



A Cisco Smart Business Communications System bemutatása



A kommunikáció új módja

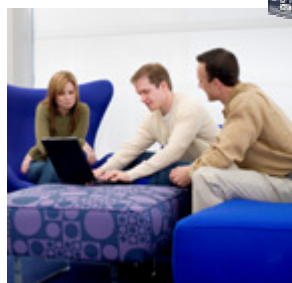
A vállalatok működése is változik...



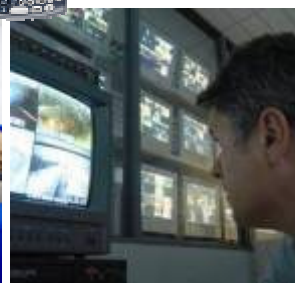
Across time
zone
Operations



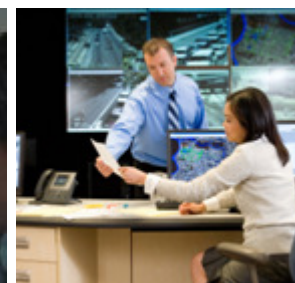
Increasingly
Mobile
Workforce



Team
Collaboration



Security
threats



New and
Changing
Regulations



Ever-
changing
Business
environment

Hatékony munkatársakra van szükség a versenyképesség megőrzéséhez



Hogyan támogatja a Smart Business Communication System a vállalatok működését?



Munkaerő mobilizálása



- Enable employees to access important documents, work with colleagues, and discuss projects with customers from anywhere
- Quickly interact with clients and colleagues via phone conference or video
- Access company CRM tools and other data applications from phone or PC

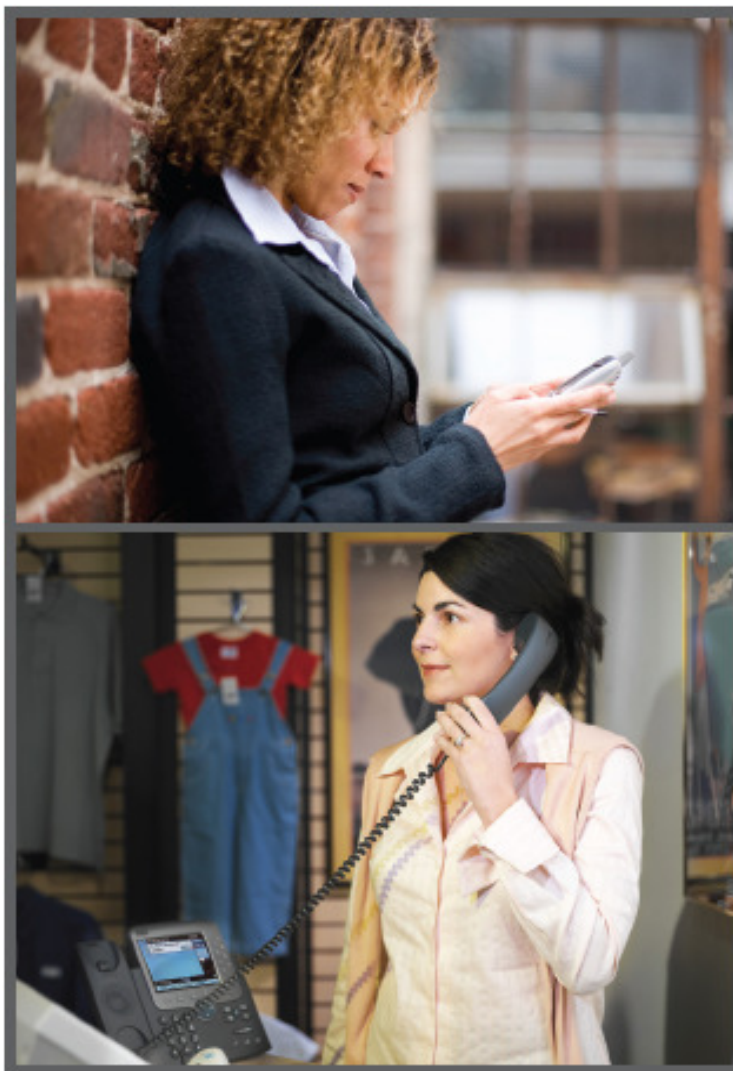


Teljes kommunikáció kiterjesztése a távmunkások részére

- Retrieve and work on important files after hours, with secure access to the company network
- Use laptops or desktop PCs as full-featured office phones, with telephony software
- Reach teleworkers on their home IP phones as easily as if they were in the office by dialing the same phone number



