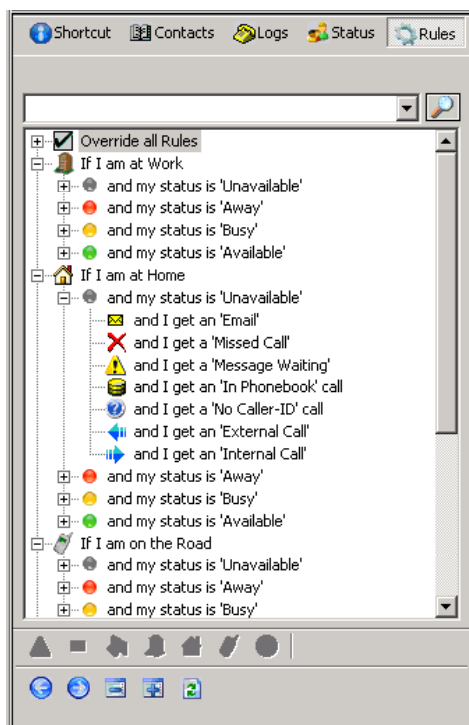


## Cisco Unified CallConnector Mobility

Cisco® Unified CallConnector Mobility delivers business calls to workers on a phone of their choice at their current location. An optional part of the Cisco Unified CallConnector line of products, Cisco Unified CallConnector Mobility is an add-on server application that integrates with Cisco Unified Communications Manager Express to monitor incoming business calls and then route or bridge them based on user-specified call-handling rules. Whether at home or from remote locations, workers can place or receive calls through the Cisco Unified Communications Manager Express and take advantage of their business's unified communications infrastructure (Figure 1).

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.

**Figure 1.** Cisco Unified CallConnector Rules Interface Allows Workers to Set Up Automation Rules to Deliver Their Business Calls Based on Their Availability and Location



## **Solution Overview**

Cisco Unified CallConnector Mobility, an add-on application to the Cisco Unified CallConnector for Microsoft Office, monitors users' presence status (availability and location) and calls placed to their Cisco Unified IP phone. Users can associate rules with their presence status and location to route selected callers to a specified number, such as a cell phone. As an option, calls can be bridged to both an IP phone and a remote phone. When a call is bridged, it appears at both the user's IP phone and the other phone, allowing the user to take the call at either device. Calls routed to a remote phone are announced to the user, who can either accept the call or send the caller to voicemail.

The following sections discuss the features offered by the Cisco Unified CallConnector Mobility solution.

### **Single Number Reach**

Cisco Unified Communications Manager Express users can now give their business contacts a single phone number and be immediately connected to their business calls at the most convenient and available telephone. Callers can be routed to a home phone if workers are tele-working or to a mobile phone when they are in transit or at another accessible phone. With the Cisco Unified CallConnector Mobility solution, workers can provide more responsive service to customers without having to distribute multiple and private mobile phone numbers.

### **Single Voicemail Box**

If users are unreachable at their specified business number, Cisco Unified CallConnector Mobility forwards the call to voicemail, using Cisco Unity<sup>®</sup> Express or the Cisco Unity system. When calls are routed, a Short Message Service (text message) or e-mail can automatically notify the user of the missed call. The single voice mailbox allows the user to easily manage all business voice messages, saving time and money.

### **User-Customizable Rules for Routing**

The Cisco Unified CallConnector Mobility solution is fully integrated with the Cisco Unified CallConnector toolbars to allow users to set up rules based on availability and location to specify the reach numbers and routing for business calls. Rules can be easily changed from business applications such as Microsoft Internet Explorer and Microsoft Outlook. The Cisco Unified CallConnector Mobility solution combines the power of single number reach (SNR) with user-settable routing rules to provide a flexible and user-controlled solution for mobile workers.

### **Integration with Presence**

Call-handling automation rules can be based on the user's presence status, and call-routing rules are triggered automatically when the status changes. The Cisco Unified CallConnector for Microsoft Office allows users to change both availability (available, busy, away, and unavailable) and location (work, home, traveling). As users change their location, the Cisco Unified CallConnector Mobility application will route calls to different telephone destinations. For example if the user is at home and available, business calls will be routed to a user's home number, and when the number is busy calls are sent to voicemail with notification to the user.

### Reach at Any Phone

Users can specify any telephone number as their SNR telephone—their Cisco Unified IP phone, home phone, their mobile phone, or the telephone at their current location. Users can specify the different reach numbers for their different presence locations settings.

