



Unified Communications Partner Update

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SE

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Agenda

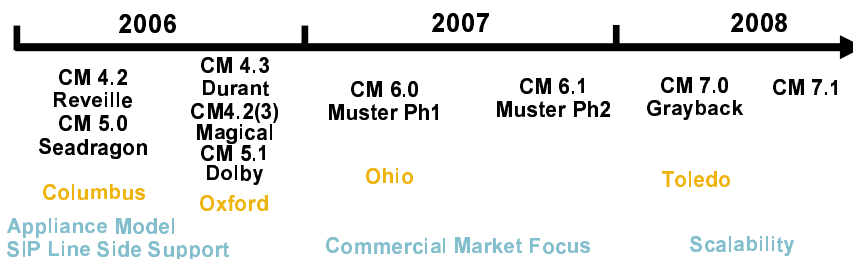
- **Unified CallManager Roadmap**
- **Unified CallManager 5.1**
- **Unified PhoneProxy**
- **SIP Trunking**
- **Unified CallConnector**
- **Unified IP Phone 7931G**
- **ARC Express Operator Console**
- **Cisco Essential Support + Software Subscription**

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Cisco Unified CallManager Roadmap

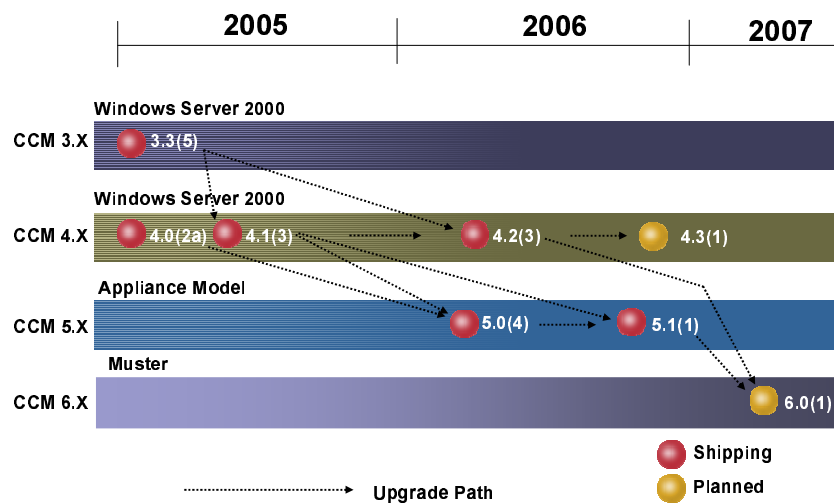
- Annual Releases – March each year
- Major Release Content in Spring
- Minor Release Content in Fall
- Unified Communication Software Subscription
Annual program for customers to stay current



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Cisco CallManager Releases & Upgrade Paths



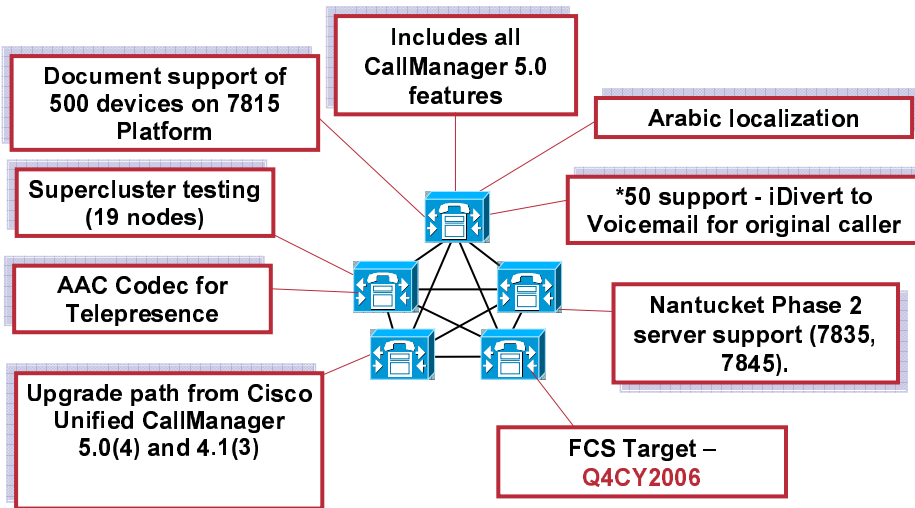
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Cisco Unified CallManager 5.1



