Обновление архитектуры унифицированных коммуникаций

Cisco Forum Kyiv

12 декабря 2018

- Аналитика рынка технологий для совместной работы
- Архитектура Cisco UC
- Обновление линейки абонентских устройств
  - Телефоны
  - Телефоны для сторонних АТС
  - Jabber
  - Гарнитуры
  - Видеотерминалы
  - Подключение FXO/FXS
- Дополнительные приложения

Аналитика рынка технологий для совместной работы

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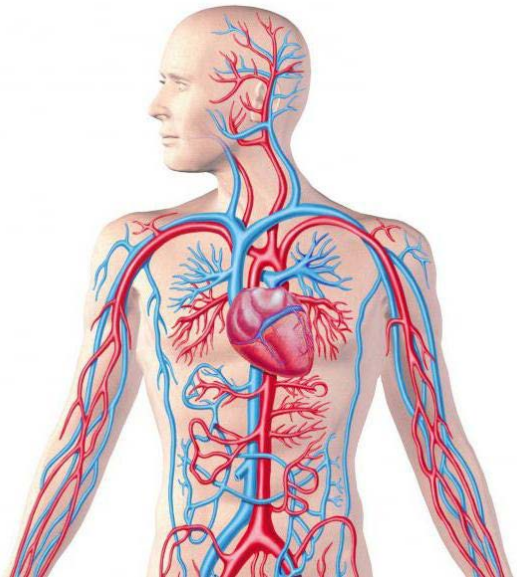

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Cisco является лидером в UC Gartner Magic Quadrants

2018 Unified Communications

2018 Meeting Solutions

2018 Contact Center Infrastructure Worldwide

Gartner Magic Quadrant for Unified Communications by Steve Blood, Megan Marek Fernandez, Mike Fasciani, Rafael A Benitez, July 2018; Gartner Magic Quadrant for Meeting Solutions by Mike Fasciani, Tom Eagle, Adam Preset September 2018; Gartner Magic Quadrant for Contact Center Infrastructure Worldwide by Drew Kraus, Steve Blood, Simon Harrison, May 2018. This graphic was published by Gartner, Inc. as part of a larger research document and should be evaluated in the context of the entire document. The Gartner document is available upon request from Cisco. Gartner does not endorse any vendor, product or service depicted in its research publications, and does not advise technology users to select only those vendors with the highest ratings or other designation. Gartner research publications consist of the opinions of Gartner's research organization and should not be construed as statements of fact. Gartner disclaims all warranties, expressed or implied, with respect to this research, including any warranties of merchantability or fitness for a particular purpose.

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IDC MarketScape

Worldwide Videoconferencing 2018 Vendor Assessment

Source: IDC, 2018

SOURCE: ""IDC MarketScape: Worldwide Enterprise Videoconferencing 2018 Vendor Assessment"", by Richard Costello, July 2018, IDC # US44070317.

IDC MarketScape vendor analysis model is designed to provide an overview of the competitive fitness of ICT suppliers in a given market. The research methodology utilizes a rigorous scoring methodology based on both qualitative and quantitative criteria that results in a single graphical illustration of each vendor's position within a given market. The Capabilities score measures vendor product, go-to-market and business execution in the short-term. The Strategy score measures alignment of vendor strategies with customer requirements in a 3-5-year timeframe. Vendor market share is represented by the size of the circles. Vendor year-over-year growth rate relative to the given market is indicated by a plus, neutral or minus next to the vendor name.

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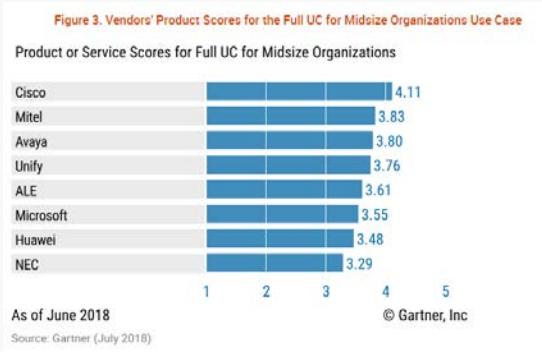
Critical Capabilities for Unified Communications (Решающие возможности для унифицированных коммуникаций). Июнь 2018 г.. Источник: Gartner

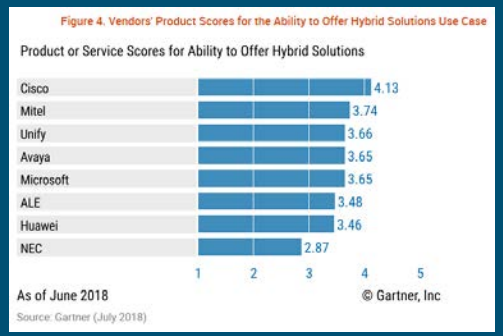
Full UC with Strong Telephony Use Case

Full UC with Strong Collaboration Use Case

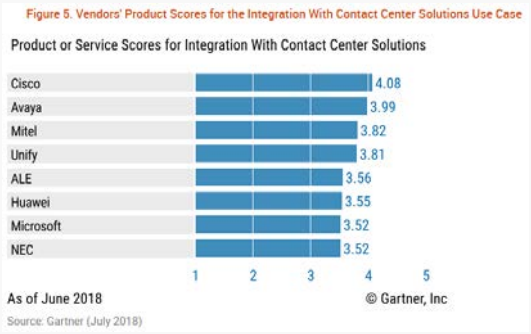
Full UC for Midsize Organizations Use Case



Ability to Offer Hybrid Solutions Use Case



Integration to Contact Center Solutions Use Case



Gartner: Critical Capabilities for Unified Communications

Mike Fasciani, Megan Marek Fernandez, Steve Blood, Rafael A Benitez, July 2018

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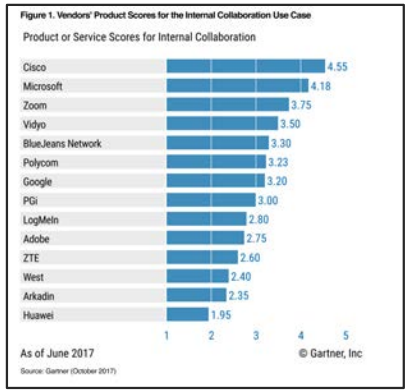
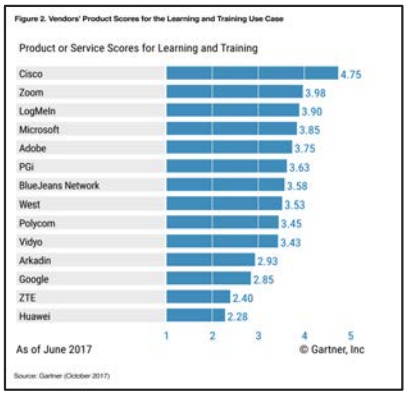
Highest Scores In All Uses Cases
Gartner Critical Capabilities for Meeting Solutions Report

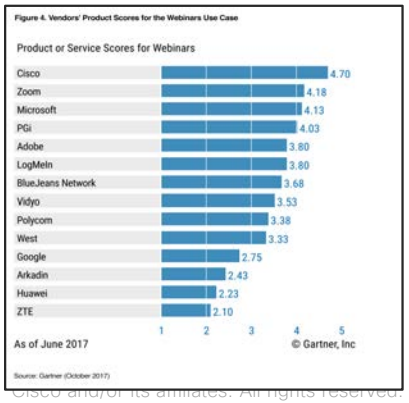
Internal Collaboration



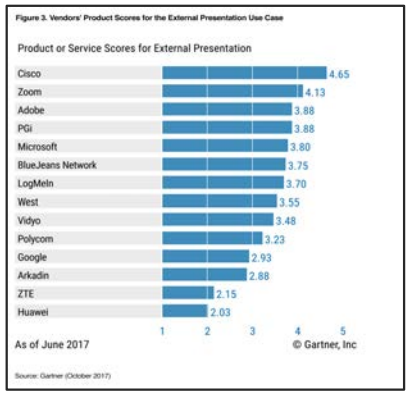
Learning and Training



Webinars Use Case



External Presentation Use Case



Gartner: Critical Capabilities for Meeting Solutions

Adam Preset, Mike Fasciani, Tom Eagle, October 2017

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Enterprise Voice Market Share Results

Source: Synergy Research, Dec 2018

Worldwide Enterprise Voice Revenue Share, Q1CY18 (Excludes KTS)							
Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue ($M)	Q/Q Revenue Growth	Y/Y Revenue Growth
1	**Cisco**	**41.8%**	**-1.7**	**1.5**	**548.8**	**-13%**	**-4%**
2	Avaya	12.9%	0.8	-1.2	168.8	-4%	-16%
3							
4							
5							
6							
Includes							

Worldwide Enterprise Voice Revenue Share, Q3-CY18 (Excludes KTS)							
Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue ($M)	Q/Q Revenue Growth	Y/Y Revenue Growth
1	**Cisco**	**45.6%**	**2.9**	**1.5**	**647.9**	**16%**	**-1%**
2	Avaya	11.5%	-0.8	-1.0	163.5	1%	-12%
3	Mitel	8.7%	-1.2	-0.9	123.1	-5%	-14%
4	Polycom	5.4%	0.4	0.2	76.1	17%	0%
5	NEC	5.4%	1.1	0.6	76.0	36%	8%
6	Unify (SEN)	4.0%	-0.6	-1.0	57.3	-7%	-24%
	Others	19.4%	-1.7	0.6	275.6	-1%	-1%
	Total	100%			1,419.5	8%	-4%

Includes LAN Telephony, Converged Telephony, PBX, IP phones and Enterprise VoIP gateways.

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Q1 CY'2018 Web Conferencing Market Share Results

Worldwide Web Conferencing SaaS Revenue Share, Q1-CY18							
Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue ($M)	Q/Q Revenue Growth	Y/Y Revenue Growth
1	**Cisco**	**53.3%**	**-0.3**	**0.2**	**291.3**	**0%**	**7%**
2	LogMeIn/Citrix	22.0%	0.2	-0.5	120.1	1%	4%
3	Microsoft	14.3%	0.1	0.7	78.3	1%	12%
4	InterCall	2.9%	-0.1	-0.2	15.7	-2%	-1%
5	V-Cube	2.4%	0.1	0.1	13.4	5%	11%
	Others	5.1%	0.0	-0.3	27.6	0%	1%
	Total	100%			546.3	0%	6%
Includes Web Conferencing SaaS products only.							

Source: Synergy Research, June 2018

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Telepresence Market Share Results
Source: Synergy Research

Worldwide Telepresence Endpoints and Infrastructure Revenue Share, Q3-CY17

Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue ($M)	Q/Q Revenue Growth	Y/Y Revenue Growth
1	Cisco	55.6%	3.7	3.8	304.5	30%	12%
2	Polycom	23.0%	-0.6	-0.9	125.9	18%	0%

Worldwide Telepresence Endpoints and Infrastructure Revenue Share, Q1-CY18

Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue ($M)	Q/Q Revenue	Y/Y Revenue Growth
1	Cisco	57.6%	3.3	6.7	296.0	2%	30%
2	Polycom	20.4%	-2.8	-4.3	104.7	-16%	-5%
3							
4							
5							
6							

Worldwide Telepresence Endpoints and Infrastructure Revenue Share, Q3-CY18

Rank	Vendor	Share	Q/Q Share Pt. Chg	Y/Y Share Pt. Chg	Revenue ($M)	Q/Q Revenue Growth	Y/Y Revenue Growth
1	Cisco	58.3%	4.0	3.1	323.3	19%	6%
2	Polycom	20.2%	-2.5	-2.6	111.9	-1%	-11%
3	Huawei	9.1%	-0.7	-0.1	50.2	3%	0%
4	Vidyo	2.5%	-0.2	0.0	13.6	3%	-1%
5	Lifesize	1.6%	0.0	0.2	8.8	11%	16%
6	SONY	1.0%	-0.1	-0.2	5.5	3%	-18%

Includes Infrastruc

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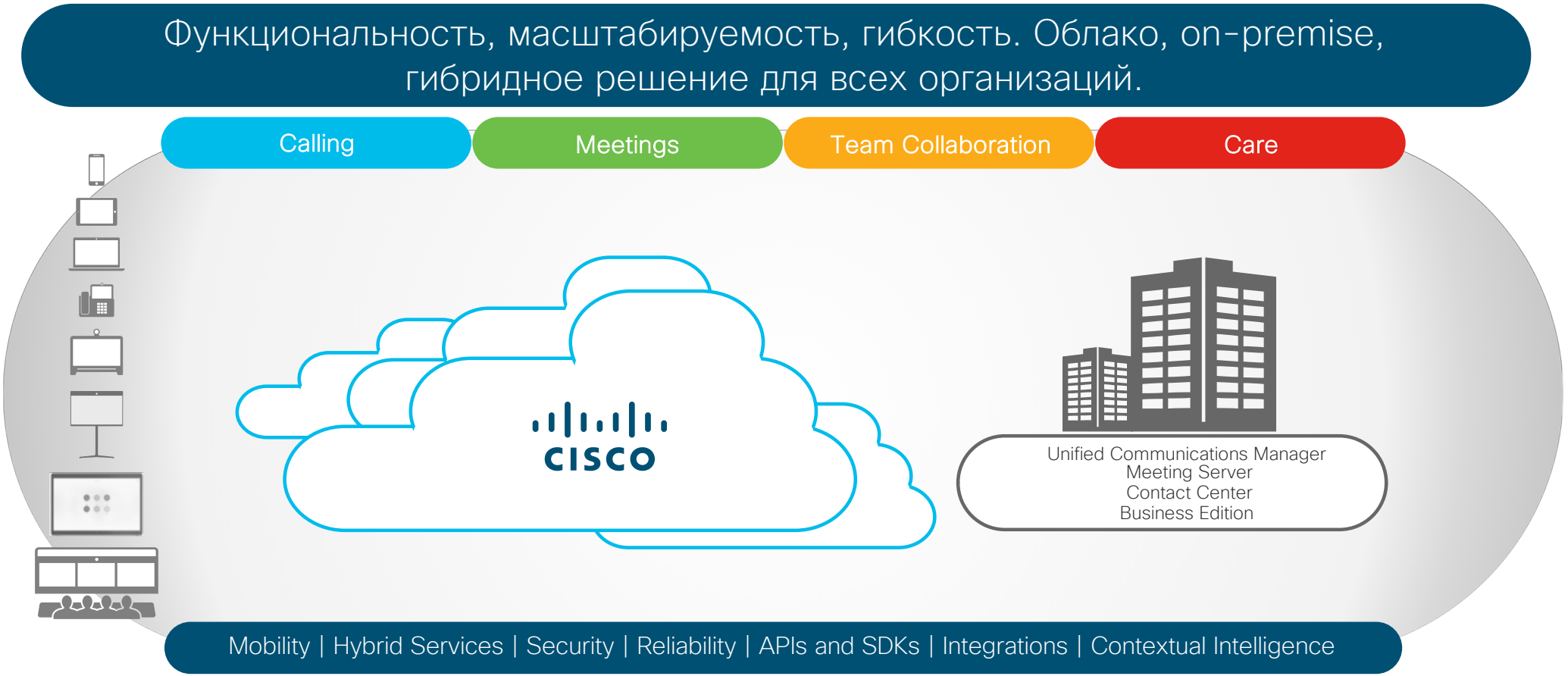
Архитектура Cisco UC 12.5

