Microsoft Interop med Cisco inom Unified Communications

Cisco Unified Communications SE
Marcus Dikvall
madikval@cisco.com

Cisco UC & the Workspace

Connect

Communicate

Collaborate

The Network is the Platform

Understanding the Cisco Workspace & Why it is Important

Understanding the Cisco Workspace

- Cisco believe customers don't just run their business from the desktop
- Cisco's Strategy is about "any media to any device"
- Ensuring that where ever a user interfaces with the network the experience in the same
- Users can access all the key business application in a secure & mobile environment

The Microsoft UC Solution

Understand the MSFT Key UC Solution Components

- Office Communication Server OCS
  - This is their call control server
  - It controls all the end point in a solution
- Exchange 2007
  - This is the Voicemail and Unified Messaging platform
  - Mail

Understand the MSFT Key UC Solution Components

Microsoft Office Communicator MOC

- This is the key client interface for MSFT
- Think of it as a soft phone with presence and IM
- MOC is a new part of Office 2007
- It is not guaranteed all customers will have it as there are different levels of Office 2007

Microsoft Live Meeting & Round Table

- Live Meeting offers a conferencing and collaboration application
- Round Table provide a basic VC capability

Understand the MSFT Key UC Solution Components

Microsoft Sharepoint – Collaboration

Key Capabilities & Target

- Organize team collaboration around documents, tasks, lists, wikis and blogs using Office 2007

- Provide social networking tools that allow end users to create and manage a personal profile

- Integrates with other enterprise applications through search, forms, and portlets to unify access to critical enterprise data

- Sold to enterprises as an enterprise content management solution with tight integration with Office suite and Outlook client.

- Ties in heavily with other Microsoft Server products, including Exchange, Office Communication Server and SQL Server.

> "DO NOT make the assumption that you customer will have parts of the MSFT UC solution, there are many ways to purchase licenses and it is very possible they won't know what they have "

	Cisco	Microsoft w/ OCS
Email/Calendar	Postpath?	Exchange, Outlook
IM	WebEx Connect, CUPC/CUPS, Jabber?	LCS/OCS/MOC
Desktop Client	Cisco Unified Personal Communicator, IP Communicator, Unified Video Advantage, Unified Mobile Communicator,	Office Communicator
Conferencing	Cisco Unified MeetingPlace, MeetingPlace Express, TelePresence, WebEx MC and TC	Live Meeting (Hosted), Office Communications Server 2007, Roundtable
Video	Cisco Unified Video Conferencing, Unified Video Advantage, TelePresence, and 3rd Party	NetMeeting, MOC (P2P), and OCS Conferencing
Call Control	Cisco Unified Communications Manager/Express	OCS/3rd Party
IP Phones, Peripherals	Cisco IP Phones, 3rd Party	OCS 3rd Party
Contact Center	Cisco Unified Contact Center	NA
IVR	Cisco Voice Portal	Customer Care Framework
Presence	Cisco Unified Presence Server	Office Communications Server 2007
Messaging	Cisco Unity Family for UM or VM or Integrated	Exchange 2007 (UM Only)
Async Collab	WebEx Connect	SharePoint
Mobility	Cisco Unified Mobile Communicator, Mobility Manager	WinMobile
Business Apps	Cisco Unified Application Environment, WebEx MC, TC, EC, SC, $C	MSDN, CRM, ERP
Secure Network	ASA, IPS, VPN, ACS, CSA, NAC, ISRs with QoS, Catalyst Switches with PoE	NA

