Kolaboracija - nova snaga poslovne suradnje

Cisco Expo 2010
Hotel Le Méridien Lav Split
Presence Server & Client 8.0

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Kolaboracija - nova snaga poslovne suradnje
Agenda

- Presence Server 8.0
- Personal Communicator 8.0
- UC Integration for MOC
- UC Integration for Webex Connect
Cisco Unified Presence

- Provide a common, easy and open way to share Presence and Instant Messaging, that works seamlessly in a Unified Desktop Workspace regardless of a customer’s application and device choices

- Cisco Unified Presence 8.0
  - Seamless interoperability with IP Phones, Mobility, Contact Centres, and all variants of soft clients
  - Dual Protocol Standards based Interoperability (SIP, SIP/SIMPLE, XMPP) federations to Microsoft, IBM and all GoogleTalk applications
  - Web 2.0 centric Open Solutions and APIs

Cisco Unified Presence “Powered by Jabber”
Cisco Unified Presence 8.0 Architecture

Unified Person Communicator 7.x
Unified Mobility Advantage 7.x
Unified Application Environment SIP Interface

Expert Advisor
Cisco Agent Desktop

SIP/IM简单

Unified CM Sync Agents
Calendar
Third Party Open API
SIP Proxy

Presence Engine / Instant Message Bridge

XCP Route Fabric
Jabber Session Manager
Instant Messaging Compliance and Logging
Jabber XCP

AXL/SOAP
Unified CM
Microsoft Exchange
AOL
Microsoft
Lotus
Google
Cisco WebEx
Jabber

Facetime
IMAuditor
XDB
ODBC
PostgreSQL

Third Party XMPP Client (Spark, Adium, Pidgin, MomentIM, etc)
All messages, SIP and XMPP, are routed through the Jabber Session Manager.

Cisco Unified Presence 8.0

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Calendar
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Jabber XCP

Unified CM

AXL/SOAP

SIP/SIMPLE

XMPP

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Cisco Unified Presence 8.0
Third Party Open API
Third Party Open API Existing Interfaces

- Cisco Unified Presence existing interfaces
  - Presence/Instant Message Interface
    - SIP/SIMPLE
  - Presence Interface (using HTTPs port 8083)
    - SOAP v1.1 and v1.2
    - REST (Representational State Transfer)
      - Requires sipproxy.der certificate
  - Configuration Interface (using HTTPs port 8443)
    - SOAP v1.2 only
      - Requires tomcat_cert.der certificate

- The application user can log into any node in the CUP Cluster (not tied to any node or subcluster)
Third Party Open API Additional Interfaces

- Cisco Unified Presence new XMPP interfaces
  - Presence/Instant Message/Roster Interface (Desktop)
  - XMPP
  - Presence/Instant Message/Roster Interface (Browser)
  - XMPP using JabberWerx AJAX API

The JabberWerx AJAX library sends and receives XMPP messages to/from the XCP BOSH interface using standard XSF publications.

<table>
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<tr>
<th>BOSH</th>
<th><a href="http://www.xmpp.org/extensions/xep-0124.html">http://www.xmpp.org/extensions/xep-0124.html</a></th>
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Third Party Open API Developer Support

- Cisco Unified Presence Developer Guide
  - Client Configuration Web Service
  - Presence Web Service

- Third Party Reference Application
  - Source Code, Build Script Provided
  - Eclipse Project

- Cisco Unified Presence Developer Cookbook

All of these are accessible through Developer Services

http://developer.cisco.com/web/cup
Collaboration Architecture for Clients

Cisco Client Experiences

3rd Party Desktop Experiences

Integrators & Developer Community

Cisco Unified Client Services Framework

Call Control Data Store Presence Services Calling History Conferencing Services Messaging

Audio Call Ctrl Video IM Vmail Presence Conf Directory History Future

My Names
Adam Isen
Adstum Dev
Korea
Christopher Forysth
David Clark
Jeffrey McKay
Jorge Salvador Calla
Nelson Elshage
Buddies
Aaron
Evan (6:50)
Ian Krieg
Images
John
Kevin (1:18)
Kurdy
Steve (19)
Weatherman
Adstum
Cisco Unified Personal Communicator 8.0 Highlights

