Fra IP Telefoni til Unified Communications & Collaboration

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Systems Engineer
Unified Communications og Collaboration
Cisco Unified Communications

- Tæt integration mellem IP telefon, softklient, mobiltelefon og PC applikationer
  - Telefoni, video, tilstedeværelse, chat, dokumentdeling osv.
  - Fleksibilitet og valgfrihed
- Ensartet bruger-interface på tværs af enheder
  - Enkelt og intuitivt - Bedre brugeroplevelse
- Fundamentet for effektiv ”Collaboration”
  - Effektivitet, produktivitet, time-to-market og besparelser
- *Det naturlige næste skridt efter IP telefoni!*
Agenda

- Mobilintegration
  - Single Number Reach (SNR)
  - Cisco Unified Mobile Communicator (CUMC)
- Presence/Tilstedeværelse og Collaboration
  - Cisco Unified Presence
  - Valg af desktop klient
  - Client Services Framework
- ”Widgets”, ”Midlets” mm.
Mobilintegration

Single Number Reach (SNR)
Cisco Unified Mobile Communicator (CUMC)
Cisco Unified Mobility

Single business number & voice mail for fixed & mobile communications - everywhere

- Single business number for fixed or mobile communications
- Consolidated business voice mail
- Anchor off-net mobile communications on enterprise network
- Transition active call from IP Phone to mobile phone & vice-versa

- Simultaneous or delayed ring
- Time-of-Day and Day-of-Week as well as manual control of Unified Mobility enable/disable
- User defined call extension and blocking rules
- Works with CUCM Hunt Lists
- IP Phone like calling features with Mobile Voice Access

Cisco Unified Mobility is natively available with Cisco Unified Communications Manager 6.0 and later releases.
Unified Mobility

Call to mobile user’s Enterprise directory number rings at desk phone and Remote Destination phone.

- Call can be answered at either phone
- Once answered all other call legs are cleared

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Note: No changes are required on mobility user’s Remote Destination phone
Cisco Unified Mobile Communicator

- Presence Management
  - Change Presence status
  - Change phone profile based on Presence status
Cisco Unified Mobile Communicator

- Presence Management
  - Change Presence status
  - Change phone profile based on Presence status

- Presence shared across:
  - Cisco Unified Mobile Communicator
  - Cisco Unified Personal Communicator and IP Phone (hard/soft)
Cisco Unified Mobile Communicator

- Presence Management
  - Change Presence status
  - Change phone profile based on Presence status
- Presence shared across
  - Cisco Unified Mobile Communicator,
  - Cisco Unified Personal Communicator and
  - IP Phone (hard/soft)
- Buddy list synchronized with Cisco Unified Personal Communicator
- Active Directory access
  - Add person to Buddy list
Cisco Unified Mobile Communicator

- Mobile phone integrated with UC Manager
  - Dial-via-Office
  - Time-of-Day call routing
  - SNR on/off
Cisco Unified Mobile Communicator

- Mobile phone integrated with UC Manager
  - Dial-via-Office
  - Time-of-Day call routing
  - SNR on/off
- Visual voicemail
Cisco Unified Mobile Communicator

- Mobile phone integrated with UC Manager
  - Dial-via-Office
  - Time-of-Day call routing
  - SNR on/off
- Visual voicemail
- Call Logs
Cisco Unified Mobile Communicator Topology

Software versions required:
- CU Mobility Advantage 7.0
- CU Communications Manager 7.0
- CU Mobile Communicator 7.0 (Version 3.0 also supported on CUMA 7.0)
- Cisco Unity or Cisco Unity Connection
Secure Mobility: ASA protection for Cisco Mobility Solution

- Core component of mobility architecture
- Converges Mobility onto a common remote access platform
- Protection for Cisco Mobility Protocol (MMP)
- Protection for the CUMA Enterprise Server (TLS Proxy)
Presence - Tilstedeværelse

Cisco Unified Presence (CUP)
Valg af desktop klient
Client Services Framework
Rich Presence In Every Workspace

Cisco Unified Presence
Cisco Unified Presence

Presence Sources
- User Manually Set Presence
- Desk Phone
- Mobile Phone
- Soft Phone
- Unified Personal Communicator
- Microsoft Exchange Calendar Free/Busy
- Unified Mobile Communicator
- Unified Application Environment/3rd Party Unified Presence API’s

Presentity Data Store

Presence Consumers
- Unified Personal Communicator
- Cisco Unified Expert Advisor
- Cisco Unified Agent Desktops
- Unified Application Environment/3rd Party Unified Presence API’s
- Unified Mobile Communicator
- MS OCS/LCS Federated Contact

