



# Connecting Communities with Cisco Unified Communications

Accustomed to 24-hour online and automated voice services from private-sector organizations such as financial institutions and retailers, citizens and local businesses have come to expect the same from their government. Now governments around the world are enhancing service effectiveness by combining voice, video, and data in innovative ways, a technique known as unified communications.

Cisco Unified Communications connect employees, businesses, and citizens to each other and to government services. Benefits to the community include:	Cisco Unified Communications solutions are as versatile as the communities and agencies that use them:
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- **Enhanced public safety**—First responders are more effective when they can communicate and access critical information from anywhere, at any time, and under any circumstance.
- **Improved service effectiveness**—Citizen and government employee satisfaction increases when government services are easier to obtain and disperse. Reaching the right person on the first call or being able to reserve a public meeting room through an automated voice response system improves government effectiveness. Service also improves when employees are given tools that increase their productivity.
- **Citizen empowerment and social inclusion**—Connected communities enable all citizens and businesses, regardless of ability or location, to obtain the government information and services they need at any time, using self-service voice applications and Web portals.
- **Economic development**—Employers are attracted to communities that make it easy to do business, are safe, and provide the education and training to cultivate a skilled workforce.

- **Phone systems, unified messaging, and collaboration**—Governments around the world are replacing their traditional systems and services with IP telephony, reducing costs by administering only one network that contains voice and data.
- **Advanced call processing and contact centers**—When voice travels over the IP network, citizens' calls to individuals, departments, or government-wide contact centers can be intelligently routed to the person with the right skills to satisfy the request.
- **Video collaboration and surveillance**—Videoconferencing improves utilization of scarce resources such as translators and counselors, and also facilitates collaboration among employees. Video surveillance, in turn, enhances public safety by deterring crime and increasing situational awareness for first responders.
- **Mobile voice and interoperability**—Public safety personnel and other mobile employees provide better service to citizens when they have access to the same information in the field that they have in the office.

Cisco® is the worldwide leader in networking. Networks are an essential part of business, education, government, and home communications, and Cisco IP networking solutions are the foundation of these networks. Cisco hardware, software, and service offerings help individuals, companies, and countries increase productivity, improve customer satisfaction, and strengthen competitive advantage.

For more information about Cisco State and Local Government solutions, visit: <http://www.cisco.com/web/strategy/government/local.html>

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