Cisco Collaboration Vision



Гибкие опции для on-premises развертывания

0 денег в локальную инфраструктуру

Public Cloud Infrastructure as a Service

UC for VMware Cloud on AWS

Новая Tested Reference Configuration

Solutions for Hyperconverged Data Centers

UC on HyperFlex M5

Новые платформы Business Edition Hardware (M5)

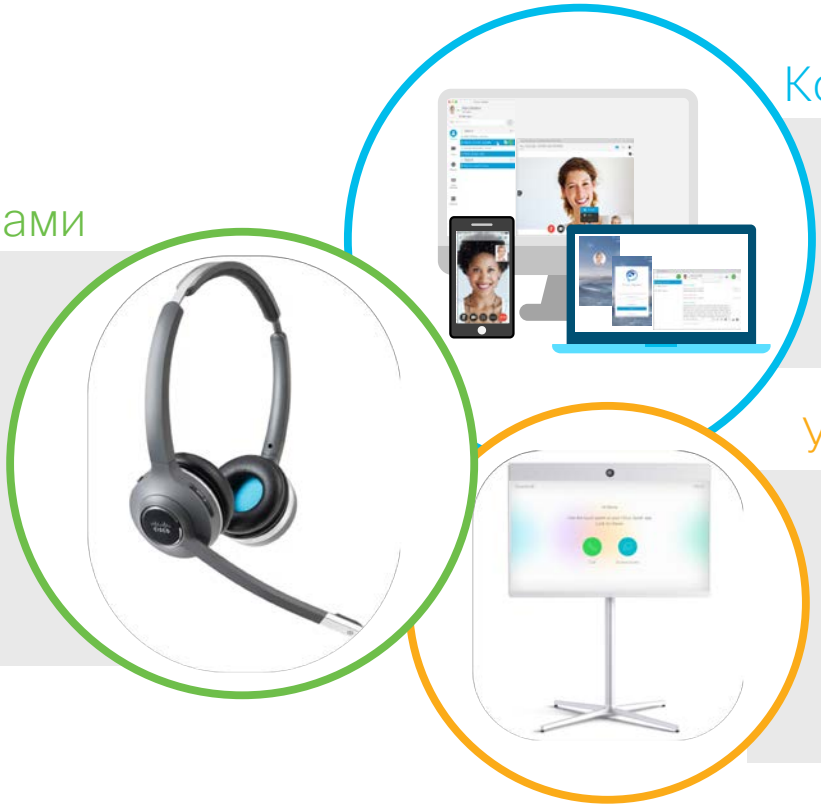
Пакетированные решения для SMB, Midmarket, Enterprise

BE6000

BE7000

*Note: M5 HW and 12.5 SW not applicable to BE4000 cloud managed appliances

Полная централизация управления устройствами Unified Communications Manager 12.5



Конфигурация Jabber

Больше нет XML файлов

Создание конфигурационных профайлов Jabber для сайта, пользовательской группы и т.п.

Конфигурация зависит от сервисного профиля

Управление гарнитурами

Инвентаризация

Обновление прошивок

Управление пользовательскими профайлами

*Headset management features require 12.5 SU1 (Target 1Q CY19)

Управление видеотерминалами

Полное управление устройствами

Интуитивный интерфейс

Легкое восстановление конфигурации после factory reset или RMA

Supports CE 9.4 and above: Cisco MX Series, Cisco SX Series, Cisco Webex DX Series, Cisco Webex Room Series

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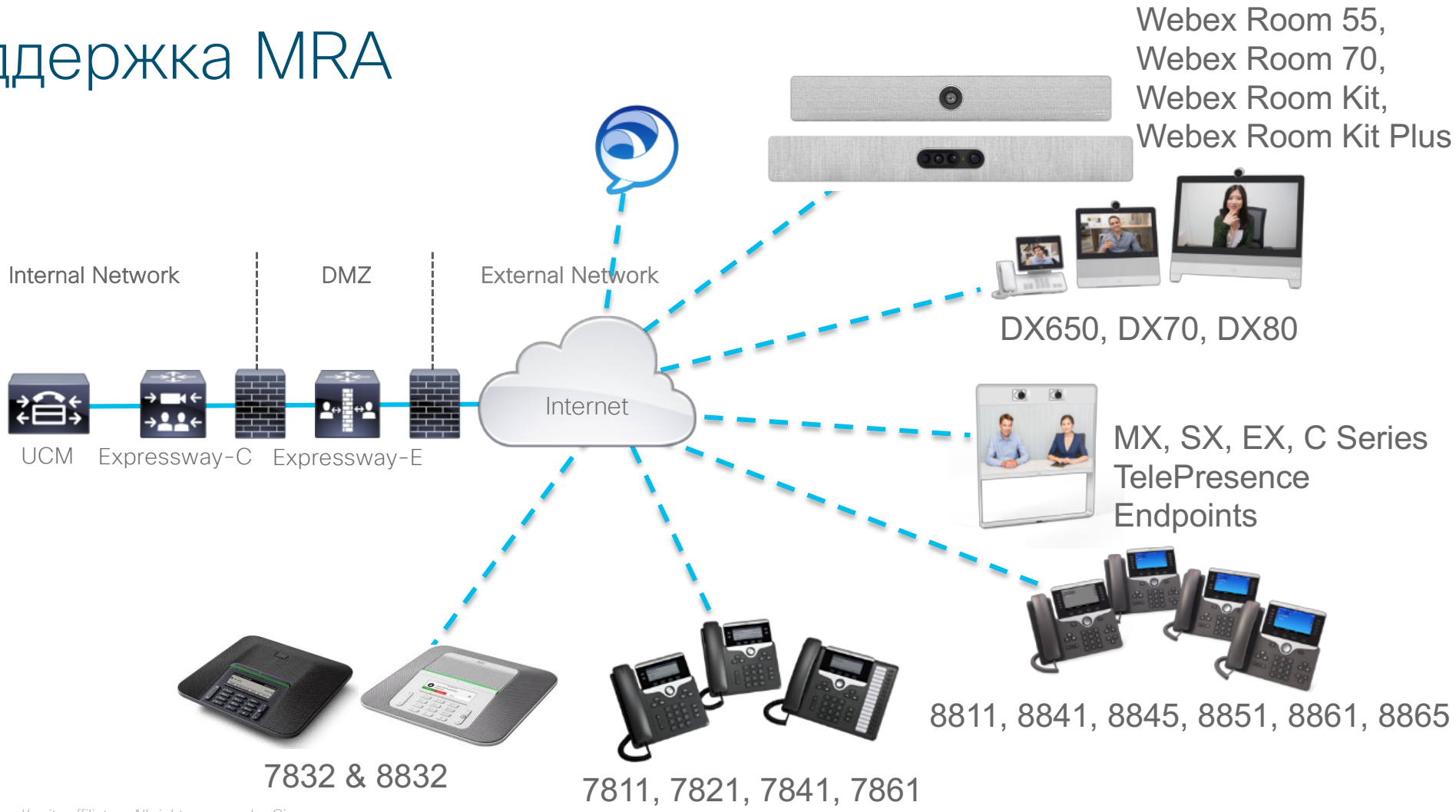
Поддержка MRA



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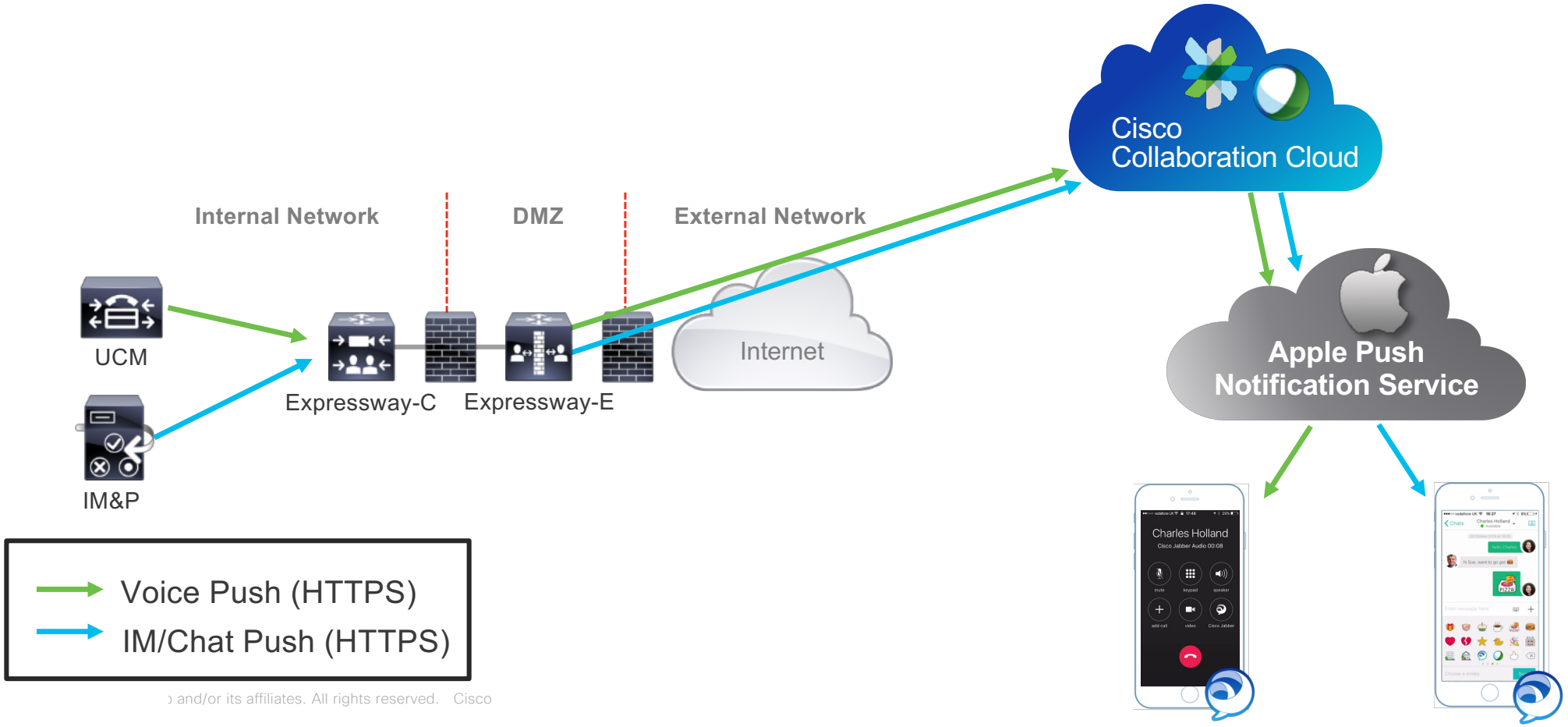
Реализация Forward Proxy для Apple Push Notification



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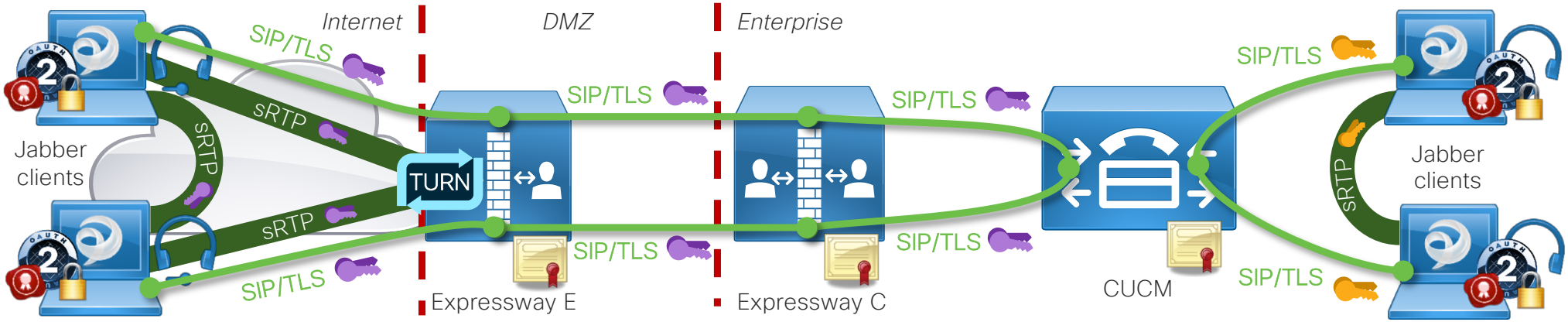
Эволюция MRA для Jabber



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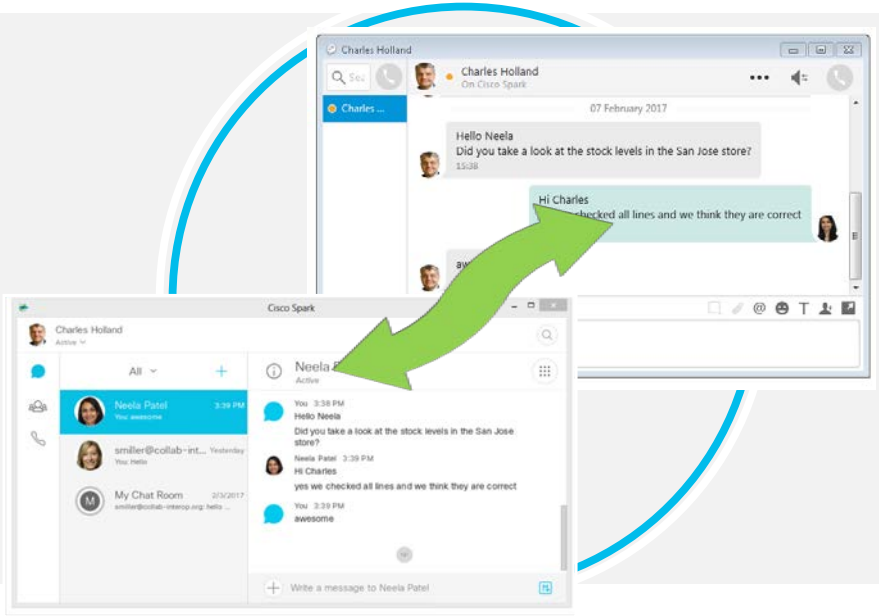
Мост между WebEx Teams и Jabber on-premise