Cisco & MSFT Product Overlap

Cisco Component

Microsoft Component

Presence

OCS 2007

CUPS

Soft Client

MOC

CUPC

Collaboration

Webex Connect

Sharepoint

IP WAN

Cisco LAN

Secure Router

Public IM

3rd party phone

IP Phone

Handsets

Cisco LAN

Unified Messaging

Exchange 2007

Unity

OCS

Unified Communications Manager – Call Control

Call Control

PSTN

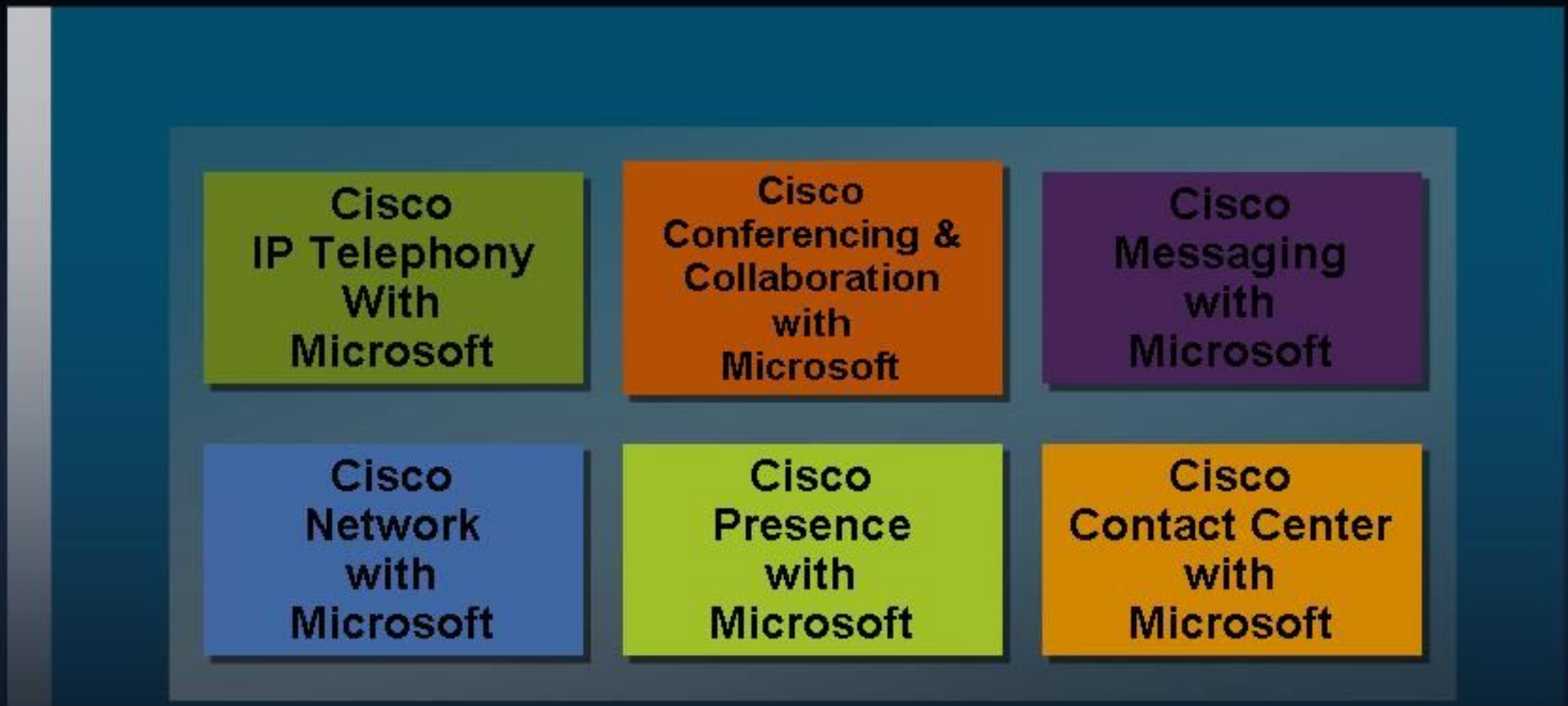
SIP PSTN Gateway

LiveMeeting OCS 2007

MeetingPlace Audio

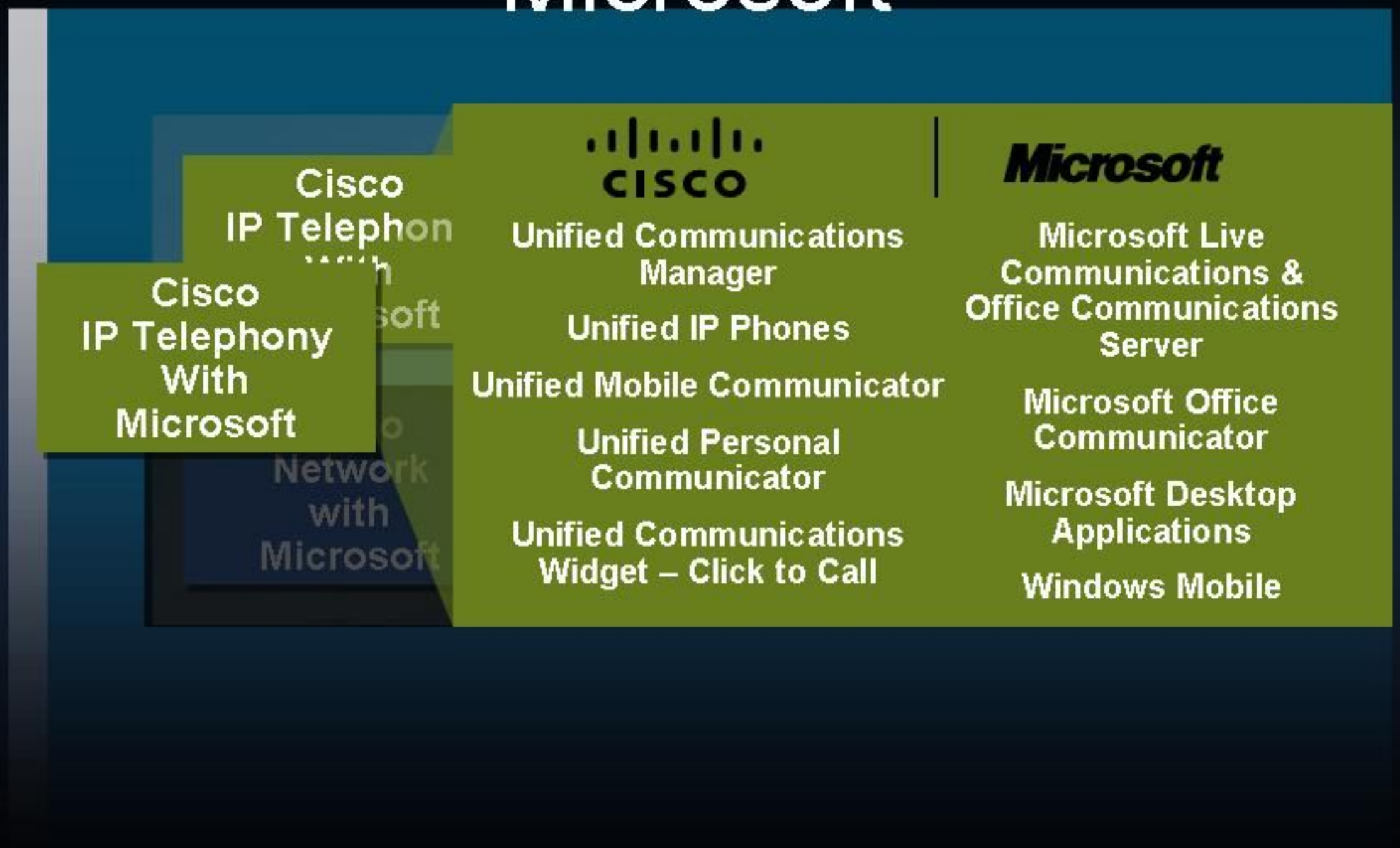
Conferencing

Cisco Unified Communications with Microsoft



Many of the products and features described herein remain in varying stages of development and will be offered on a when-and-if-available basis. This roadmap is subject to change at the sole discretion of Cisco, and Cisco will have no liability for delay in the delivery or failure to deliver any of the products or features set forth in this document.

Cisco IP Telephony with Microsoft



Many of the products and features described herein remain in varying stages of development and will be offered on a when-and-if-available basis. This roadmap is subject to change at the sole discretion of Cisco, and Cisco will have no liability for delay in the delivery or failure to deliver any of the products or features set forth in this document.

