## Cisco Unified CallConnector Suite Release 2.1 Now Orderable for Cisco Unified Communications Manager Express

For businesses with up to 450 phones that want to streamline the communications experience for Cisco® Unified **Communications Manager Express,** all components of the Cisco Unified CallConnector Suite are orderable and available in all theaters. Cisco Unified CallConnector (UCC) Suite Release 2.1 delivers productivity improvements by providing quick and easy access to unified communications from a desktop PC with Cisco IP phone integration. The Unified CallConnector Suite includes Unified CallConnector Operator, a console for displaying incoming call queues, searchable directories, and telephone status for main answering positions; the Unified CallConnector Personal Client for click-to-dial and screen pops; and Unified CallConnector Server and Advanced Client for presence, visual voicemail and call control, instant messaging with federation, and Outlook integration. The Unified CallConnector Suite is fully integrated with Cisco Unified Communications Manager Express and is easy to use. Cisco **SMARTnet** is available, for peace-of-mind support.

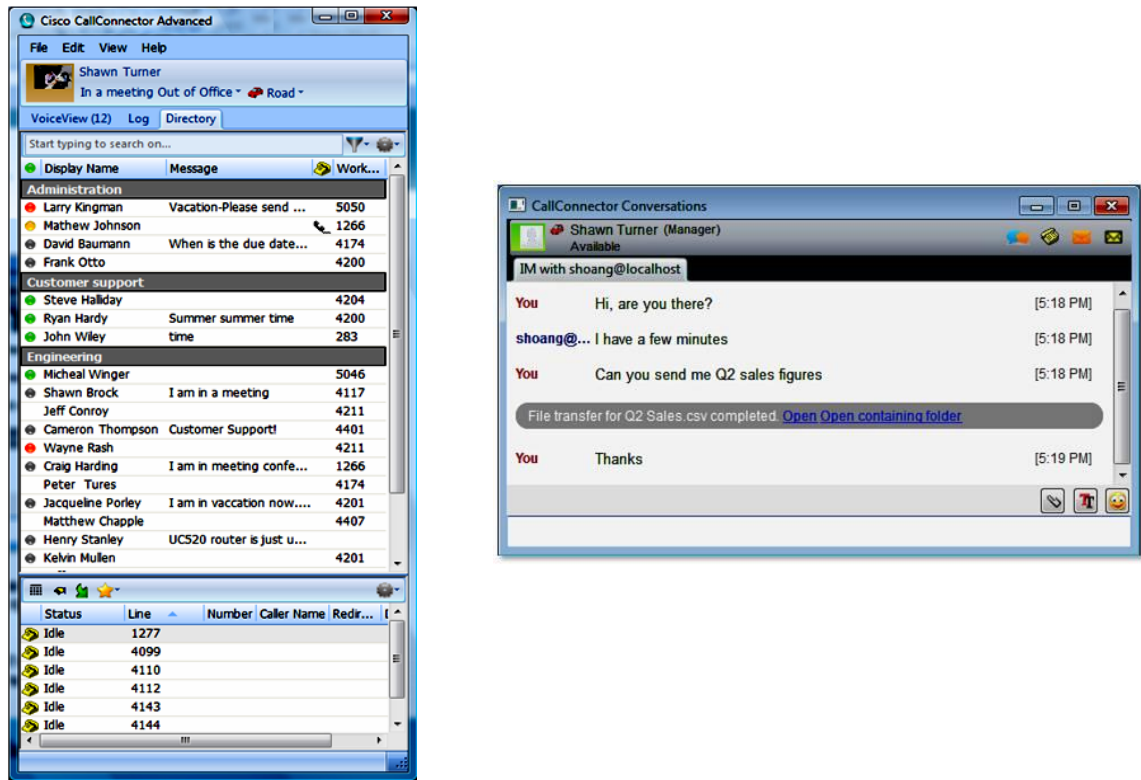The Cisco Unified CallConnector Suite of applications includes:

Cisco Unified CallConnector Operator, version 2.1: A feature-rich desktop operator console that allows a single plus backup standalone client and supports multiple positions with Unified CallConnector Server. UCC Operator is a Windows application that displays incoming call queues and provides searchable directories and telephone status for main answering positions (Figure 1).