Cisco Webex Teams <-> Cisco Jabber IM&P

- Обмен сообщениями
- Обмен статусами присутствия

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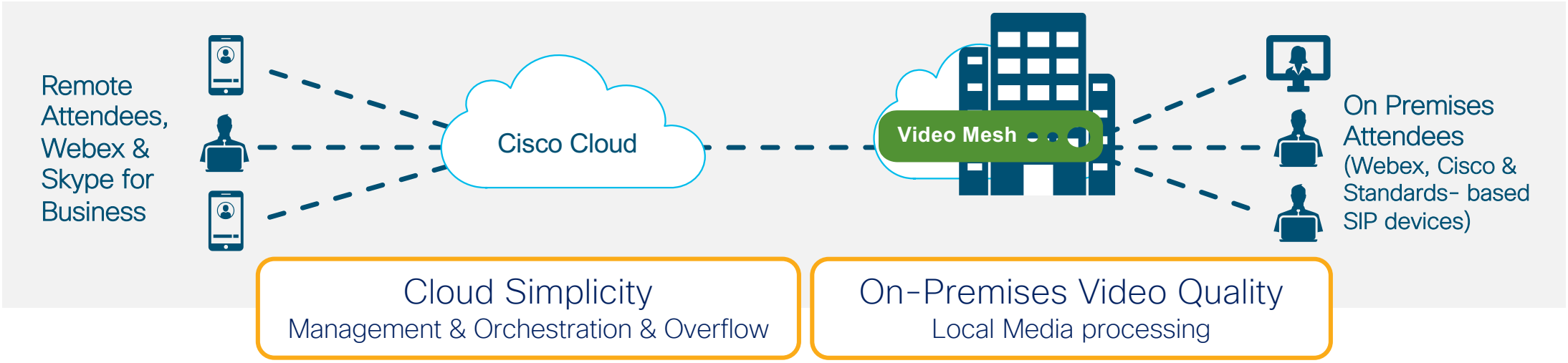
Video Mesh для on-premise качества видео



Преимущества

- On-premises качество и экономия полосы пропускания
- Просто в установке
- Использование облака при перегрузке
- Бесплатно
- Единая конференция для всех участников
- Аналитика и отчетность

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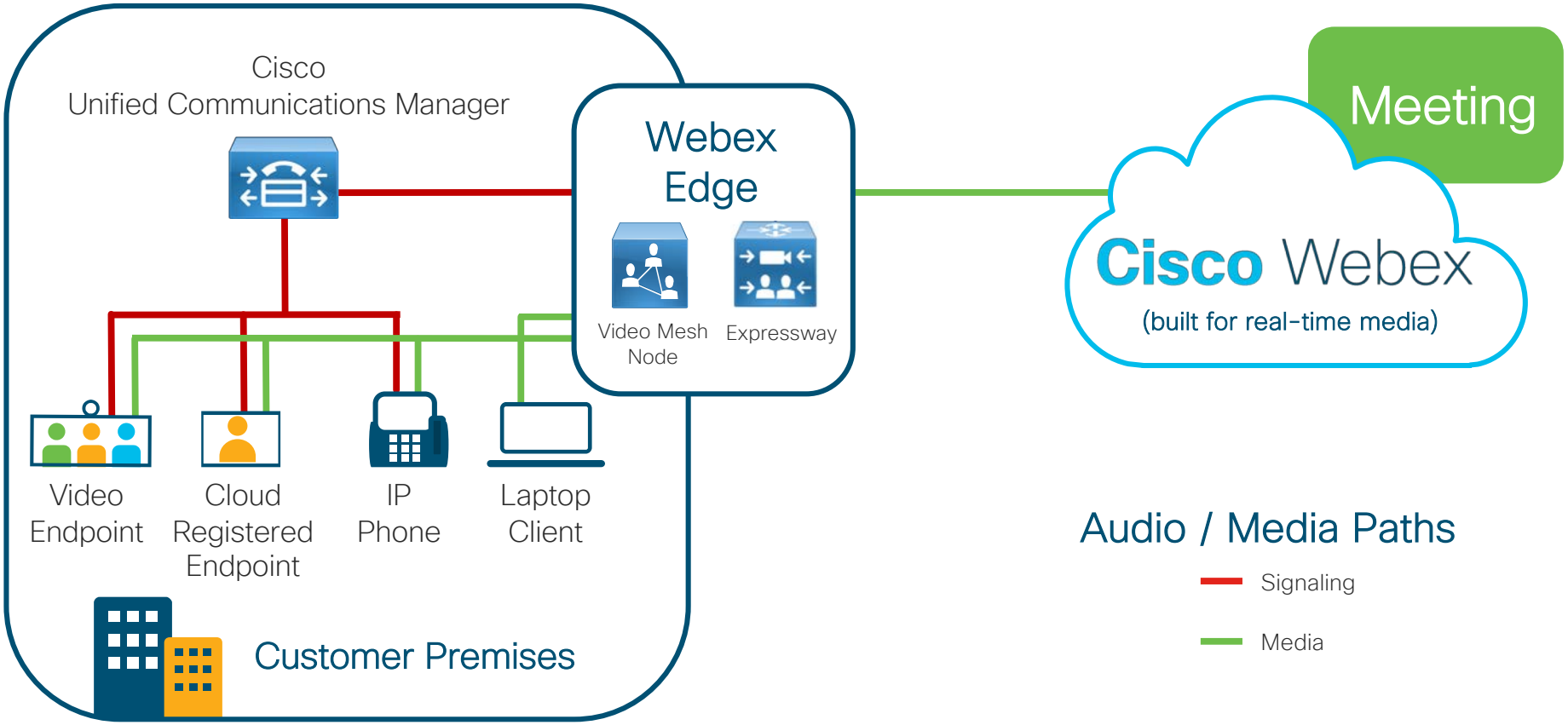
Cisco Webex Edge

Подключение к облаку корпоративной телефонной станции



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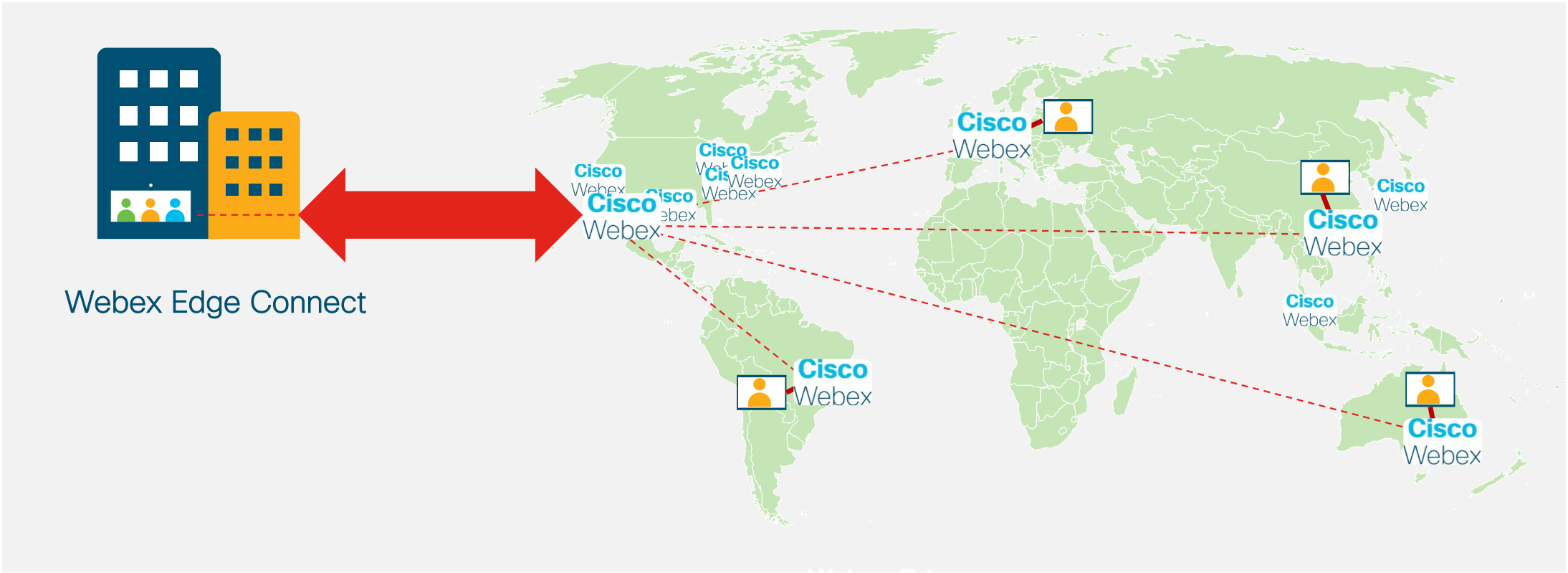
Supports Webex Meetings, Teams, Events, Training

Webex Edge Connect

Подключение непосредственно к датацентру WebEx



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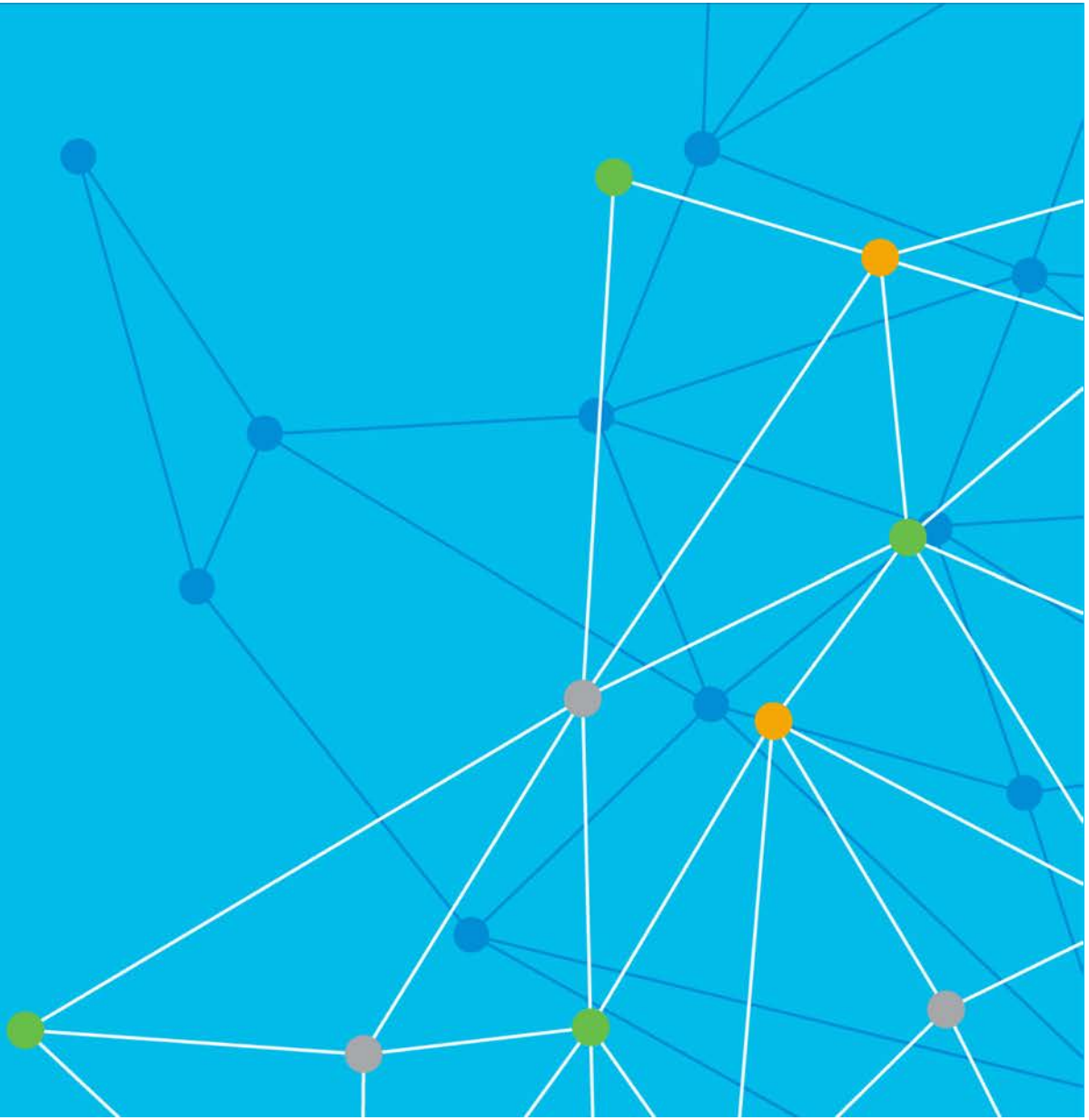
Обновление линейки абонентских устройств



Cisco collaboration device portfolio

Choose how you wish to collaborate

Collaboration room

Webex Board 55, 70 and 85S*

Room 55 and Room 55 Dual

Room 70 G2 Single and dual

IX5000 Series

Integrator solutions

Room Kit Mini*, Room Kit, Room Kit Plus

Room Kit Pro for custom/industry applications

In-room sharing

Webex Share*

Collaboration desktop video

8845 and 8865

DX80

Soft clients

Jabber

Webex Meetings

Webex Teams

Headsets

500 Series

Voice devices

6800, 7800, and 8800 Series

IP Wireless Phone

IP Conferencing

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*Coming Winter 2018

Телефоны

Портфолио персональных абонентских устройств Cisco

3900 Series

Простейшие телефонные сервисы

7800 Series

Оптимальный набор возможностей для офисного сотрудника

8800 Series

Новое поколение IP телефонов с современными функциями

8800 Series

Доступное видео на рабочем столе

882x Series

Беспроводные Wi-FI IP-телефоны

8800 Series

Качественная громкая связь

DX80

Сенсорный экран 23”
FullHD видео

Jabber

Cisco® IP Phone | Cisco DX | Cisco Jabber

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Конференц-станции Cisco 7832 и 8832

- Зона охвата 4x4 метра
- Не поддерживает объединение устройств в цепочку и дополнительные микрофоны

- База: 6x6 метров
- База+2 дополнительных проводных микрофона (опция): 6x10 метров

