

Cisco Unity Connection 2.0

Cisco® Unified Communications is a comprehensive IP communications system of voice, video, data, and mobility products and applications. It enables more effective, more secure, more personal communications that directly affect both sales and profitability. It brings people together by enabling a new way of communicating—where your business moves with you, security is everywhere, and information is always available...whenever and wherever it is needed. Cisco Unified Communications is part of an integrated solution that includes network infrastructure, security, mobility, network management products, lifecycle services, flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

The Cisco Unified Communications messaging portfolio provides three options:

- Cisco Unity—Scales to meet the needs of large enterprise organizations and delivers voice, integrated, and unified messaging options that transparently integrate with Microsoft exchange, Lotus Domino, and Novell GroupWise.
- Cisco Unity Connection—Combines integrated messaging, voice recognition, and call transfer rules into an easy-to-manage system for medium-sized businesses with up to 3000 users. For organizations with up to 500 users, Cisco Unity Connection is available as a single server solution with Cisco Unified Communications Manager Business Edition.
- Cisco Unity Express—Provides cost-effective voice and integrated messaging, automated-attendant, and Interactive Voice Response (IVR) capabilities in select Integrated Services Routers for small and medium-sized businesses and enterprise branch offices with up to 250 users.

Cisco Unity® Connection is a feature rich product that is built on a platform that is easy to install and maintain. With Cisco Unity Connection users can access voice messages using Cisco Unified Personal Communicator, use the display on their Cisco Unified IP Phone to view, search, sort and play messages and even use the voice interface of Cisco Unity Connection to access and attend Cisco Unified MeetingPlace Express meetings. Cisco Unity Connection also provides robust automated attendant functions that include intelligent call routing and easily customizable call screen and message notification options.

Powerful Voice Messaging

At its core, Cisco Unity Connection is a powerful voice-messaging system with many advanced capabilities that can be customized to maximize individual and team productivity. Employees can personalize communications options and interact with the system to manage calls and messages in the way that is most comfortable and convenient for them. The flexible user interface makes messaging more efficient for "power users" and occasional voicemail users alike. For example, the telephone user interface and touchtone mappings for each user can even be customized to make migration from traditional voicemail systems much easier.

Voice-Enabled Messaging

To maximize the productivity of mobile workers, Cisco Unity Connection offers a natural and robust voice-activated user interface. This interface allows you to browse and manage your voice messages and to call other Cisco Unity Connection users or personal contacts using simple, natural voice commands.

Powerful Desktop Message Access

- IMAP-based e-mail client to access voice messages
 - Access e-mail and voicemail and play and delete voice messages from the same desktop e-mail client.
 - Voice messages in the e-mail inbox are synchronized with the message-waiting indicator (MWI) on the telephone.
 - Various standards-based desktop e-mail clients including Microsoft Outlook, Lotus Notes, and Mac Entourage are supported.
- Cisco Unity Inbox Web browser interface to voice messages
 - View, sort, play, compose, forward and reply to voice messages
 - Use the digital video recorder (DVR) style interface to play, rewind, pause, or fast-forward messages.
 - Easily address messages to multiple recipients and distribution lists.
 - Voice messages in the Cisco Unity Inbox are synchronized with the MWI on telephone.
 - Web-browser-based tools are supported on Internet Explorer 6.0 SP1, Firefox 1.0.4, and Safari 1.2 or higher.
- Cisco Unified Personal Communicator voicemail integration
 - Access your voice messages directly from your recent communications list in the Cisco Unified Personal Communicator client.
 - Use the integrated media player to play and delete messages directly from the Cisco Unified Personal Communicator client.
 - Easily access presence and availability information for the caller in the Cisco Unified Personal Communicator client; then click to call the person back and escalate to Web chat, video, or other multimedia session.

Refer to the following for a full, updated list of supported e-mail clients, Web browsers, and desktop operating systems for use with Cisco Unity Connection:

http://www.cisco.com/en/US/products/ps6509/products_device_support_table09186a008055e24f.html

Cisco Unity Inbox, IMAP, and Cisco Unified Personal Communicator message access can be mixed in a single deployment. Refer to Cisco Unity Connection Supported Platforms List for scaling guidelines:

http://www.cisco.com/en/US/products/ps6509/products_data_sheet0900aec80372879.html

Personal Web Administration

Cisco Unity Connection allows users to customize their personal settings from a Web browser using the Cisco Unity Connection Assistant, a dynamic interface in the browser-based Cisco

Personal Communications Assistant (PCA). Users can quickly and easily establish or change personal settings such as their voicemail options, security codes, personal distribution lists, and message-delivery options. Users can also use the Web administration interface to define and manage personal call transfer rules to customize the delivery of incoming calls based on caller, time of day, or calendar status.

