



The bridge to possible

Data sheet
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Cisco Unified Communications Manager Cloud (Cisco UCM Cloud)

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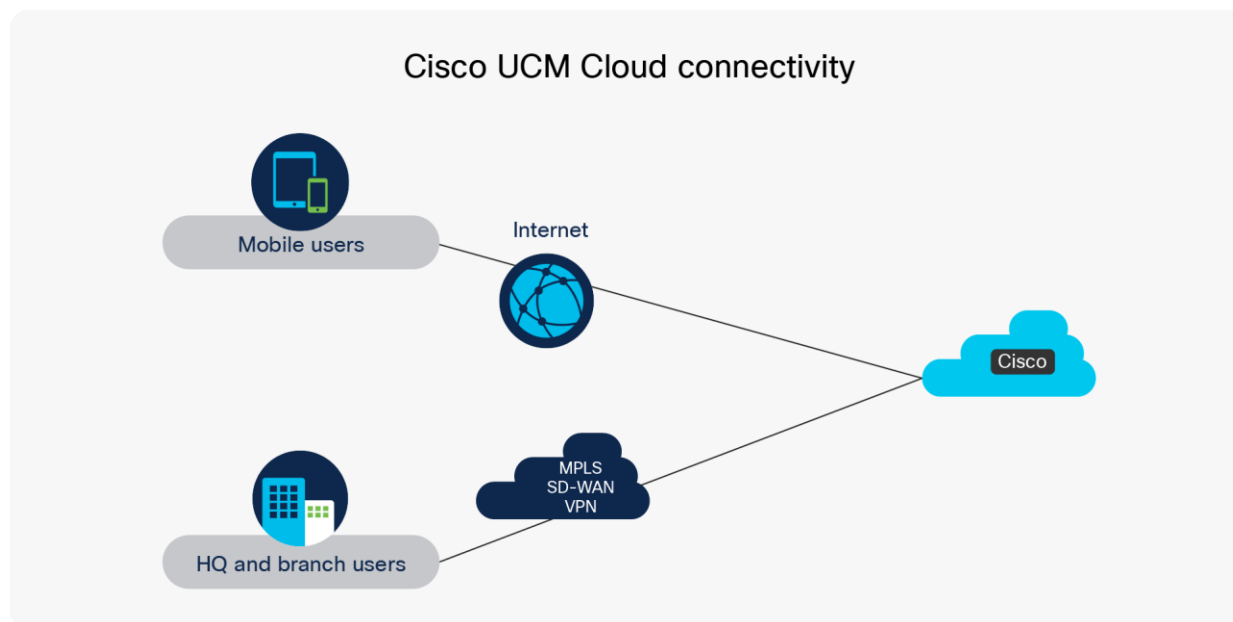
Get enterprise-grade cloud calling and team collaboration offered through a flexible subscription model. This solution provides your business with a smooth migration from on-premises deployments to the cloud at a pace that meets your business strategy.

Overview of Cisco UCM Cloud

The Cisco® Unified Communications Manager Cloud (Cisco UCM Cloud) is part of Cisco’s Cloud Calling portfolio powered by Cisco’s collaboration technology – Cisco Unified Communications Manager (Cisco UCM). The service offers voice, video, messaging, meeting, and mobility solutions with the features and benefits of Cisco IP phones, mobile devices, and desktop clients.

Cisco UCM Cloud is part of the Cisco Collaboration Flex Plan set of offers, which includes key Cisco commercial and administrative tools to facilitate the go-to-market and common subscription plans, including the Cisco Webex app and Webex® Meetings.

Cisco UCM Cloud is hosted and operated by Cisco in North America, Europe, the Asia Pacific region, and Japan.



Cisco UCM Cloud benefits

With Cisco UCM Cloud, customers enjoy:

- **No capital expenditures (CapEx).** No hardware, software, or data center is required—it is all handled by Cisco. Because you buy less equipment, you can use less power and enjoy the benefits of energy-efficient, green computing.
- **No lengthy deployment time.** There is no telephony equipment to install, so your collaboration service can be operational in a matter of weeks instead of months.
- **No additional staff requirement.** Limited expertise is required, resulting in lower support costs.
- **Predictable costs.** Cisco UCM Cloud is purchased as a Per-User Per-Month (PUPM) subscription.

