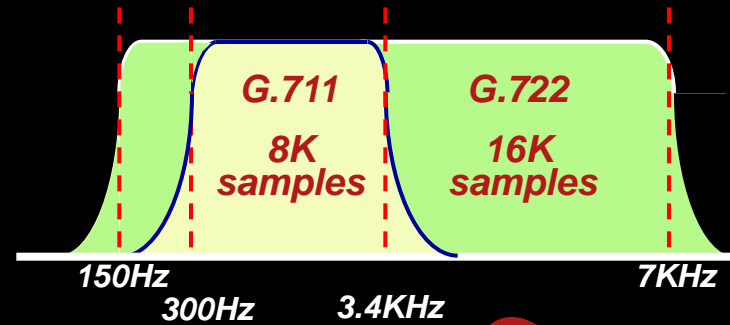
- View, listen and respond to voice messages right from the Cisco Unified IP Phone display – without having to dial into your corporate voicemail box

Enhanced IP Phone User Experience

*New digital LCD screen,
QVGA*



*Navigation and UI
enhancements*

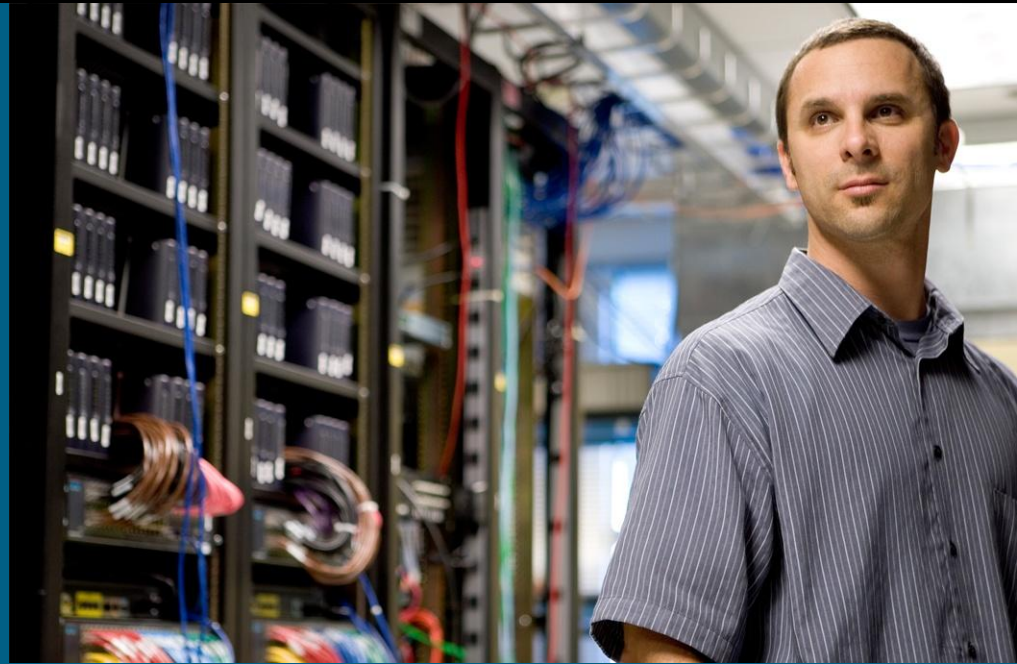


*Native wideband
speaker and
handset for optimal
voice quality*



*Large (5"+) 16-bit TFT
color displays on 3
new phone models*

Q and A





CISCO