



Cisco Collaboration



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Collaborating = working together e.g. while in the office, working with colleagues & external contacts

What Is on her mind?

- Is my contact available to help me NOW ?
- I know who to contact... Where can I find this coordinates quickly?
- How can I find an expert that can help me quickly ?
- If only I had tool that could help me do my job better, in any environment



Properties

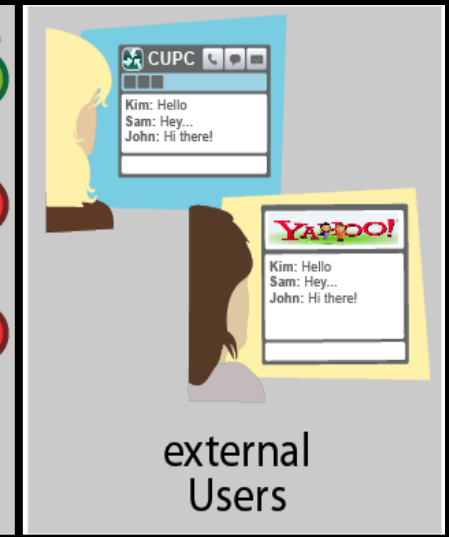
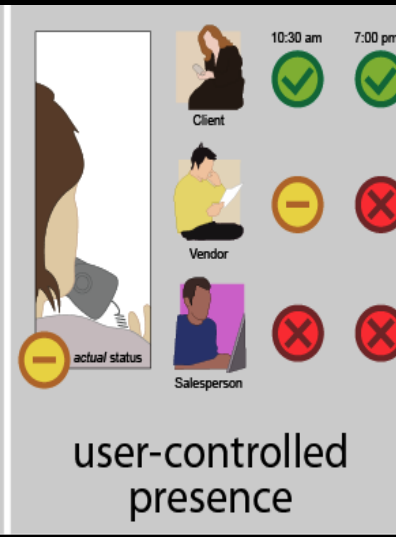
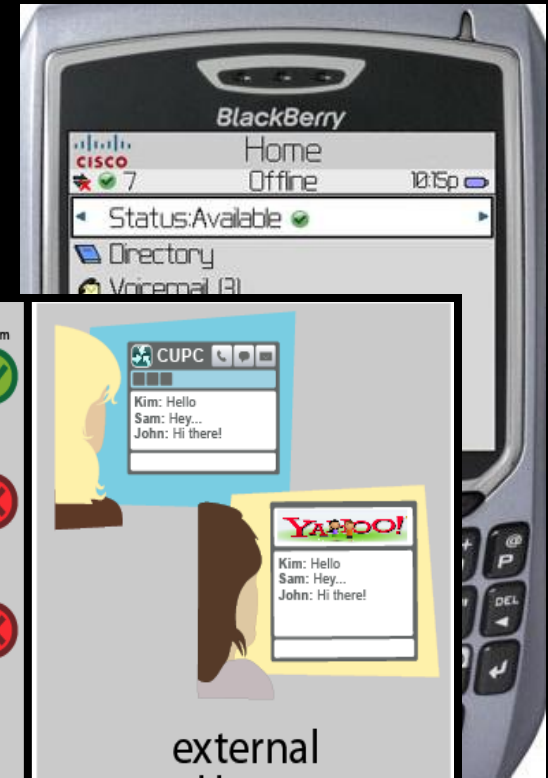


- UC = voice, video, Web Collaboration, Chat
- Productivity = through tools that facilitate my work
- I want to get my assignment done ASAP, not work more
- Some of this must be mobile as well !

Is my contact available to help me... NOW ?