- **No upgrades necessary.** Cisco handles any new features and upgrades without disrupting your business.
- **Less worries.** Cloud computing can transform the way you provide services, facilitating high agility, scalability, and profitability. You can rapidly respond to changes in the market without having to manage significant infrastructure.

Cisco UCM Cloud applications and services

Table 1 provides information about Cisco UCM Cloud applications and services.

Table 1. Applications and services

Application / service	Description
Calling - voice and video	Cisco UCM is a core call-control application of Cisco UCM Cloud. It provides enterprise-class call control, session management, voice, video, messaging, mobility, and conferencing services in a way that is efficient, highly secure, scalable, and reliable.
Messaging - voicemail and integrated messaging	Cisco UCM allows users to access and manage messages from their email inbox, web browser, Cisco Jabber® client, Cisco endpoint, smartphone, or tablet. It supports voice commands, speech-to-text transcription, and video greetings.
Cisco Webex Meetings	<p>Webex Meetings makes online meetings more effective with a powerful feature set for productive and efficient meetings. You can get more done, faster, and empower your workforce with online collaboration using Webex Meetings. Share documents, presentations, and applications with integrated audio and video anytime, on any mobile device or your own video device. It's simple to conduct regular meetings among geographically dispersed staff members. You can also hold engaging and creative sessions with external customers or internal teams.</p> <p>For more details, refer to Webex Meetings service.</p>
Cisco Webex app	<p>The Webex app is a business communications tool that combines important business capabilities in one simple interface to form a single experience. It is an app for continuous teamwork with video meetings, group messaging, file sharing, and white boarding. This is all done with the historical context of team and one-to-one interactions, including shared files and persistent messages.</p> <p>For more details, refer to Cisco Webex service.</p>
Instant messaging and presence	<p>Instant messaging is an important communication option that provides personal and group chat capabilities so you can quickly connect with individuals and groups to conduct ongoing conversations.</p> <p>With a Jabber client, you can:</p> <ul style="list-style-type: none"> • Click to begin an Instant Messaging (IM) session, initiate a phone or video call, and easily start a Webex Meeting session • Receive rich presence information to streamline workflows • Perform numerous functions, such as instant messaging, presence, click-to-call, voice, video, and visual voicemail
Mobility	Jabber and Cisco Webex provide a mobile experience that improves productivity, not only outside the office, but also in the office itself. Both UC client applications allow you to collaborate from anywhere across platforms, devices, and browsers.

Application / service	Description
Mobile and remote access, and Over-the-Top (OTT) access	<p>Cisco UCM Cloud supports Mobile and Remote Access (MRA) for user endpoints to securely connect to the service from outside a customer network without the need to establish a secure direct connection (e.g., VPN, etc.).</p> <p>Note: While Cisco UCM Cloud supports OTT access, its availability and usage must be evaluated on a country by country basis in order to ensure compliance with local laws and regulations.</p>
Emergency call handling	<p>Customers that require emergency call location identification can use the Cisco Emergency Responder compatible emergency call routing service. The emergency call routing service feature allows an administrator to define Emergency Location Identification Numbers (ELINs) at the device pool level, or device level, so that a device's location can be determined and identified at the Public Safety Answering Point (PSAP).</p>
Cisco Unified Attendant Console (CUAC) Advanced	<p>Cisco Unified Attendant Console Advanced (CUAC Advanced) is a UCM Cloud add-on that lets users manage a high volume of calls from customers, employees, and business partners. Within the console client users see all queue activity, shared active call notes, and call tags for held, recalled, and parked calls. The customizable contact directory presents the contact phone line (BLF), Cisco Jabber information, and Skype for Business status. For more information about CUAC Advanced, see the CUAC Advanced data sheet.</p>

Collaboration phones and endpoints

Figure 1 shows a list of all the endpoints supported by Cisco UCM Cloud.



Figure 1.
Endpoints supported by Cisco UCM Cloud

PSTN connectivity

Cisco UCM Cloud enables customers to connect their existing PSTN service to Cisco UCM Cloud using a local gateway or via a certified SIP trunk. PSTN can be partner-provided or customer-provided.

The Cloud Connected PSTN (CCP) program enables customers to quickly and effortlessly buy PSTN services from a list of authorized, pre-integrated CCP Providers. With CCP, Cisco interconnects with select PSTN providers, enabling UCM Cloud customers to have economical and reliable PSTN directly from the cloud.

