

CISCO SBCS 1.0

Megoldás

Alapok

Üzleti hatékonyságot növelő
alkalmazások áttekintése



Unified CallConnector

SBCS hatékonyságot támogató alkalmazások



SBCS business productivity applications include:

- Unified CallConnector for MS-Windows.
- Unified CallConnector for CRM.
- IPcelerate IPsmartSuite.
- ARC Express.



Unified CallConnector

Cisco Unified CallConnector áttekintése

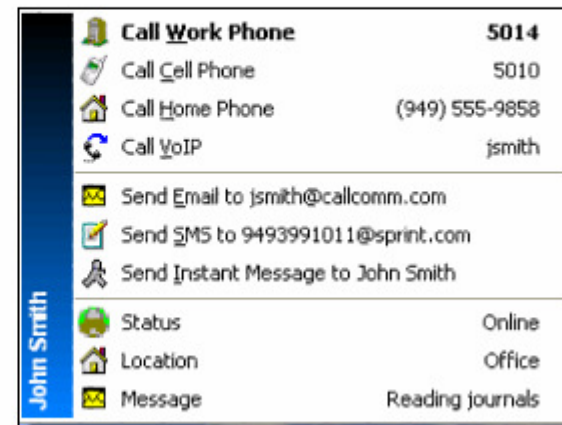
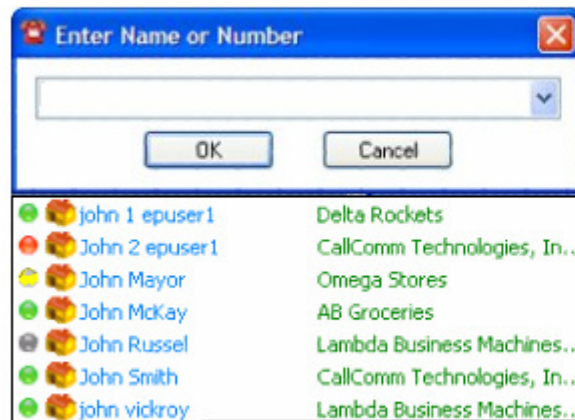
Call control and presence features
Microsoft Outlook and Internet Explorer

Display Name	Comp...	Work	Cell
Adrienne Norbury	Cisco Systems	3013	555-67
Angela Gerber	Cisco Systems	3036	555-09
Amanda Scarfie	Cisco Systems	3027	555-49
Alison Whiffey	Cisco Systems	2030	555-25
Alizon Causton	Cisco Systems	3047	555-46
Alex Harbil	Cisco Systems		
Davis Beckk	Cisco Systems		
David Warner	Cisco Systems		
Danny Maar	Cisco Systems		
Cindy Lopez	Cisco Systems		
Ann McDonald	Cisco Systems		
John Russel	Cisco Systems		
John McKay	Cisco Systems		
Emma Cameron	Cisco Systems		
Elaine Senz	Cisco Systems		
Dann Russell	Cisco Systems		
Keith Whitehead	Cisco Systems		
Keith Lewis	Cisco Systems		
Keith Buxton	Cisco Systems		
Kathryn Ford	Cisco Systems		
Karen George	Cisco Systems		
Sarah Thompson	Cisco Systems		
Peter Applebee	Cisco Systems		
Peter Allsop	Cisco Systems		
Mike Rogers	Cisco Systems		
Marie Williams	Cisco Systems	2045	555-90
Yvonne Fulton	Cisco Systems	3012	555-45
Vieri Gucci	Cisco Systems	6001	555-12
Toni Lambert	Cisco Systems	6004	555-87

- Call Work: 3042
- Cell Cell: 555-4605
- Call Home: 555-1234
- Send
- Create SpeedDial
- Hang Up
- Answer
- Transfer
- Conference
- Pick up
- Park
- Forward
- Group Pickup
- Update
- New
- Delete
- Delete All
- Refresh

Unified CallConnector

Az állapot megjelenítése



Internet Explorer, Outlook, or Quick Search
Reduce communication delays

Unified CallConnector

Cisco Unified CallConnector képességei

Feature	Benefits
Call control toolbars	<p>Toolbars offer easy access to features without the need for any additional desktop applications. They can be used within Outlook or Internet Explorer. The toolbars provide easy-to-use features such as the capability to find contacts, implement phone features, and streamline communications for the user.</p> <p>Hívásvezérlés eszköztár</p> <p>Az eszköztárak további számítógép alkalmazások igénye nélkül könnyen elérhetővé teszik a képességeket. Használhatóak az Outlook-ban és az Internet Explorer-ben. Az eszköztárak olyan, könnyen használható képességeket szolgáltatnak, mint a kapcsolatok keresése, telefon beállítások végrehajtása és a felhasználó kommunikációjának egyszerűsítése.</p>
CallConnector contacts	
Quick Dial	
Quick transfer, hold, or conference	
Quick Search	
Speed dial	
New Call popup and Caller ID	
Call logs	

Unified CallConnector

Cisco Unified CallConnector képességei

Feature	Benefits
Call control toolbars	<p>Within Outlook and Internet Explorer, the solution brings together all personal, corporate, and Outlook contacts. Finding contacts from within two commonly used applications is easy.</p> <p>CallConnector kapcsolatok Az Outlook-on és az internet Explorer-en belül összegyűjti az összes személyes, céges és Outlook-os kapcsolatot. Ezen két általánosan elterjedt alkalmazáson belüli könnyű a kapcsolatok megtalálása.</p>
CallConnector contacts	
Quick Dial	
Quick transfer, hold, or conference	
Quick Search	
Speed dial	
New Call popup and Caller ID	
Call logs	