Calls on Unified IP Phone or MOC

- Incoming business calls can be answered on Cisco Unified IP Phone, Microsoft Office Communicator, or any alternate phone
- Answered calls are anchored in Unified Communications Manager benefiting from its rich call processing capabilities for the call duration

Benefits of Cisco UC Integration™ for Microsoft Office Communicator (MOC)

Cisco IP Telephony With Microsoft

Cisco Presence with Microsoft

Cisco Unified Communications Integration™ for Microsoft Office Communicator

- Seamless collaboration with Cisco UC & Microsoft instant messaging (IM)
- Extends proven Cisco UC services to MOC with a single easy-to-manage communications platform
- Provides investment protection & business-class communications with Microsoft

Note: Early prototype of interface. May vary from what is shown here.

Dial Via Office from Windows Mobile Handset

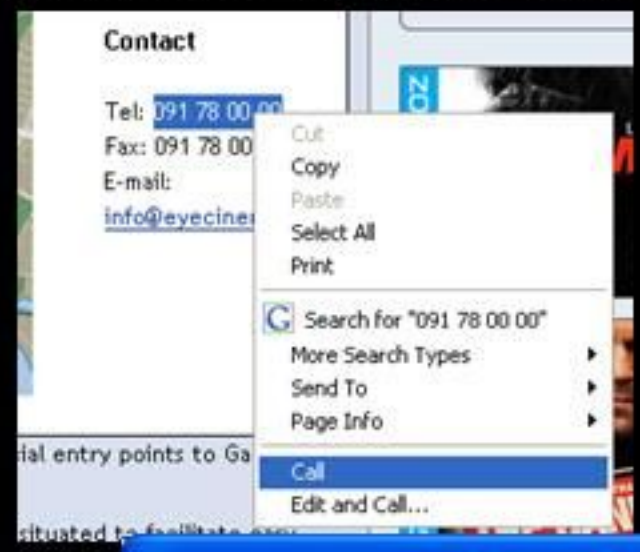
- Dial through Cisco Unified Communications Manager directly from Windows Mobile handsets supported by Cisco Unified Mobile Communicator 7.0

- Enhanced Cisco Unified Communications Experience on Windows Mobile handsets
  - Presence-enabled corp directory
  - Seamless mobile-to-IP phone call transition
  - Single number reach
  - Visual Voicemail of corp voice messages
  - Integrated mobile & IP phone history
  - Proactive Cisco Unified MeetingPlace conference notifications

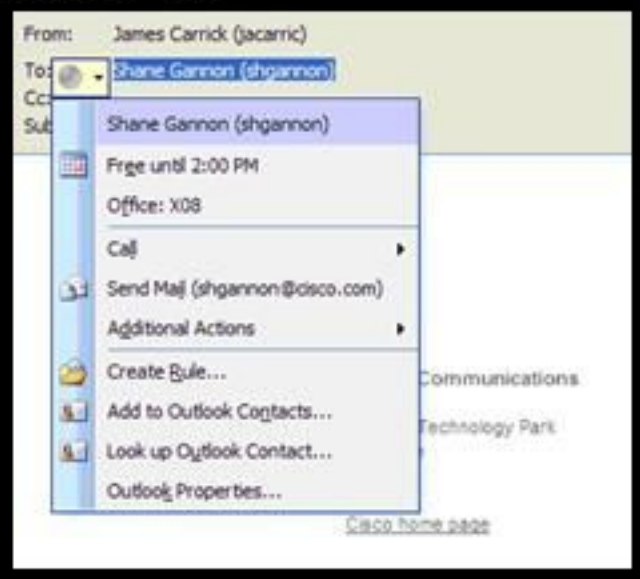
Quickly Call Co-workers, Customers, Partners Using Cisco Click to Call widget

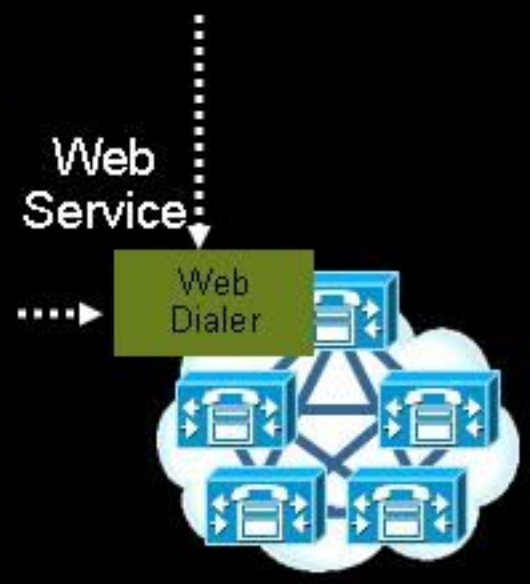
- Save time with Click to Call for Microsoft Office, Outlook, IE and other applications
- Select and right-click to call
  - MS Office: Word, Excel
  - MS Outlook
  - MS SharePoint
  - MS Internet Explorer
  - Mozilla Firefox
  - C2D URL support
- MS Persona menu support
  - MS Outlook
  - MS SharePoint
- System Tray
  - Dialled numbers
  - Edit and Call (with clipboard content)
- No additional infrastructure
  - Simple desktop install only

MS Internet Explorer & MS Office



MS Outlook





User interface subject to change before final release

Cisco Presence with Microsoft

Many of the products and features described herein remain in varying stages of development and will be offered on a when-and-if-available basis. This roadmap is subject to change at the sole discretion of Cisco, and Cisco will have no liability for delay in the delivery or failure to deliver any of the products or features set forth in this document.