Using an existing PSTN service provider is also an option for UCM Cloud customers. Facilitated by the use of a local gateway, this option gives the customer the ability to buy UCM Cloud with PSTN service provided by virtually any carrier in the world. This also allows a customer that has an existing PSTN contract to migrate to UCM Cloud without having to buy out previous PSTN commitments.

Global availability

Cisco UCM Cloud offers carrier-grade reliability, availability, and security. The Cisco UCM Cloud platform is developed on a fault-tolerant architecture that is geo-redundant and is compliant with international data protection and privacy regulations. See [Where is UCM Cloud Available](#) for information about UCM Cloud availability.

Technical support services

Cisco offers technical support services covering the areas of problem resolution, customer success and adoption, and designated support management in four service tiers: Basic, Solution, Enhanced, and Premium. Basic Support is included with any Cisco Collaboration Flex Plan subscription at no additional cost for the duration of your subscription. For more information about Basic, Enhanced, and Premium Support, see the [Software Support](#) page. For more information about Solution Support, see the [Solution Support](#) page.

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in Table 2.

Table 2. Cisco environmental sustainability

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

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Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital® makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments. [Learn more.](#)

Find a Cisco Cloud Collaboration partner from our [online Partner Locator tool](#). Click on “Find a Partner.” Once inside the “Collaboration Cloud Partner Locator,” find “Cisco Offer Type” and select “UCM Cloud.” Select your country in the “Countries that offer is available?” field. Click search and once the results display, scroll down to find available partners.

Flex up on the cloud momentum

If your business needs a more intuitive way to work and a more predictable financial path to the cloud, talk to your Cisco representative about the Cisco Collaboration Flex Plan. For additional information, visit cisco.com/go/collaborationflexplan.

Appendix

Cisco UCM Cloud calling features

Table 3 provides a subset of the features supported by Cisco UCM Cloud.

Table 3. Cisco UCM Cloud calling features

Feature	Description
Audio Calling	Make and receive audio calls to and from registered endpoints in the network (SIP only). Supported audio codecs: G.711a/μ, G.729a, etc.
Video Calling	Make and receive video calls to and from video-enabled registered endpoints within the same customer network. Supported video codecs: G.711, G.722, G.722.1, G.729, AAC-LD, Opus.
Direct Outward Dial (DOD)	Supports the ability for a registered endpoint to directly dial an outside number routed to the PSTN.
Direct-Inward-Dial (DID)	This feature enables callers from PSTN to dial directly into a registered endpoint using an E.164 number.
International Dialing	Make and receive international calls to and from any registered endpoint through the telephone network.
Call Preservation for Active Calls	Full call preservation for calls between registered endpoints on the customer's network in the event Cisco UCM Cloud becomes unreachable. No mid-call features will be available when the call is in "call preservation" mode. Any call involving media from Cisco UCM Cloud (like music-on-hold, announcements, etc.) will not be preserved if Cisco UCM Cloud is unreachable.
Barge	Barge allows a user to be added to a remotely active call that is on a shared line. The feature has a dependency on endpoint support for built-in-bridge.
Call Forward	Call Forward allows a user to configure an endpoint to forward calls to another phone. Following are some examples of the call forwarding types supported: <ul style="list-style-type: none">• Call Forward All (CFA): Forwards all calls to a number• Call Forward Busy (CFB): Forwards calls when the line is in use• Call Forward No Answer (CFNA): Forwards calls when the phone is not answered after a configured duration is exceeded
Call Hold/Resume	Allows a user to place a call on hold by pressing the "hold" button on the endpoint. If Music-On-Hold (MOH) is configured, recorded media will be played while the remote user is on hold. Unicast MOH is only supported (no multi-cast support).
Call Park	Allows a user to place a call on hold so that can be retrieved by a different endpoint. An authorized configured endpoint can then dial the call park extension to retrieve the call.
Call Pickup	Allows a user to pick up (resume) a call that has been parked.
Group Call Pickup	Allows you to configure a set of users who have privileges to pick up "parked" calls.
Call Transfer	Redirect a connected call from your phone to another number.
Client Matter Codes (CMC)	Manage call access using authorization account codes.
Forced Authentication	Manage call access using a combination of authorization codes and authorization levels. The