Unified CallConnector

Cisco Unified CallConnector képességei

Feature	Benefits
Call control toolbars	<p>Use easy click to dial or click to send on any contact with the option to show all numbers (work, cell, home) and send addresses (e-mail, instant messaging [IM], and Short Message Service [SMS]) associated with the contact. Quick Dial saves time; calls or startup of other communication sessions (e-mail or IM sessions) are placed in a few seconds without manual number or address entry.</p> <p>Gyors tárcsázás</p> <p>Bármely kapcsolatnál, a kapcsolathoz tartozó összes szám (munkahelyi, mobil, otthoni) és küldési cím (e-mail, azonnali üzenetküldés [IM]. Short Message Service [SMS]) megjelenítési opció bekapcsolása mellett egyszerűen a "click to dial"-ra vagy a "click to send"-re kattintva használható. A gyors tárcsázás időt takarít meg, a hívások vagy kommunikációs kapcsolatok (e-mail, vagy IM kapcsolat) felépítése a számok vagy címek kézzel történő bevitelével szemben néhány másodperc lesz.</p>
CallConnector contacts	
Quick Dial	
Quick transfer, hold, or conference	
Quick Search	
Speed dial	
New Call popup and Caller ID	
Call logs	

Unified CallConnector

Cisco Unified CallConnector képességei

Feature	Benefits
Call control toolbars	<p>Easily transfer, hold, or set up conferences using context menus within Outlook or Explorer. Transferring or setting up conference calls is easy using a PC mouse.</p> <p>Gyors hívásátadás, -tartás vagy konferenciahívás</p> <p>Az Outlook-on vagy Explorer-en belüli, tartalomtól függő menük használatával könnyen lehet hívást átadni, tartásba helyezni, vagy konferenciahívást felépíteni. A PC egerének felhasználásával könnyű a hívásátadás és a konferenciahívás felépítése.</p>
CallConnector contacts	
Quick Dial	
Quick transfer, hold, or conference	
Quick Search	
Speed dial	
New Call popup and Caller ID	
Call logs	

Unified CallConnector

Cisco Unified CallConnector képességei

Feature	Benefits
Call control toolbars	<p>Use the Pause or Break key on your PC to find a contact and then quickly dial a number or send e-mail. It is easy to search through all contacts without opening new applications or switching pages.</p> <p>Gyorskeresés A PC Pause vagy Break billentyűje a kapcsolatok keresésére, a szám gyors felhívására vagy e-mail küldésére használható. Könnyen lehet az összes kapcsolat között új alkalmazások megnyitása vagy oldalak lapozása nélkül keresni.</p>
CallConnector contacts	
Quick Dial	
Quick transfer, hold, or conference	
Quick Search	
Speed dial	
New Call popup and Caller ID	
Call logs	

Unified CallConnector

Cisco Unified CallConnector képességei

Feature	Benefits
Call control toolbars	<p>The solution offers an option to create icon-based speed dialing for frequently called numbers. Common numbers are easy to find and dial quickly.</p> <p>Gyorshívás</p> <p>A megoldás lehetőséget kínál ikon alapú gyorshívások létrehozására a gyakran hívott számokra. Így a gyakori számokat könnyebb megtalálni és gyorsabb felhívni.</p>
CallConnector contacts	
Quick Dial	
Quick transfer, hold, or conference	
Quick Search	
Speed dial	
New Call popup and Caller ID	
Call logs	

Unified CallConnector

Cisco Unified CallConnector képességei

Feature	Benefits
Call control toolbars	Incoming calls will generate a screen pop with the caller's name lookup from Outlook contacts. The solution offers a clickable option to answer or send the call to voice mail.
CallConnector contacts	You will always know who is calling. The solution also provides an option to answer the call or ignore it and send it to voice mail.
Quick Dial	Híváskor felbukkanó ablak és hívófél azonosító
Quick transfer, hold, or conference	A bejövő híváskor az Outlook kapcsolataiból kikeresett hívó nevével felugrik egy ablak. Ez a megoldás egy kattintással teszi lehetővé a hívás fogadását vagy a hívás hangpostára küldését.
Quick Search	Mindig lehet tudni, ki indította a hívást. A megoldás a hívás fogadására vagy visszautasítására és hangpostára küldésére szolgálhat lehetőséget.
Speed dial	
New Call popup and Caller ID	
Call logs	