A vállalkozás elindítása hatékonyan és gyorsan történik



- An affordable, all-in-one solution, whether starting up or branching out
- Stay in touch with local, regional, and overseas suppliers easily and cost-effectively with built-in voice, messaging, and mobility features
- Support business operations and data needs with wired and wireless data networking, enabling you to start your business as a paperless office



Mire kínál megoldást a Cisco Unified Communications rendszere a vállalatoknál?



Konvergált IP hálózatok költségeinek gyors megtérülése

- Average time savings of 1.6 hours per move for move, add, and change activity
- Saved 4 hours per week in all communications by each branch-office employee
- More than 60% of participants saved 3+ hours per week for each mobile worker
- Single, primary vendor for IP telephony have a 43% lower network cost of ownership
- 86% reported that productivity benefits have grown since initial deployment

Source: Sage 2005 ROI Research Study



Az eredmény: egy versenyképes vállalkozás

- **Improve operational efficiency**

- Reported savings of 10+ hours per week per mobile employee

- Shorter talk times and lower contact center costs

- Wireless connectivity supports communications anywhere in your building

- **Control costs**

- Reduce conferencing service provider and telephony fees

- Faster connections—callers reach the right person the first time

- **Achieve a competitive edge**

- Connect customers to available customer service representatives 24x7 via automatic call distribution

- Customer self-service via speech recognition

- **Provide superior customer service**

- Intelligent routing, customizable call screening

- Route customer calls to the agent with the right skills to meet their needs, the first time



Makes the communications experience for customers, partners, vendors, and employees more personal, efficient, effective, and productive

A Cisco Smart Business Communications System bemutatása



Cisco Smart Business Communications System bemutatása

- New **affordable, complete system** of voice, data, video, and wireless networking products makes any time any where secure access to information possible
- Enables **more effective and efficient** ways of **communicating** with customers and employees
- Purpose built **business communications** solution that is **easy to deploy and use** while allowing for business growth
- Complemented by award-winning **support** and easy financing and delivered **through local partners**



Cisco Smart Business Communications System

Extended capabilities, made simple through an all-in-one unified communications solution

- Voice, data, video, security, and mobility together on one platform
- Bring together desktop applications like calendar, e-mail, and CRM
- Network locations for voice, video, and data networking
- Designed specifically for small business



Better Communications, Better Business

Smart Business Communications System alkalmazások (beépített)

- **Cisco Unified Communications Manager Express**

- World-class call processing

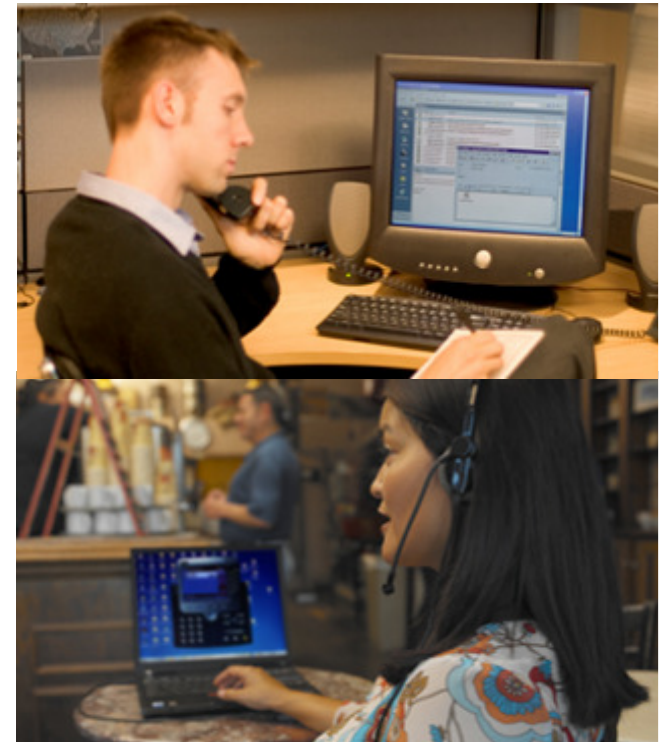
- Enables remote teleworkers to work efficiently