CallManager 5.1 Capabilities and Features



Cisco Unified PhoneProxy

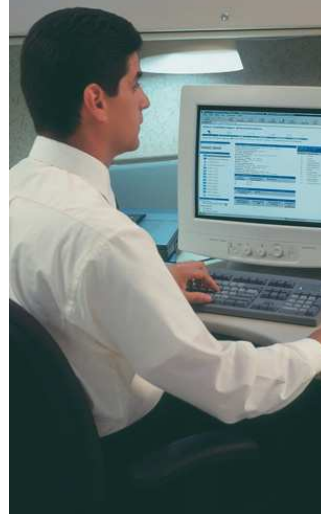


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Cisco Unified PhoneProxy: Security and Mobility for Remote IP Communications

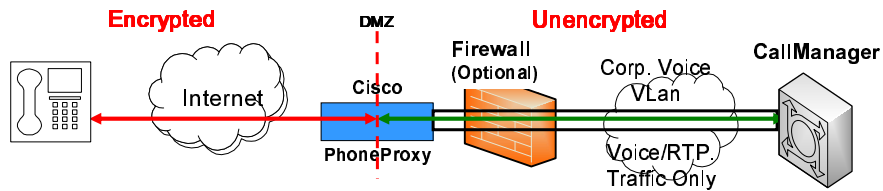
- **Secure Home-office/Remote Office IP Telephony**
 - Eliminates the need for – and cost of – VPN for IP phones deployed in employee home offices or remote offices
 - Extends enterprise phone features and access to remote workers
- **Protects Cisco Unified CallManager from Security Threats**
 - Secures Cisco IP Communicator traffic as it moves from data VLAN into voice VLAN
- **Scalable with high-availability**
 - Deployed in large enterprises with demonstrated reliability and resilience



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Cisco Unified PhoneProxy Overview



- **Application Layer Gateway**
SCCP, RTP, HTTP, TFTP
- **Secure Protocol and Platform Support**
Secure SCCP and SRTP
- **User Authentication**
- **IP Phone Activation**

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Cisco Unified PhoneProxy

- **Application Layer Gateway**
Acts as application layer gateway and seamlessly proxies all SCCP, RTP, HTTP and TFTP communications between IP phones or IP Communicator and CallManager
Obscures CallManager information from endpoints
- **Secure Protocol and Platform Support**
Offers full support for secure SCCP and secure RTP to protect conversations from unauthorized interception and eavesdropping -
Uses signatures and AES128 encryption
Appliance uses a security-hardened operating system

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Cisco Unified PhoneProxy

- **User Authentication**

Provides a built-in Web application for authentication of users who are activating IP phones for secure use

Offers a Web services interface for organizations that prefer to integrate with existing user authentication services

- **IP Phone Activation**

Allows connections to be made to the appliance only by IP phones that have been activated by an authenticated and approved user

All Cisco phones support the standard Proxy function

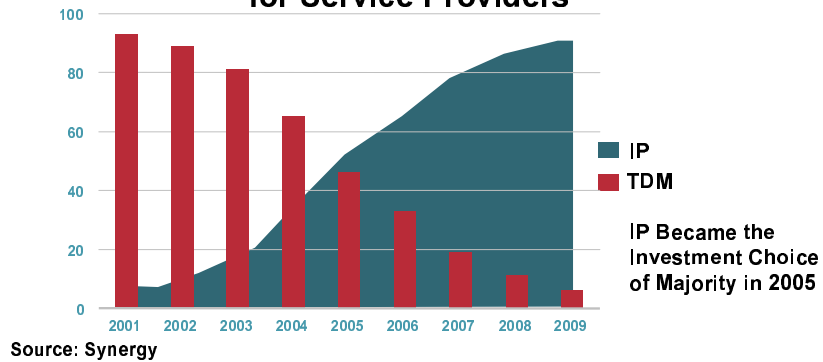
7961, 7970, 7971 and IP Communicator support the encryption capability with PhoneProxy