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Консоли 8800 Audio/Video

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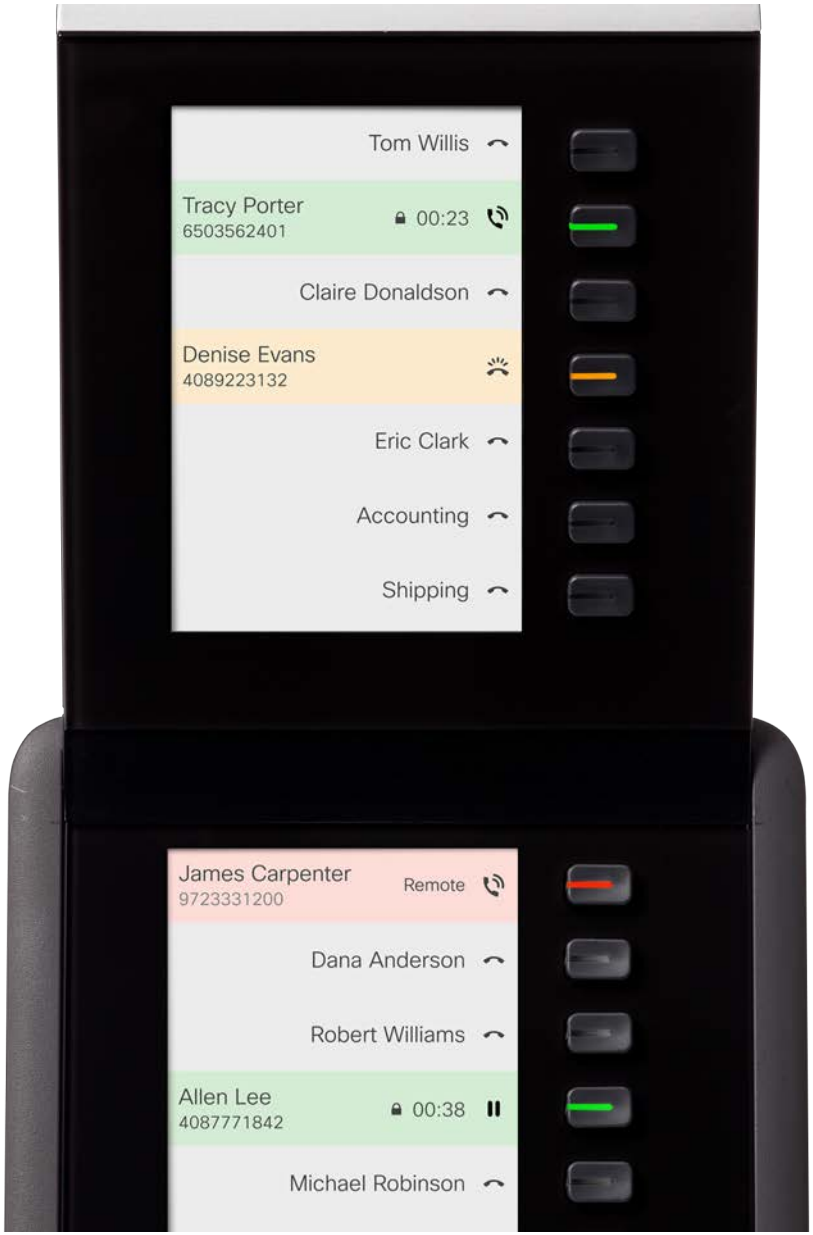

Модели, доступные в белом цвете

Cisco 7821/7841/7861
Cisco 7832

Cisco 8800
Cisco 8832

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Телефоны для сторонних АТС

Серия телефонов 6800

6821

- 2 линии
- 10/100
- Class 2 POE
- Локальное питание

6841

- 4 линии
- 10/100/1000
- Локальное питание

6851

- 4 линии
- 10/100/1000
- Class 2 POE
- Можно подключить модуль расширения

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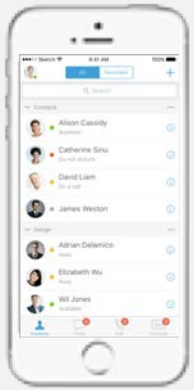
Jabber

Унифицированный программный клиент Cisco Jabber



All-in-one UC application

- Аудио и видео вызовы
- Voice, video, and voice messaging
- IM, presence and desktop sharing
- VPNless access, Single Sign On

Collaborate from any workspace

- PC, Mac, tablet, and smartphone
- On-premises and cloud deployment
- Virtualized desktop (VDI)
- Integration with 3rd party productivity tools

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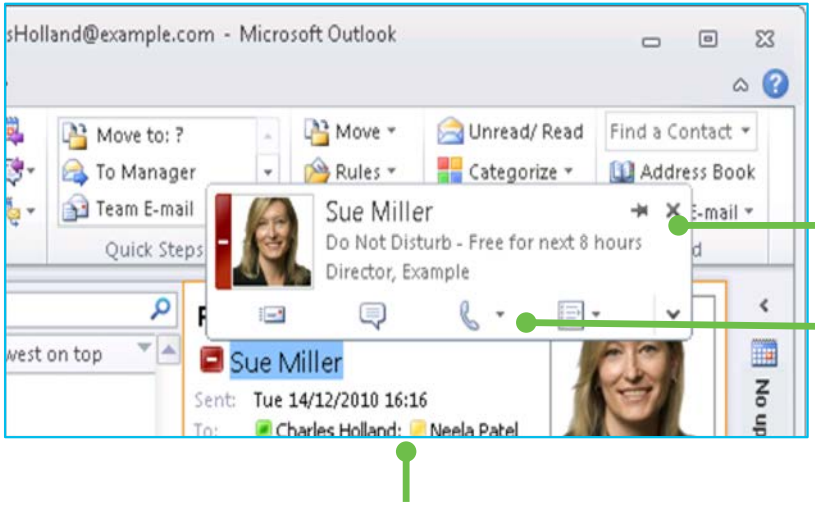
Интеграция Jabber с приложениями

Элементы управления коммуникациями Cisco Jabber интегрируются с Microsoft Outlook или Lotus Notes

- Отображение статуса доступности в интерфейсе приложения и карточке контакта;
- Click-to-Chat/Call/Conference.



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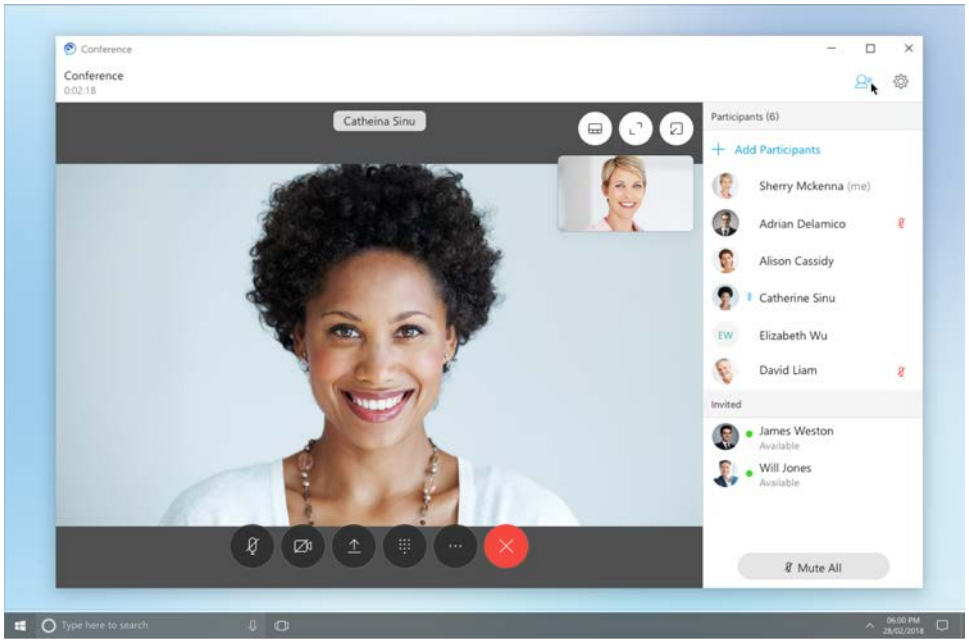
Jabber: Active Control для видеозвонков

Использование Jabber, в роли клиента Cisco Meeting Server

Active Controls:

- Управление конференцией
- Управление участниками
- Индикатор активности
- Управление записью



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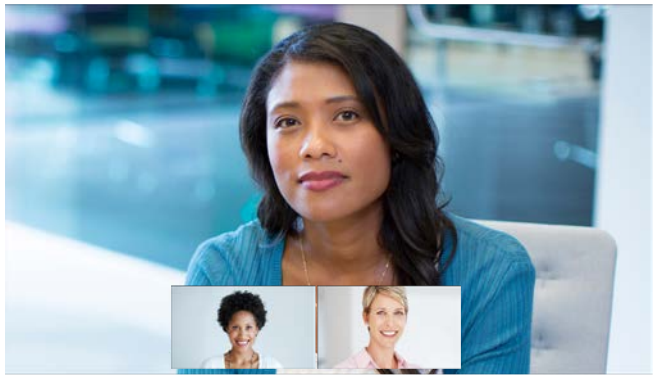
Поддерживаемые раскладки

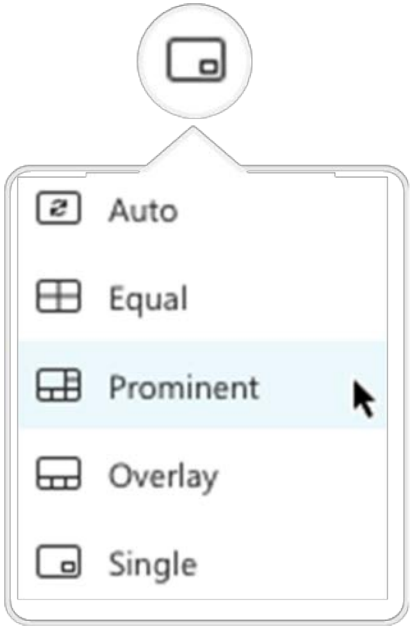
Single

Equal



Overlay

Prominent



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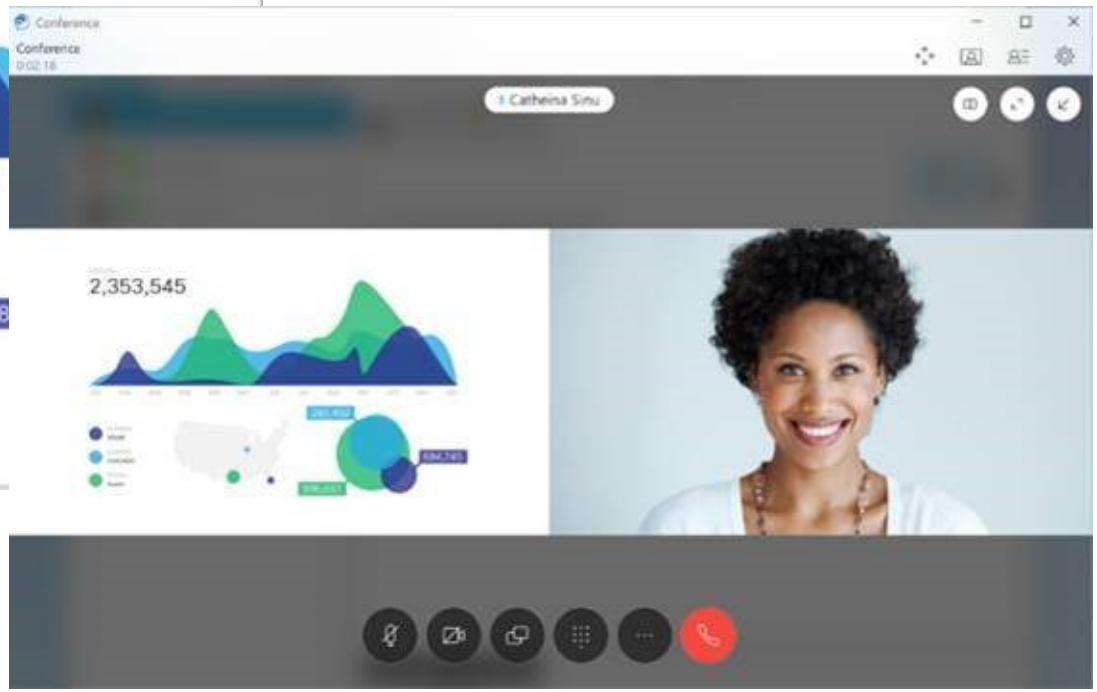
Раскладки с презентацией



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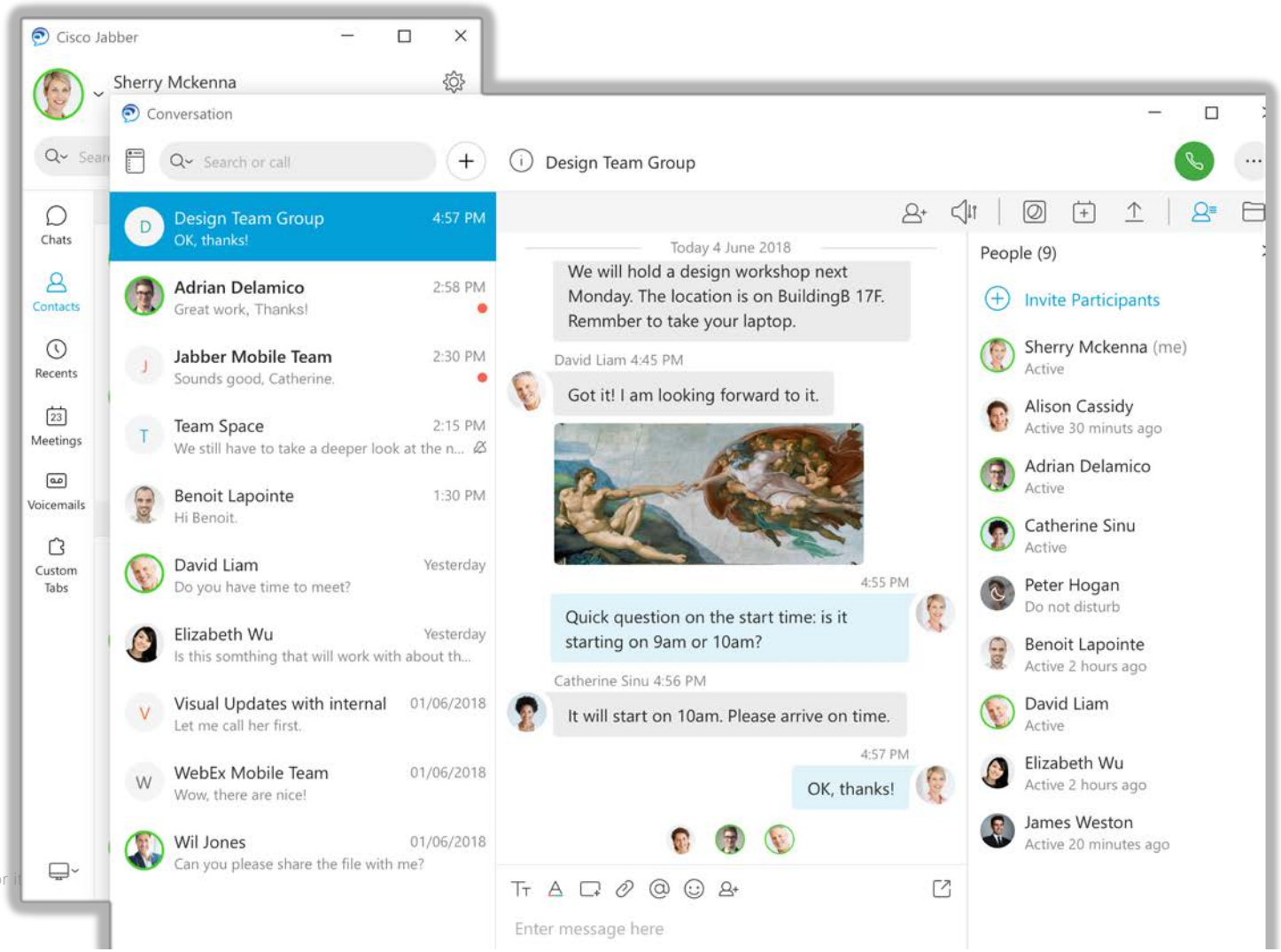
Режим объединения Jabber и Webex Teams



