



New and Changed Features

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Calendar Integration with Office 365 Support for OAuth 2.0 authentication

The IM and Presence Service's Calendar Integration with Office 365 feature is enhanced to support the usage of OAuth tokens for authenticating to the Office 365 server. This enhancement allows a more streamlined and secured authentication process than the regular password-based authentication.

When you configure Calendar Integration with an Office 365 server, the IM and Presence Service lets you choose from two authentication options:

- **Basic**—password-based logins
- **OAuth**—authentication with OAuth tokens



Note Basic authentication method will be supported as long as Microsoft supports it. When Microsoft deprecates, it will be deprecated from IM and Presence Service.

If you choose OAuth, you must configure the following fields, each of which are added to the Presence Gateway Configuration window for this release. These fields are included for OAuth logins only:

- Application (client) ID
- Directory (tenant) ID
- Client Secret

For more information on how to configure the IM and Presence Service for Calendar Integration with an Office 365 server, see the [Microsoft Outlook Calendar Integration for the IM and Presence Service](#).

Cisco Headset and Finesse Integration for Contact Center

Cisco Headset and Finesse Integration improves productivity of contact center agents by giving them the ability to change the agent Ready/Not Ready status right from their Cisco headset. When this feature is turned on, the headset Mute button acts as a Ready/Not Ready button when the call agent is idle. This lets the agent control whether they are ready to take another call without having to go into the Finesse desktop. All agent status is synced between the headset and Cisco Finesse so that the current status is known by both. During calls, the headset Mute button retains existing functionality as a Mute/Unmute button.

This feature is available as a preview feature with Cisco Unified Communications Manager, Release 11.5(1)SU8 and is targeted to Contact Center deployments. You can deploy the feature for internal testing and development, but we do not recommend that you deploy the feature in a production environment. All support requests to Cisco TAC are treated as severity-level 4. Full support is expected to be added in a future release.

To use the feature, you must turn the feature on via an enterprise parameter. The configuration menus become active only after the enterprise parameter is enabled. For complete information on how to deploy and configure this feature, see the white paper *Cisco Headset and Finesse Integration for Contact Center* at https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/cucm/whitePaper/CUCM_Headsets_for_ContactCenter_WP.pdf.

Emergency Call Routing Regulations

The US Federal Communications Commission (FCC) has signed the Call Routing Regulations requesting Multi-Line Telephone Systems (MLTS) Systems to provision or enforce direct 911 dial (without any prefix dialing). The Unified Communications Manager is responsible for routing all emergency calls in agreement with the FCC rules.

Unified CM installed or upgraded fully or partly in regions where the FCC rules are applicable, detects the presence of a direct dial 911 Route Pattern and disables further notifications to the administrator.

If the 911 pattern doesn't exist, Unified CM sends an alert notification to an administrator to create the 911 Route pattern.

An administrator must consult their legal counselor on the applicability of the law and acknowledge along with performing necessary configurations or disable further notifications if not applicable. For more information on acknowledging and acceptance of law, see the chapter "The US Federal Communications Commission (FCC) Emergency Call Routing Regulations" in the [Feature Configuration Guide for Cisco Unified Communications Manager](#).

Extension Mobility Login Simplification using Headset

The Headset-based Extension Mobility is a new feature introduced to create an association (user's identity) between headsets and end users. An administrator and the end users can associate headsets from any devices such as self-owned devices, shared spaces, and common area devices. This association helps in authentications and creating customized experience for its users. One such customized experience is to use an associated headset for Extension Mobility login to have a seamless login experience.

For more information, see the “Headset Service” chapter in [Feature Configuration Guide for Cisco Unified Communications Manager](#).

User Interface Updates

To support this feature, the following parameters and fields are added:

1. In the **System > Enterprise Parameters Configuration** page, a new parameter **Headset Association** is added to enable end users to associate headset using the **Headset Association** menu option on the device screen. The following options are available in the new parameter:
 - Prompt user to initiate Headset Association from all devices
 - Prompt user to initiate Headset association only from Extension Mobility-enabled devices
 - Do not prompt user to initiate Headset association from all devices
2. In the **System > Service Parameters** page, the following two new parameters are added in **Clusterwide Parameters (Parameters that apply to all servers)** section to allow headset for Extension Mobility sign in and sign out and configure maximum duration that the system can wait for user input when the headset is disconnected from the device before automatically logging out the user.
 - Headset-based Extension Mobility
 - Allow headset for Extension Mobility sign in and sign out
 - Do not Allow headset for Extension Mobility sign in and sign out
 - Auto logout timer after headset disconnect (minutes)
3. In the **User Management > End User > End User Configuration** page, a new field is added under the Associated Headsets section.
 - Headset Serial Number

For more information, see the **User Management Menu > About End User Setup > End User Settings** section in the *Cisco Unified Administration CM Administration Online Help*.

Native Phone Migration using IVR and Phone Services

The Phone Migration feature is an easy and intuitive Cisco IP Phone migration solution native to Unified Communications Manager. It minimizes the cost and complexity of replacing deprecated or faulty phones. Using this solution, an end user or an administrator can easily migrate all the settings from an old phone to a new phone with a simple user interface. Solution supports the following methods for migration the phones:

- **Using Self-provisioning IVR Service**
- **Using Phone Migration Service**
- **Using Cisco Unified CM Administration Interface**

Following table provides a quick comparison of the various phone migration options:

Table 1: Different Phone Migration Options and Considerations

	Using Self-provisioning IVR Service	Using Phone Migration Service	Using Unified CM Administration Interface
End user or administrator driven phone migration	End user (Self-service)	End user (Self-service)	Administrator
Auto-registration required	Yes	No	No
Migration steps	<ul style="list-style-type: none"> • Auto register a new phone • Dial self-provisioning IVR number • Follow the voice prompts 	<ul style="list-style-type: none"> • Plug-in new phone to the network • Key in primary extension and PIN (optional) 	<ul style="list-style-type: none"> • Sign in to Cisco Unified CM Administration interface • Choose “Migrate Phone” option in the Phone Configuration page of the old phone • Enter phone type (model & protocol) and MAC address of the new phone
Administrator involvement	Medium	Low	High

For more information, see the “Native Phone Migration using IVR and Phone Services” chapter in [Feature Configuration Guide for Cisco Unified Communications Manager](#).