SIP Trunking Service



Opportunity Now

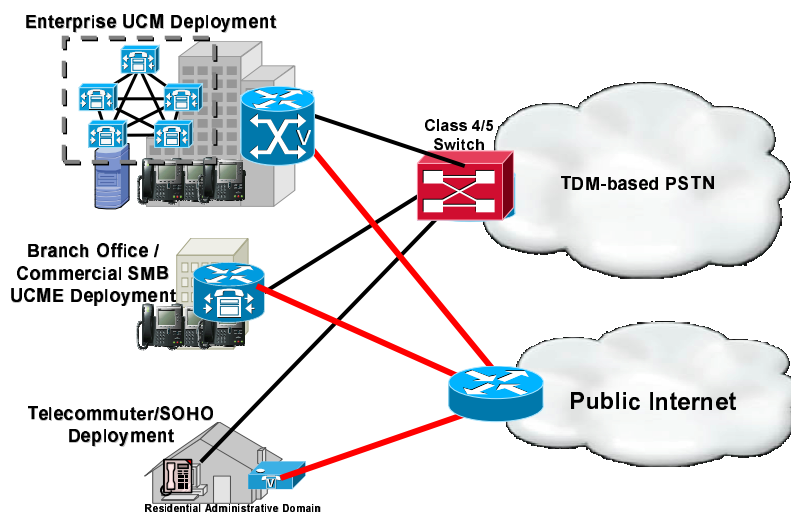
Growth of Enterprise and Commercial VoIP Opportunities is driving SIP Trunking growth for Service Providers



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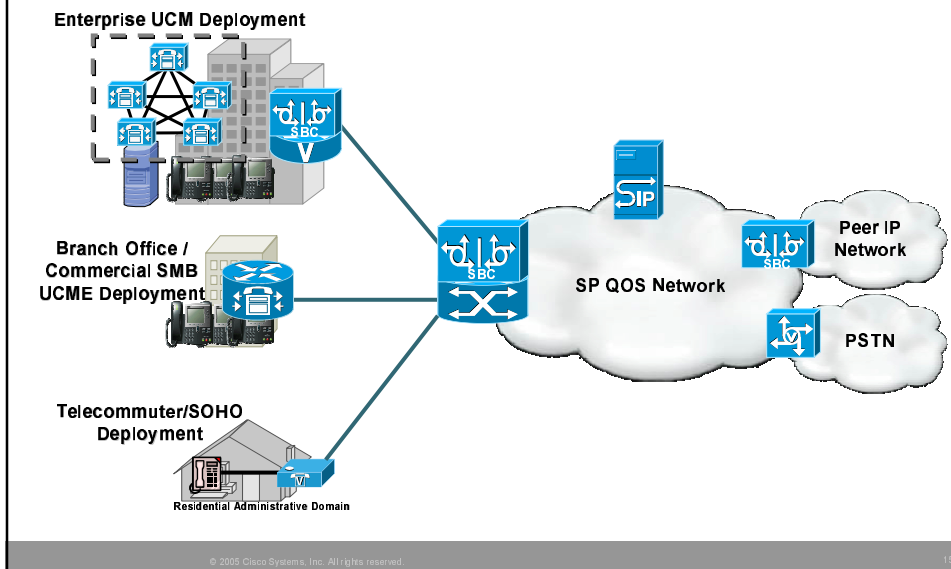
Traditional Service Provider Reference Architecture