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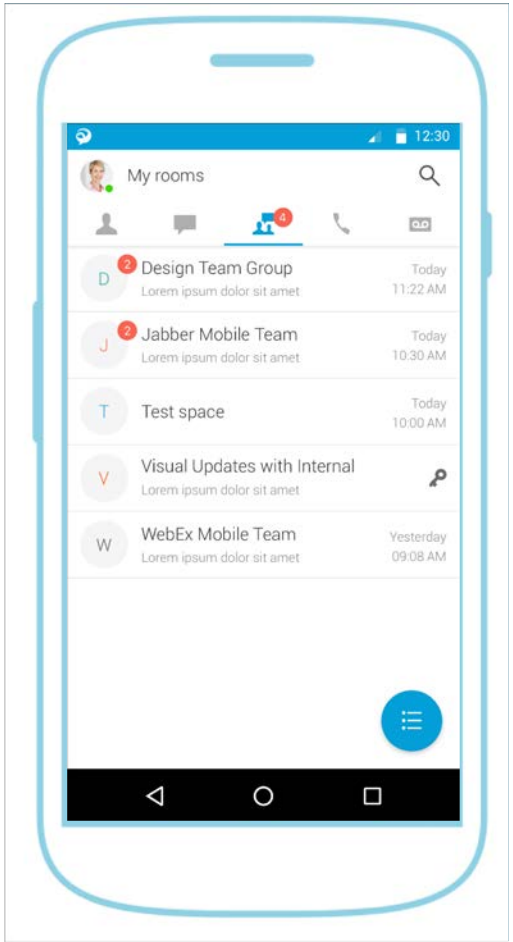
Persistent Chat для Jabber Mobile

- Поддержка Persistent Chat для Android и iOS клиентов.
- Режимы “Все комнаты” и “Мои комнаты”
- Приглашение, добавление, удаление из комнаты
- Информация о прочтении синхронизирована между устройствами
- Поддержка APNS
- Поддержка Managed File Transfer (MFT)



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Гарнитуры

Cisco Headset 521 / 522

- Один или два наушника
- Подключение USB + 3.5mm
  - Использование одной и той же гарнитуры для мобильного устройства и PC
  - 3.5mm кабель подключается в USB контролер
- Индикатор занятости
- Эффективное шумоподавление

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Cisco Headset 531 / 532

- Один или два наушника
  - С быстрым отсоединением
- Версия с RJ9
  - Совместима со всеми Cisco IP телефонами
- Версия с USB
  - Управление вызовом
- Индикатор занятости
- Эффективное шумоподавление

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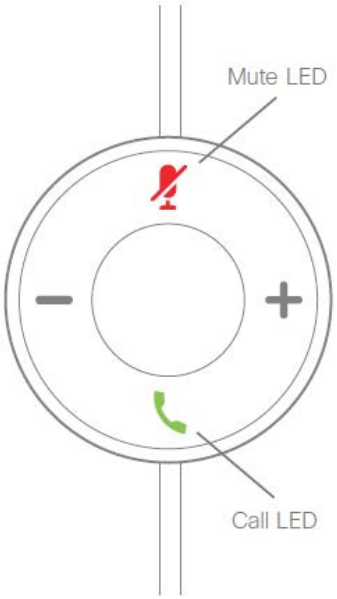
USB адаптер для гарнитур

USB controller LEDs



Status	Call LED	Mute LED
Incoming call	Blinking green	–
Active call	Steady green	–
Muted call	Steady green	Steady red

Basic call functions

Make a call

Press on the USB controller and enter the phone number.

Answer a call

Press on the USB controller.

Put a call on hold

Press on the USB controller.

Resume a call on hold

Press on the USB controller.

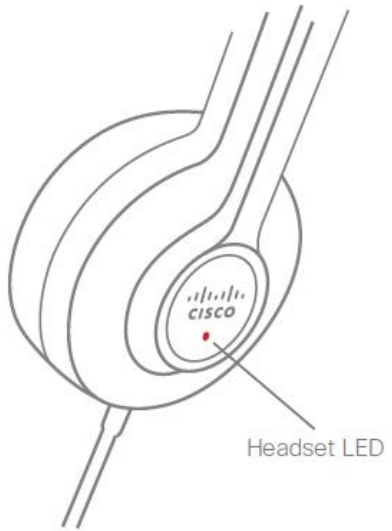
End a call

Hold down on the USB controller for 2 seconds.

Reject a call

Double tap on the USB controller.

Headset LEDs



Status	Headset LED
Incoming call	Blinking red
Active call	Steady red
Muted call	Steady red

Cisco Headset 561 / 562 со стандартной базой

- Беспроводные
  - DECT 6.0
- Профили для разговора и для музыки
- Политики, обновление прошивок
- Управление вызовом
- Подключение одного устройства (USB или RJ9/11)

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Cisco Headset 561 / 562 с мульти базой

- Беспроводные
  - DECT 6.0
- Профили для разговора и для музыки
- Политики, обновление прошивок
- Управление вызовом
- Подключение 2-х устройств по Bluetooth + 2-х по USB или одного устройства USB и одного RJ9/11
- Ответ одной кнопкой на любой вызов, легкое переключение между входами

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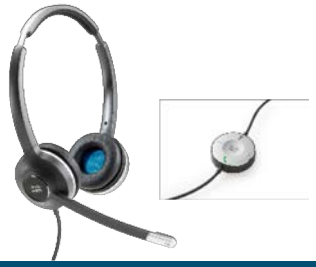
Модельный ряд гарнитур 500 серии



	520 Series	530 Series	560 Series Single Dock	560 Series Multi Dock
Models in Series	521/522	531/532	561/562	561/562
Planned GA	October 2018	**Now Shipping!**	September 2018	November 2018
Type	Wired	Wired with Quick Disconnect	Wireless (DECT 6.0)	Wireless (DECT 6.0)
Designed for	Office	Contact Center	Office / Contact Center	Office / Contact Center
Simultaneous connections	1	1	1	4*
Connectors (included)	**3.5mm** and **USB Adapter**	**QD to RJ9** (for phones) or **QD to USB Adapter**	**USB-A** and **RJ9/RJ11** (Y cable)	2 **USB-A** and **RJ9/RJ11** (Y cable)

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*2 Bluetooth Devices + 2 Wired Devices (2 USB OR 1 USB + 1 RJ9/RJ11)

Видеотерминалы

Обновление продуктовой линейки

Cisco Room 55

NEW

Cisco Room 55D

NEW

Cisco Room 70S G2

NEW

Cisco Room 70D G2

NEW

Cisco Room Kit Mini

Cisco Room Kit

Cisco Room Kit Plus

NEW

Room Kit Pro

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У заказчика всегда должен быть выбор

ИЛИ

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Интеллектуальная обработка видео

Автоопределение людей в комнате

Best Overview

Выбор наилучшего ракурса

Определение говорящего

Speaker Tracking

Выбор лучшего ракурса для говорящего

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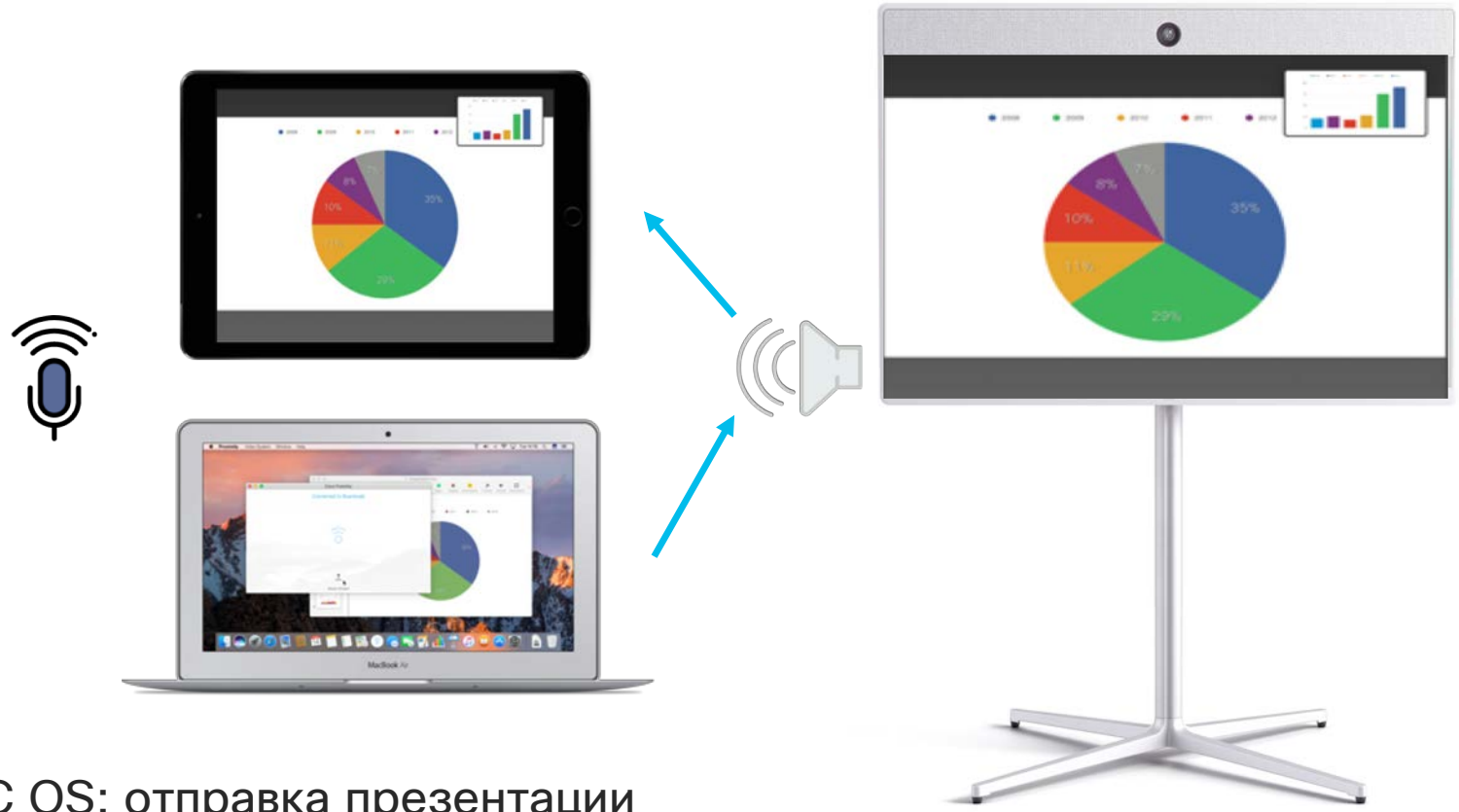
Режим диагностирования

Cisco Proximity

iOS, Android: получение презентации и контроль устройства



Windows, MAC OS: отправка презентации

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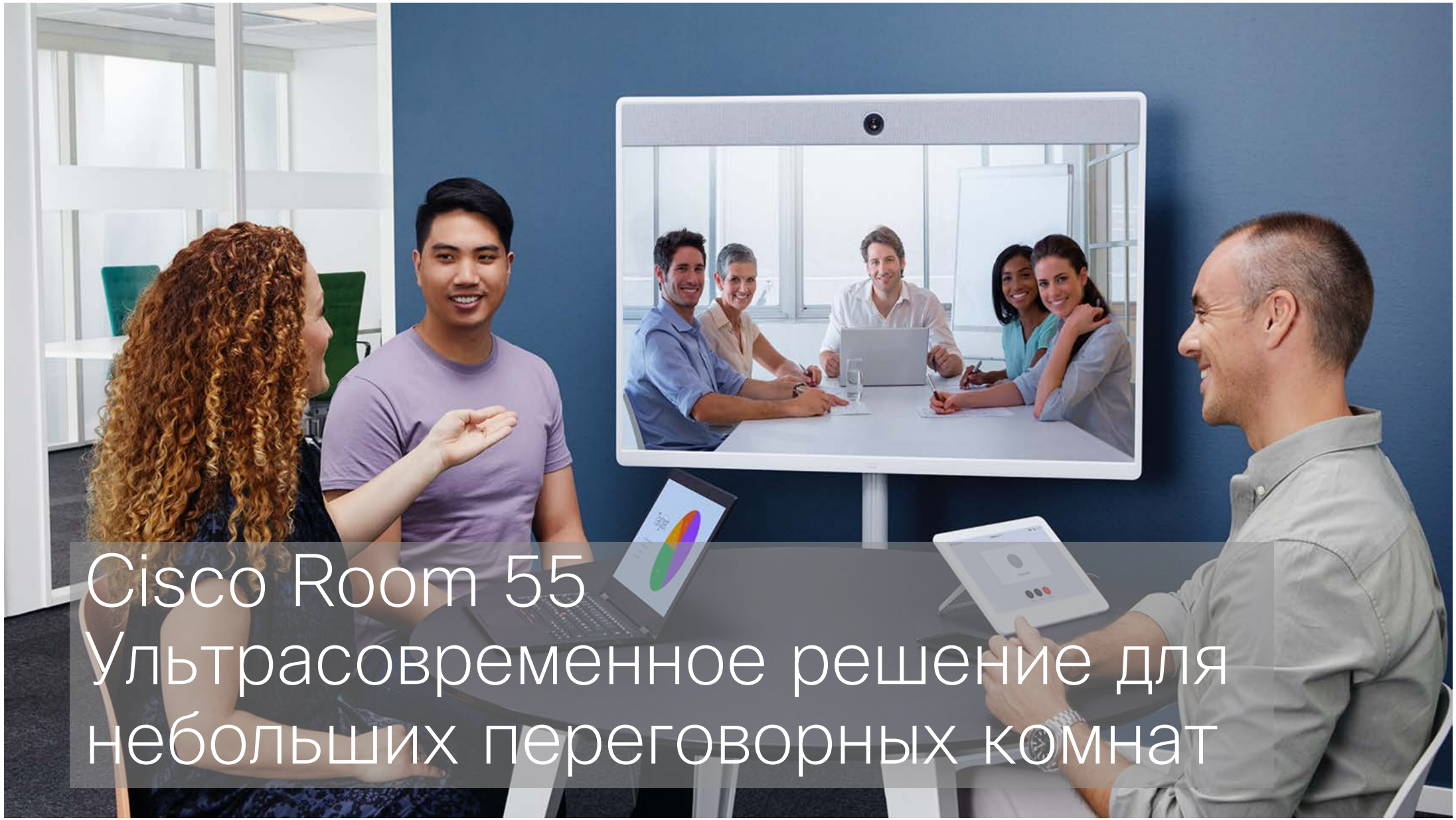
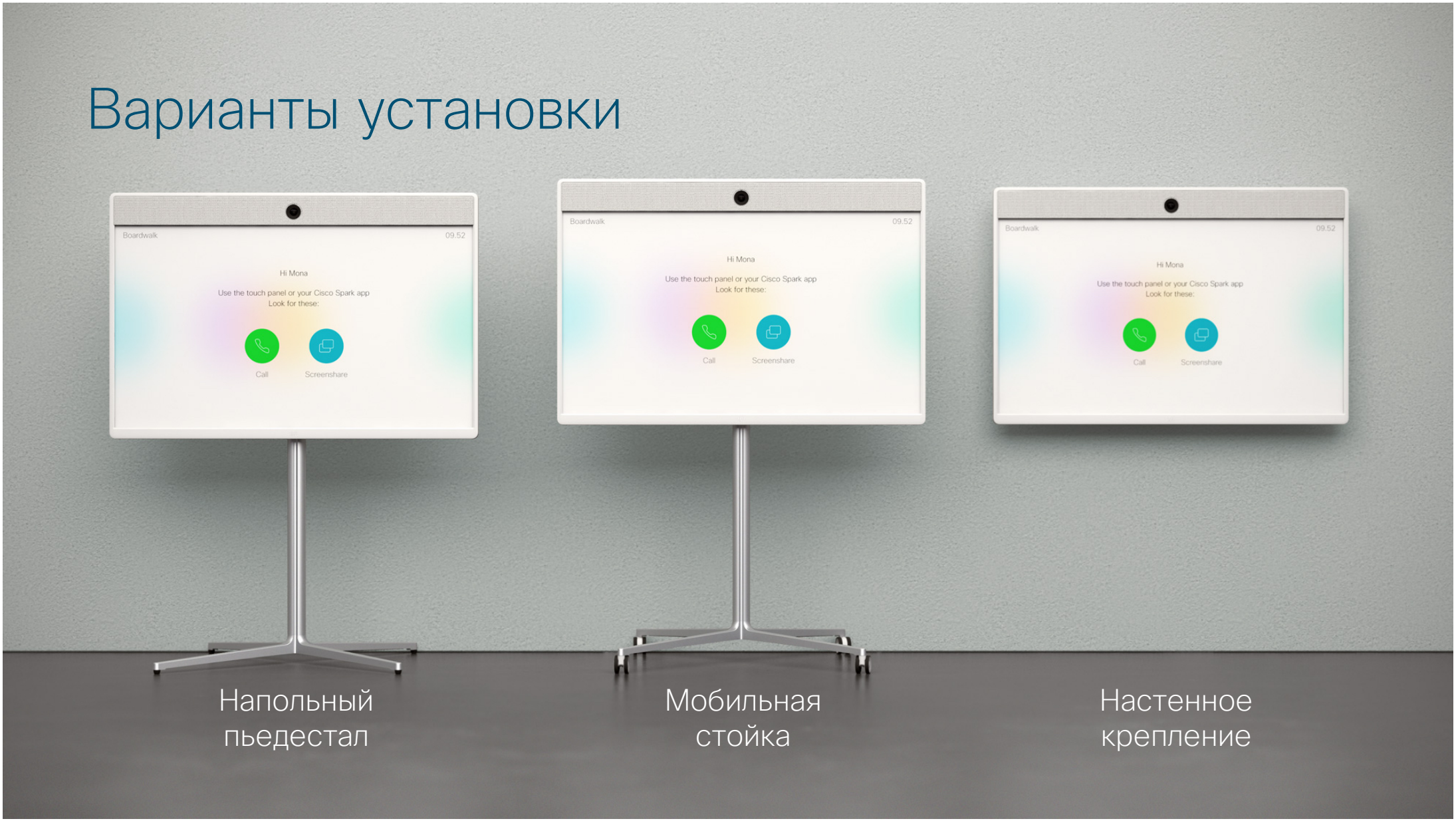


