



Integration Overview

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Integration Overview

Introduction

The SCCP trunk integration is a method to establish communication between Unity Connection and Cisco Unified Communications Manager Express using SIP protocol. The Cisco Unified CM SCCP integration makes connections through a LAN or WAN. A gateway provides connections to the PSTN.

For a list of supported versions of Cisco Unified CM that are qualified to integrate with Cisco Unity Connection by SCCP, see the Compatibility Matrix for Cisco Unity Connection at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/compatibility/matrix/b_cucclientmtx.html.

This document applies only when Unity Connection is installed on a separate server from Cisco Unified CM. This document does not apply to the configuration in which Unity Connection is installed as CiscoBusiness Edition—on the same server with Cisco Unified CM.

Call Information

The phone system sends the following information with forwarded calls:

- The extension of the called party
- The extension of the calling party (for internal calls) or the phone number of the calling party (if it is an external call and the system uses caller ID)
- The reason for the forward (the extension is busy, does not answer, or is set to forward all calls)

Unity Connection uses this information to answer the call appropriately. For example, a call forwarded to Unity Connection is answered with the personal greeting of the user. If the phone system routes the call without this information, Unity Connection answers with the opening greeting.

Integration Functionality

The Cisco Unified CM SCCP integration with Unity Connection provides the following features:

- Call forward to personal greeting
- Call forward to busy greeting
- Caller ID
- Easy message access (a user can retrieve messages without entering an ID; Unity Connection identifies a user based on the extension from which the call originated; a password may be required)
- Identified user messaging (Unity Connection automatically identifies a user who leaves a message during a forwarded internal call, based on the extension from which the call originated)
- Message waiting indication (MWI)

Integrations with Multiple Phone Systems

Unity Connection can be integrated with two or more phone systems at one time. For information on the maximum supported combinations and instructions for integrating Unity Connection with multiple phone systems, see the *Multiple Phone System Integration Guide for Cisco Unity Connection, Release 15* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/integration/multiple/b_cuc15intmultiple.html.

Centralized Voice Messaging

Cisco Unity Connection supports centralized voice messaging through the phone system, which supports various inter-phone system networking protocols including proprietary protocols, such as Avaya DCS, Nortel MCDN, or Siemens CorNet, and standards-based protocols, such as QSIG or DPNSS. Note that centralized voice messaging is a function of the phone system and its inter-phone system networking, not voicemail. Unity Connection supports centralized voice messaging as long as the phone system and its inter-phone system networking are properly configured. For details, see the “[Centralized Voice Messaging](#)” section in the “Integrating Cisco Unity Connection with the Phone System” chapter of the Design Guide for Cisco Unity Connection, Release 15 at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/design/guide/b_15cucdg.html.