Simplified Installation, Configuration, and Maintenance

Now running on the Cisco Linux-based appliance platform, Cisco Unity Connection uses a common set of management and serviceability tools designed to provide a consistent experience and to streamline the ongoing management and operation of a Cisco Unified Communication system.

New Features For Cisco Unity Connection Version 2.0

- Now supported on the Cisco Linux-based appliance platform, the same platform image as Cisco Unified Communications Manager 6.0
- Voice Profile for Internet Messaging Version 2 (VPIMv2) support, which allows networking of up to 10 Cisco Unity Connection, Cisco Unity, and Cisco Unity Express systems, allowing users on each of these systems to transparently reply to, forward, and exchange voice messages
- New voice commands for pause, resume, skip forward, and skip backwards when you use voice control of your mailbox
- Voice integration with Cisco Unified MeetingPlace[®] Express; use the voice user interface of Cisco Unity Connection 2.0 to check and attend Cisco Unified MeetingPlace Express meetings
- Cisco Unity Connection Phone View allows you to use the display of your Cisco Unified IP Phone to view, search for, and sort your voice messages; using soft keys on your Cisco Unified IP Phone, you can view and play back all messages, new messages, or messages from a specific subscriber or outside caller

Cisco Unity Connection Features

Product Overview

- Intelligent voice messaging allows users to interact with the system in the way that is most comfortable and convenient for them.
- Simple and intuitive telephone user interface (TUI) provides traditional access to voice messages.
- Desktop interface offers visual access to voice messages using IMAP, a dedicated Web browser, or the Cisco Unified Personal Communicator application.
- Voice-enabled interface provides natural-language access to voice messages and directories.

Message Access from the TUI

- Play and process messages (repeat, reply, forward, delete, save, mark as new, hear day or time stamp, or skip to the next message).
- Reverse, pause, or fast-forward messages during playback.
- Control volume and speed during message playback.

- Pause or resume during message recording.
- Address messages to multiple recipients.
- With the message locator, search for messages by caller ID, name, or extension in saved messages.
- Record messages and mark them as regular, urgent, private, or secure.
- Record messages and mark them for future delivery.
- Record messages and request a return receipt.
- Record a live conversation with a caller and have the recording sent to your mailbox.
- Switch between spelling name and extension when addressing a message.
- With live reply, immediately reply to messages from other users.
- Access e-mail messages over the phone using the text-to-speech (TTS) feature (for Microsoft Exchange 2000, 2003, and 2007).

Voice-Enabled Messaging*

- Use voice commands to call others in the Cisco Unity Connection directory or personal contact list (imported from Outlook).
- Use voice commands to play and process messages (play, record, reply, forward, delete, save, etc.).
- Use voice commands to edit and manage your personal greetings.
- Use voice commands to address messages to private distribution lists.
- Use voice commands such as pause, resume, speed up, slow down, skip ahead, and skip back to provide rich and granular control of messages and prompts.
- Use voice commands to play your list of Cisco Unified MeetingPlace Express meetings, navigate days, and even join meetings in progress.

* Voice enabled messaging is available for U.S. English only.

Call Transfer Rules*

- Define rules to route incoming calls by caller.
- Define rules to route incoming calls by time of day.
- Define rules to route incoming calls by your calendar free or busy status (Exchange only).

* Call transfer rules are not available with the European regional feature packages.

End-User Features

- Customize message-notification options, manage personal greetings, or change passwords with Cisco Unity Assistant (the Cisco Web-browser-based personal administrator).
- Select the conversation type: full or brief prompts.
- Record and then address a message, or address and then record a message.
- Record up to five personal greetings (alternate, busy, internal, off-hours, or standard).
- Manage an alternate greeting; set the expiration date or time, notify users when an alternate greeting is set, or require callers to listen to the full alternate greeting.
- Forward calls directly to an alternate greeting (or other personal greeting) without ringing the phone.

- Specify an after-greeting action; after a user greeting, callers can leave a message, sign in, or hang up, or they can be sent to call handlers, directory handlers, interview handlers, or other users.
- Use flex stack to specify the order in which messages are presented over the phone: by urgency and then by last in, first out (LIFO) or first in, first out (FIFO).
- Create private distribution lists and address messages to them through the TUI or GUI.
- Provide message notification for new messages through devices such as Simple Mail Transfer Protocol (SMTP), Short Message Service (SMS), text pagers, and phone destinations.
- With a cascade message-notification feature, send additional notification types if a message is not retrieved.
- Select whether message counts are announced; totals, saved, and new counts are available.
- Specify whether Cisco Unity Connection announces a transferred call.
- View and play back messages using the display on your Cisco Unified IP Phone using Cisco Unity Connection Phone View. Use soft keys on your Cisco Unified IP Phone to access all messages, new messages, or messages from a specific subscriber or outside caller.