Cisco Room 55
Ультрасовременное решение для небольших переговорных комнат

Варианты установки



Room 55 Dual

- Вместо MX700
- Два 55” 4K экрана
- Quad Camera (фиксированная камера)
- Внутри Codec Plus
- Увеличенная высота (+10cm)
- Wi-Fi
- 3 микрофонных входа
- Touch 10

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Cisco WebEx Room 70:

Использование передовых технологий для больших переговорных комнат

- Все-в-одном для больших переговорных комнат
- Уникальное решение на рынке
- Базируется на платформе Room Kit PRO
- Cloud или on-premises
- Используются все современные технологии

Cisco Room Kit Pro

Флагманская платформа для конференц-залов

3 HDMI видео выхода

Поддержка экранов с разрешением 4K

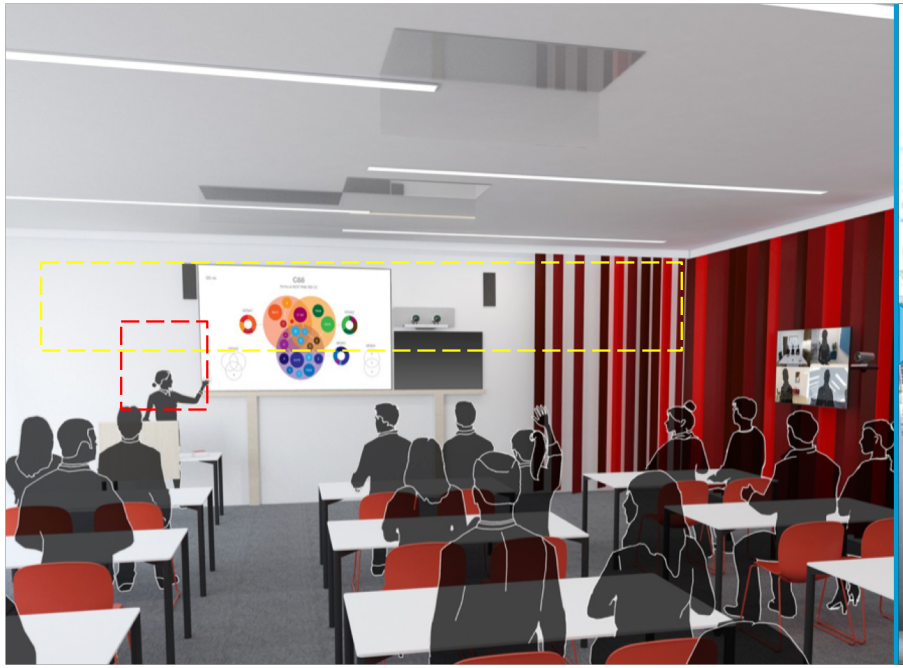
5 HDMI + 1 3GSDI видео входы

Поддержка разрешения 4K
для передачи презентационных материалов
1x HDCP ready

Объединение видеопотоков
Cisco Video Composing

Объединение до четырех видеосигналов в единый видеопоток.

Режим сопровождения лектора



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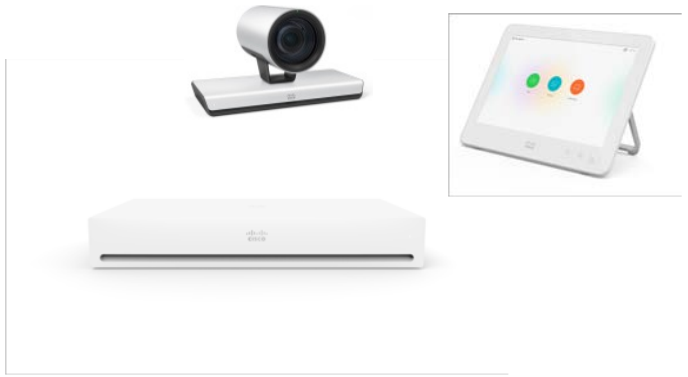
Cisco Webex Room Kit Pro



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Типичный современный офис …

Open Spaces! И много маленьких переговорок!

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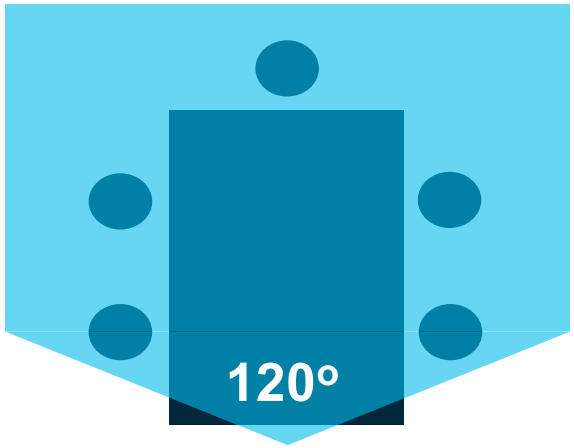
Особые требования к видеоконференции для маленьких комнат



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Теперь подключаемся к ЧЕМУ УГОДНО!!!

Cisco Webex

или UCM / Expressway

Любой облачный сервис

zoom

Google Hangouts

Microsoft

skype

Всегда готов к работе

Управление

Аналитика

Юзер интерфейс

Выбор лучшего фокуса

Высококачественное аудио

Высококачественное видео

USB

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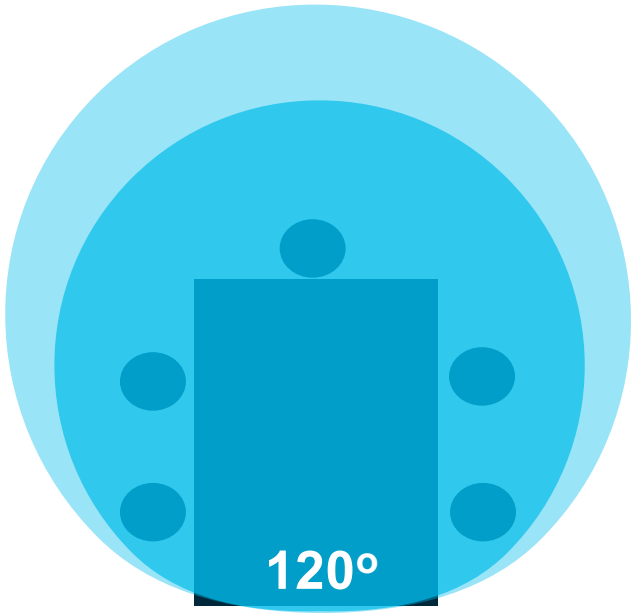
Направленные микрофоны

- Подавление окружающих шумов
- Наилучше качество звука в раскрыве камеры FOV – 120º



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Виды монтажа Room Kit Mini

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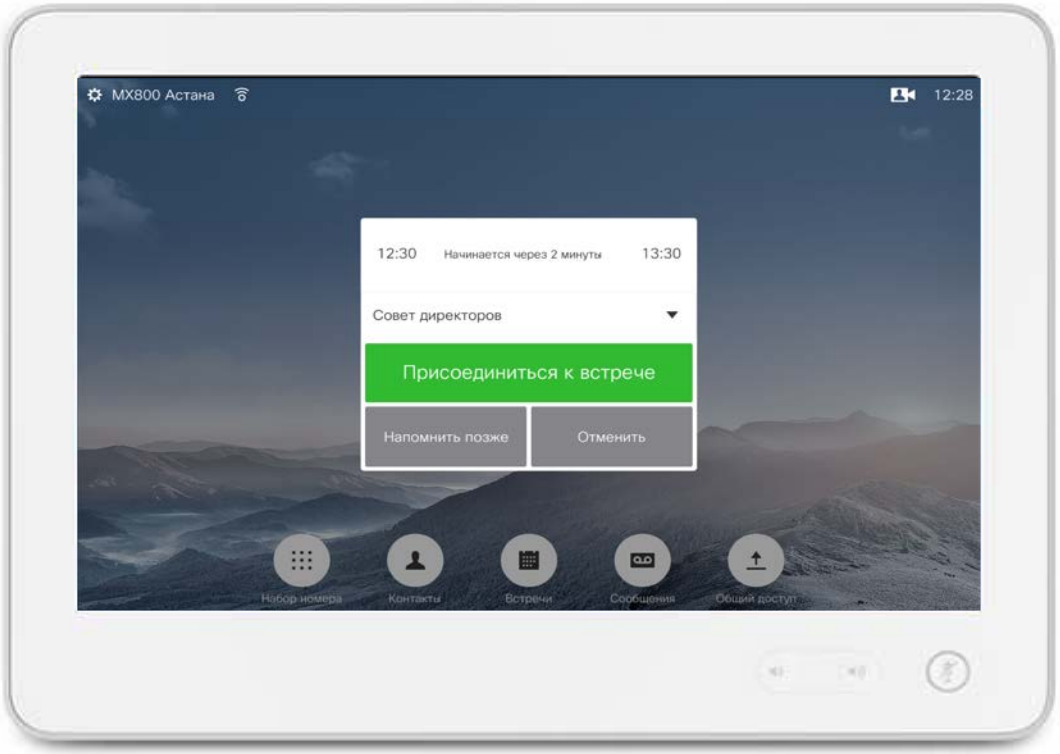
Подключение в конференцию одной кнопкой



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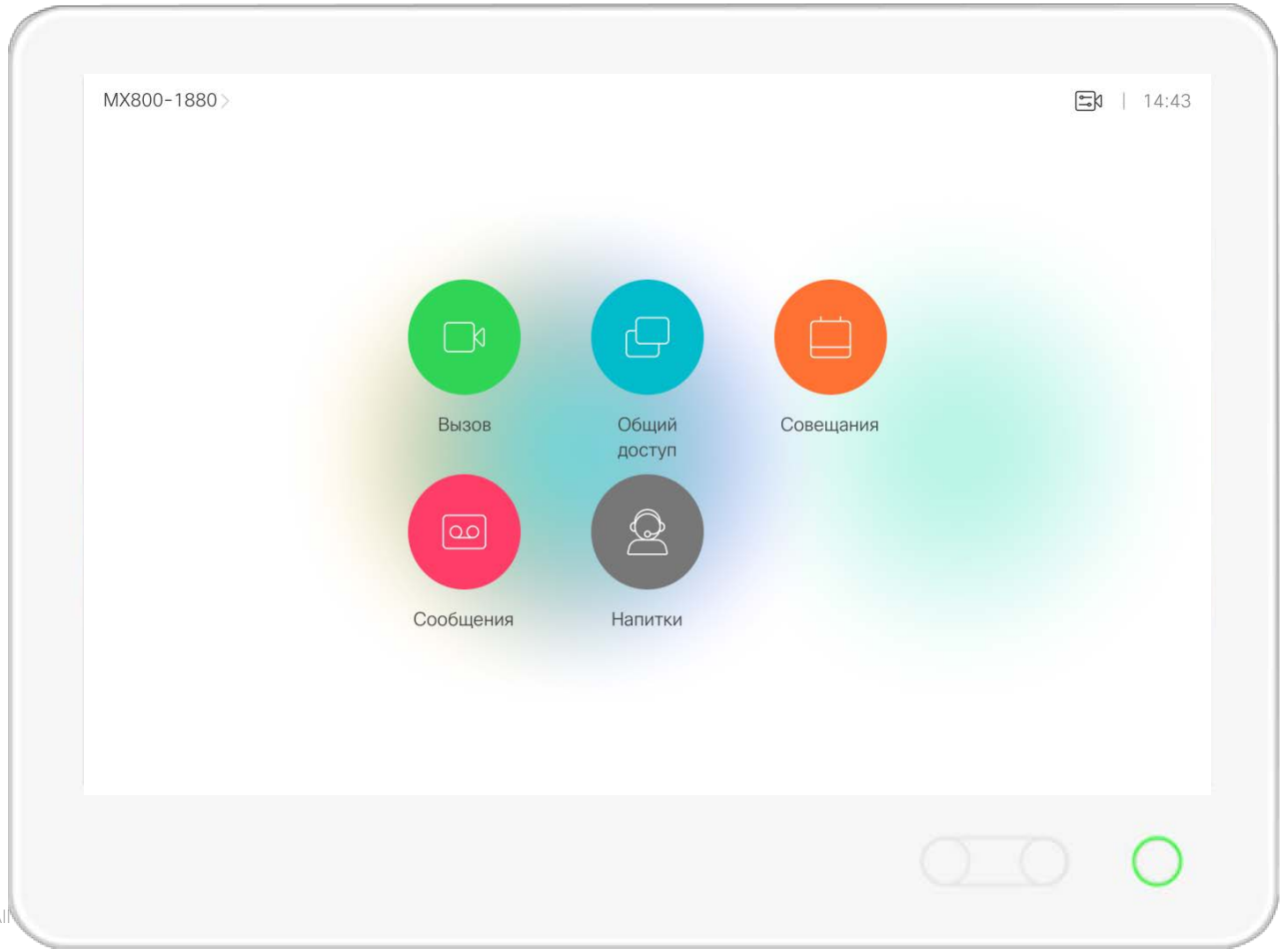
Сенсорная консоль Cisco Touch



