

Cisco® Unified Communications Widgets is a suite of applications that deliver productive and personalized user experience with Cisco Unified Communications applications and Cisco Unified IP Phones. With these free-to-download and easy-to-add Cisco Unified Communications Widgets, you can streamline business communications and instantly access rich Cisco Unified Communications to have a tailored and familiar collaboration experience in every workspace.

The Visual Voicemail application is a Cisco Unified Communications Widget that delivers rich messaging experience on Cisco Unified IP Phones. You can view, listen and respond to Cisco Unity® and Cisco Unity® Connection messages right from the Cisco Unified IP Phone display without having to dial into your corporate voicemail box.

## Rich Messaging Experience with Visual Voicemail Application

With increasing email overload, many business professionals are turning to voice messaging for important or urgent business communications with co-workers, business partners and customers. As the workforce becomes increasingly mobile and communications applications and devices in the workspace multiply, many professionals access and manage voice messages in their corporate voicemail box multiple times a day.

To access voice messaging capabilities from desk phones and mobile phones, you usually dial into your corporate voicemail box and use key presses to navigate audible menu prompts to listen, respond to, delete and save voice messages. To listen to new messages, you typically need to listen to them in sequential order of receipt — regardless of who sent the voice message, its urgency, or length of message. Creating or responding to voice messages in the inbox can often be time-consuming and error-prone. It often involves multiple interactions with the audio menu prompts to search, identify and add

recipients to the recorded voice message before it can be sent to the right party.

Figure 1. Rich Messaging Experience on Cisco Unified IP Phone



With this Visual Voicemail application, you can instantly access voice messages on your Cisco Unified IP Phone — without having to dial into your corporate voicemail box. With this Cisco Unified Communications Widget on your Cisco Unified IP Phone, you can get a visual representation of all your Cisco Unity and Cisco Unity Connection voice messages on your Cisco Unified IP Phone display. With the senders' name, time of message, message length and urgency markers prominently displayed for each voice message, you can quickly prioritize how you listen and respond to your messages and be more responsive to your customers, business partners and co-workers. The Visual Voicemail application makes sending, responding, saving and deleting large numbers of voice messages easy and productive for everyone.

In addition, the Visual Voicemail application for the Cisco Unified IP Phone provides a familiar visual voicemail experience for those using Cisco Unified Personal Communicator client on their computers or Cisco Unified Mobile Communicator on their mobile phones. This delivers rich messaging experience from every workspace — independent of whether you are using Visual Voicemail application on your Cisco Unified IP Phone or accessing voice messages from either Cisco Unified Mobile Communicator or Cisco Unified Personal Communicator while you are away from the office.

## Key Features and Benefits of Visual Voicemail

The Visual Voicemail application provides the following voice messaging capabilities with Cisco Unified IP Phones, Cisco Unified Communications Manager, Cisco Unity messaging, or Cisco Unity Connection:

- Securely access a visual display of voice messages on your Cisco Unified IP Phone display screen, listed with sender name, date and message duration.
- Display urgent, unheard and heard icons for each voice message on the voice message list.
- Set a default voice message list to show urgent messages first, or sort it by date and time the messages were received.
- Play back a voice message on your Cisco Unified IP Phone and see a real-time progress bar indicator.
- Set a default voice message playback speed from the Cisco Unified IP Phone display.
- Pause, rewind and forward a voice message.
- Reply to a sender by either calling back or sending a voicemail using softkeys on your Cisco Unified IP Phone display.
- Record and send voice messages from your Cisco Unified IP Phone display with urgent or normal priority markings.



Table 1 lists the key system requirements for Visual Voicemail. Click [here](#) to access Visual Voicemail release notes for a more detailed discussion on system requirements.

Table 1. Visual Voicemail Application Requirements

Solution Component	Details
Cisco Unified Communications Manager (Including Business Edition)	Version 70(2) or later
Cisco Unity	Version 70(2) or later
Cisco Unity Connection	Version 70(2) or later

To simplify ease of management, Visual Voicemail application is distributed with supported versions of Cisco Unity & Cisco Unity Connection software. Click [here](#) to learn about how to enable Visual Voicemail application with either Cisco Unity or Cisco Unity Connection.

## Why Cisco?

The Cisco Unified Communications Widgets suite of applications is an integral part of the Cisco Unified Communications Solutions portfolio that delivers productive, consistent and personalized user experience with Cisco Unified Communications applications and Cisco Unified IP Phones.

Cisco Unified Communications Solutions unify voice, video, data and mobile applications on fixed and mobile networks, enabling easy collaboration every time from every workspace. In addition, Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services can enhance your technology experience to accelerate true business advantage.