



Integrate Applications Overview

- [About Integrating Applications, on page 1](#)
- [Integrate Applications, on page 1](#)

About Integrating Applications

The chapters in this part describe how to extend the functionality of your system by integrating applications. You can add various functions such as voicemail, contact center features, rich conferencing, or features to monitor the health of your system. Some applications, such as the Cisco Unified Real-Time Monitoring Tool, are built into your system and can be downloaded from the administration interface. Other applications, such as Cisco Jabber or Cisco Unified Contact Center Express, are external to your system and can be configured to interoperate with Unified Communications Manager.

Integrate Applications

Complete the following task flows to integrate applications for your system.

Procedure

	Command or Action	Purpose
Step 1	Application Servers Task Flow	Configure application servers to add other product servers to your cluster and establish secure operations between them.
Step 2	Install Plugins Task Flow	Use application plugins to extend the functionality of your system.
Step 3	Presence Redundancy Group Task Flow	Configure a presence redundancy group which is comprised of two IM and Presence Service nodes from the same cluster. This group provides both redundancy and recovery for IM and Presence Service clients and applications.
Step 4	Cisco Unity Connection	Integrate Cisco Unity Connection with your system so that you can provide voicemail and messaging features to your users.

	Command or Action	Purpose
Step 5	Cisco Unified Contact Center Enterprise	Configure Cisco Unified Contact Center Enterprise (Unified CCE) to deploy an advanced, distributed contact center. Unified CCE provides intelligent call routing, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management to contact center agents over an IP network.
Step 6	Cisco Unified Contact Center Express	Configure Cisco Unified Contact Center Express (Unified CCX) to provide your system with the features of a large contact center packaged in a single- or dual-server deployment.
Step 7	Configure CTI Applications Task Flow	Use computer telephony integration (CTI) to take advantage of computer-processing functions while making, receiving, and managing telephone calls. CTI applications allow you to perform such tasks as retrieving customer information from a database based on a caller ID, or to work with the information gathered by an interactive voice response (IVR) system to route a customer's call, along with their information, to the appropriate customer service representative.
Step 8	Cisco TelePresence	Integrate TelePresence functionality into your system. If Unified Communications Manager is your main call processing agent, you can add the Cisco Video Communications Server (VCS) to provide full-featured interoperability with H.323 endpoints and interworking with SIP, integration with third-party video endpoints, and alternate solutions for conferencing. You can also add Cisco TelePresence Conductor which works in conjunction with your system or Cisco VCS to simplify conferencing and the management of multipoint devices. TelePresence Conductor is able to manage multiple conference bridges (Cisco MCUs and TelePresence Servers) for ad-hoc, rendezvous, and scheduled conferences.
Step 9	Configure Cisco Jabber	Configure Cisco Jabber, a suite of Unified Communications applications, to allow your users seamless interaction with their contacts from anywhere. This suite offers IM, availability, audio and video calling, voicemail, and conferencing on a variety of platforms.