PRESENCE



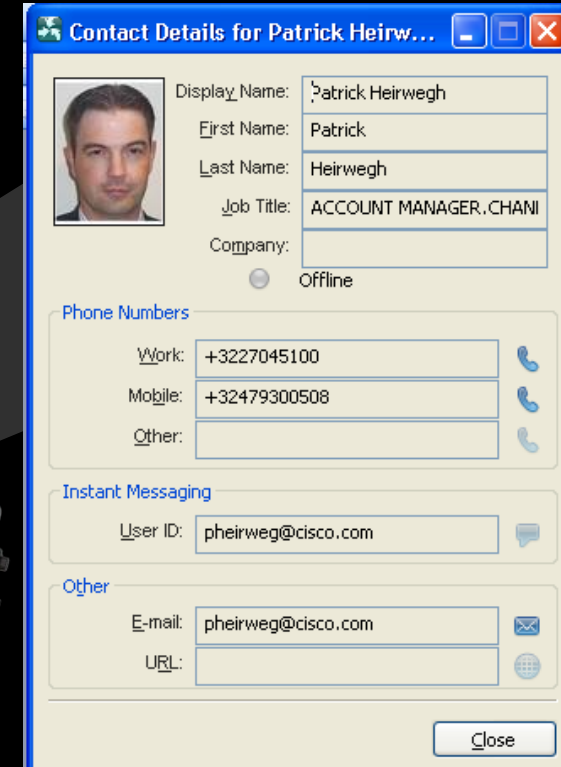
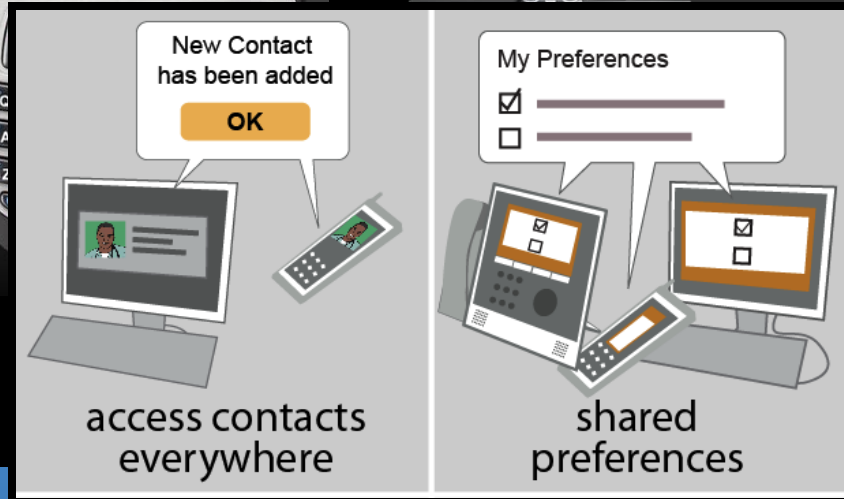
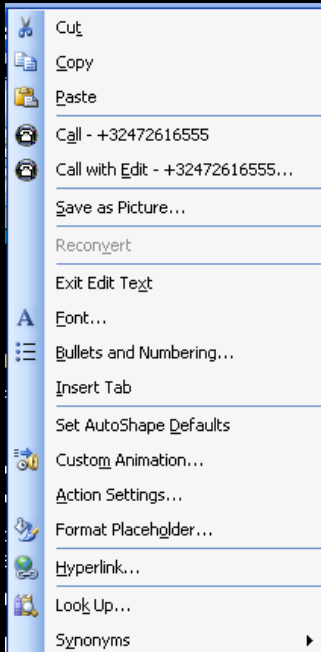
- Regular phone system, CUPC (MOC, SameTime), CUMC
- Phone presence (default) – Application presence – Mobile Presence = PRESENCE in CUPS
- Federation = sharing presence between systems/worlds (consumer grade products e.g. Yahoo, LiveMessenger, ... are roadmapped)

Key Benefits ➔

I know who to contact...
where can I find his
coordinates quickly?



Integration LDAP (e.g. Active Directory & vCards)



Key Benefits



- Free click to Call widget (call from MSFT Office, Clipboard)
- Phone directory lookup on any device (corporate and personal) – AD synchronization + contact synchronization
- Make it visual where possible

How can I find the expert that can help me ?





Find People Find Experts **NEW** Edit My Profile

[Directory Home](#)

demo unified communications Search


Learn & Share Knowledge in Ciscopedia
View the [demo](#) topic page, or see content matching that tag, in [Ciscopedia](#) **NEW**

Show search options
Country contains **Belgium**

Expertise Results
[Hide Photos](#) [Hide Hover Card](#)

| Photo | Name | Us |
|-------|---------------------------------------|----------------------|
| | Van Puymbrouck, Johan | jvan |
| | De Clercq, Kristof | kde |
| | Rahman, Saleem | sah |
| | Weemaes, Goswin | goy |
| | Desyatnikov, Igor | ides |

Kristof De Clercq's Information



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Expertise **NEW**

| | |
|--------------------|------------------------|
| UC | Unified Communications |
| Belgium | demo |
| Telepresence | Video |
| DMS | Sales Specialist |
| Project Management | Consultancy |

