Cisco Collaboration Update

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Cisco Connect Macedonia 2016.
The pace of change is accelerating.
What Does It Mean to Be an Agile Organization?

Collaboration is foundational.

Promote open flow of information

Encourage experimentation

Function as a network
Cisco Collaboration Solution

Unified Communications
Customer Care
Conferencing

Collaboration Edge Architecture

Teamwork Technology

EVERY POCKET
EVERY DESK
EVERY ROOM

CLOUD ON-PREMISES
HYBRID

Cisco Network

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Agenda

- Cisco Spark
- Telepresence Architecture
- Jabber
- IP Phones
- Apple & Cisco
- Customer Care
Cisco Spark
Cisco Spark

A complete business collaboration service from the Cisco cloud that enables customers to message, meet, or call anyone, anywhere, and anytime. Cisco Spark is hosted by Cisco, and sold by partners.
One Offer

Common Management
- Message
- Meeting
- Call

Open Platform
- Application Integration APIs
- Partner Services Interconnect
- Spark Hybrid Services Cloud + Prem
Spark Meetings
Anywhere, Any Device, Any Time

Cisco Spark

Cisco Collaboration Cloud

Spark App
Spark Desktop Client
Spark Desk Phone
Spark Room System
WebEx Client
Cisco TelePresence Endpoints

3rd Party endpoints & service integrations
Pairing your Mobile Device to a Room System

Enter the room and your Cisco Spark mobile app will automatically pair to the Spark Room System and inform you on both the application and video system.
Calls Tab in Spark client

- Included in all Spark offers
  - Calls Tab added in iOS, Android, Mac, Windows, and Web (Firefox Only)
  - Windows 10 Mobile client support coming later
- Call Spark Users
- Call SIP URIs
  - Works for free Spark accounts as well
  - Hybrid Users – Calls Handed off to CUCM
- With Spark Call & Hybrid Services
  - Call PSTN
  - Extension dialing
  - PSTN Incoming
Telepresence Architecture
Deliver One Meeting Experience
While Protecting Your Existing Investment

Every Pocket

Every Desk

Every Room

Preserve the User Experience

Cisco Meeting Server

Unify Disparate Infrastructure

Video Infrastructure
Audio Infrastructure
3rd Party/Skype for Business Infrastructure

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Cisco Meeting Server Capabilities

- Video Conferencing
- Interoperability
- Audio Conferencing
- Customization
- Recording
- Web Conferencing
Meetings

- Virtual rooms for audio, video, and web
- Unlimited spaces: as many as you want, for each project, and team
- Always available
- Follows your workflow
- Connect with any device
# Telepresence Portfolio

<table>
<thead>
<tr>
<th>Huddle Space</th>
<th>Small to Medium Rooms</th>
<th>Desktop</th>
<th>Medium to Large Rooms</th>
<th>Immersive</th>
</tr>
</thead>
<tbody>
<tr>
<td>SX10</td>
<td>MX200</td>
<td>MX300</td>
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<td>SX80</td>
<td>MX700</td>
<td>MX800</td>
<td>MX800 Dual</td>
<td>IX5000</td>
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- **SX10**
- **MX200**
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- **DX 80**
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- **8845/65**
- **IX5000**
Jabber
Cisco Jabber
Consistent User Experience Across Broad Range of Platforms and Devices

Desktop | Tablet | Smartphone | Web
Cisco Jabber – Rich Capabilities and Services

- Presence
- Instant Messaging
- Persistent Chat Rooms
- File Transfer
- Contact Search
- Secure Communication
- Voice & Video
- Video Conferencing
- Desktop Sharing
- WebEx Meetings
- Remote Access
- Single Sign-On
- Application Integration
- Desk Phone Control
- Call History
- Schedule Integration
- Voice Messaging
- Inter Company Federation
# Integration to Microsoft Applications