Collaboration Architecture for Clients

Cisco Presence with Microsoft

Cisco Unified Personal Communicator

Cisco WebEx Connect

3rd Party EIM Client (Sametime, MOC, Jabber)

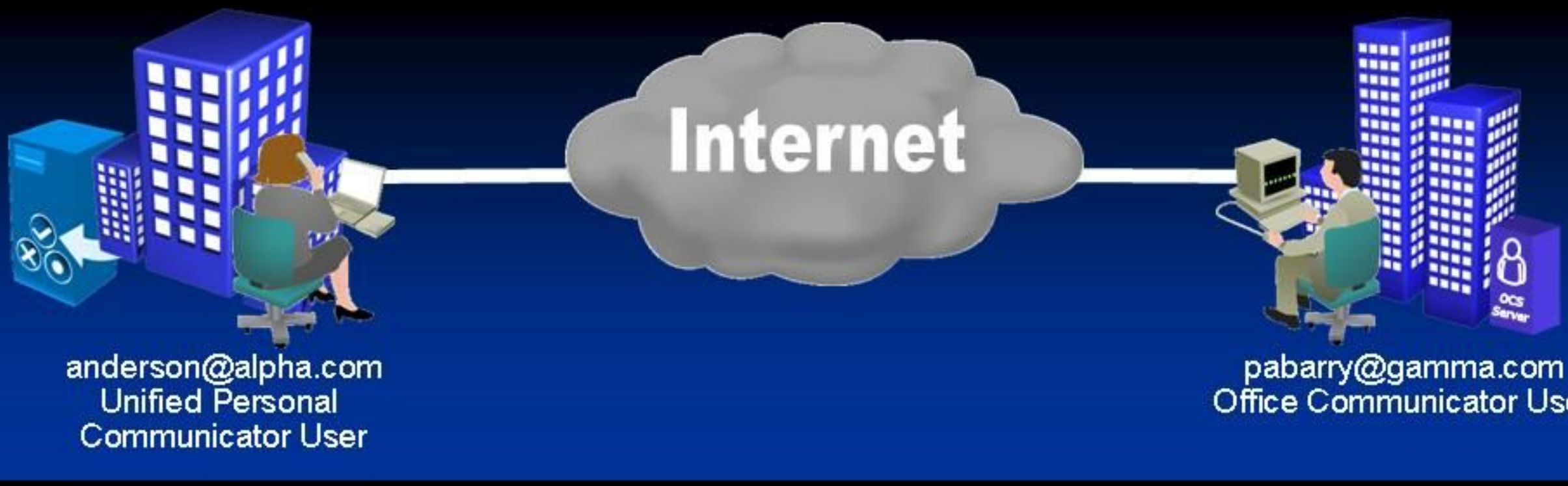
Client Service UC Core

Audio | Call | Video | IM | VM | Presence | Conf | Dir Svc | Call History | Future Svc

Cisco UC Infrastructure Services

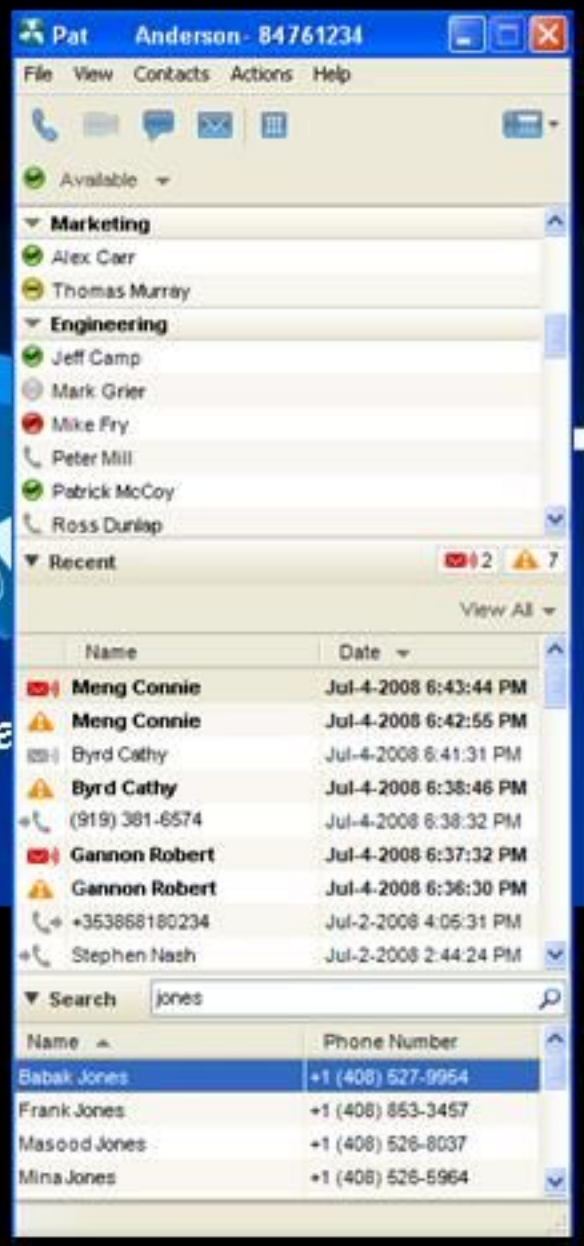
CUCM | CDS | CUP | CHS | Conferencing | Messaging

Exchange Presence and IM with Office Communicator users in other businesses



- Enhance business to business collaboration between Cisco Unified Personal Communicator and Microsoft Office Communicator users

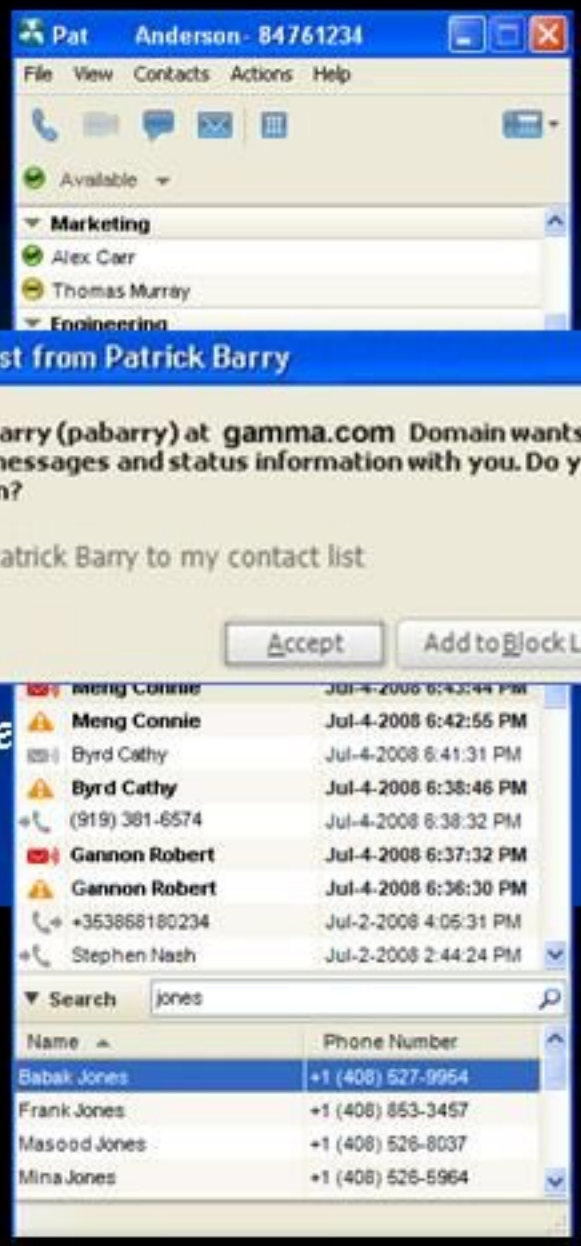
Exchange Presence and IM with Office Communicator users in other businesses