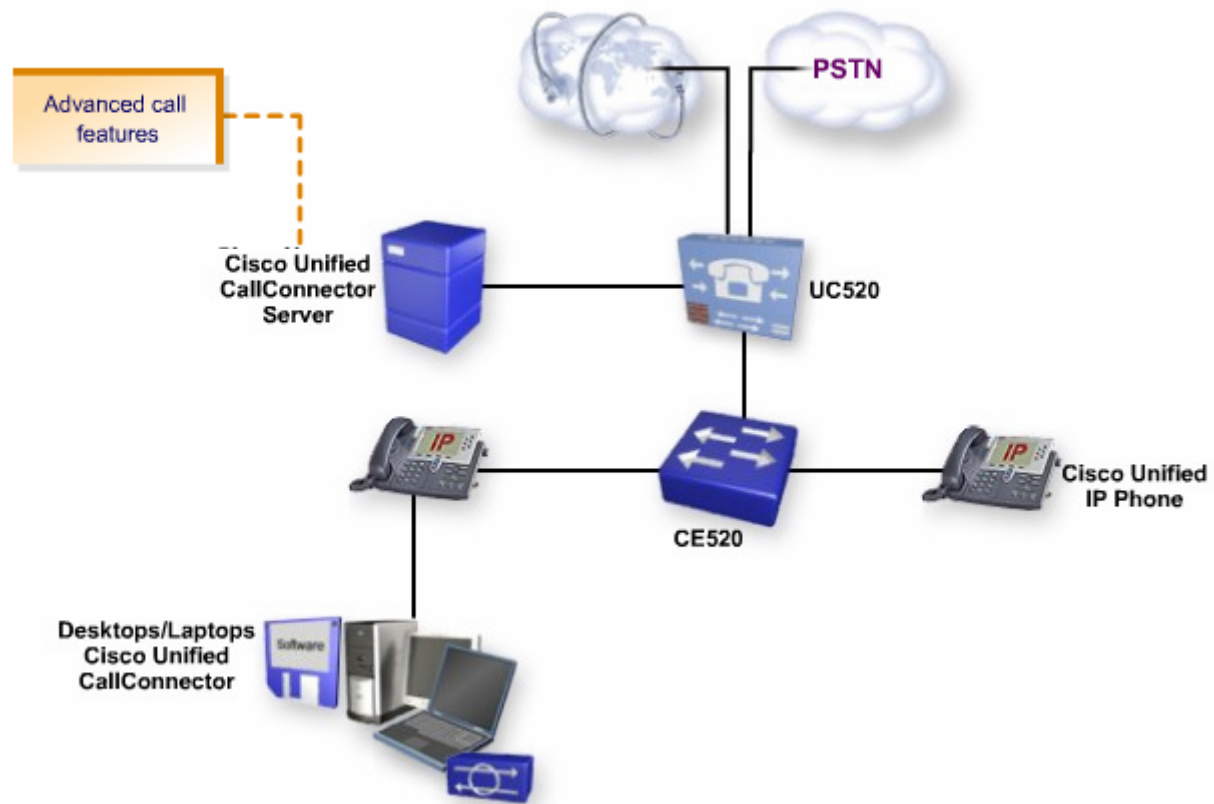
Unified CallConnector

Cisco Unified CallConnector képességei

Feature	Benefits
Call control toolbars	<p>Missed, received, and dialed calls are stored on your PC in addition to your IP phone. You can use Quick Dial to return calls that were missed while you were out of your office. You save time returning calls missed while away from your office. You can use the history of call logs received and placed for billing.</p> <p>Hívás naplózás</p> <p>A nem fogadott, fogadott vagy tárcsázott hívásokat az IP telefon mellett a PC-n is tárolják. A "Quick Dial"-t fel lehet használni a távollét miatt nem fogadott hívások visszahívására. Időt lehet megtakarítani a távollét miatt nem fogadott hívások visszahívásával. A számlázáshoz fel lehet a fogadott és a hívott hívástörténet naplózását használni.</p>
CallConnector contacts	
Quick Dial	
Quick transfer, hold, or conference	
Quick Search	
Speed dial	
New Call popup and Caller ID	
Call logs	

Unified CallConnector

Alkalmazások kialakítása



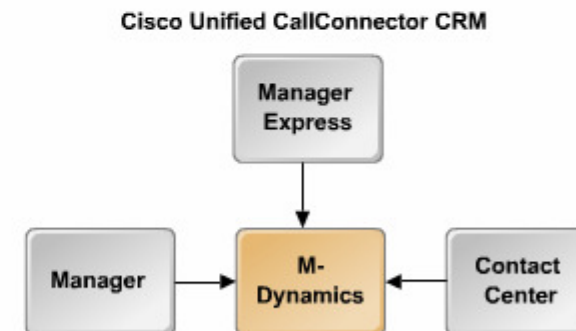
Gain dynamic presence features

Unified CallConnector CRM képességek



Enhancement features include:

- Screen pops and click to dial.
- Call duration tracking and information capture.
- Customer record creation.
- Call Contact button in Outlook and CRM IE interface.
- Desktop TAPI client.
- MS CRM Server install.
- XML service for IP Phone Display.



Saving time and making intelligent decisions

Unified CallConnector

CRM kibővített képességek

Feature	Description
Click To Dial	Allows clicking to dial from within a Microsoft Dynamics CRM contact record.
Screen pops	Tárcsázás kattintással Lehetővé teszi a Microsoft Dynamics CRM kapcsolat rekordjaiból a kattintásra történő tárcsázást.
Call tracking	
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	



Unified CallConnector

CRM kibővített képességek

Feature	Description
Click To Dial	Provides screen pops of customer contact records or prepopulated phone call activity records.
Screen pops	Képernyőn felugró ablakok Az ügyfél kapcsolati adataival vagy a korábbi telefonos tevékenységeivel feltöltött felugró ablakot ad.
Call tracking	
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	

Unified CallConnector

CRM kibővített képességek

Feature	Description
Click To Dial	Tracks and inserts call-related information.
Screen pops	
Call tracking	Híváskövetés Nyomon követi és beilleszti a híváshoz kapcsolódó információkat.
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	

Unified CallConnector

CRM kibővített képességek

Feature	Description
Click To Dial	<p>Tracks the actual call duration and inserts the time into the Microsoft Dynamics CRM phone call activity record.</p> <h3>Hívás időtartam követés</h3> <p>Nyomon követi a hívás időtartamot és az időt beilleszti a Microsoft Dynamics CRM telefonhívás aktivitás rekordjába.</p>
Screen pops	
Call tracking	
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	

Unified CallConnector

CRM kibővített képességek

Feature	Description
Click To Dial	<p>Associates a Microsoft Dynamics CRM customer service case with any incoming call or available contact.</p> <p>Ügyfélszolgálati esethez kapcsolódó információkkal felugró ablak A Microsoft Dynamics CRM ügyfélszolgálati esetét a bejövő híváshoz vagy a rendelkezésre álló kapcsolati adatokhoz kapcsolja hozzá.</p>
Screen pops	
Call tracking	
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	

Unified CallConnector

CRM kibővített képességek

Feature	Description
Click To Dial	These languages are supported: Chinese, Czech, Danish, Dutch, English, Finnish, French, German, Greek, Hungarian, Italian, Japanese, Norwegian, Polish, Portuguese (Brazil and Portugal), Russian, Spanish, Swedish, and Turkish. Lokalizáció A következő nyelveket támogatja: kínai, cseh, dán, holland, angol, finn, francia, német, görög, magyar, olasz, japán, norvég, lengyel, portugál (brazil és portugál), orosz, spanyol, svéd és török.
Screen pops	
Call tracking	
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	