Single rich multi-media UC client for rich borderless collaboration

- Based on Cisco Unified CSF technology
  - Rich and Full integration with Cisco UC
  - Integrated voice, video, web collaboration, & visual VM
  - Enhanced integration with MS office (including SharePoint)

- Jabber XMPP based technology
  - Enhanced Presence & Enterprise IM
  - Point to Point, Group Chat, Persistent Chat
  - Offline IM capabilities
  - Client / Server Side logging & compliance

- Business to business Presence & IM federation

- Standards-based wideband audio & high-definition video

- Enhanced user experience - “New Unified” UI design

- Supports Windows XP, Vista, Windows 7
Cisco Unified Personal Communicator 8.0
XMPP-Based Enterprise Instant Messaging

Enhanced Enterprise Instant Messaging Features

- Secure and rich text instant messaging
- Point to point and ad-hoc group chat
- Persistent group chat rooms
- Offline IM capabilities
- Client chat logs/history
- Tabbed multi-chat window mgmt.
- Escalations to audio, video and web
- Interoperability with both SIP/SIMPLE and XMPP-based IM clients
Unified Personal Communicator 8.0
Audio

Audio Improvements

- GIPS engine
- G.711, G.729, iLBC – narrow band (current codecs)
- G.722, iSAC – Wideband codec support
  - Higher audio quality with higher bandwidth
  - Dynamically adjusts to optimize high/low bandwidth
- Signaling and Media Encryption
  - SRTP encryption for softphone audio
Unified Personal Communicator 8.0
Video

Video improvements

- Softphone and Deskphone video
- H.264 AVC Video Codec
- Increased resolutions –
  - Common Intermediate Format (CIF)
    - Video Graphics Array (VGA)
    - High-Definition (HD)
- Multi-point video conferencing integration
  - MeetingPlace
  - Cisco Unified Video Conferencing
  - MeetingPlace Express VT
- Telepresence interoperability
  - Requires Cisco Unified Video Conferencing

Note: Refer to release notes when available for specific details on supporting video.
Cisco Unified Personal Communicator 8.0
Productivity and Integration Enhancements

Cisco UC Integrations

- Integrated Visual Voicemail
- Escalations into integrated voice, video and web conferencing
  - Video conferencing and TelePresence integrations
- SRST Telephony Failover support
- Contact Center Agent integration
- Cisco UC Mobility integration/interop

Enhanced Microsoft Integrations

- Lighting up MSFT Presence
Cisco UC Integration for Microsoft Office Communicator 8.0
Collaboration Architecture for Clients

3rd Party Integrations
Cisco UC Integration for Microsoft Office Communicator

Market-leading Microsoft Integration
Focus on native UE
Single call control solutions - TCO & UE
Cisco enterprise-grade Voice & Video

Cisco Unified Client Services Framework

Audio  Call Ctl  Video  IM  Vmail  Presence  Conf  Directory  History  Future

Call Control  Data Store  Presence Services  Calling History  Conferencing Services  Messaging
Cisco UC Integration™ for Microsoft Office Communicator 8.0

Standards-based multi-media collaboration directly from MOC

New Capabilities
- Standards-based wide-band audio & high-definition video
- Integrated voice, video, & web collaboration
- Visual Voicemail

Benefits
- Native to Microsoft Office Communicator rich multi-media collaboration experience
- Easier-to-manage single call control architecture
- Investment Protection & Lower TCO
- Easier-to-implement alternative relative to dual call control solution

Note: User Interface subject to change before final release
Cisco Unified Communications Integration™ for MOC
CUCIMOC 8.0

- Enhanced Communications Tab now includes missed call count and voice message count
- Enhanced Conversation Pane now provides access to video and desktop sharing functions.
- Right clicking contact now provides access to video and desktop share functions.