Figure 1 Cisco Unified CallConnector Operator
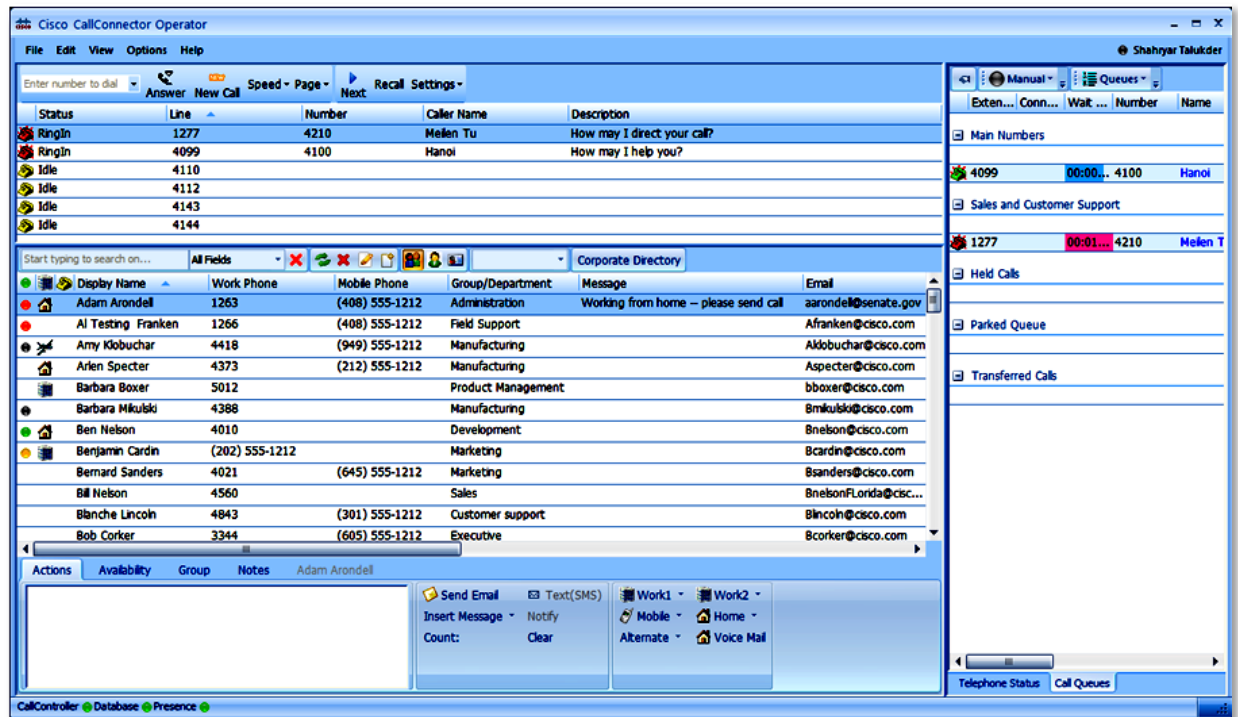
Cisco Unified CallConnector Advanced Client, version 2.1: A single unified client for Windows that provides quick and easy access to powerful communications tools. Key features include presence, instant messaging with federation, visual voicemail access, PC-based click-to-call, employee directory, communications history, and Outlook contact integration. Customers can also use existing toolbars in Outlook and Internet Explorer (Figure 2).

Figure 2 Cisco Unified CallConnector Advanced Client

Cisco Unified CallConnector Server, version 2.1: Provides presence, call control, and centralized directory services for CallConnector clients, with a configuration management utility for ease of setup and deployment. Eight Advanced Client seats are included with the UCC Server SKU. For deployments with more than one operator console, Cisco UCC Server is required and delivers additional features such as presence plus instant messaging to and from clients. Additional Advanced Clients require the Cisco Unified CallConnector Advanced Client SKUs.

Cisco Unified CallConnector Personal Client, version 2.1: Updated UCC client for use without a server, with click-to-dial, Outlook integration, and screen pops. The client now supports x64-bit Windows 7 and Outlook 2010 (Figure 3).

Figure 3 Cisco Unified CallConnector Outlook Toolbar

Cisco Unified CallConnector Suite helps customers collaborate better by bringing together phones, email, Windows applications, conferencing, and video, helping make everyone more productive.

Cisco Technical Support Service

Cisco Unified CallConnector Suite is backed by Cisco SMARTnet® Service, providing affordable coverage that offers peace of mind. Delivered by Cisco, this comprehensive subscription-based service includes software upgrades and updates, extended access to the Cisco Technical Assistance Center, and next-business-day hardware replacement as necessary. It provides community-based support to enable partners to share knowledge and collaborate using online forums and wikis to help boost business efficiency, identify and reduce risks, and serve customers better.

Ordering Information

Table 1 gives ordering information for Cisco Unified CallConnector Suite.

Table 1 Ordering Information

Part Number	Description	Price (USD List)	SMARTnet SKU (USD List)
Unified CallConnector Suite SKUs			
SW-UCC-CLIENT-1	UCC Personal Client : Click-to-dial with Outlook integration	$65	CON-SAU-UCCCLT1 (1 year $13)
SW-UCC-SERVER	UCC Server with 8 seats of Advanced Client	$2695	CON-SAU-UCCSERV (1 year $519)
L-SW-UCC-OPERATOR	UCC Operator Console	$ 995	CON-SAU-UCCOPS (1 year $199)
L-SW-UCC-8ADVANCED	8 additional UCC Advanced Client seats (for use with Server)	$ 995	CON-SAU-UCC8AD (1 year $199)

A standard 90-day warranty for bug fixes and support Cisco UCC updates available on the Global Price List (GPL) and Wholesale Price List (WPL) on March 17, 2011.

For more information and product collateral, visit www.cisco.com/go/unifiedcallconnector.

For additional technical information:

https://www.myciscocommunity.com/community/technology/collaboration/product/uc?view=documents.