pabarry@gamma.com
Office Communicator User

- Enhance business to business collaboration between Cisco Unified Personal Communicator and Microsoft Office Communicator users

Exchange Presence and IM with Office Communicator users in other businesses



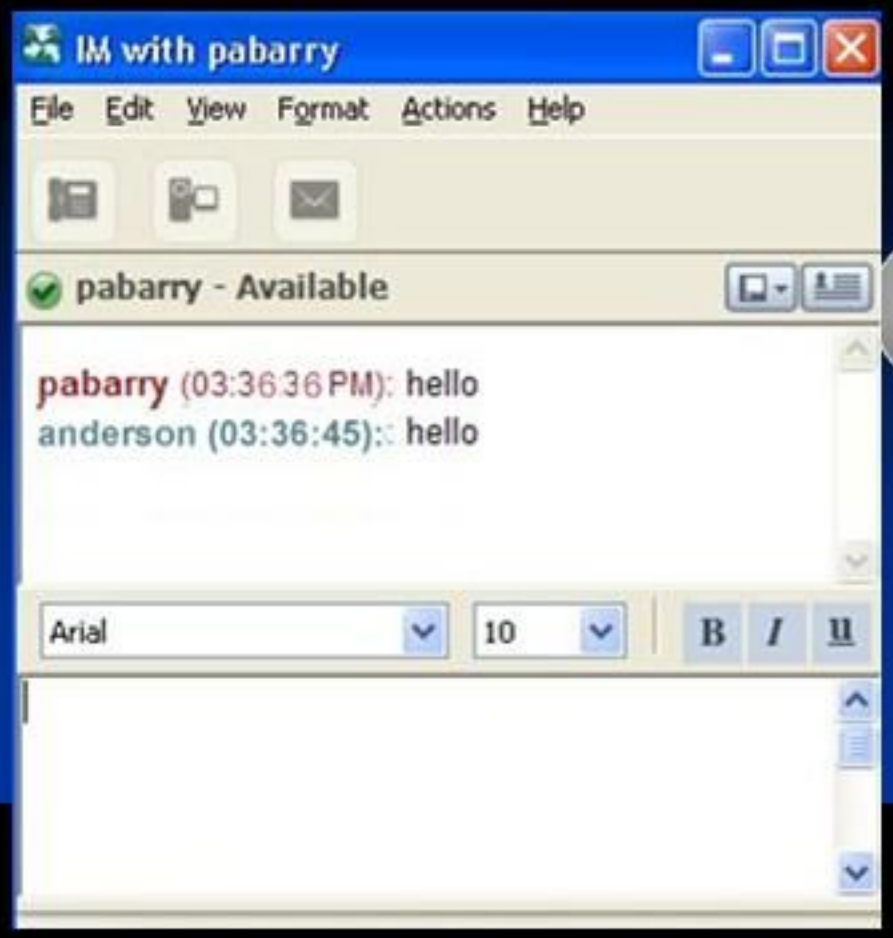
- Enhance business to business collaboration between Cisco Unified Personal Communicator and Microsoft Office Communicator users

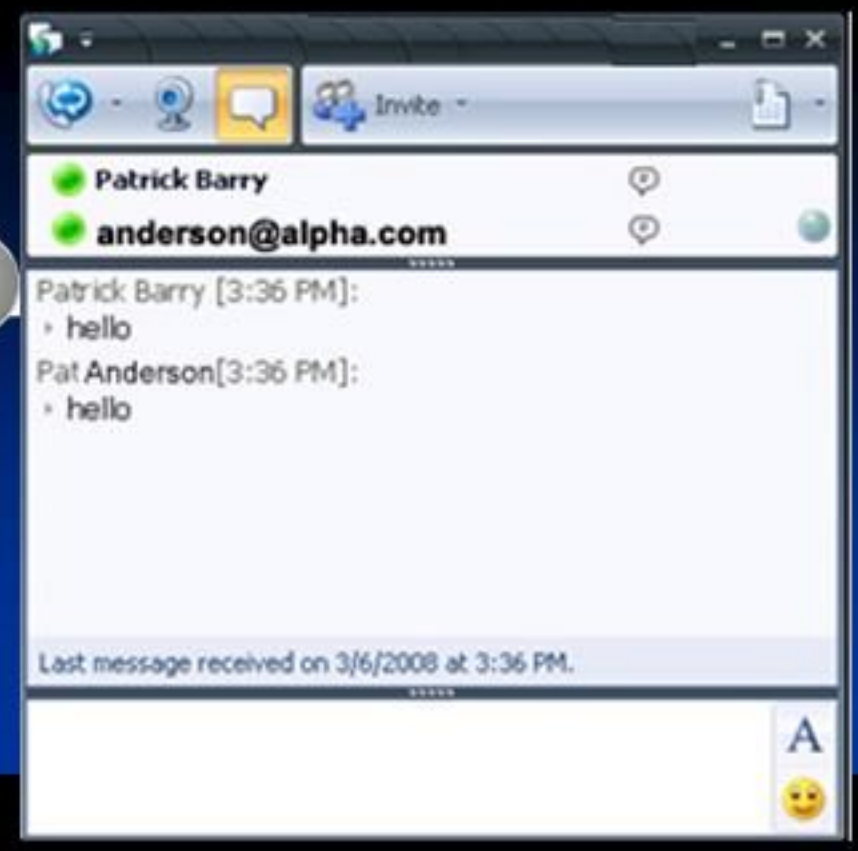
Exchange Presence and IM with Office Communicator users in other businesses

anderson@alpha.com
Unified Personal
Communicator User

- Enhance business to business collaboration between Cisco Unified Personal Communicator and Microsoft Office Communicator users