Feature	Description
Codes (FAC)	dialled FAC code must be equal to or greater than the authorization level that is specified for the route pattern for the call.
Do Not Disturb	Set the endpoint to not ring when called.
On-Hook Dialing	Dial a number while your endpoint is on hook (without hearing dial tone). Then go off hook by lifting the endpoint handset or by pressing the speakerphone button.
Off-Hook Dialing	You must first go off hook, and then dial a number to place a call.
Join Across Lines	Merge established calls on multiple lines to create a conference.
Fax/Modem over IP (Pass-through)	With fax pass-through support, modulated fax information is passed in-band over a voice speech path in an IP network. Customer premises gateways that support these protocols must be used.
Speed Dial	Speed dial entries can be configured and assigned to the speed dial buttons on the endpoint to quickly place calls.
Abbreviated Dial	Abbreviated dial settings are speed dial entries that are grouped together and associated with the abbreviated dialing button on the endpoint. When the abbreviated dial button is pressed, the endpoint displays the option to select an abbreviated entry to dial.
Auto Answer	Will cause the endpoint to automatically answer an incoming call without ringing or any user interaction.
Calling Line ID	Displays the calling number for an incoming call during the alerting stage.
Calling Name ID	Displays the calling name associated with the calling number for an incoming call during the alerting stage.
Unassigned Directory Numbers	Allows a partner or customer to manage unassigned numbers. These are numbers that are no longer associated to an endpoint.
Directories	The directory feature allows a user to look up Cisco UCM Cloud-configured numbers on their endpoint.
Privacy	Enable or disable the capability of users with phones that share the same number to view call status and to barge into the call.
Extension Mobility	Enables users to temporarily access their endpoint settings, such as line appearances, services, and speed dials, from other endpoint within your system.
Toll Restriction	Ability to restrict endpoints from making long-distance or toll calls on a per-device basis.
Multiple Line Appearances	Allows an endpoint to be configured with multiple lines.
Calls per Line	Option to terminate multiple calls on the same number.
Hunt Groups	Configure a collection of telephone numbers to ring in a specific order based upon a ringing algorithm. Users can monitor their login status via a line key.
Shared/Bridged Line Appearances	Configure a single number across multiple endpoints. Calls to this number will ring all the endpoints that are configured with the shared number.
Location Awareness Service	Allows administrators to determine the physical location from which a phone connects to the company network. For wireless networks, administrators can view the wireless access point infrastructure and which mobile devices currently associate to those access points. For

Feature	Description
	wired networks, administrators can view the Ethernet switch infrastructure and see which devices are currently connected to those switches.
Ad Hoc Conferencing	Create an audio conference call with up to two other parties without prior scheduling.
Single Number Reach (SNR)	Users can answer incoming calls on either their endpoint or mobile client.
Media Adaptation and Resilience	<ul style="list-style-type: none"> • Support for configuration options for User Datagram Protocol (UDP) port ranges and Differentiated-Services-Code-Point (DSCP) marking, enabling new strategies for better use of bandwidth across the network • Ability to configure the Quality-of-Service (QoS) setting through the Cisco Application Policy Infrastructure Controller - Enterprise Module Software-Defined Networking Controller (APIC-EM SDN) • Support for the variable-rate Opus audio codec for high quality and resiliency
Network Bandwidth Accounting	Call admission control.
Dialed Number Analyzer	This tool allows you to test a Cisco Unified Communications Manager dial plan configuration before deploying it. You can also use the tool to analyze dial plans after the dial plan is deployed.
Call Detail Records (CDR)	Access CDRs for all call usage-based data. Usage data can be accessed ad-hoc or on a scheduled basis: daily, weekly, or monthly.
Partner Troubleshooting Tool	<p>Use this client-side application to troubleshoot and diagnose:</p> <ul style="list-style-type: none"> • Device status • Device discovery • Cisco Computer Telephony Integration (CTI) applications • Call routing • Dial plan
IP Phone Support	Cisco IP 39xx, 68xx, 69xx, 78xx, 79xx, 88xx, 99xx, series endpoints. Third-party standard SIP endpoints.
Soft Phone Support	Cisco Jabber and the Cisco Webex client.
Video Endpoint Support	Cisco IX, TX, CTS, T, EX, DX, MX series endpoints.