### Validated Delivery

The Cisco Unified CallConnector Mobility solution verifies a user at the reach number using a password to ensure that business calls are delivered only to that user. Users can set their own access passwords.

### Device Switching Without Interrupting Calls

With Cisco Unified CallConnector Mobility, SNR calls can be bridged on the IP phone to allow mobile workers to continue calls after they arrive at the office and take advantage of speakerphone or other IP phone services. Calls can be continued at either device without interruption, and users can use the best available IP phone or mobile device.

### Benefits to the Small Business

The Cisco Unified CallConnector Mobility service works to keep mobile workers connected with their customers and fellow employees to minimize missed calls when away from the office. The solution directs inbound business calls to their main IP phone number, allowing users to answer their calls on the desk phone, mobile phone, or any phone. When they answer a call, users can switch the caller between their desk IP phone and mobile phone without losing the connection, allowing users to save time handling incoming calls—and callers to reach their contact on the first try.

Table 1 lists the features and benefits of Cisco Unified CallConnector Mobility solution.

**Table 1.** Benefits of Cisco Unified CallConnector Mobility

Cisco Unified CallConnector Mobility Feature	Description	Benefit
<b>Simultaneous ringing</b>	The incoming call rings on the Cisco Unified IP phone and the user-specified number.	The call rings at both the Cisco Unified IP phone and the mobile phone. The user can pick up the call at either device.
<b>Bridged calls</b>	The incoming call is available on both the Cisco Unified IP phone and the remote telephone.	Bridged calls allow users to walk into the office and switch a call from their mobile phone to their Cisco Unified IP phone.
<b>Routed calls</b>	In routed single number calls, the incoming call is transferred to the remote telephone.	Users never miss important calls, and customers are connected instead of going to voicemail.
<b>Validated user</b>	Users need to enter a password before the call is delivered to the remote telephone.	Business calls are always delivered to the user. If someone else answers, the call is sent to voicemail.
<b>Single voice mailbox</b>	If the user is not available, the call is routed to the business voice mailbox.	Users need to manage only one voice mailbox for their business calls with less time required to check multiple voicemail systems.
<b>User-customizable automation rules</b>	Users can set rules for SNR call handling.	Users set up their own rules for filtering and routing calls to their reach number. They can set different reach numbers based on their availability.
<b>Integration with presence and location</b>	This feature allows the automation rules to be triggered based on the current user availability and location.	As users' availability and location change, their calls can follow them to the most appropriate telephone device.
<b>Switching between telephone devices</b>	Calls can be switched from a mobile phone to a Cisco Unified IP phone, and conversely.	Users can take advantage of the reliability of the wired office phone or the convenience of the mobile phone.

<b>Privacy for bridged calls</b>	When the call is bridged, it cannot be picked up from the associated Cisco Unified IP phone.	Access to the call from the desktop is allowed as soon as the remote connection becomes active, preventing the possibility of an unauthorized person listening in on that call.
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## System Requirements

Table 2 lists the computer requirements of Cisco Unified CallConnector Mobility.

**Table 2.** Computer Requirements of Cisco Unified CallConnector Mobility

Parameter	Description
<b>Disk space</b>	100 MB free hard drive space for server; Reserve additional 50 MB for upgrades
<b>Hardware</b>	Dedicated 2.8-GHz or faster Pentium 4 or compatible processing for server
<b>Memory</b>	2 GB RAM recommended for server application
<b>Software</b>	Cisco Unified CallConnector Server application on Windows 2003 Server

## Cisco Unified Communications Compatability Requirements

The Cisco Unified CallConnector application is supported with Cisco Unified Communications Manager Express 4.0 and higher including its supported Cisco Unified IP phones:

- Cisco Unified CallConnector Server

## Ordering Information

To place an order, contact your local Cisco representative, visit the [ordering home page](#) on the Cisco Website, or refer to Table 3.

**Table 3.** Ordering Information

Product Name	Part Number
<b>Cisco Unified CallConnector Mobility</b>	SW-UCC-MOBILITY

## 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.

## For More Information

For more information about the Cisco Unified CallConnector Mobility, visit <http://www.cisco.com/go/unifiedcallconnector>.

If you have questions, send e-mail to [access-ccme-cue@cisco.com](mailto:access-ccme-cue@cisco.com).

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