Derived Presence

IM Router

Federation
Cisco Unified Presence API’s

- CUP 7.0 exposes development API allowing 3rd party developers access SOAP and REST interfaces which provide
  - Buddy/Contact lists access
  - Set Presence
  - Read Presence

Third Party API Reference Application
Cisco Unified Personal Communicator

The Unified Communications Cockpit

Call Control
Unified Messaging
Integrated Video
Presence & IM
Web Conferencing

Improve collaboration and speed business processes
Escalate from IM to Voice/Video to Conferencing/Collaboration
Cisco Unified Communications with IBM Lotus Sametime

- Phone control
- Click to conference
- Softphone
- Phone presence
- Voicemail
Cisco Unified Communications with Microsoft Office Communicator part 1

Unified Communications Manager

Unified Presence Server (RCC Mode)

Cisco IP Phone

PSTN Gateway

Remote Call Control
CSTA Gateway

OCS configured for Enterprise Voice and PBX Integration

Phone Presence

SIP Trunk (for Presence)

Cisco IP Phone

MOC Client

MOC Client
Cisco Unified Communications with Microsoft Office Communicator part 2

SIP Trunks, Dual Media & Transcoding
More Servers
More Management
Duplicate Dial Plan
Cisco Unified Communications with Microsoft Office Communicator part 3

Call Forking
Complicated Dial Plan Configuration and Management
Cisco Unified Communications with Microsoft Office Communicator part 1-3

Remote Call Control
CSTA Gateway

SIP Trunks, Dual Media & Transcoding
More Servers
More Management
Duplicate Dial Plan

Call Forking
Complicated Dial Plan
Configuration and Management
Cisco Unified Client Services Framework

Cisco Client Experiences

3rd Party Desktop Experiences

Integrators & Developer Community

Cisco Unified Client Services Framework

Cisco Unified Infrastructure Services

Call Control
Data Store
Presence Services
Calling History
Conferencing Services
Messaging
Client Services Framework: Removing the Complexity…

Remove Call Forking
Less Configuration
Less Management
Simple Dial Plan

Remove Trunks, Dual Media & Transcoding
Fewer Servers
Less Management

Remove Remote Call Control Gateways
CSTA Gateway
Avoid Dual Forking
Use soft phone or control desk phone

Make Voice Calls
Between soft phones
Between desk phones
Soft ↔ desk phones
No Mediation Servers

Presence
Provided directly to OCS via MOC

Cisco Unified Communications Integration™ for Microsoft Office Communicator Architecture
Launching and attending a WebEx conference

WebEx IP Phone Service

Outlook/Notes/Web

iPhone

SmartPhone

Web browser
“Midlets”, “Widgets” mm.
Cisco Unified Communications Widgets

Productive, personalized, & familiar user experience in every workspace

Business Value
- Free-to-download & Easy-to-add
- Extend UC investments to every workspace
- Increase productivity through enhanced user experience with Cisco Unified Communications Applications & Cisco Unified IP Phones

Phone Designer
Click to Call
Visual Voicemail
Streamline Business Communications with Click to Call

- Make business calls without having to punch phone numbers on a Cisco Unified IP Phone - simply click to instantly connect with everyone
Instantly Connect with Everyone from Desktop Applications & Web Browsers

- Select and right-click to dial from
  - Microsoft Office (Word, Excel, & PowerPoint)
  - Microsoft Outlook
  - Microsoft SharePoint
  - Internet Explorer browser
  - Mozilla Firefox browser
  - C2D URL support

- Microsoft Persona menu support with Microsoft Outlook & SharePoint

- System Icon Tray Support
  - View last 10 dialed numbers
  - Click to call directly from system tray
  - Choose IP phone preferences

- Click-to-call from Lotus Notes available with Lotus Sametime
Rich Messaging Experience with Visual Voicemail for Cisco Unified IP Phones

- View, listen and respond to voice messages right from the Cisco Unified IP Phone display – without having to dial into your corporate voicemail box
Enhanced IP Phone User Experience

New digital LCD screen, QVGA

Native wideband speaker and handset for optimal voice quality

Large (5”+) 16-bit TFT color displays on 3 new phone models

Navigation and UI enhancements

G.711
8K samples

G.722
16K samples

150Hz
300Hz
3.4KHz
7KHz

300Hz
8K samples

16K samples

G.711
G.722

32K samples

G.711
G.722

32K samples

300Hz
8K samples

16K samples

G.711
G.722

32K samples

G.711
G.722

32K samples
Q and A