Exchange Presence and IM with Office Communicator users in other businesses





- Enhance business to business collaboration between Cisco Unified Personal Communicator and Microsoft Office Communicator users

Click to Call from Outlook Email & Contacts with Unified Personal Communicator

- Save time by communicating with Cisco Unified Personal Communicator and Outlook 2003, 2007
  - Click to dial
  - Direct dial
- Quickly reach any contacts while working in Outlook

Note: Apple Address Book functionality is similar and is also available today

Cisco Unified Mobile Communicator

- Extend rich Cisco Unified Communications to Windows Mobile handsets with Cisco Unified Mobile Communicator and Cisco Unified Mobility Advantage 7.0
- Rich Presence on your mobile handset
- Access to Client Service UC core

Cisco Conferencing & Collaboration with Microsoft

Cisco IP Telephony

Cisco Conferencing & Collaboration with Microsoft

with Microsoft

cisco

Cisco Unified MeetingPlace

Cisco TelePresence

Cisco WebEx

Cisco WebExConnect

Microsoft

Microsoft Live Communications & Office Communications Server

Microsoft Office Communicator

Microsoft Exchange

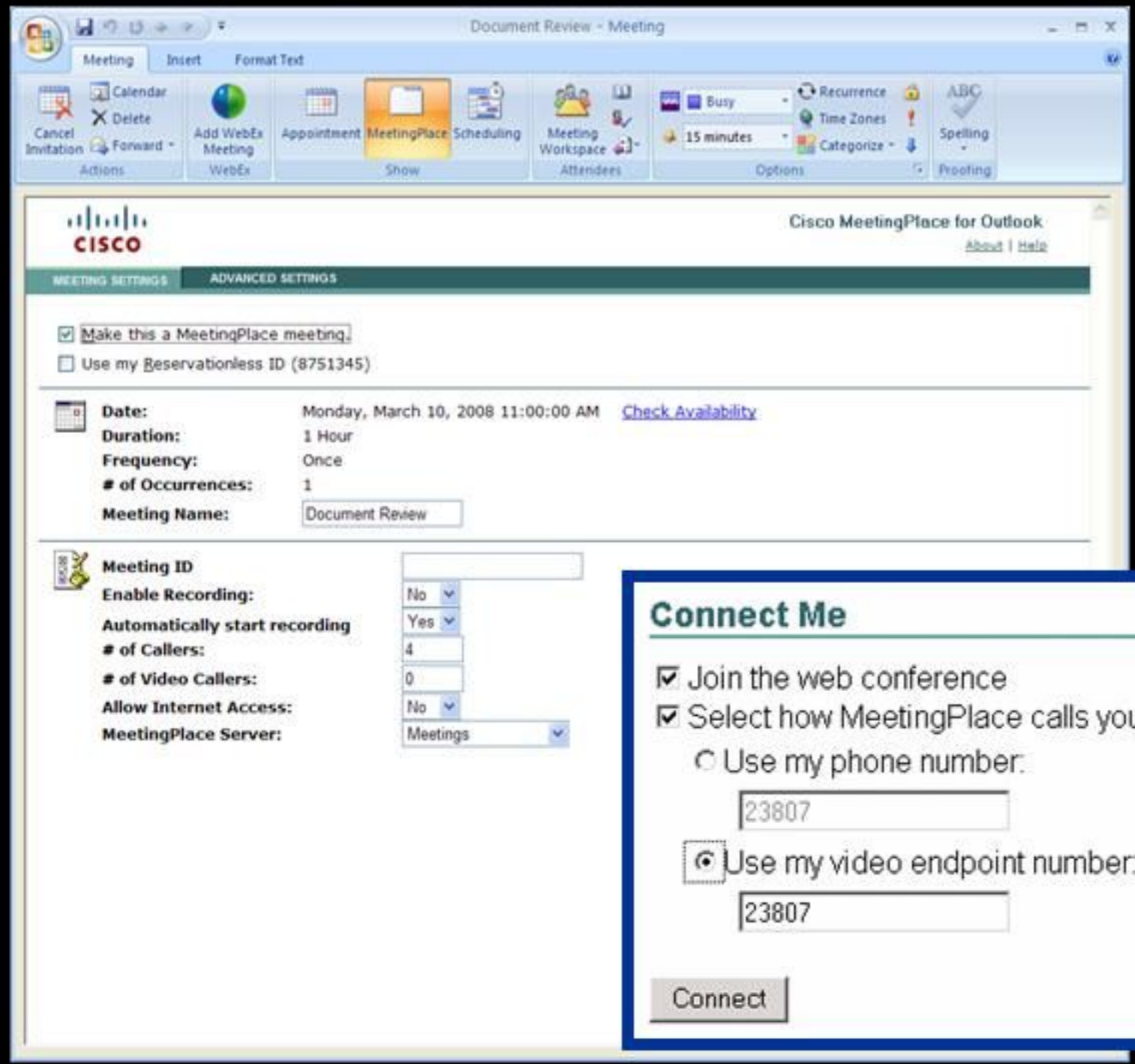
Microsoft Outlook & SharePoint

Many of the products and features described herein remain in varying stages of development and will be offered on a when-and-if-available basis. This roadmap is subject to change at the sole discretion of Cisco, and Cisco will have no liability for delay in the delivery or failure to deliver any of the products or features set forth in this document.