- Support for Cisco Unified CallConnector for Microsoft Dynamics CRM and Salesforce.com

- **Cisco Unity Express**

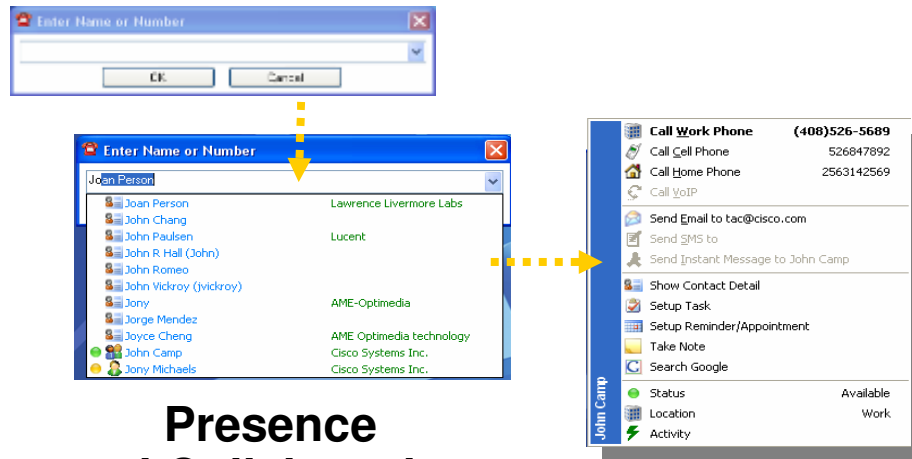
- Comprehensive voice mail and automated attendant functionality

- Messaging improves employee productivity and customer satisfaction

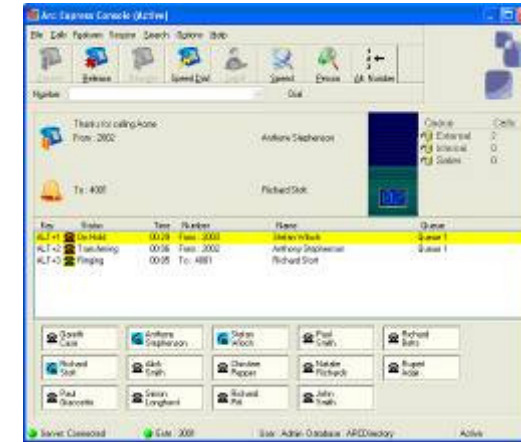


Smart Business Communication System

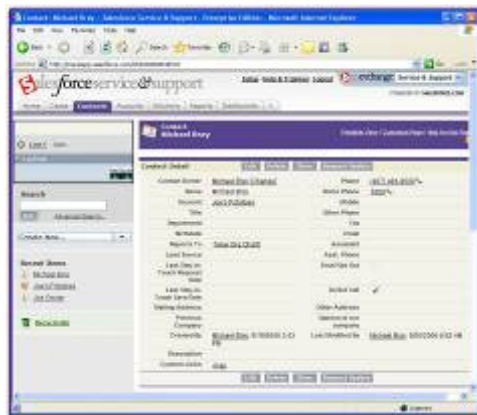
opcionális alkalmazások



Presence and Collaboration



Attendant Console



Customer Service (Cisco Unified CallConnectors)



Vertical Applications (Retail, Legal, Healthcare, Manufacturing)

Cisco Unified Call Connectors

For Microsoft Dynamics CRM

- Provide sales, marketing and service employees with enhanced productivity tools:

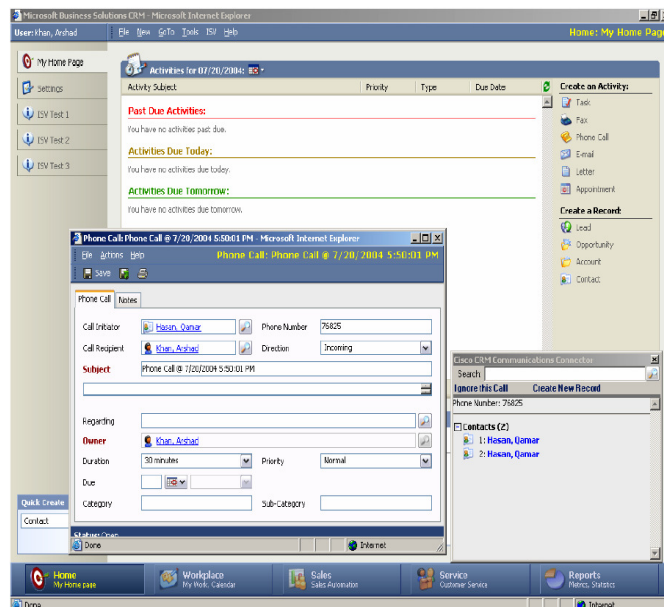
Screen pops

Click to Dial

Call duration tracking

Call information capture

Customer record creation



For Salesforce.com

- Enable employees to be more responsive and efficient:

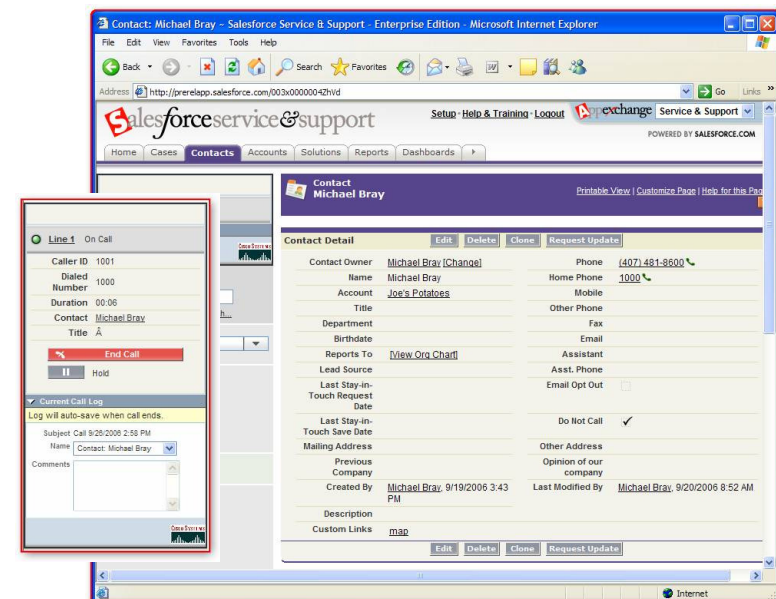
Screen pops, Click to dial

Call duration tracking

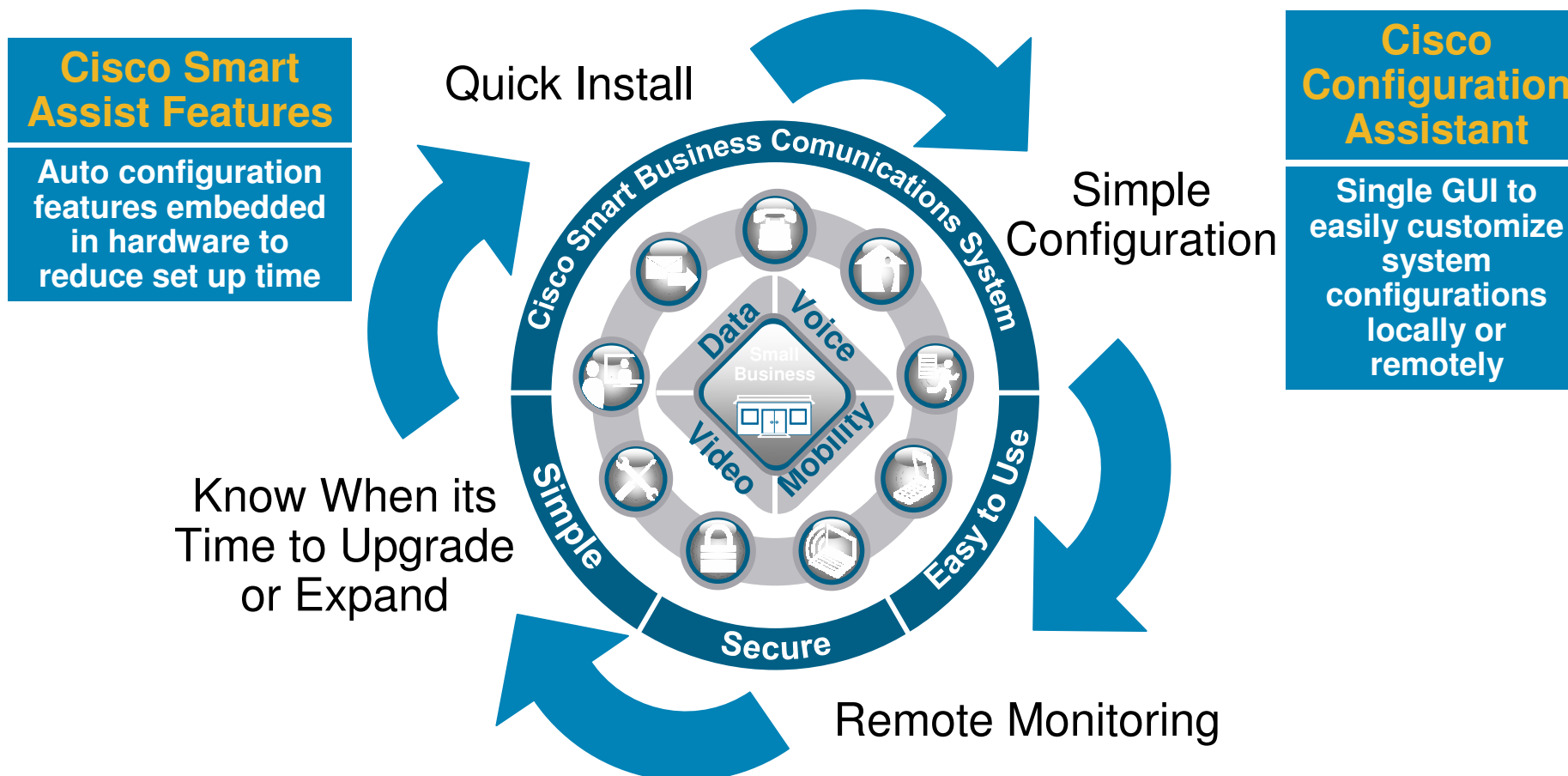
Call information capture

Customer record creation

Call Control buttons integrated in Salesforce.com user interface



Teljes konfiguráció és monitorozás menedzselés



Cisco Monitor Manager and Director

Monitoring and reporting tools to better support SMB customer networks

Egységes megoldás KKV-k számára



Egységes megoldás

**Financing
and Ordering**
Terms, products

**Certified
Partners**
Specialized local
partners

**Service
and Support**
Lifecycle services
backed by
Cisco® engineers

Solutions
Designed and
priced for your
business



„Lifecycle Services” megközelítés

- A broad portfolio of end-to-end services support the Cisco® Unified Communications System
- Based on proven methodologies for deploying, operating, and optimizing IP communications solutions
- Cisco and its partners work closely together to offer a service and support approach that can help you create and maintain a resilient, converged network that meets your business needs



Cisco Capital

Rugalmas finanszírozási megoldások

Cisco Capital's **Unified Communications** Financing Solutions:

- Enable small businesses to structure repayments based on asset utilization and better manage their cash flow
- Give businesses the ability to continually upgrade to the latest technology, and stay ahead of the competition without large upfront investments
- Reduce upfront investment by focusing on a usage model, and matching costs to revenues, while improving returns on investment (ROI)
- Enable businesses to spread the cost of networking equipment over several years, and free up cash for alternative uses