Unified CallConnector

CRM kibővített képességek

Feature	Description
Click To Dial	<p>Automatically detects integration for Cisco Unified Communications Manager Express or Cisco Unified Communications Manager.</p> <p>Platform automatikus észlelése Automatikusan észleli az integrációt í Cisco Unified Communications Manager Express-szel vagy a Cisco Unified Communications Manager-rel.</p>
Screen pops	
Call tracking	
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	

Unified CallConnector

CRM kibővített képességek

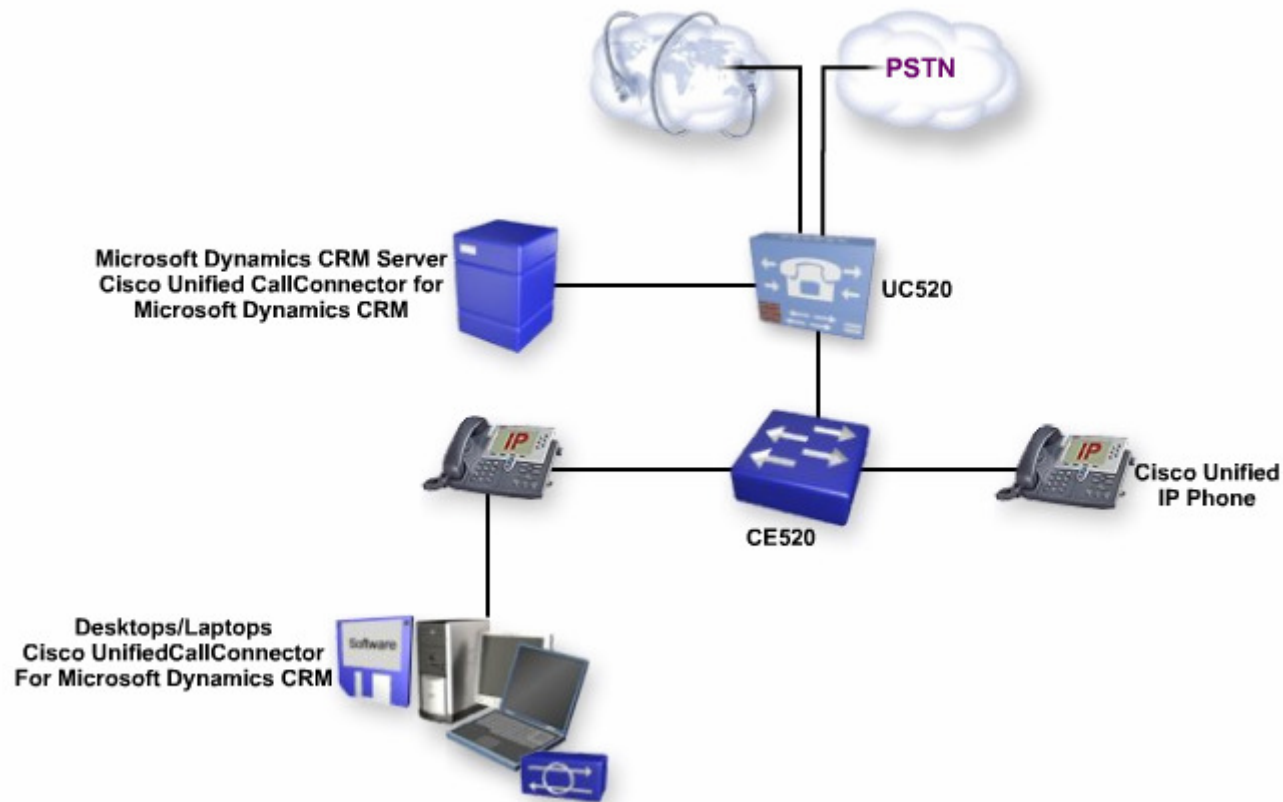
Feature	Description
Click To Dial	<p>Integrates with Cisco Unified Communications Manager Express Releases 3.3,3.4, and 4.0; Cisco Unified Communications Manager Releases 4.0 and 5.0; and Cisco Unified Contact Center Express Release 4.0.</p> <h3>Támogatott Cisco platformok</h3> <p>A Cisco Unified Communications Manager Express Release 3.3.3.4-gyel és 4.0-val, a Cisco Unified Communications Manager 4.0-val és 5.0-val, és a Unified Center Express Release 4.0-val integrálják.</p>
Screen pops	
Call tracking	
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	