Cisco UCM Cloud voice messaging features

Table 4 provides a sampling of the features supported by the service.

Table 4. Cisco UCM Cloud voice messaging features

Feature	Description
Voice Messaging	Users can receive voice messages at their personal mailbox.
Voice Messages Access	Users can access new and saved voice messages using a touchtone or voice recognition conversation over the phone.
Multiple Personal Greetings	Record up to six personal greetings that can be configured to be played when a call is not answered.
After-Greeting Action	Call handlers can be configured to perform an action after the greeting: take messages, play a recorded announcement, or transfer the call to users.
Notifications	Users can be notified of incoming voice messages as soon as the message arrives in the user's mailbox. A notification message will be delivered to the configured phone number.
Distribution List	Voice messages can be sent to a group of voice message recipients.
Password and PIN Policy Options	Authentication rules govern user passwords, PINs, and account lockouts for all user accounts.
Call Restriction Tables	Call restriction tables can be used to help guard against toll fraud. Restriction tables can be used to control the phone numbers that can be used for transferring calls or message notifications.
Voice Message Aging Policies	Message aging policies ensure that the mailbox storing the customer's voice messages do not fill up.
Message Locator	Search for messages by another user, outside callers, or a specific number.
Message Sensitivity	Mark messages as regular or urgent. Configure if message notifications are sent when all new voice messages arrive, or limit notifications to only those marked as urgent.
Secure Messages	By setting message sensitivity as secure, users can control who can access a voice message and whether it can be redistributed to others.
Future Delivery	Deliver the message at the future date or time that you specify.
Return Receipt	Request a return receipt so that you are notified when the recipient opens the voice message you left them.
Live Recording	Record conversations while on a phone call. Recordings will be persisted in the user's mailbox store.
Live Reply	Users who are listening to messages by phone can reply to a message by calling the sender.
System Broadcast Messages	Recorded announcements can be sent to everyone in an organization.
IMAP Client Support	View voicemail messages from secure IMAP clients.
Message List on IP Phone	View voice message list on supported Cisco IP phone displays.

Cisco UCM Cloud instant messaging and presence

Table 5 provides a sampling of the features supported by the service.

Table 5. Instant messaging and presence features

Feature	Description
Enterprise-Grade Instant Messaging	Secure, rich-text, one-on-one chat and group chat capabilities.
Group Chat Escalation	Add additional participants to a one-on-one chat session and convert to a group chat.
Standard and Custom Presence Status	Select a standard presence status or create a customized status for specific situations.
Do Not Disturb	Silence notifications to not be disturbed.
Privacy Policy	Privacy policies allow you to determine which users can see your availability status, and send you instant messages.
File Transfer	Directly perform a local file transfer within the context of one-on-one chat session.
Predictive Search	Look up contacts quickly. Predictive search offers you suggestions as you type in a search query and can index your Cisco Jabber contact list.
Desktop Share	Share the desktop during a one-on-one chat.
Integrated Voice and Video	Make and receive audio and video calls using the Jabber client. Mobile Remote Access phone control is not supported.
Visual Voice Message Access	View, play back, and delete voice messages from Jabber.
Message Archiving	Store IM records for future recovery and analysis to a customer on-premises database. The database is not provided, managed, or operated by Cisco.
Directory Integration	Source contacts from a customer's Lightweight Directory Access Protocol (LDAP) server.
Webex Integration	Cisco Webex calendar integration enables users to host or join Webex meetings from Jabber.
Multi-platform IM Client	Cisco Jabber is supported on Microsoft Windows, Mac OS X, Apple IOS, and Android platforms.

Mobile and remote access and Over-The-Top (OTT) access

Cisco UCM Cloud supports Mobile and Remote Access (MRA) for user endpoints to securely connect to the service from outside the customer network without having to establish a secure direct connection (e.g., VPN, etc.).

Note: While Cisco UCM Cloud supports OTT access, its availability and usage must be evaluated on a country by country basis in order to ensure compliance with local laws and regulations.

Table 6 provides a sampling of the features supported by the service.