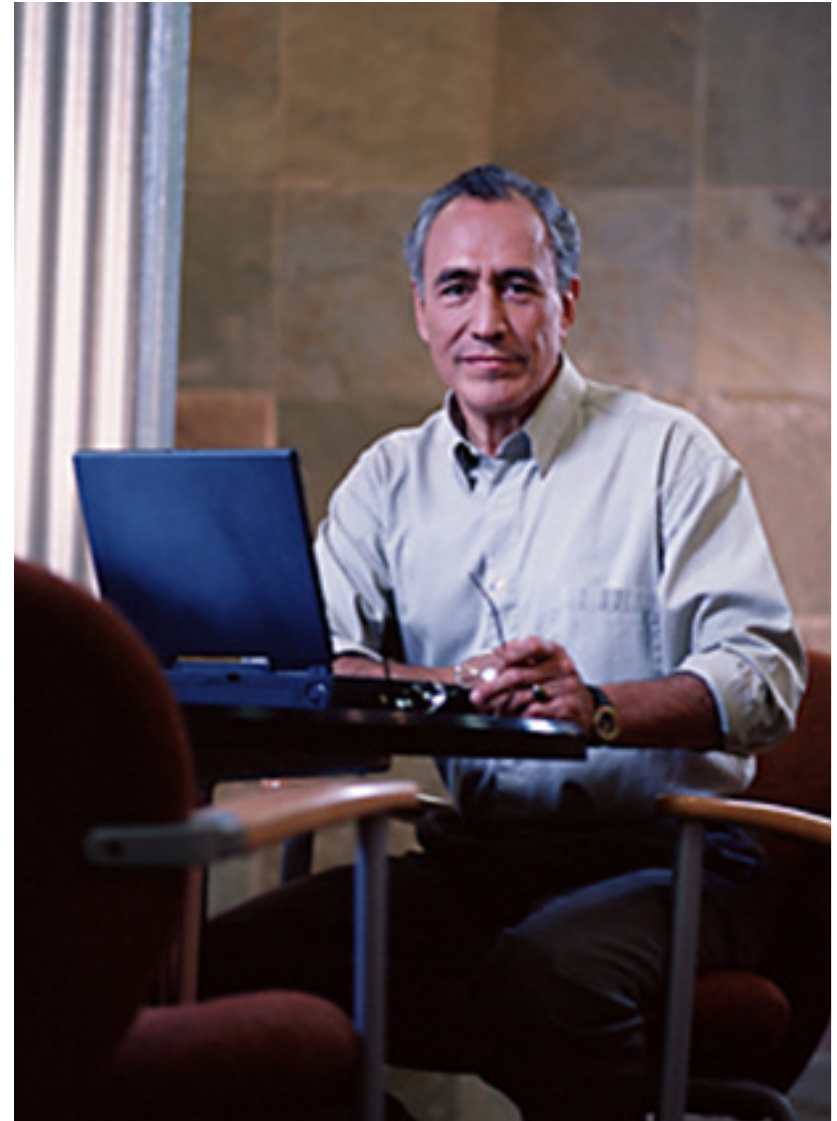


A Cisco előnye — IP kommunikációban az első helyen



A Cisco előnye— Vezető piaci pozíció az iparágon belül

- Industry leader in networking and secure IP business communications
- Integrated, open, complete product portfolio
- Right-sized, customizable solutions
- Robust deployment and management tools
- Innovative technology-development partners
- Localized channel partners
- Lifecycle services approach for deploying, operating, and optimizing the network
- Proven reliability



Világszínvonalú termék – Első helyen az IP kommunikációs megoldások területén

J.D. Power and Associates—
Technology Service and
Support Excellence1
“An Outstanding Customer
Service Experience”



**Cisco® Technical
Support Website—**
2005 STAR Award
for Best Practices in
Self-Service



CCIE—Top Ten
“Most Important
Certifications”

**Cisco Technical Support
Website—ASP’s Year’s**
Ten Best Web Support
Sites of 2005; Web
Support “Hall of Fame”



“Hottest Certification
for 2005” and
Most Respected
High-Level
Certification”



**Services Supply
Chain—2005 Field
Service Award “Most
Innovative Approach to
Service Delivery”**



**Asia Pacific
Technical Support—**
Kepner Tregoe Process
Achievement Award

**Top worldwide
leadership score for
service and support**



Cisco: Az egységes adat- és hangkommunikációban piacvezető pozíció

- **More and more customers**

- 48,000+ Cisco® Unified Communications customers worldwide

- 150+ customers deploying more than 5,000 IP phones, including 45+ customers deploying more than 10,000 IP phones

- More than 70% of the Fortune 500 are using Cisco Unified Communications

- **More true IP endpoints shipped**

- 10 M+ Cisco IP phones

- 6.8 M+ Cisco Unity® seats (messaging)

- 1 M+ Cisco Unified Contact Center agents

- 200 K+ Cisco Unified MeetingPlace® licenses (rich-media conferencing)