Cisco Conferencing and Collaboration with Microsoft

Set Up & Attend Cisco Unified MeetingPlace Conferences with Outlook

- Easily setup & attend conferences from Outlook
- Tightly integrated, standards-based voice, video & web conferencing

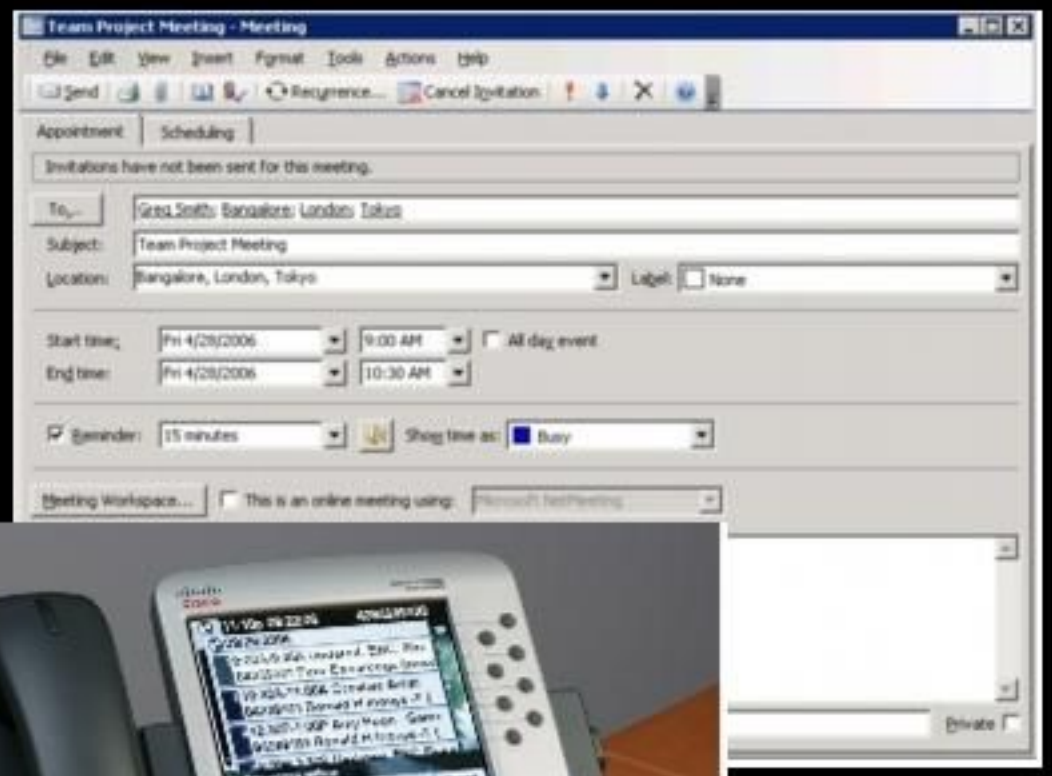


Cisco Conferencing and Collaboration with Microsoft

Schedule WebEx Meetings Directly From Outlook

Easy Scheduling of Cisco TelePresence Meetings

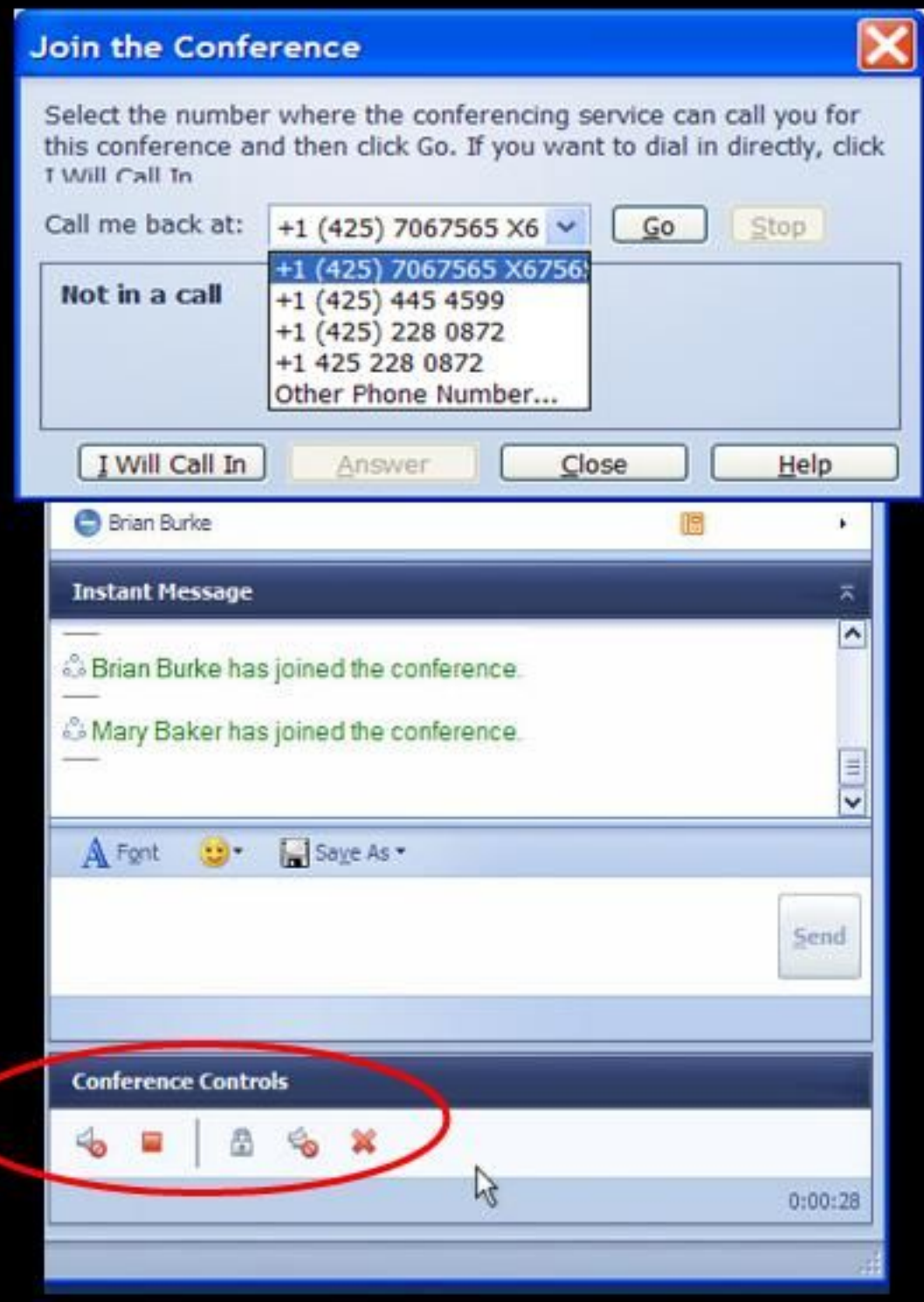
- TelePresence Manager synchronizes with Microsoft Exchange and Active Directory
- Enables point-to-point and multipoint scheduling from Microsoft Outlook so meetings can begin by pushing one button