Table 6. MRA and OTT access features

Feature	Description
Mobile Voice Access	Voice calling is available when the user endpoint is not within the enterprise network.
Mobile Voice Message Access	Voice messaging capabilities are available when the user endpoint is not within the enterprise network.
Instant Messaging and Presence	Instant message chat capabilities and presence status are available when the user endpoint is not within the enterprise network.
Single Number Reach (SNR)	Users can answer incoming calls on their endpoint when not within the enterprise network.
Voice over Wi-Fi	Voice calling capabilities (make and receive) are available using supported endpoints over a Wi-Fi connection.
Call Preservation	SNR calls are anchored so that the call is preserved for a certain amount of time to allow it to be resumed from an IP desk endpoint in the event the Jabber client hangs up or exits.

Emergency call handling

Table 7 provides a sampling of the features supported by the service.

Table 7. Emergency call handling features

Feature	Description
Identification of Caller Location to PSAPs	Associate an ELIN to an endpoint. ELIN to location mapping is used to update the Automatic Location Information (ALI) database. When an endpoint makes an emergency call, the PSAP can determine the location based on the ELIN set in the call signaling. The partner must update the ALI database.
Emergency Call-back to ELINs	The ELIN-to-endpoint association is maintained for a specific duration, during which the PSAP can call back the endpoint that made the emergency call.
Emergency Call Alerting	Helps onsite security to identify and assist emergency callers immediately, and to direct fire, police, or ambulance services.

CUAC Advanced

Table 8 describes an extended list of CUAC Advanced features.

Table 8. CUAC Advanced features

Feature type	Feature	Description
Queue features	Support for 100 queues with prioritization	Configure queue names and priorities to match your call answering requirements. You can prioritize and answer calls out of order. For example, you might have a sales queue, a service queue, and a general business queue. Sales calls can be prioritized and answered first, before service or general business calls.
	Operator queue assignment	In the web-based administration tool, you can assign one or more queues to each console user.
	Queue view	View all calls within a specific queue, or in all queues. Empowered with this information, users can adjust their call handling times to deliver the best possible level of support to queued and active calls.
	Queue statistics	Users can see the following details in real time for each queue: <ul style="list-style-type: none"> • Number of calls abandoned • Number of operators logged in • Number of operators available to answer calls
	Queue overflow options (defined on a queue-by-queue basis)	<ul style="list-style-type: none"> • Number of calls sent to the overflow destination when the queue is full • No operator overflow sends calls to the overflow destination when no operators are logged in to the queue. • Wait time overflow sends calls to the overflow destination when a call has been waiting in a queue for a defined period of time.
	Queue salutations (displayed when a call is accepted from a configured queue)	Deliver the most appropriate greeting to each caller by providing a script to be read by the operator answering for each queue.
	Music on hold (option to configure on a queue-by-queue basis)	Callers hear hold music through the Cisco Unified Communications Manager Music on Hold (MoH) function. The attendant console's queue device groups let you play different music for different queues.
Directory features	Active Directory, Cisco Unified Communications Manager, iPlanet directory integration	Synchronize contact data directly from your corporate directory. Console users can update any contact field not belonging to the directory source.
	Manually add contacts	Users may add individual contacts to the full directory and to shared and private directory groups from within the console. System administrators can add individual contacts to the full directory from within the web-based administration tool.
	Bulk add, update, and delete contacts	System administrators can import, update, and delete contacts in bulk from the server's web-based administration tool.
	Personal directory groups	Each user can create and share up to 100 custom directory groups, displayed as tabs across the top of the directory. Directory groups are populated into directory filters by dragging and dropping