Note: User Interface subject to change before final release
Cisco UCIntegration™ for Microsoft Office Communicator Escalate to Cisco HD Video for 8.0

- Impromptu video conferencing via Integration with Meeting Place and Communications Manager supported endpoints, including Telepresence.
Cisco Unified Communications Integration™ for MOC Visual Voicemail

- The 8.0 release introduces voicemail playback from within the Office Communicator client.
- Play, Volume and message position are controlled by the user.
- Call back options accessible via right click.
- Message Filter options provided (new, urgent, today, yesterday….)

If the client is not configured for Visual voicemail then 7.1 client behaviour is provided.

Note: User Interface subject to change before final release
Cisco Unified Communications Integration™ for MOC Voice Messaging Servers

- Unity and Unity Connection Messaging solutions supported
  - Support provided for both standard and secure messaging options
  - New configuration in settings/policy, Certificate required for secure message playback

Supports both Cisco Unity and Cisco Unity Connection secure messaging
Cisco Unified Communications Integration™ for MOC Desktop Sharing

- The 8.0 release introduces Meeting Place / Webex integration for desktop sharing.
- Desktop sharing mode include on Prem integration with Meeting Place 7.0 and Type 1 integration to Webex with Meeting Place 8.0

Note: User Interface subject to change before final release
Cisco Unified CSF Enabled Cisco UC Integration™ for Cisco WebEx Connect
WebEx Connect EIM + Presence + UC

Presence

Instant Messaging

Shared Workspaces

Voice

Video

UC Capabilities
Cisco Desktop Collaboration Client Portfolio

Unified Personal Communicator
- End-to-end premise-based Cisco solution
- Seamless Cisco UC Experience
- Builds on Cisco UC Components

Cisco WebEx Connect
- Hybrid solution – blending on-premise and on-demand services
- On-demand IM, Presence, & Collaboration

Cisco UC with Microsoft and IBM
- Cisco UC with existing desktop applications
- Native User Experience
- Investment Protection

* Available with Cisco UC Integration™ for Cisco WebEx Connect and Microsoft Office Communicator
WebEx Connect Federation

XMPP in the Cisco WebEx Collaboration Cloud provides WebEx Connect with:

- Federation to other XMPP clients and services
- Federation to AIM today via Gateway – Additional Cost
- Federation with IBM SameTime if the company has deployed the SameTime XMPP gateway.
- Federation is also possible with Microsoft OCS through an AOL clearinghouse if OCS has been federated with AOL.
- XMPP is very efficient and rich in terms of routing intelligent information from devices, people, networks and applications
- XMPP is extremely scalable. Millions of IM sessions on a handful servers for example. Service to be offered as SaaS
Introducing the Cisco UC Integration™ for WebEx Connect

- Seamless collaboration with Cisco UC & WebEx connect IM, Presence and Collaboration
- Complete Cisco UC collaboration with a single easy-to-manage communications platform
- TCO benefits of the Cisco WebEx Collaboration Cloud with on-premises network services such as bandwidth management and corporate policy controls
Key Features of CUCICConnect

- Call Setup & In Call Features
- Cisco WebEx application based presence
- Call History
- Audio support
- Presence / Availability
- Phone Mode
- Problem Reporting Tool
- Single number reach
- Extension mobility
Cisco UC Integration™ for WebEX Connect: Anywhere Access

At your Desk
Control Cisco Unified IP Phone from the desktop integration

Soft phone Mobility
Integrated Cisco IP softphone provides rich calling capabilities - everywhere
Summary
Key Takeaways

- New in Presence Server 8
  - Jabber Inc. server integration – XMPP, APIs
  - Server-side logging - persistent chat, offline IM

- UC Presence Client (CUPC)
  - New user interface
  - Multiparty chat
  - Client-side logging
  - HD video

- UC Services Framework (CUCSF)
  - Common platform for all sorts of clients (CUPC, CUCIMOC, CUCIConnect, 3rd party)
Q and A