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SIP Trunking Reference Architecture



Managed SIP Trunks – Customer Benefits

- **Lower Recurring Costs**
With a QoS enabled IP Interconnect, customers can leverage one pipe for Data, Voice and Video over IP
- **Lower Capital Costs**
Leverage their Communication investments for Data, Voice and Video applications
Eliminate multiple trunk access devices or interfaces
- **Disaster Recovery**
SIP and PSTN Trunks can offer redundant PSTN access for outbound calls
In case of a site outage, SIP Trunks allows businesses to restore PSTN access



Managed SIP Trunks – Customer Benefits

- **Easily extend the functionality of a customer's IP PBX across service provider networks**
 - Remote offices and home offices can attach to central IP PBX and take advantage of advanced IP PBX features
- **Improved Voice Quality**
 - Removing TDM voice interconnects reduces VoIP to TDM conversions at each end of the trunk, which reduces latency and echo problems
- **New Feature Availability**
 - Cost effective DID for small business customers
 - Leverage the IP Interconnects for more than voice –
 - Inter-Enterprise Video Calling
 - Shared Presence / Directories between Enterprises
 - Abbreviated dialing among Business Partners

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SIP Trunk.... the benefits

Service Providers



- Enables expansion and competition into Commercial markets
- Lower Costs
- Enables value added services (ie network call recording, presence services)

VARs



- Enables higher margin for installs with reduced configuration time
- Enables finders fees (ie \$450 for new customer for network)
- Enables monthly kick back fees (ie 8% of contract on monthly basis)
- Continue to provide LAN based services

Customers



- More choice from carriers and services
- Lower telephony costs
- DID services, even for the small customer

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CME Call Connector




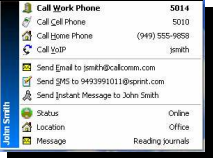
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Cisco Unified CallConnector

Directory/Status of users


Display Name	Comp.	Work	Cell
Adrienne Norbury	Cisco Systems	3013	555-67
Angela Geller	Cisco Systems	3016	555-09
Ananda Scarfe	Cisco Systems	3027	555-49
Allison Whiteley	Cisco Systems	2030	555-25
Enter Name or Number			
Alex Harrell	Cisco Syst	@Call Works: 3042	
Davis Beck	Cisco Syst	@Call: Cell: 555-9625	
Daniel Warner	Cisco Syst	@Call Home: 555-1234	
Danny Maar	Cisco Syst	Send	
Grady Lopez	Cisco Syst	Create SpeedDial	
Ann McDonald	Cisco Syst		
John Russell	Cisco Syst	Hang Up	
John McKay	Cisco Syst	Answer	
Elaine Cameron	Cisco Syst	Transfer	
Elaine Senz	Cisco Syst	Conference	
Elaine Russell	Cisco Syst	Pick Up	
Keith Whitehead	Cisco Syst	Park	
Keith Lewis	Cisco Syst	Forward	
Keith Houston	Cisco Syst	Speed Pickup	
Kathryn Ford	Cisco Syst	Update	
Karen George	Cisco Syst	New	
Sarah Thompson	Cisco Syst	Queue	
Peter Applebee	Cisco Syst	Queue All	
Peter Altop	Cisco Syst		
Mike Rogers	Cisco Syst	Callfish	
Marie Williams	Cisco Systems	2045	555-90
Yvonne Fulton	Cisco Systems	3112	555-45
Ken Gault	Cisco Systems	6001	555-12
Toni Lambert	Cisco Systems	6004	555-87

Quick Search to find status/or click to dial

- Cisco Unified CallConnector (Toolbar) for Outlook or Internet Explorer
 - Tool bar for call control (dial, answer, transfer, park, pickup)
 - Personal + Corporate dialing directory
 - Screen pop on inbound call with CLID/Name from directory
 - Click to dial from toolbar or highlight number from any application
- Add Cisco Unified CallConnector Server for IP Phone Status
 - Display status/Presence of users within toolbar
 - Change own status using toolbar or SMS