System Administration Overview

- Cisco Unity Connection integrates with Cisco Unified Communications Manager and leading traditional telephone systems, even simultaneously (using the public branch exchange [PBX] IP media gateway [PIMG]).
- Cisco Unity Connection natively supports Session Initiation Protocol (SIP) proxy servers, designated SIP phones and clients, and SIP-capable access gateways.
- Cisco Unity Connection provides a browser-based system administration console and tools for easy installation and maintenance.
- Cisco Unity Assistant allows IT staff to help users manage more of their own accounts.
- Cisco Unity Connection is scalable to 48 ports and 3000 users per server (refer to Cisco Unity Connection Supported Platforms List).

System Administration Features

- Alternate extensions configurable by the system administrator or user
- Alternate key mappings for message retrieval to help users transition from traditional voicemail systems
- Automatic gain control, providing consistent message volume playback levels
- Handlers that provide building blocks for auto-attendant and intelligent call routing functions
 - Call handlers accept calls, play recorded prompts, route calls, and accept messages.
 - Directory handlers manage the way that callers search the directory.
 - Interview handlers collect and record input from callers.
- Caller ID
- Configurable call screening
- Class of service (CoS) to control user access to features
- Capability to create users individually or in bulk

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- Capability to import users from Cisco Unified Communications Manager
 - Day and time stamp for messages
 - Directory search by spelling a user name, allowing entry of up to 24 letters
 - Easy mailbox access from personal greetings; ability to log in to TUI without entering ID

- Encrypted Skinny Client Control Protocol (SCCP) and Secure Real-Time Transport Protocol (Secure RTP) for Cisco Unified Communications Manager integration
- Event logging
- Full mailbox warning
- Simple and rapid installation
- Configurable list of observed holidays
- Capability to configure how Cisco Unity Connection handles messages that are interrupted by disconnected calls
- Messaging-Waiting Indicator (MWI)
- Multiple administrative levels to control access to pages in system administration GUI by class of service (read, modify, or delete rights)
- Music on hold
- Nondelivery or delivery receipt reason details presented in GUI inbox
- OS and third-party software support: Linux-based Cisco voice appliance platform
- Public distribution lists; users can specify those to which new users will be added
- Configurable restriction tables
- Capability to exclude return receipts
- Configurable system schedule
- Self-enrollment for users to set password, record voice name, and specify directory listing
- Status monitor for real-time administrator status of telephone ports, reports in progress, and system configuration
- System broadcast messages for officewide announcements
- Configurable system greetings
- 12- and 24-hour clock support for time stamps
- Automatic system time clock adjustment for Daylight Savings Time
- TUI greetings administrator (Cisco Unity Connection Greetings Administrator)

Security

- Host intrusion prevention system, the Cisco Security Agent standalone agent to protect Cisco Unity Connection servers from worm and virus attacks; optional Cisco Security Agent management console
- Password and PIN security policy options to enforce expiration, complexity, reuse, and lockout
- Call-restriction tables to prevent toll fraud
- Security event logging and reports of failed login and account lockouts to help prevent unauthorized PIN use
- Secure, private messaging to prevent the playing of private messages accidentally forwarded outside the enterprise
- Secure RTP and signaling encryption for secure communication between Cisco Unity Connection and Cisco Unified Communications Manager
- User telephone PIN reset feature in Cisco Unity Assistant to reduce help desk calls and operating expenses

- Message archiving utilities to enforce corporate electronic records-retention policies
- Support for HTTPS for secure Web access to Cisco Unity Connection

Reports

- Administrative Audit Report
- Call Handler Traffic Report
- Distribution Lists Report
- Events Report
- Outcall Billing Report
- Port Usage Report
- Users Report
- User Message Activity Report
- System Configuration Report
- Transfer Call Billing Report
- User Access Activity Report
- User Lockout Report

For a full list and description of reports, refer to the “Cisco Unity Connection System Administration Guide.”

Localization

The Cisco Unity Connection TUI, end-user GUI, and TTS engine are available in the following languages:

- Arabic (no TTS)
- Chinese (Mandarin TUI with Simplified and Traditional GUI)
- Danish
- Dutch
- English (U.S., U.K., and Australian, but no Australian TTS)
- French (European and Canadian)
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian (no TTS)
- Spanish (European and Latin American)
- Swedish

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment

schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.



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