Unified CallConnector

CRM kibővített képességek

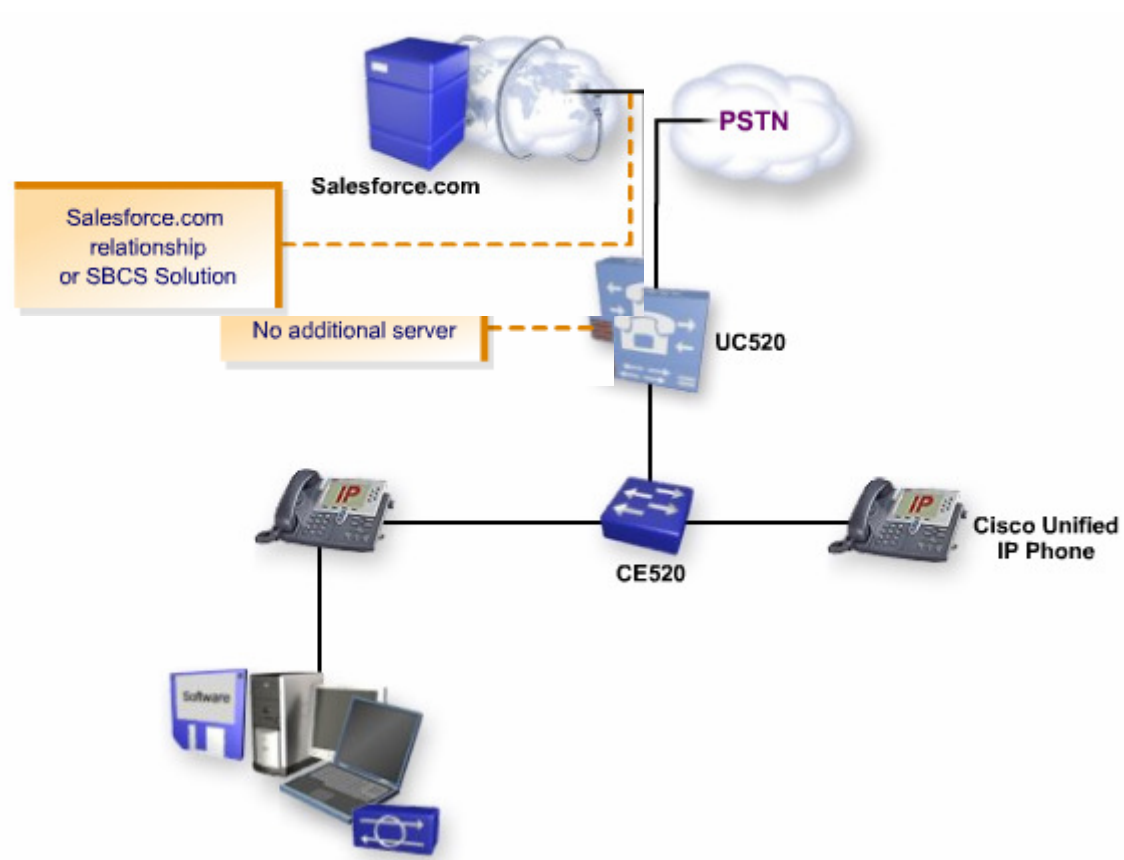
Feature	Description
Click To Dial	<p>Integrates with Microsoft Small Business Server 2003, Microsoft Windows Server 2003, Windows 2000 Professional, Windows XP, and Windows Vista.</p> <p>Támogatott Microsoft platformok A Microsoft Small Business Server 2003-mal, a Microsoft Windows Server 2003-mal, a Windows 2000 Professional-lal, a Windows XP-vel és a Windows Vita-val integrálják.</p>
Screen pops	
Call tracking	
Call duration tracking	
Associated customer service case pop	
Localizations supported	
Autodetect platform	
Cisco platforms supported	
Microsoft platforms supported	

Unified CallConnector CRM hálózat kialakítás



Unified CallConnector

Tervezési megfontolások



IPcelerate IPsmartSuite IPsmartSuite

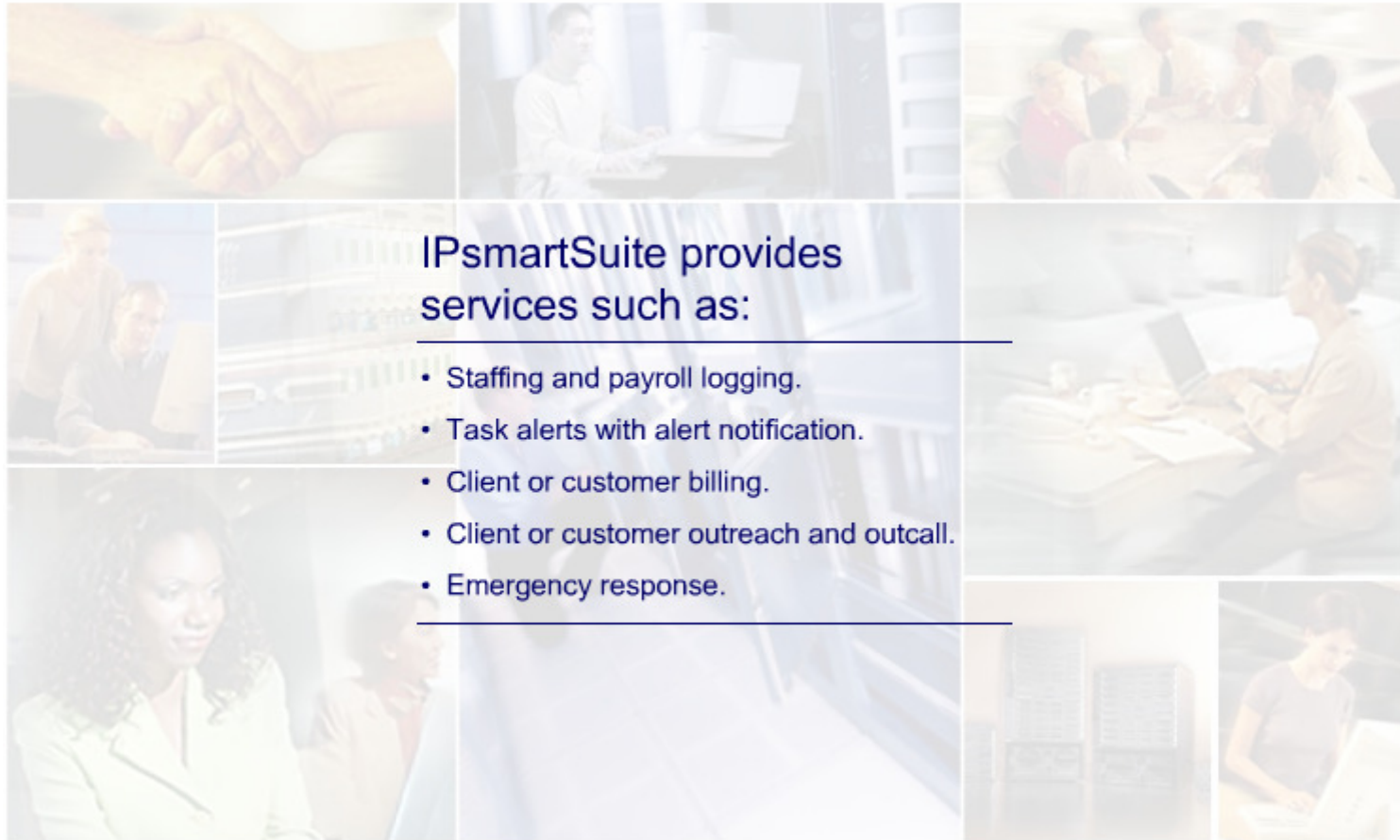
IPsmartSuite provides:

- Business-impacting applications.
 - Easy-to-use applications.
 - Integration with UC520 series out of the box.
 - Easy-to-install software.
 - Remote web access, anywhere, anytime.
-



IPcelerate IPsmartSuite

IPsmartSuite megoldás a Cisco SBCS-hez



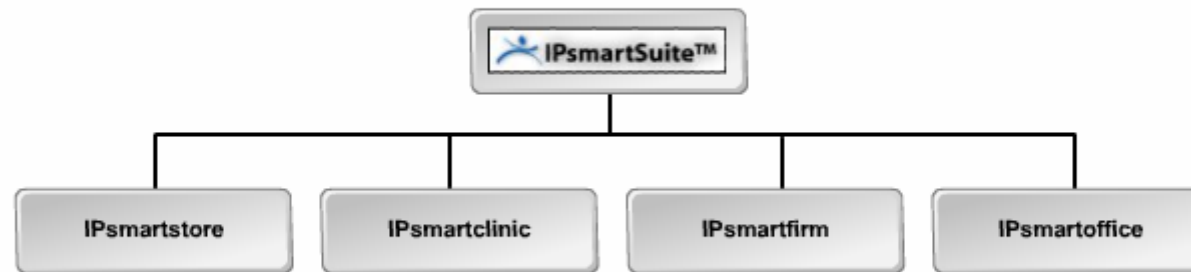
IPsmartSuite provides services such as:

- Staffing and payroll logging.
- Task alerts with alert notification.
- Client or customer billing.
- Client or customer outreach and outcall.
- Emergency response.




IPcelerate IPsmartSuite

Vertikális piacok




IPcelerate IPsmartSuite

IPsmartSuite hatékonyságot támogató alkalmazások

Application	Description
IPsmartfirm	 <p>The IPsmartfirm application offers client management as well as office services. Among the several advanced services for client management are client matter codes with file output in Excel for billing purposes. There is a dial-out reminder feature for depositions, court dates, or other meetings. One-touch call recording is also provided with an upload to a web sharing page for blogging and collaboration with other legal staff. Office services include call coverage, enabling administrative workers to see line and business status of key personnel in the firm, and E911 alerts in case of emergencies.</p>
IPsmartstore	
IPsmartoffice	
IPsmartclinic	


IPcelerate IPsmartSuite

IPsmartSuite hatékonyságot támogató alkalmazások

Application	Description
IPsmartfirm	
IPsmartstore	 <p>The IPsmartstore application offers time and staff management capabilities, task management and alerts, as well as store services. Time and staff management services include employee clock-in and clock-out and dial-out staff management for shift coverage. Additionally, IPsmartstore can manage and monitor staff hours and include overtime alerts. Abilities for task management include alerts to company workflow processes with built-in escalation alerts if compliance is not detected. Employee recognition is available as well as interactive OJT. Finally, store services include manager messaging within the company, employee recognition alerts, revenue generation through dial-out alerts to target customers, and E911 alerts in case of emergencies.</p>
IPsmartoffice	
IPsmartclinic	


IPcelerate IPsmartSuite

IPsmartSuite hatékonyságot támogató alkalmazások

Application	Description
IPsmartfirm	
IPsmartstore	
IPsmartoffice	
IPsmartclinic	IPsmartoffice offers several services including time and staff management, situational alerts, and office services. Time and staff management tools, such as IPsmartstore, include employee clock-in and clock-out as well as the ability to manage and monitor employee hours and overtime with alerts. Situational alerts can also be used in IPsmartoffice such as company reminders and announcements, dial-out alerts to customers and suppliers, and office closure announcements. Shipping updates can also be provided. Office services include one-touch call recording with uploads to a web page for blogging and collaboration with customers or business partners. E911 alerts are available in case of emergencies.

IPcelerate IPsmartSuite

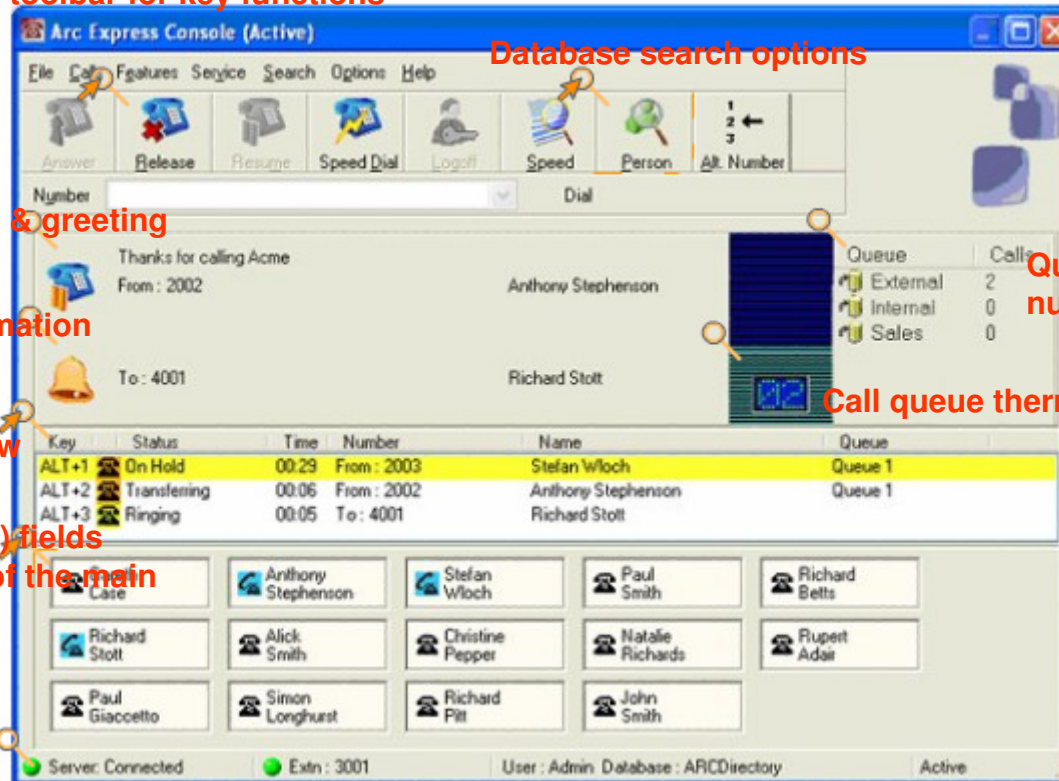
IPsmartSuite hatékonyságot támogató alkalmazások