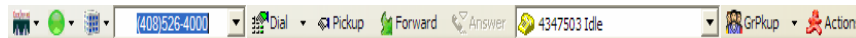
Inbound Screen-Pop



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Cisco Unified CallConnector Availability

- FCS in Q4CY06 for Personal and Server version.
- Cisco Unified CallManager Express 4.0 or higher. CallManager support under consideration
- Designed for SMB CME Customers with Integration of Microsoft Products Outlook and IE
- Single Number Reach and LCS/MOC Integration planned



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Cisco Unified IP Phone 7931G

24 Button Phone, targeted for Keyswitch deployments

- Pixel-based Backlit display (192 x 64 pixels)
- Up to 24 Single Lines / Directory Numbers
- Lighted line keys
- Programmable line keys
- Enhanced XML Support, Application Integration and Feature Roadmap
- IEEE 802.3af PoE and Local Power
- 10/100BaseT, two-port Ethernet switch
- Hard "Hold", "redial", "transfer" keys
- Visual Message Waiting Indicator
- Hands-free Speakerphone
- SCCP only
- SIP will be available in CUCM 6.0 timeframe



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ARC Express Operator Console



Overview – Arc Express

- **The only attendant console for Cisco Unified Call Manager Express**
Supports version 4.x
- **Keyboard driven for speedy use**
Standard keyboard may be used
Custom keyboard available as option \$ from Arc
- **Intuitive user interface**
Ability to change layout, screen pop behaviour, audible alerts
- **Powerful database search facilities**
- **Up to 4 operator/attendant clients supported**
First client is the database server
- **Localisations available:-**
– French, German, Spanish, Italian, Dutch, Swedish, Danish, Finnish, Norwegian

User interface

The screenshot shows the Arc Express Console interface with several call-related windows and call log information. Call log entries include:

Key	Status	Time	Number	Name	Queue
ALT+1	On Hold	00:23	From : 2002	Stefan Wloch	Queue 1
ALT+2	Transferring	00:06	From : 2002	Anthony Stephenson	Queue 1
ALT+3	Ringing	00:05	To : 4001	Richard Stott	

Call queues owned by this user are shown as follows:

Queue	Calls
External	2
Internal	0
Sales	0

Agent status fields (Busy Lamp) include: Gareth Case, Anthony Stephenson, Stefan Wloch, Paul Smith, Richard Belts, Richard Stott, Alick Smith, Christine Pepper, Natalie Richards, Rupert Adair, Paul Giaccetto, Simon Longhurst, Richard Pitt, and John Smith.

Server status: Server: Connected, Extn: 3001, User: Admin, Database: ARCDirectory, Active.

UC Essential Operate Support + Software Subscription



Cisco Unified Communications Software Subscription replaces "U" in SASU

Former Service Model

Product: **SMARTnet**

Technical Assistance
24 x 7 x 365

Registered Cisco.com Access

Maintenance and Minor Releases

Hardware Replacement

Software: **Software Application Support plus Upgrades (SASU)**

Major Upgrades

Technical Assistance
24 x 7 x 365

Registered Cisco.com Access

Maintenance and Minor Releases

New

New Service Model

Unified Communication Software Subscription

Cisco Essential Operate Services

Major Upgrades

+

Technical Assistance
24 x 7 x 365

Registered Cisco.com Access

Maintenance and Minor Releases

Hardware Replacement

Product

Service

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Cisco Operate Services Deliverables

NEW

Cisco **Essential** Operate Services:
Application SW Only

- Telephone and remote technical and maintenance support services
- Maintenance and minor release updates
- Cisco.com knowledge base, including access to Software Advisor, TAC Case Collection, My Tech Support, Output Interpreter, peer-to-peer online forums and TAC newsletter

NEW

Cisco **Essential** Operate Services:
(Server HW+ Application SW)

- Same deliverables of Essential Operate Service: SW only plus the following:
- Advanced hardware replacement (with the option of purchasing an on-site field engineer support)

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Unified Communications Operate Services

Cisco Configuration Tool
Completed Configuration
 You are logged in as: SLAAKSON

Configurator Home Get Saved Configs HELP

You have successfully completed your configuration!

