

Cisco Unified Communications Manager 10.5

Cisco® Unified Communications Manager is the heart of Cisco collaboration services, enabling session and call control for video, voice, messaging, mobility, instant messaging (IM), and presence.

Product Overview

In this post-PC era when users want bring-your-own-device (BYOD) environments at the work place, today's organization is challenged in unprecedented ways. These changes in work styles and the ever-increasing need for collaboration require organizations to have an integrated productivity solution that enables users to communicate from anywhere, using any device, on any network cost-effectively, reliably, and securely. With more than 200,000 customers worldwide, more than 60 million Cisco® IP Phones, and tens of millions of soft clients deployed, Cisco Unified Communications Manager (Unified CM) is the industry leader in enterprise call and session management platforms. It delivers people-centric user and administrative experiences while supporting the full range of collaboration services including video, voice, instant messaging and presence, messaging, and mobility on Cisco as well as third-party devices.

New with Cisco Unified Communications Manager Version 10.0

Cisco Unified Communications Manager Version 10.0 builds on the many capabilities of previous versions by:

- Providing smooth experiences for end users and system administrators: Cisco Unified Communications Manager (Unified CM) 10.0 enables network-based call recording for any device, including Jabber® clients; permits remote devices to connect without creating a VPN; provides integrated administration, serviceability, and user options and preferences for instant messaging and presence (IM&P); and supports standards-based Single Sign-On (SSO) for administrative users.
- Offering new capabilities such as agent-selected video on hold and caller-specific audio on hold for contact centers and a powerful new user-oriented application programming interface (API) as well as enhancements to existing APIs for developers.
- Assuring the most efficient use of valuable human and network resources by simplifying the installation, upgrade, and platform migration process; automating dial-plan replication; providing end-user self-provisioning and self-care; offering more efficient use of videoconferencing resources, and offering enhancements to network bandwidth management.
- Removing management complexity with automated, accelerated provisioning and simplified, real-time monitoring and troubleshooting: Comprehensive management is now included with every Cisco Unified Communications Manager installation. Cisco Prime™ Collaboration Standard, a fully web-enabled management application, is included with all Cisco Unified Workspace Licensing and Cisco User Connect Licensing for Cisco Unified Communications Solutions. Cisco Prime Collaboration Advanced offers additional automation, deeper diagnostic capabilities, and long-term reporting.

Table 1 lists major features in Cisco Unified Communications Manager Version 10.0.