User Interface Updates

To support this feature, the following sections are added:

- In the **System > Enterprise Parameters Configuration** page, a new section **Phone Migration** is added. The following options are available in the new section:
 - **When Provisioning a Replacement Phone for an End User** drop-down list is added.
 - **Security Profile for Migrated Phone** drop-down list is added.
- In the **User Management > User Settings > User Profile Configuration** page, a new check box is added under the **Self-Provisioning** section.
 - **Allow Provisioning of a phone already assigned to a different End User**
- In the **Find and List Phones Configuration** page, a new drop-down list **Migrated (old phone)** is added.

For detailed information on the new parameters and fields, see the *Cisco Unified Administration CM Administration Online Help*.

Phone Feature Updates

The Phone Configuration Layout for the Cisco IP Phone 8800 Series of phones is updated to allow you to configure support for the following phone features right from the Unified CM Phone Configuration window:

- **Mark Your Calls as Spam**—You can use the Mark spam feature to reduce the number of unwanted phone calls that you receive. With this feature, you designate a phone number as either a potentially fraudulent call or as a telemarketer call.
- **Lower Your Voice**—If you speak in a loud voice, you can set your phone to remind you to speak at an appropriate level by displaying a warning message on the phone.



Note Minimum supported phone version is Release 12.8.1 and above.

You can configure these features in the Product Specific Configuration Layout area of your phone model in the Cisco Unified CM Administration interface or the Phone directly.

For more information, see the [Cisco IP Phone 8800 Series Administration Guide for Cisco Unified Communications Manager](#).

Push Notification Deployment for iOS 13

This release of Cisco Unified Communications Manager and the IM and Presence Service includes updates to Push Notifications in support of Apple's iOS 13 implementation.

Jabber 12.9 release is built using iOS 13 SDK. Under iOS 13, Apple processes Push Notifications for suspended applications differently than it did with iOS 12. Following is a summary of the Apple Push Notification service updates that are introduced with iOS 13:

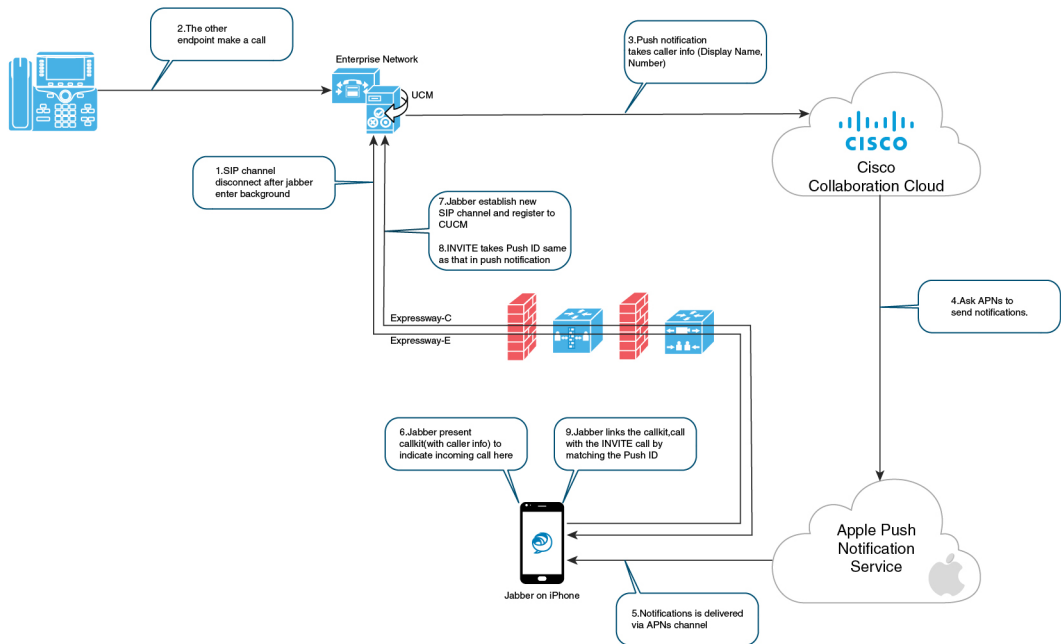
- Push Notifications under iOS 13 are delivered using a "VoIP" channel for calls and a separate "Message" channel for messaging. This is in contrast to iOS 12 where all Push Notifications traffic were delivered using the same channel.
- iOS clients, upon receiving a VoIP push notification, launch CallKit immediately to indicate an incoming call.
- Push Notifications "VoIP" traffic includes caller identity information (Display Name and Number), which the client uses to populate the CallerID field in CallKit.
- Push Notifications of type "VoIP" are considered high priority and are delivered without delay.

For up-to-date support information related to the Apple Push Notification service under iOS 13, including upgrade requirements, see the [Apple Push Notification Service Updates](#).

For information on how to deploy Push Notifications, see the [Push Notifications Deployment for Cisco Jabber on iPhone and iPad with Cisco Unified Communications Manager](#).

iOS 13 Call Flow

The following diagram illustrates the process for calls that use the Push Notifications ‘VoIP’ channel under iOS 13.



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