<table>
<thead>
<tr>
<th>Feature</th>
<th>Outlook: add local contacts</th>
<th>Outlook: calendar events</th>
<th>Outlook: presence</th>
<th>Outlook: click to dial</th>
<th>Outlook: save IMs to folder</th>
<th>SharePoint: presence</th>
<th>SharePoint: click to dial</th>
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**Notes:**
- Lync and Jabber SharePoint integration only available on Windows
- Microsoft does not expose Outlook APIs on Mac, so Jabber integration features are only available on Windows (except click-to-dial, which also works on Mac)
Persistent Chat Rooms with CUCM IM/P

User invited to rooms by room owners or moderator

Provides room activity notifications

Text search of rooms

Room catalog, filters, mentions and room administration not offered in Mac
Media capabilities

Sharing Options

Video Desktop Share (BFCP)
  Allows content sharing with video endpoints and in video sessions
  Only supported in Softphone mode
  Requires an Active Call

Desktop Screen Share – Windows Only
  Allows screen sharing and remote control of desktop in P2P session
  Works in all Jabber for Windows modes (deskphone, IM-only)

Desktop Share (Messenger)
  Works in Cloud mode* allows desktop share and remote control

Admin can change order of share type
Users Can Choose How They Connect Remotely
Cisco AnyConnect VPN and Cisco Expressway

- Layer 3 VPN solution
- Secures entire device and its contents
- Allows users access to any permitted applications and data

- Session-based firewall traversal
- Allows access to collaboration applications only through TLS
- Personal data not routed through enterprise network

Cisco AnyConnect

Cisco Expressway
Jabber Basics….

Are you using Service Discovery?

Users should never not be prompted for configuration information!!!

Service discovery allows Jabber to discover service configuration and operating location using DNS SRV records, WebEx Cloud and UC Manager UDS services

(CUP_LOGIN retired with 11.5)
Application Integration
Microsoft Office Integration

Application Integration

Save my Chat to Outlook / File

- Jabber for Windows now provides the option to save Chat / IM conversations to Microsoft Outlook.
- IM messages saved via Exchange server
- Feature can be enabled/disable by Jabber administrator as required (disabled by default)
- Alternatively Jabber can save chats to a local folder on local drive for used by Windows search function
Application Integration

What about other applications....?

Jabber provides a global Hot key which can be used to call the contents of the clipboard. Admin can enable/disable and change key combination. (disabled by default)

Jabber-config.xml

```xml
<MakeCallHotKey>
  True
<MakeCallHotKey>

<MakeCallHotKey>
  CTRL+SHIFT+J
</MakeCallHotKey>
```
Application Integration
Click to call from Web browsers

- Select and right click number in web browser
- Supports popular Windows browsers
- Also supported on OS X Safari
- Admin can enable/disable feature
Jabber provides URI handlers that can be incorporated into web pages
Using Simple HTML / JavaScript a page can support XMPP:  - Chat Messages
TEL:  - Voice/Video Calls
Jabber Custom Tab

Jabber custom tabs provide an HTML and JavaScript capability to extend the client. Customers can create custom applications and popup, example:

- Support Contacts
- Policy messages
Jabber for iPhone now provides an Apple watch app allowing you to use Jabber on your phone.

With the Jabber App on Apple Watch, you can:

- Check new chat messages
- Reply a chat with text (Siri), emoticons, and pre-defined messages.
- Answer/Decline/End a call
- Mute/Unmute a call
- Check recent calls
- Call back to a contact from resents
- Change your presence
Jabber for Android provides an Android wear Watch App.