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Show 25 results per page

1 - 11 of 11 matches

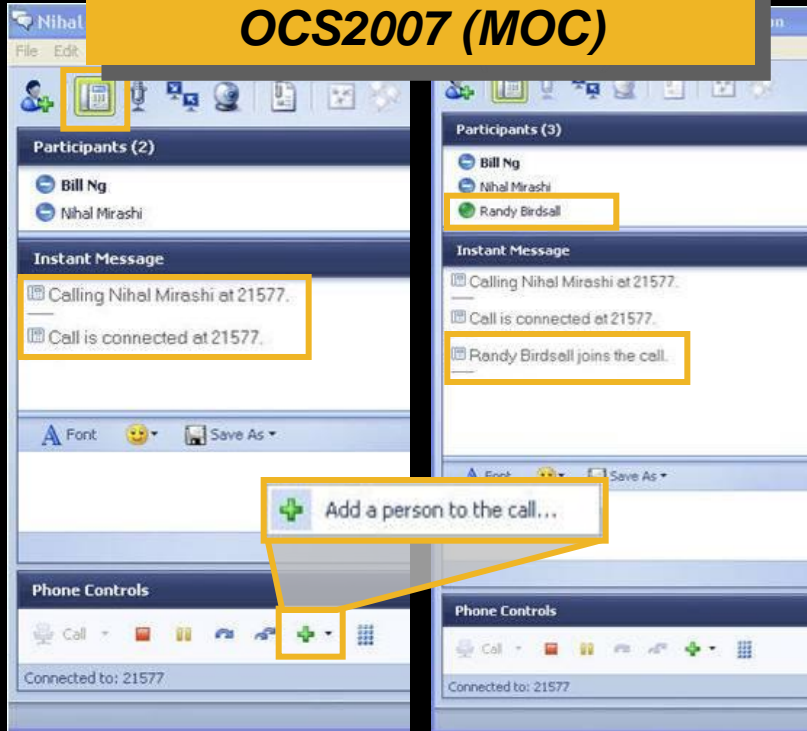
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|----------|---|---|---|
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| M- US | PRODUCT SALES SPECIALIST | GEO - BELUX GM | <div style="width: 100%; height: 10px; background-color: #0070C0;"></div> |
| M- US | ENGINEER.NETWORK CONSULTING | AS Belgium | <div style="width: 75%; height: 10px; background-color: #0070C0;"></div> |
| M- US | SYSTEMS ENGINEER.CHANNEL | GEO - BELUX SE BE | <div style="width: 75%; height: 10px; background-color: #0070C0;"></div> |
| M- US | ENGINEER.NETWORK CONSULTING | Ent Voice/Rich Media - Belgium | <div style="width: 75%; height: 10px; background-color: #0070C0;"></div> |

If only I had tools
that could help me
do my job better, in
any environment



Legacy clients: Microsoft and IBM

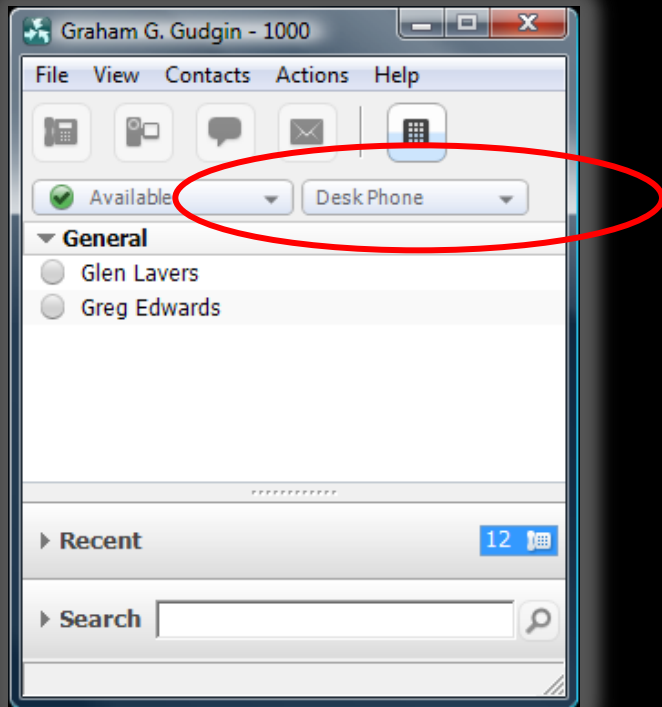
Microsoft LCS 2005 & OCS2007 (MOC)



IBM Sametime (7.5.1 onwards)



Cisco Unified Personal Communicator: Make it easy to communicate & collaborate



- **Initially** – an isolated chat client
- **Now: Softphone or phone control** with phone & IM presence
- **Integrated into applications** (e.g. MSFT office)
- **Integrated:** which VM is important
- **Secure**
 - encryption
- **Open:**
 - Windows Operating Systems
 - Apple Operating Systems