- **More deployed, proven VoIP infrastructure**

- 30 M+ VoIP gateway ports

- 70 M+ Power over Ethernet ports



All numbers through Nov-06



Cisco: díjnyertes termékek- Unified Communications megoldások

Cisco® Unified
Communications
Manager and
Unified IP
Phones

**BUSINESS
COMMUNICATIONS
REVIEW**

**Most Secure Large
and Mid-size IP-PBX**



Integrated
Services
Routers



MeetingPlace® and
Video Telephony

A legjobb UC
Portfolio



Cisco Unified
Contact Center



Customer
Voice Portal



Cisco Unified
Communications
Manager Express
and Cisco Unity®
Express





Függelék



Vertikális alkalmazások az IPcelerate partnerektől

IPsmartStore



Lobby Phone

- Welcome screen
- Could be used as kiosk
- Ads and corporate messages rotate with images and sound

Manager/Owner Phone

- Time and Staff Management
- Dial-out staff management for shift coverage
- Task Management with acknowledgement and escalation
- Employee Recognition
- Revenue generation through dial-out alerts to targeted customers

Employees Phone

- Employee clock-in/clock-out to manage hours and overtime with alerts
- Task Management and Alerts
- Employee Recognition
- Interactive on-the-job training
- Message rotation with images and sound
- E911 alerts

Jog



Lobby Phone

- Welcome Screen
- Could be used as kiosk
- Client check-in using phone number to send alerts to assistant

Manager/Owner Phone

- Dial out appointment reminders
- Client Matter Code on call history and reports for billing
- Live, scheduled text/audio messaging
- Malicious call recording from phone, access recorded calls from Phone/web UI

Employees Phone

- Client check in alerts,
- Client Matter Code on call history, reports for billing
- Live, scheduled text/audio messaging
- E911 alerts in case of emergencies

IPsmartClinic



Lobby Phone

- Welcome Screen
- Could be used as kiosk
- Patient check in using phone number to send alerts to nurse

Doctor Phone

- Dial Out appointment reminders.
- Patient Matter Code on call history, reports for billing
- Live, scheduled text/audio messaging
- Malicious call recording from phone, access recorded calls from phone/web UI

Nurse Phone

- Patient check in alerts
- Patient Matter Code on call history, reports for billing
- Live, scheduled text/audio messaging
- E911 alerts in case of emergencies

Általános iroda



The image displays three screenshots of the IPsmartSuite interface, each for a different user role. Each screenshot is a tablet-like device with a yellow background and a blue header bar containing the IPsmartSuite logo and "Powered by NPA™". The interface is titled "IPCELERATE™".

- Lobby Phone:** The screen shows a "Welcome" message and a "Touch Here to Start" button. Below the button is a graphic of a phone with a blue arrow pointing right.
- Manager/Owner Phone:** The screen displays a grid of seven numbered icons: 1. Staff Mgmt (person icon), 2. Task Mgmt (calendar icon), 3. Messaging (speech bubble icon), 4. Call Recording (phone icon with a green plus), 5. Album (photo icon), 6. Recognition (trophy icon), and 7. Utilities (gear icon).
- Employees Phone:** The screen displays a grid of four numbered icons: 1. Staff Mgmt (person icon), 2. Task Mgmt (calendar icon), 3. Messaging (speech bubble icon), and 4. Recognition (trophy icon). Below these is a single icon for 5. Utilities (gear icon).

Lobby Phone

- Welcome Screen
- Could be used as kiosk
- Ads and corporate messages rotate with images and sound

Manager/Owner Phone

- Time and Staff Management with Dial Out staff
- Task Management with Acknowledgement and escalation
- Employee Recognition Alerts
- Revenue generation through Dial-Out alerts to target customers

Employees Phone

- Employee clock-in/clock-out to manage hours and overtime with alerts
- Task Management and Alerts, Employee Recognition
- Message rotation with images and sound
- E911 alerts in case of emergencies

Együttműködés a partnerekkel



- Specialized expertise
- Customer satisfaction focus
- Ability to deliver complete network solutions
- Ability to deliver service and support
- Training
- Qualified personnel on staff
- Proven success

A partnerek és a Cisco által biztosított előnyök az ügyfél számára

- Reduce operating expenses
- Faster ROI
- Easy-to-use, easy-to-administer
- Complete end-to-end solution
- Leadership in IP communications
- Superior investment protection