Application	Description
IPsmartfirm	
IPsmartstore	
IPsmartoffice	
IPsmartclinic	 <p>The IPsmartclinic application offers several services including patient management and services and clinical services. Patient management tools include dial-out appointment reminders and emergency health bulletins. Also, check-in on the IP phone is available with backend alerts to notify staff. There are patient and billing codes for new billing opportunities as well. Patient services provided incorporate instructional messages and patient photos rotating on waiting area phones. Music and advertising are available, as well as advertising and message streaming. Finally, clinical services consist of one-touch call recording with uploads to a web page for blogging and collaboration with other doctors and staff. E911 alerts in case of emergencies are also available with this application.</p>

ARC Express

ARC Express főbb jellemzői

Mouse toolbar for key functions



Inbound call with status & greeting

Outbound call leg information

Calls in progress window

Busy Lamp (Line Status) fields
(this group is a subset of the main directory)

User, database, and server status

Queues owned by this user with number of calls showing

Call queue thermometer

ARC Express

Keresés ARC Express-szel

The image displays two screenshots from the ARC Express software interface. The left screenshot shows the 'ARC Express Console (Active)' window with a search bar and a list of search results. The right screenshot shows the 'Speed Search' dialog box with various search criteria options.

Speed Search Dialog Box:

- Enter searched: [Text Input]
- Buttons: Lastname / Firstname (F2), Eurname / Department (F3), Dept. / Section (F4), Extension (F5), Car Reg (F5)
- Options: Filter (F7), Nonphonetic (F8)

ARC Express Console (Active) Search Results:

Cap	Status	Type	Number	Name	Group
AL7-1	In-Hold	00:29	Fran-2002	Sakari Sarkis	Group 1
AL7-2	Forwarding	00:36	Fran-2002	Anthony Stephenson	Group 1
AL7-3	ringing	00:39	To: 4001	Richard Scott	

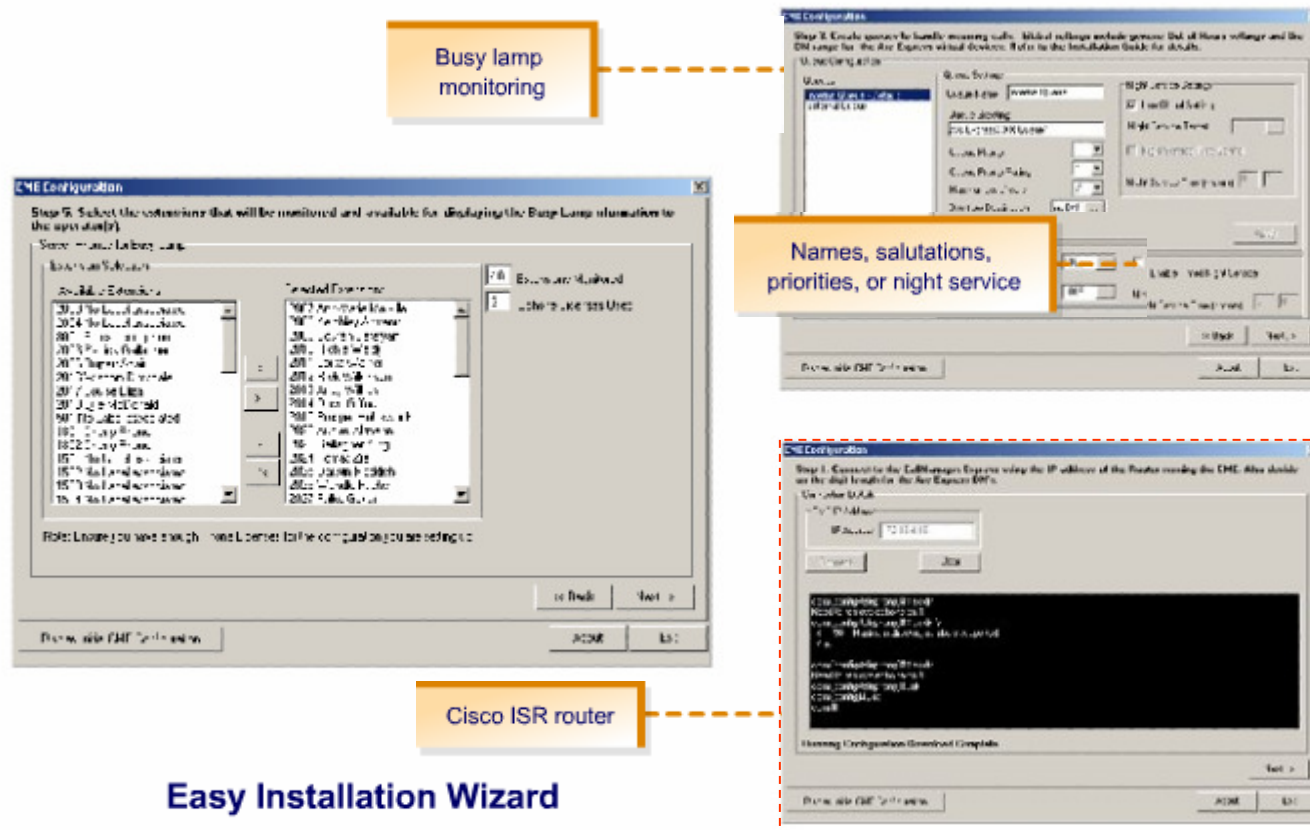
Directory Module Search Results:

Id	Lastname	Firstname	Extension	Department	Mobile	Carreg	Initials	Job Title
1	Adair	Pupert	4005	Production	07801148944	PA00PLA	PA	Product Manager
2	Betts	Richard	4000	Board	07865486151	P99FLY	RB	MD
3	Cose	Gareth	2001	Customer Services	0123459021	A00KJH	GC	Chief Engineer
4	Giacosta	Paul	4006	Customer Services	07902093402	H00JJA	PG	Customer Services Man
5	Longhurst	Simon	4007	Sales	07764556211	R875HT	SL	Marcoms Executive
6	Pepper	Christine	4003	Admin	07765442901	T3CAP	CP	Marcoms Executive
7	Pit	Richard	4008	Sales	07887112111	BE33TLE	AP	Sales Director
8	Richards	Natalie	4004	Customer Services	09376000051	LK0/LJA	NR	Account Manager
9	Smith	Alick	4002	Customer Services	07765442121	TR9SWR	AS	Chief Engineer
0	Smith	John	6009	Customer Services	079011387210	R149HHJ	JG	Customer Services Rep
1	Smith	Paul	2004	Admin	012349997665	TV0IFSA	PS	Engineer
2	Stephenson	Anthony	2002	Engineering	09169998701	KL0LSP	AS	Customer Services Rep
3	Stat	Richard	4001	Production	07764878888	LXSIRST	RS	Engineer
4	Wash	Stefan	2003	Engineering	09377119952	FG20JJ	SW	Chief Engineer

General Search option

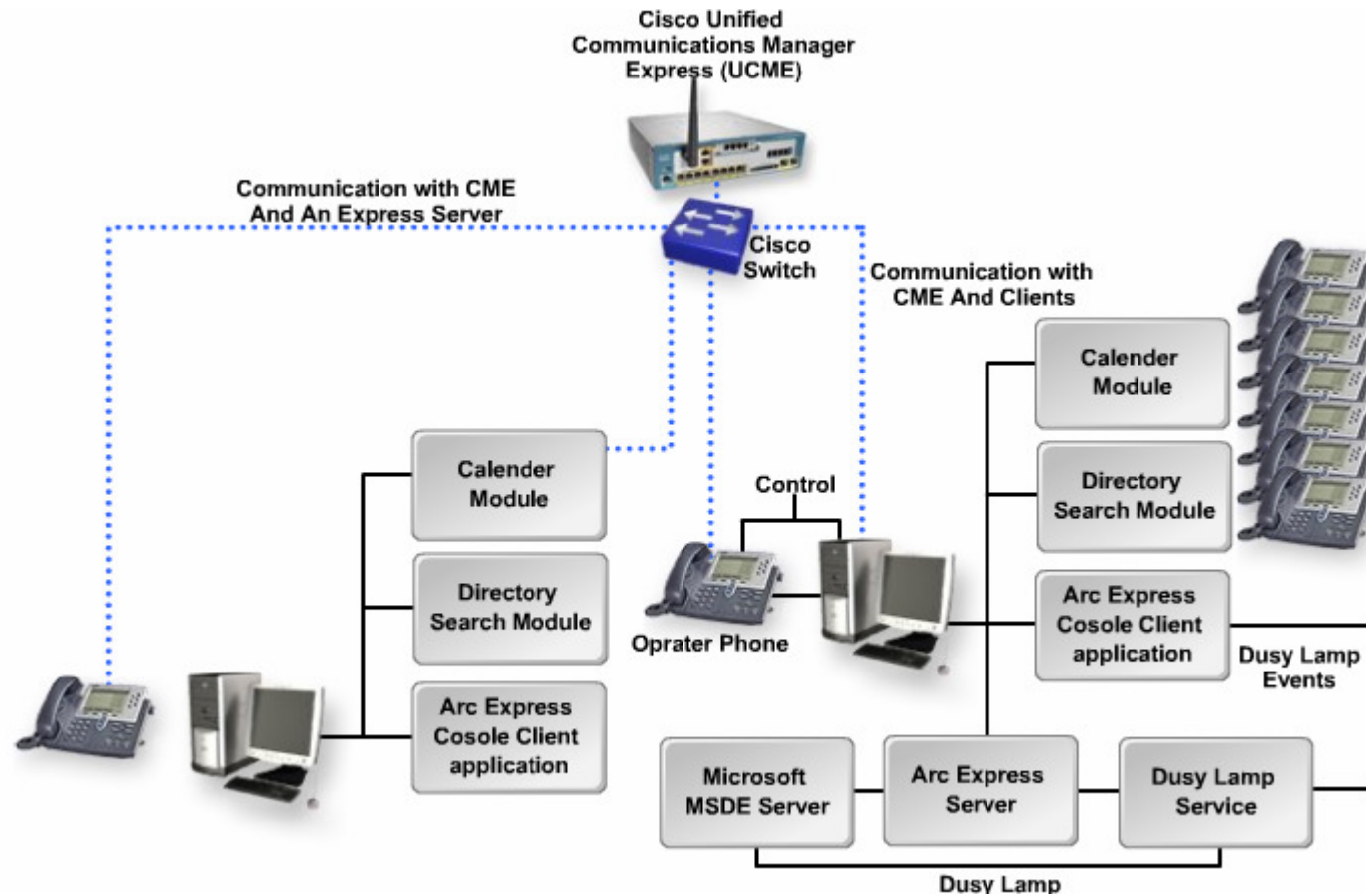
ARC Express

ARC Express telepítés



ARC Express

ARC Express rendszerterv



Supports multiple clients and queues