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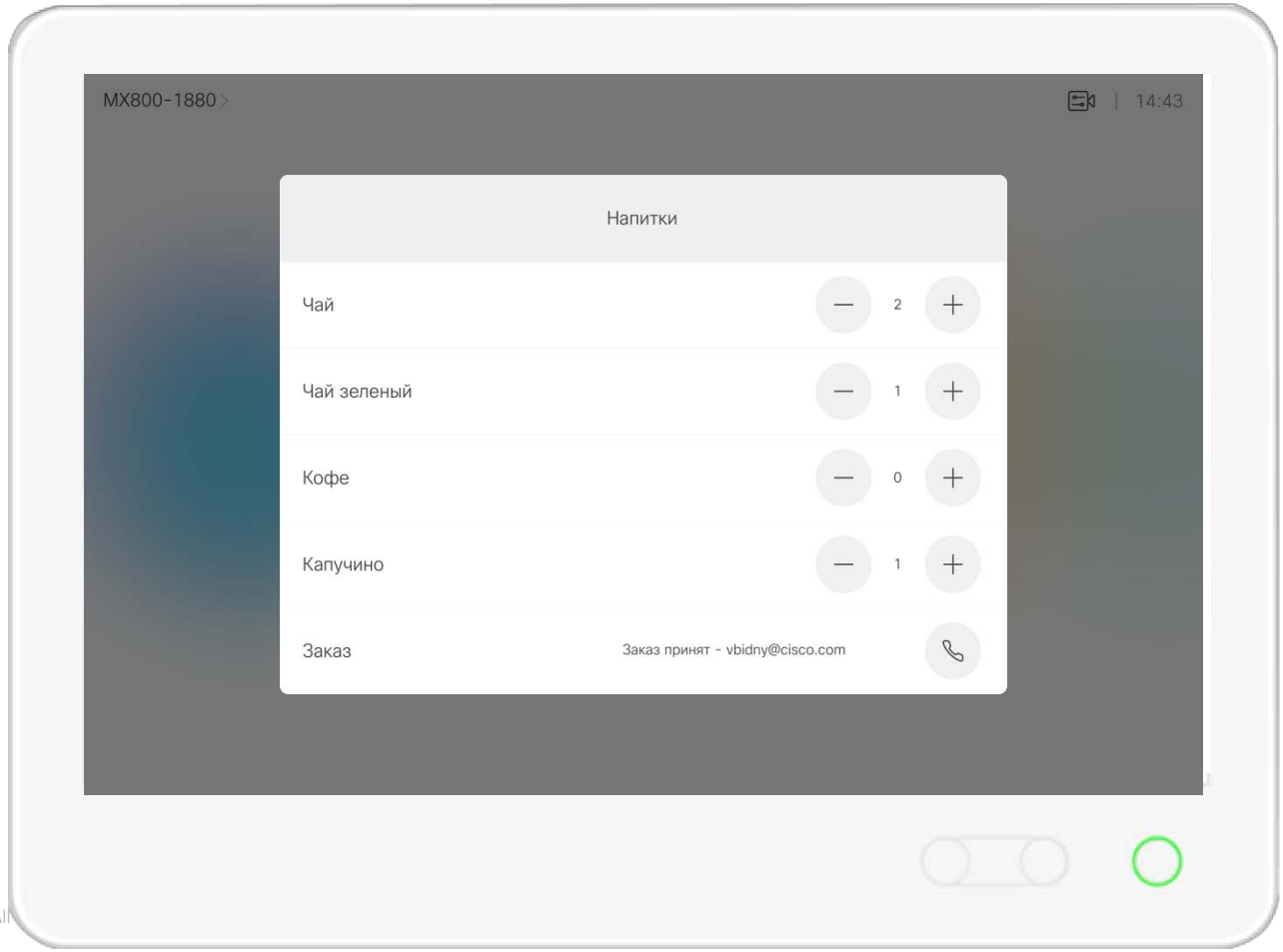
Cisco In-Room Control: заказ напитков ☺



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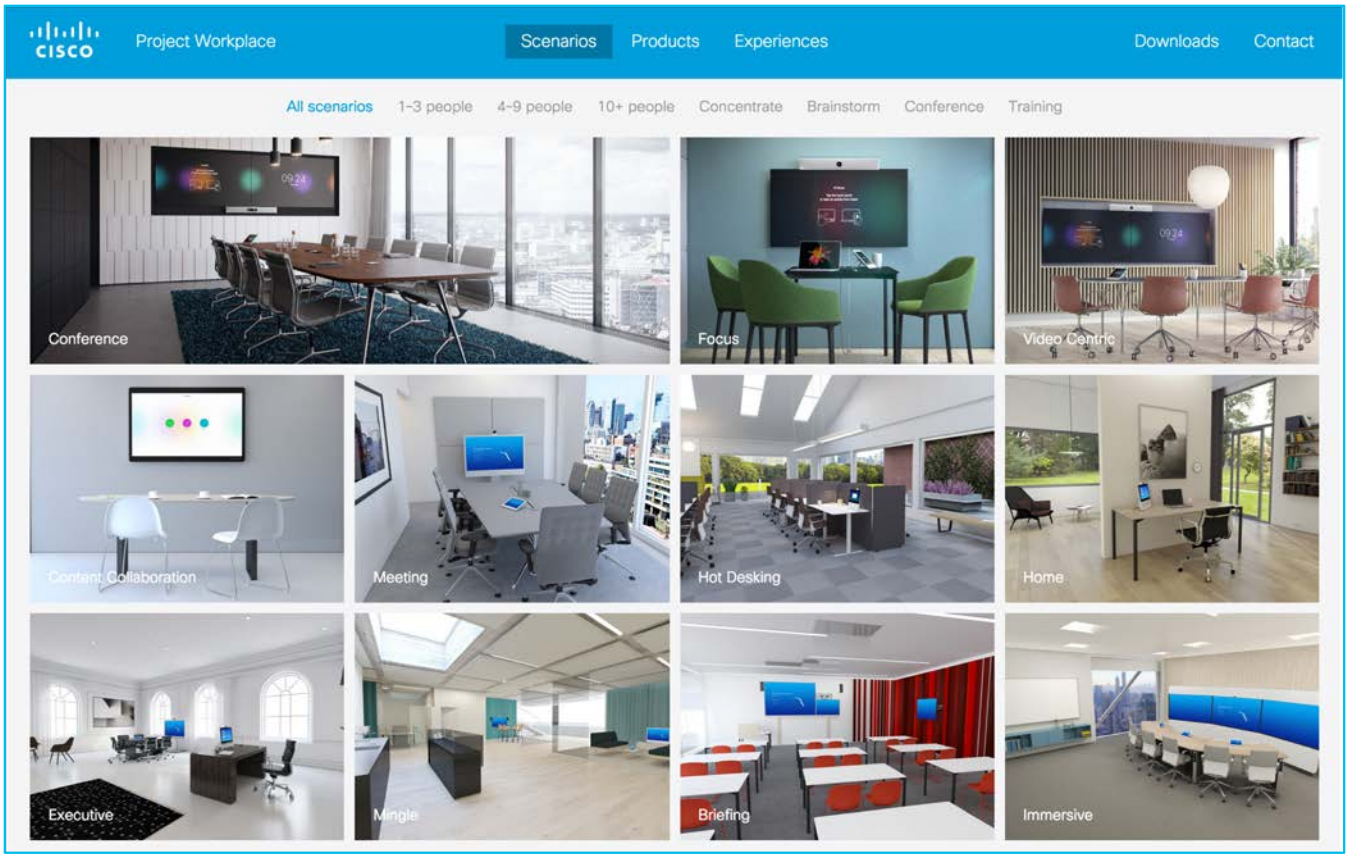
Портал Cisco Project Workplace



https://projectworkplace.cisco.com/

Подключение FXO/FXS

Аналоговые модули высокой плотности для ISR4000

Hardware Enhancements:

- RJ21 – Amphenol Connectors
- DSP on board. Support OIR
- FXO Failover bypass
- FXS-E (Extended Loop length)

Protocol Support :

- Support SCCP/MGCP/H323/SIP Protocols
- Compatible with CUCM (10.5 and Above)

Single Wide High Density Analog Voice SM

SM-X-24FXS/4FXO

SM-X-16FXS/2FXO

SM-X-8FXS/12FXO

Double Wide High Density Analog Voice SM

SM-X-72FXS

ISR4K Modules	Total FXS	Total FXO	FXS-E	FXO Failover
SM-X-8FXS/12FXO	8	12	8	8 ports
SM-X-16FXS/2FXO	16	2	16	2
SM-X-24FXS/4FXO	24	4	16	4
SM-X-72FXS	72	0	Mode – 1: 16(FXS-E) / 56 (FXS) Mode – 2: 56(FXS-E) / 16(Disabled)	N/A

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Новый голосовой аналоговый шлюз высокой плотности VG450

Availablity Oct – 2018

SM-X-72FXS

SM-X-24FXS/4FXO

SM-X-16FXS/2FXO

SM-X-8FXS/12FXO

Hardware Configuration Options:

- **Supports FXS, FXO, T1E1 modules in NIM slots**
- VG450-144FXS/K9 = SM-X-72FXS x 2
- VG450-72FXS/K9 =
  - Top DW Slot: SM-X-72FXS
  - Bottom SW Slot :
    - SM-X-16FXS/2FXO x 2
    - SM-X-24FXS/4FXO x 2
    - SM-X-8FXS/12FXO x 2

Software Feature Enhancements / Parity:

- DSP on board.
- FXO Failover bypass – Single Wide Modules
- FXS-E (Extended Loop length) – SW/DW Modules
- Support SCCP/MGCP/H323/SIP Protocols
- Compatible with CUCM v 11.0 and higher
- Support Audio Media Recording
- No CUBE / CME-SRST on VG450

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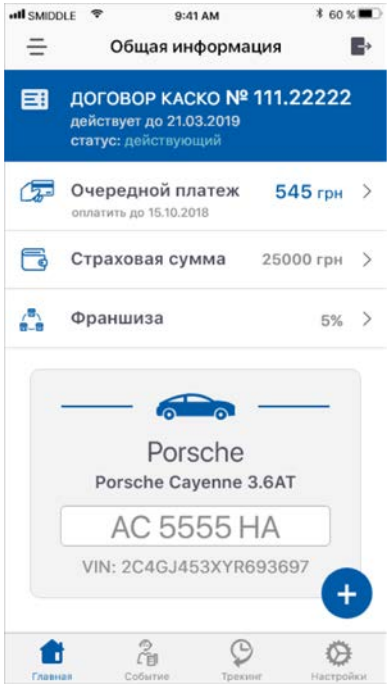
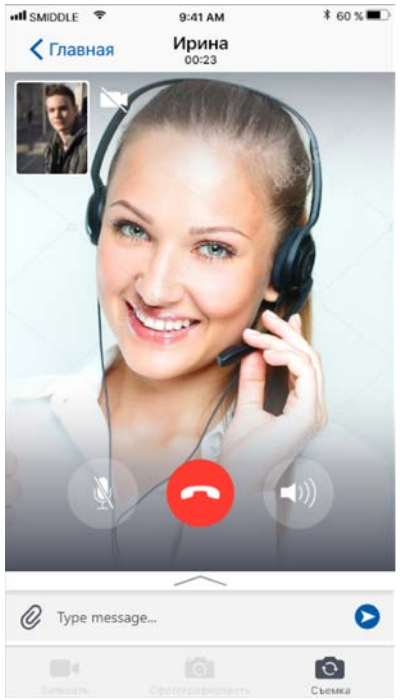
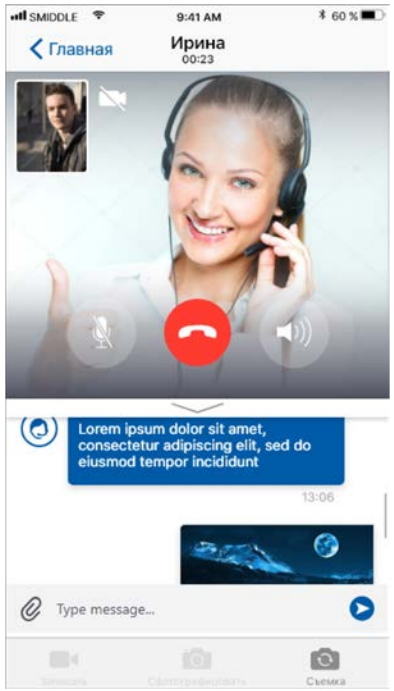
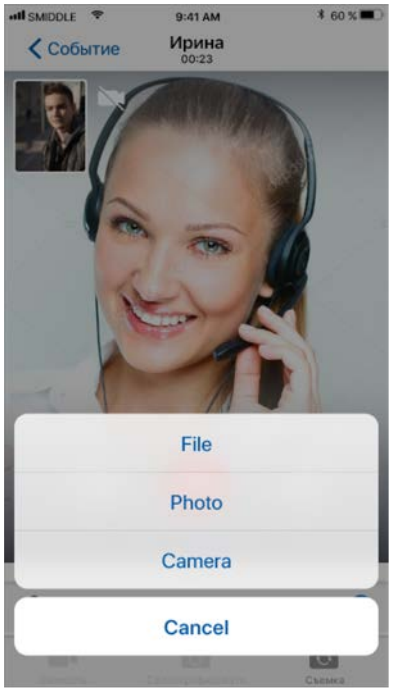
Дополнительные приложения

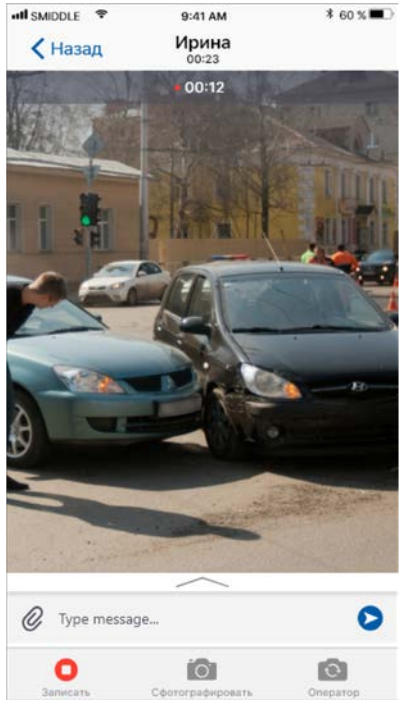
Мобильное приложение для ,банков/страховых компаний