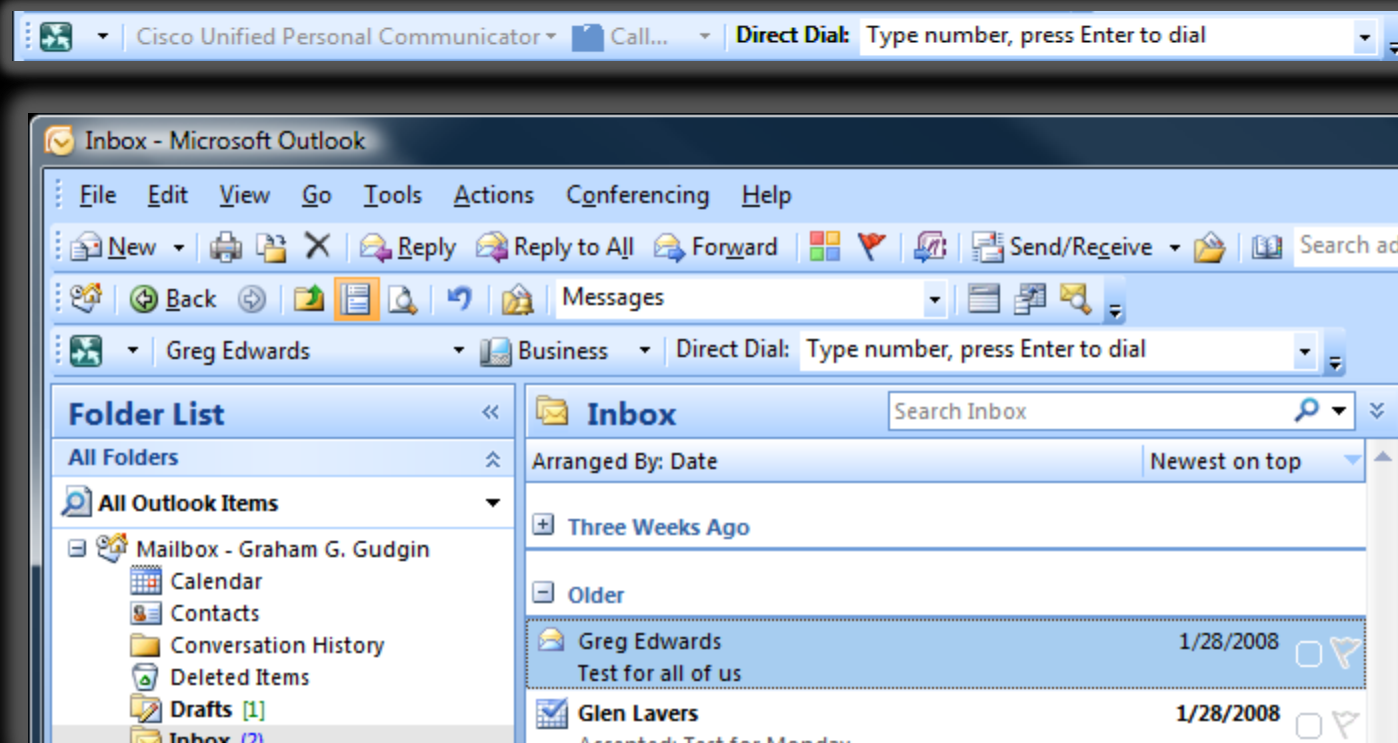


Clicking = Desk phone goes off
hook and dials number



Example: Integration in Outlook

Unified Personal Communicator Toolbar for Outlook



Web Collaboration (SaaS & on premises)

■ Products

- MeetingPlace & MeetingPlace Express
- WebEx (SaaS)

■ Goals:

- Simple setup & attend from known apps (Calendar, a web browser, MS Office, ...)
- Video (any size)
- Secure access (https)
- Application sharing + interactivity ... from a distance
- Voice, Web, Video Conferencing



SaaS (WebEx) Web Meeting Applications

Meeting Center

- Presentation, app and desktop sharing/control
- Rich real-time collaboration features



Event Center

- Live and recorded Webinars
- Pre and post event management
- Lead tracking



Sales Center

- Online sales meetings and demos
- Attention indicator
- Customer portal



Training Center

- Online classroom
- Breakout rooms
- Remote testing
- Hands-on labs



Support Center

- Remote support
- Remote access
- WebACD
- Multi-Session UI



- MC is a general collaboration WC package. EC, \$C, TC, SC are department collaboration suites

Summary

- Unified Communications facilitates interactivity & Collaboration
- Unified Communications makes it **easier** to work together
- The **USER is central** and the unified communication focuses on **4 aspects**:
 - Effective communications: knowing when/how to reach somebody
 - Open standards (interoperability)
 - Collaboration: work together, including video as a comm channel
 - Be mobile in your environment