Table 1. High-Level Features in Cisco Unified Communications Manager 10.0

Feature	Benefits
SSO	<ul style="list-style-type: none"> SSO enables system administrators to work on different clusters and different applications without repeatedly responding to challenges for their username and password. Security Access Markup Language (SAML) enables integration with various commercial identity providers.
Network-based call recording	<ul style="list-style-type: none"> Network-based call recording enables call recording without regard to device capabilities or location, including mobility calls using Single Number Reach or Extend and Connect. The system automatically selects the best point at which to replicate audio media: Cisco Unified Border Element (UBE), Cisco Session Initiation Protocol (SIP) voice gateway, or a Cisco device. Cisco Unified CM integrates with Cisco MediaSense and other commercial call recording servers, in centralized or distributed deployments.
Remote access	<ul style="list-style-type: none"> Session-based firewall traversal limits exposure of enterprise and personal data by enabling remote devices to connect without establishing a VPN. Cisco Unified CM works with Cisco and select Cisco devices to optimize audio and video media paths for economical, large-scale deployment.
IM&P	<ul style="list-style-type: none"> Unified administration of IM&P and voice and video call control users reduces time and effort to add, change, and verify user configuration. Common administration of IM&P and other nodes within a cluster simplifies installation, node configuration, backup, and restore. Integrated serviceability allows easy navigation and supports a single client for the Real-Time Monitoring Tool (RTMT). A common portal makes it easy for end users to manage their options and preferences for IM&P together with voice and video. Increased flexibility in Microsoft Active Directory (AD) integration makes it easier to migrate from other IM&P services.
IPv6	<ul style="list-style-type: none"> Cisco Unified CM 10.0 offers an expanded portfolio of IPv6-capable endpoints that will be compatible with future versions. Version 10.0 provides video and presentation-sharing capability for IPv6 endpoints. A reduced need for Media Termination Points (MTPs) provides IPv4-to-IPv6 interworking for announcements and music on hold (MoH). Server-based MTP can provide IPv4-to-IPv6 interworking for audio.
Contact center	<ul style="list-style-type: none"> Agent-selected video on hold supports a rich, interactive experience for users of premium contact center services. Video awareness for Computer Telephony Integration (CTI) offers a broader opportunity to match video-capable callers and agents. Caller-specific MoH makes it possible to preserve the source selection most appropriate for the caller as a call is transferred from Interactive Voice Response (IVR) to agent or subsequently from agent to agent.
Mobility and Extend and Connect	<ul style="list-style-type: none"> The solution restores and maintains connections with remote clients and controlled devices for improved end-user experience. Additional enterprise features for mobile clients and support for concurrent use of mobility and Extend and Connect amplify end-user control. Self-provisioning and -care make it easy for administrators to offer these capabilities to all users.
Developer APIs	<ul style="list-style-type: none"> A powerful, standards-based, new API makes it easy to develop new applications to manage user-based settings consistently for multiple devices. Comprehensive change notification keeps Administrative XML (AXL) applications synchronized with Cisco Unified CM.
Global dial-plan replication	<ul style="list-style-type: none"> Numeric patterns configured in one cluster are automatically distributed among all communicating clusters, reducing administrative effort. Common service with intercluster Uniform Resource Identifier (URI) distribution eases setup.
Self-provisioning and -care	<ul style="list-style-type: none"> Provisioning templates enable administrators to define user configuration once and apply it automatically to new users discovered through directory integration. End users can complete the provisioning process without administrative assistance, configuring their personal device through an application or Interactive Voice Response (IVR) interaction. A new self-care interface makes it easy for end users to manage their options and preferences for all devices.

Feature	Benefits
Videoconferencing	<ul style="list-style-type: none"> Integration with Cisco TelePresence® Conductor enables shared use of common videoconferencing resources for ad hoc and rendezvous conferencing across multiple clusters, increasing usage and lowering unit cost. A new data channel for videoconferences enables enhanced information exchange and control capabilities for conference participants. Endpoint-based three-way videoconferencing expands the resource pool while protecting the user experience from MoH.
Network bandwidth accounting	<ul style="list-style-type: none"> Improved Call Admission Control for Cisco Unified CM Extension Mobility across clusters protects call quality for visiting users. Video promotion reduces inefficient use of network bandwidth and dynamically enables telepresence video quality for the Cisco Desktop Collaboration Experience DX600 Series desktop video endpoints participating in telepresence video calls.
Cisco Prime Collaboration deployment	<ul style="list-style-type: none"> Cisco Prime Collaboration deployment automates multiversion software upgrades and physical-to-virtual platform migrations with ease and simplicity for administrators. It automates and simplifies installations, IP address and hostname changes, file distribution, and notification. This solution enables you to realize the benefits of upgrading without the challenges.
Cisco Prime Collaboration Provisioning Standard	<ul style="list-style-type: none"> This solution provides a single interface for a single cluster for call control, messaging, presence, and video. Administrator audit log and order tracking promote accountability, network security, and operational control, and they facilitate troubleshooting. Lightweight Directory Access Protocol (LDAP) integration for user changes helps ensure consistency among systems. Batch provisioning (single cluster only) increases operating efficiencies and reduces costs with scheduled scripts and templates that let an operator rapidly and consistently add or modify a large number of users or a large number of endpoints or device profiles (and the corresponding configuration settings).
Cisco Prime Collaboration Assurance Standard	<ul style="list-style-type: none"> This solution provides a web-enabled single interface for fault monitoring for core Cisco Unified Communications and video components. Email notification of alarms alerts operators even if they are not viewing the management system, reducing downtime and helping ensure that critical alarms are not missed. Precanned and customizable performance metrics dashboards display short-term trends for core unified communications components and Cisco Unified Contact Center Enterprise and provide visibility into critical performance metrics for reduced troubleshooting time and effort. The ability to search components within a unified communications cluster and view them in real time allows you to customize searches and find the status of components quickly. Custom performance alerts based on user-configurable thresholds facilitate proactive notification of problems.