Чат, передача файлов, аудио/видео общение в единой сессии с одним агентом через Internet

Единая маршрутизация, очередь, рабочее место и агент для всех каналов связи

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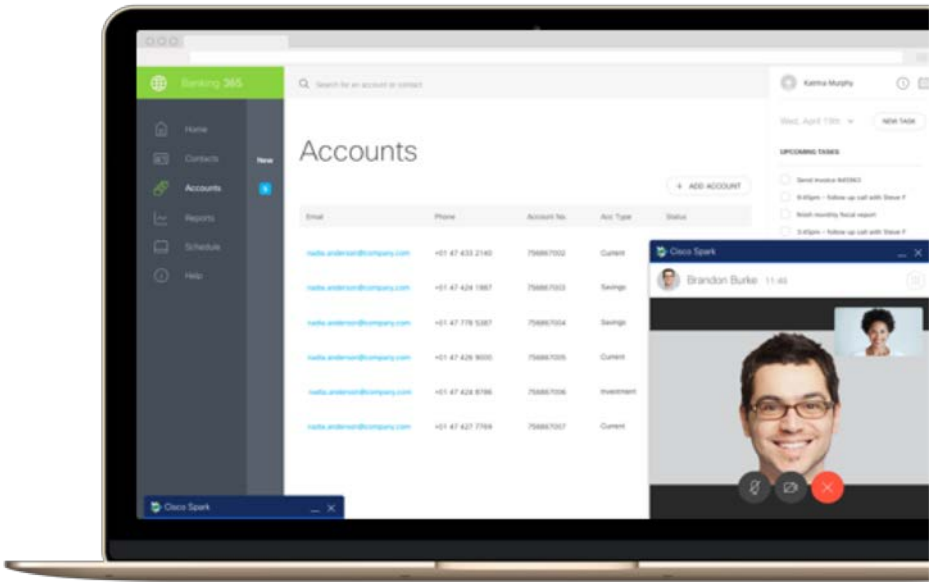
Организация службы поддержки для Internet банкинга



Чат, передача файлов, аудио/видео общение, шаринг экрана в единой сессии с одним агентом через Internet

Единая маршрутизация, очередь, рабочее место и агент для всех каналов связи

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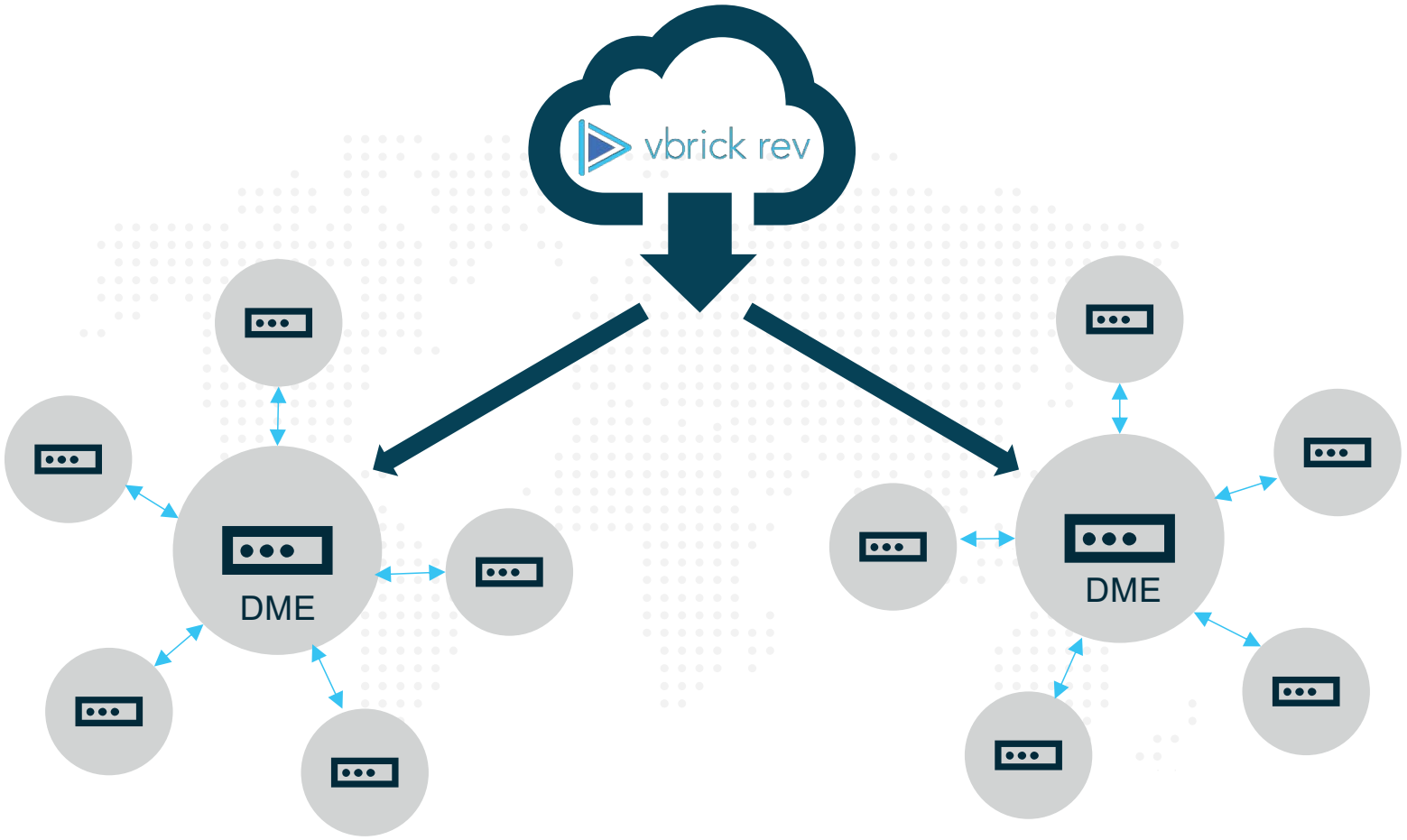
Vbrick eCDN Powered by Mesh Technology

UNDERLYING TECHNOLOGY



Cisco Prime Collaboration

Единый инструмент управления Голосовыми и Видео сетями

Provisioning

- Ускоряет процесс развёртывания новых сайтов
- Оптимизирует выполнение ежедневных задач (перемещение, добавление, удаление, изменение)
- Позволяет делегирование ежедневных задач

Assurance

- Помогает обеспечить надёжный предсказуемый сервис
- Инструменты превентивной диагностики качества и доступности сервиса

Analytics

- Отслеживание трендов по сервисам: изменение популярности у пользователей, тренды по качеству
- Планирование инвестиций на основе исторических данных

Provisioning

Упрощённое развертывание и конфигурация

Analytics

Долгосрочное планирование и отчётность

Assurance

Мониторинг и диагностика

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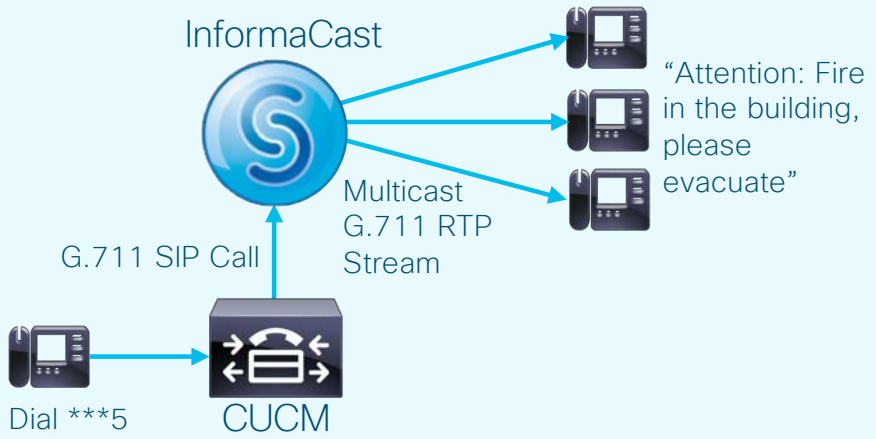
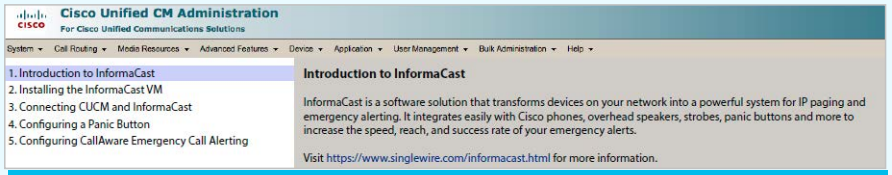
Cisco Paging Server: настройка InformaCast

- InformaCast Paging Server интегрирован с CUCM для IP Paging и Emergency Notification.
- Новый мастер настройки
- Panic Button на каждом телефоне
- Visit below URL for details and demo: https://support.singlewire.com/s/article/ka3C0000000Tfi2IAC/Emergency-Notifications-Paging-Wizard





Singlewire Advanced Notification orderable through Solutions+

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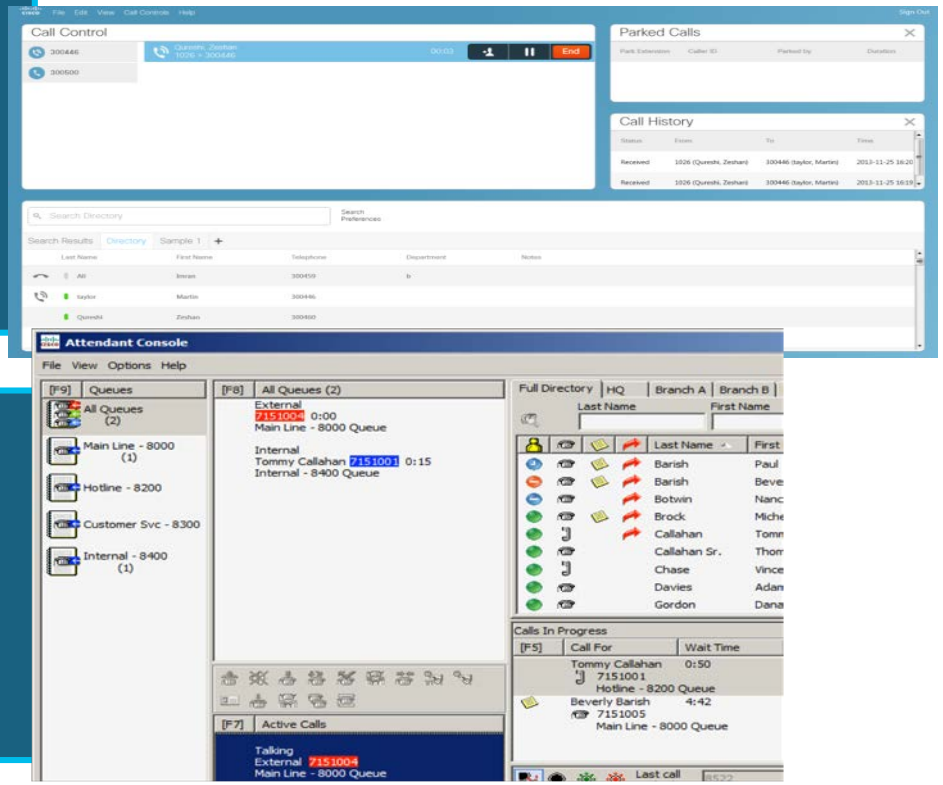
Секретарская консоль

CUAC Standard

- Автономная консоль(без сервера)
- Подходит для малых офисов и филиалов
- Базовый функционал обработки вызовов
- До 5000 записей в каталоге с отображением состояния линии и пользовательского статуса
- L-CUAC10X + L-CUAC10X-STND*n

CUAC Advanced

- Работает с сервером
- Для крупных организаций и сложных задач
- Выделенные операторы
- Интеграция с Active Directory
- Отказоустойчивый режим
- L-CUAC10X + L-CUAC10X-ADV*n



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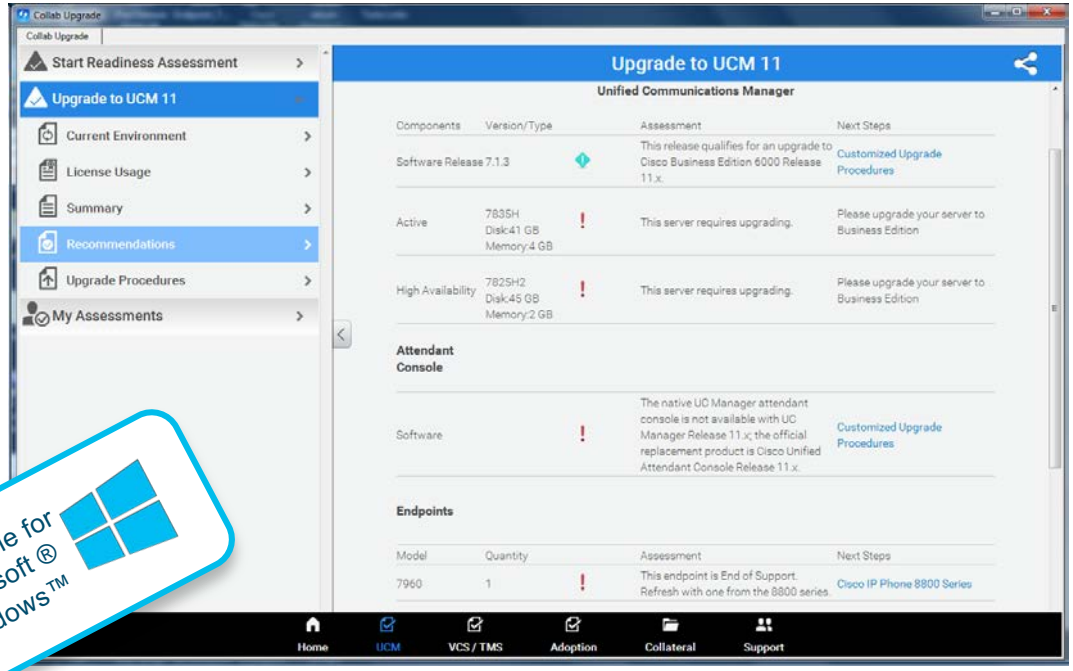
Быстрая подготовка обновления!

Collab Upgrade Scanner

Включая VCS, UCM и проверку UC Endpoint



Available for Microsoft ® Windows™

Основные функции

- Проверяет окружение CUCM
- Рекомендует необходимые действия перед апгрейдом
- Обеспечивает ключевую информацию для апгрейда, например, кол-во лицензий
- Генерирует нужный сценарий апгрейда

Download site: http://CollabUpgrade.cisco.com

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