With the Jabber App on Android Wear, you can:

- Check new chat messages
- Reply a chat with text, emoticons, and pre-defined messages.
- Answer/Decline a call
- Check recent calls
- Call back to a contact from resents
- Play a new voicemail
IP Phones
UC Endpoint Portfolio Overview
Voice Centric – Designed to Deliver Cost Effective, High Quality Audio Communications
IP Phone 8845 and 8865
Hardware Features

- 10/100/1000 Ethernet
- RJ-9 Port for Headset
- HD Video Camera, 80-degree HFOV, 25-degree tilt, metal ring rotates for manual on/off, LED indicator, H.264 AVC
- Visual Ring Indicator
- Wideband Audio Handset
- 5 Programmable Line /Feature Keys
- Messaging, Service, and Directory
- Wideband Audio Speakerphone
- Volume Bar
- 5 Inch Color Backlit WVGA Display, 720p HD Video 800 x 480 pixels
- Replaceable Bezel Option
- 4 Soft-Label Keys
- Back and Release Keys
- 4-Way Navigation and Select Key
- Hold/Resume, Transfer, and Conference Keypad
- Audio Path Control Keys (Headset, Speaker, Mute)
- 5 Session Keys
- 5 Inch Color Backlit WVGA Display, 720p HD Video 800 x 480 pixels
- Wall-Mountable
- Adjustable Viewing Angle Two-Position Footstand
- Bluetooth 3.0 Radio
Intelligent Proximity

• Bridges Office and Mobile Communications
• Pairs your mobile phone with your desk phone so that you can:
  • Place and receive calls from your mobile device using your desk phone
  • Import contacts and call history from mobile to desk phone
Cisco Wireless IP Phone 8821

✧ Hardened Design (IP67, MIL-STD-810G)
✧ IP67 rated for protection against dust and water immersion between 6 inches (15 cm) and 3.2 feet (1 m)
✧ Stronger Security & Configuration (SHA2, SCEP)
✧ Expanded Networking & Roaming (802.11n/ac & r)
✧ Simpler User Experience and Administration
✧ Battery life delivers a minimum of 13 hours of talk time and up to 240 hours of standby time
✧ A built-in full-duplex speakerphone offers high-quality hands-free communications
✧ The phone supports third-party Bluetooth 3.0 headsets and a 3.5-mm headphone jack for added freedom
CP-8821 Overview

- Consistent user interface design with 8800 series
- Familiar user interface for 792x users
- Up to 6 lines supported
  - Ability to have a mix of lines, speed dials, or programmable line keys
Similarities with 8800 series

Fonts, Brightness, Wallpaper, Ringtones

1. Brightness
2. Font size
   Large
3. LED coverage indicator
   On
4. Sleep
   30 seconds
5. Wallpaper
Spectralink partnership announced on SolutionPlus on April 2016

- Cost effective / Voice ONLY Mobile Solution
- Phone models: Low / Mid / High
- 3 server sizes: Support for 30-4095 handsets
- For offer details, white papers, pricing & general FAQs see Cisco Microsite: http://spectralinkplus.com
  - Cisco SKUs in CCW SP-SLNN...
Native Voice Experience

- iOS 10 includes CallKit, a new API
- Intuitive - use the iOS native dialer for Spark calls
- Convenient - consolidated view of contacts, call history, and favorites
- Control - call waiting allows user to screen and prioritize calls
- Multi-functional - extends hands free experiences using Siri voice commands, Bluetooth and mobile accessories
- Use connected headsets and accessories
Cisco Contact Center Express
Contact Center Express 11.0

- Web Chat
- Social
- Video
- Workforce Optimization
- Reporting
- Advanced IVR
- Ecosystem
- Virtualized
- Predictive Outbound
- Finesse
- Email
- Voice
- Preview Outbound

Finesse

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Context Service
Cloud-based storage of customer interaction data

- Enables a complete view of the customer journey
- Better-informed agents provide a superior experience
- Out-of-the-box Cisco platform integration
- Open web interfaces enable partner applications

Deliver Omnichannel Seamlessly

- Phone
- IVR
- Mobile
- IoT
- Social Media
- Email
- SMS
- Retail
- Web

Cisco Customer Collaboration Platforms
Partner Applications

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