Feature type	Feature	Description
		contacts from the full directory and by manual creation.
	Search options	Six directory search fields are provided. They allow the operator to find call destinations quickly and then dispatch calls quickly. Search options include last name, first name, department, extension, job title, and location, and they can be customized within each attendant console client.
	Presence integration	With Cisco Jabber (Cisco IM & Presence and Cisco Webex Messenger) and Skype for Business integration, console users are able to see real-time availability for directory contacts.
Telephony features	Operator handset ringing	When a call comes into a queue configured with operator handset ringing, the call is sent directly to the handset of the operator who has been logged in to that queue the longest. This feature lets operators answer the call from a wireless headset while away from their desks. (The wireless headset is not included.)
	Transfer reversion (call recall)	This feature enables a transferred call to revert back to the operator so that it can be answered and then transferred to a new destination.
	Call park	With call park, the operator can place a caller on hold while announcing that a call is on hold over a PA system and waiting for a particular person or group. The call can be answered from any phone by dialing the park extension.
	Call park recall	With call park, the operator can place a caller on hold while announcing that a call is on hold and waiting for a particular person or group. The call can be answered from any phone by dialing the park extension.
	Call toggle	Call toggle allows the operator to shift between callers.
	Conference	The conference feature allows the operator to provide a third-party conference call.
	Emergency mode switch	Redirect all calls to another destination if an emergency, such as a natural disaster or weather event, occurs. This manual switch lets you stay in touch with callers or alert them that the business is closed until further notice.
	Out-of-hours routing	For each queue, you can define specific blocks of time and where to send calls during that time. Create templates that you can apply to queues. Set up call routing for recurring holidays.
Additional client-side features	Auto-unavailable on idle	If an operator's PC is idle for a specified period of time, the attendant console can automatically change their state to unavailable.
	Server-based console preferences	All attendant console client preferences follow user login names, allowing users to enjoy the same user experience from any console client location.
	Console client user single sign-on	Enjoy easy account management and user passphrase management.
	Adjustable font size	Changing the font size is one of the many ways in which individual users can tailor the Cisco Unified Attendant Console Advanced application to best suit their needs.

Feature type	Feature	Description
	Accessibility	The visually impaired can use the attendant console with JAWS screen reading software (English and Spanish scripts available).
	Attendant console client localization	English, French, German, Italian, Portuguese, Spanish, Dutch, Swedish, Danish, Russian, Arabic, Korean, Japanese, Traditional Chinese, and Simplified Chinese are supported.
Additional server-side features	Reports	Gain a better understanding of call volumes by operator and queue, the queues with the most abandoned calls, and other important metrics through attendant console reports. Reports are easily accessible through the web-based administration tool.
	High availability (add-on option)	This option provides an added layer of protection against system failures and convenience during maintenance efforts by adding a hot standby server. In the event of service interruption, console users and the calls they manage are automatically routed to the standby server until service is restored to the primary server.

Administration interfaces

Table 9 provides a sampling of the features supported by the service.

Table 9. Administration interface features

Feature	Description
Administration Portal	This secure web portal enables partners and customers to administer and configure system and end-user features.
Control Hub	Cisco Webex® Control Hub is a cloud-based, intuitive, single-pane-of-glass management portal that provides reporting, analytics and administrative capabilities for Cisco Webex services including UCM Cloud.
Self-Care Portal	This secure web portal enables end users to administer their assigned services.
HTTPS for Secure Web Access	Partner- and customer-accessible administrative and self-care portals provide secure HTTPS access using TLS.
LDAP	Support for Lightweight Directory Access Protocol (LDAP) to synchronize with the Customer's LDAP directory. With this feature, end users are defined in the customer's directory and synchronized into the Unified Communications application. Currently supported LDAP directory repositories include: <ul style="list-style-type: none"> • Microsoft Active Directory (AD) • Microsoft Active Directory Application Mode (ADAM) • Active Directory Lightweight Directory Service (AD LDS) • Oracle Directory Server Enterprise Edition (DSEE) • OpenLDAP and other LDAPv3 type repositories
Single Sign-On	SAML-based Single Sign On (SSO) for accessible administrative and self-care portals. Single sign-on allows users to only authenticate once and be able to access multiple Cisco UCM Cloud portals without re-authentication.

Security

Table 10 provides a sampling of the features supported by the service.

Table 10. Security features

Feature	Description
Security	<ul style="list-style-type: none">• TLS 1.0, 1.1, or 1.2 support• SIP audio and video encryption support using secure RTP• Next-generation encryption support that includes Advanced Encryption Standard 256 (AES-256) Rivest-Shamir Adelman (RSA)- and Elliptic Curve Digital Signature Algorithm ECDSA-based cipher support for the Session Initiation Protocol/Secure Real-Time Transport Protocol (SIP/SRTP) interface• Minimum TLS version control that allows an organization to deploy stronger security and to comply with standards such as PCI DSS by preventing negotiation of a lower TLS version• Long-lived phone trust with ITL recovery certificate avoids device lock-out because of a trust break for scenarios such as host name change and other certificate regeneration• Support for secure connection between CTI applications (JTAPI/TSP) and CTIManager• Support for secure voicemail notification using https

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