New with Cisco Unified Communications Manager Version 10.5

Cisco Unified CM 10.5 also builds on the many capabilities of previous versions by:

- Expanding SSO support through standards-based SAML 2.0 to end-user sign-on, which allows for ease of end-user integration of numerous workflow applications within their day-to-day activities
- Expanding on the usage of end-user self-provisioning and -care for enhanced end-user efficiencies and ease of system usage
- Providing for easy certificate management by allowing Certificate Authority (CA) certifications to be assigned across a whole Cisco Unified CM cluster, including instant messaging and presence, as opposed to node-by-node
- Extending the application environment to support Cross Origin Resource Sharing for efficient and effective application integrations
- Continuing to assure the most efficient use of valuable human and network resources by continued enhancement in the area of the installation, upgrade, and platform migration process as well as providing for ease of both telepresence endpoint and time zone management, and optimization of hardware usage for video services

Table 2 lists major features in Cisco Unified Communications Manager Version 10.5.

Table 2. High-Level Features in Cisco Unified Communications Manager 10.5

Feature	Benefits
SSO	<ul style="list-style-type: none"> • SSO enables end users to invoke different applications without repetitive sign-on for each application, providing for a more secure and user-friendly work environment. • SAML enables integration with various commercial identity providers for end-user SSO as well as administrator SSO.
Telepresence endpoint end-user configuration	<ul style="list-style-type: none"> • Cisco Unified CM 10.5 stores end-user configuration within the telepresence endpoint. • It allows for high-touch users to provide their own options directly from the endpoint. • The solution allows for ease of migration from Cisco Video Communication Server (VCS) to Cisco Unified CM without administration reentry of end-user configuration options.
Mobile client enhancements	<ul style="list-style-type: none"> • The solution supports Session Initiation Protocol (SIP) Uniform Resource Identifier (URI) dialing. • Support for Transport Layer Security (TLS) and Secure Real-Time Transport Protocol (SRTP) allows for security comparable to that for Cisco desk phones and desktop clients.
Cross-origin resource sharing	<ul style="list-style-type: none"> • This feature allows you to use applications residing in external environments for Cisco Unified CM deployments. • It provides a wider variety of application integration for Cisco UCM customers.
Certificate management	<ul style="list-style-type: none"> • You can now assign Certificate Authority certifications across the whole Unified CM cluster, including instant messaging and presence nodes, instead of on a node-by-node basis. • Cisco Unified CM 10.5 provides total-cost-of-ownership (TCO) savings to Cisco Unified CM customers in both the acquisition and management of certificates.
Self-provisioning and -care	<ul style="list-style-type: none"> • Cisco Unified CM 10.5 enhances the self-provisioning in Cisco Unified CM 10.0 by supporting variable extension lengths and E.164 Directory Number definition for the end users. • The solution enhances the self-care end in Cisco Unified CM 10.0 by supporting the setup of telepresence meetings directly from the self-care portal.
Videoconferencing	<ul style="list-style-type: none"> • Support for SIP Best Effort Early Offer signaling allow for ease of codec negotiations. • Videoconferencing allows for optimized use of Media Termination Point (MTP) resources in video deployments.
Time zone rules	<ul style="list-style-type: none"> • Enhanced time zone rules allow for easier management of time zone changes.
IPv6	<ul style="list-style-type: none"> • Cisco Unified CM 10.5 extends IPv6 support to instant messaging and presence service. • Dual-mode support allows for both IPv4 and IPv6 on all instant messaging and presence external interfaces.

For More Information

For more information about Cisco Unified Communications Manager, please visit <http://www.cisco.com/go/unifiedcm> or contact your local Cisco account representative.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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