Price List: Global Asia-Pac Price List in US dollars

Service Level: On-Site 24x7x4 Service

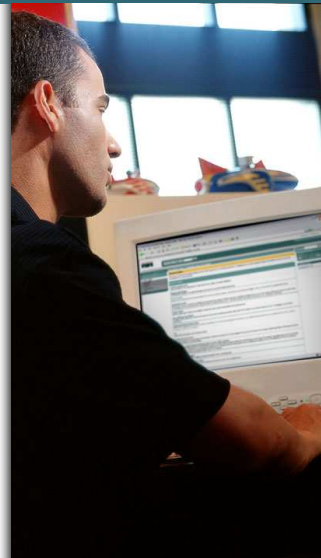
Service Length: Essential SW, Essential SW+8x5xNBD, Essential SW+24x7x4, Essential SW+24x7x4O, Select SW+8x5x4, Select SW+24x7x4 O, Select SW+24x7x4, Select SW+8x5xNBD, Essential SW+8x5x4, 2Hr Onsite Premium, On-Site 24x7x4 Service

Product Number and Description	Quantity	Unit Price	Total Price	Lead Time
CALLMANAGER-5.0 Top Level Part Number Used In Ordering Tool MCS7835H1-K9-CM50 HW/SW Unified CallMgr 5.0 7835-H1 Appliance, 0 Seats CAB-ACE Power Cord Europe Included: UCCX-45-CM-BUNDLE 5 Seat IPCCX STD CCM Bundle - AVAILABLE ONLY WITH CCM	1	USD 0.00	0.00	28 Days
CON-OSP-MCS78KCM ONSITE 24X7X4 HW/SW CallMgr 5.0 78	1	USD 2880.00	2880.00	
LIC-CM5.0-7835-H1= License CallMgr 5.0 7835-H1 Appliance	1	USD 7995.00	7995.00	21 Days

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Unified Communications Software Subscription

- Allows you to pre-purchase major version upgrades at a reduced cost as a one, two or three year subscription
- Complementary to Cisco Unified Communications Essential Operate Services
- Announced on May 26th with product orderability starting June 2006
- Replacement for the upgrades (U) in Software Application Support plus Upgrades (SASU) service



Unified Communications Software Subscription

Cisco Configuration Tool

CISCO Search Results

You are logged in as: SLAAKSON

[Configurator Home](#) [Get Saved Configs](#) [HELP](#)

[Enable Configuration Guidance](#)

New Search **Enter**

Product Number:

Price List:

Here are your search results. Please click on a product number to begin configuring a product, or the document icon to view a datasheet if one is available.

Product Family	Product Number	Description	List Price	Info.
Cisco Unified Contact Center Express	UCSS-CCX	UCSS for Cisco Unified Contact Center Express	USD 0.00	
	UCSS-IPVR	UCSS for IPVR	USD 0.00	
Unified IPVR	UCSS-IPVR	UCSS for IPVR	USD 0.00	
	UCSS-ICME	UCSS-ICME	USD 0.00	
Cisco Unified Contact Center Enterprise UCSS	UCSS-CCE	UCSS Unified Contact Center Enterprise	USD 0.00	
Cisco CallManager Software	UCSS-UCM	Top level SKU, Unified CallManager Subscription Services	USD 0.00	
	UCSS-UPS	Top level SKU, Unified Presence server Subscription Services	USD 0.00	
Cisco Unity 4.0	UCSS-UNITY	UCSS for Unity	USD 0.00	
	UCSS-UPC	UCSS Unified Personal Communicator Bundle	USD 0.00	

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