Escalate Your IM Session To A Cisco Audio Conference with Ease *(LCS 2005)*

Cisco Conferencing and Collaboration with Microsoft

- **Click to start a Unified MeetingPlace audio conference from Microsoft Office Communicator client**
- **In conference controls from your Microsoft IM client**
  - **Mute**
  - **Mute All**
  - **Eject**
  - **Lock**
  - **End conference**



Unified MeetingPlace Click to Conference with Microsoft Office Communicator

Cisco Conferencing & Collaboration with Microsoft

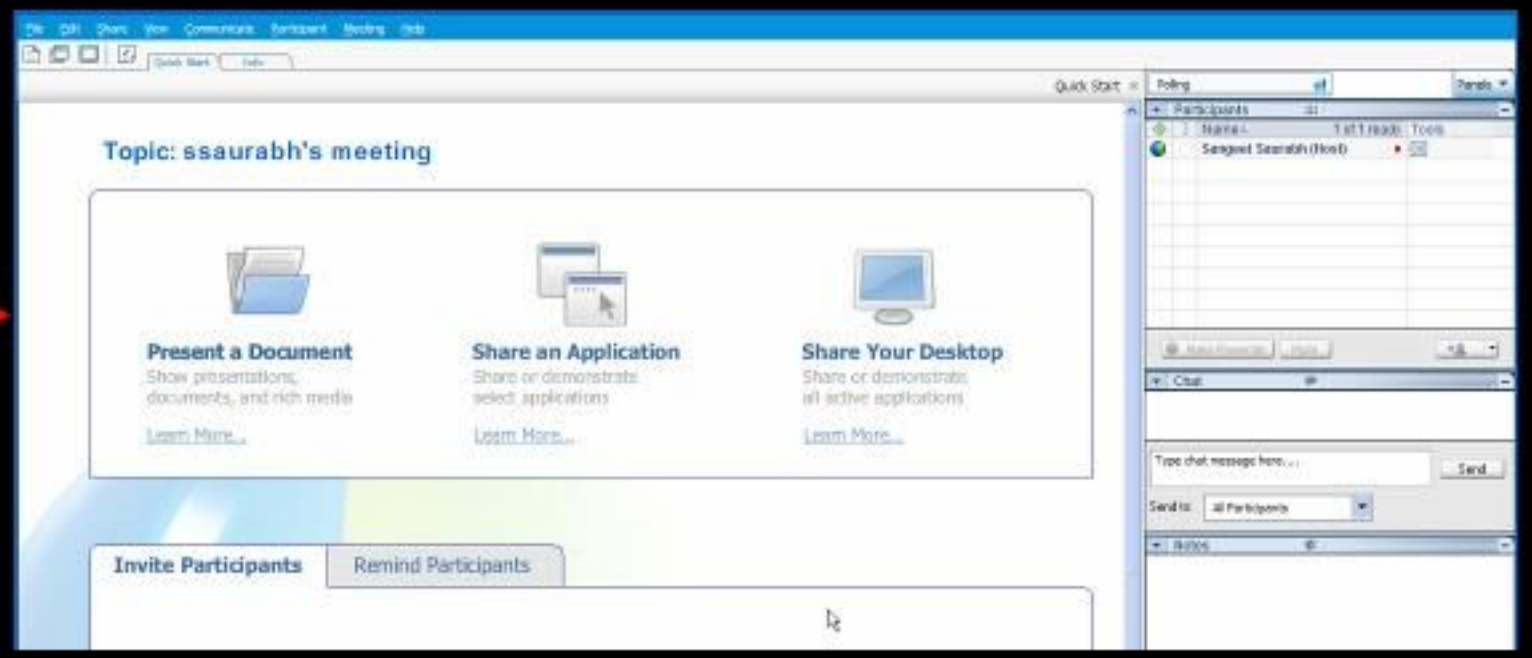
- Initiate ad-hoc Unified MeetingPlace meetings from Office Communicator
- Quickly start voice, video, web conferences
- Conference with standards-based voice/video endpoints
- Unified MeetingPlace conferencing integrated with UC Integration™ for MOC

User experience subject to change before final release

* not yet EC'd

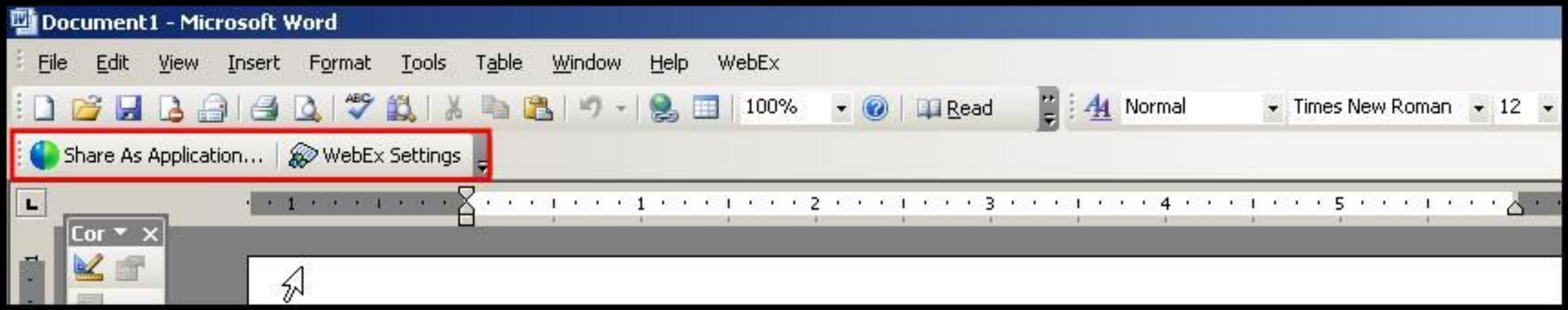
Instantly Launch Cisco WebEx Meetings From Office Communicator

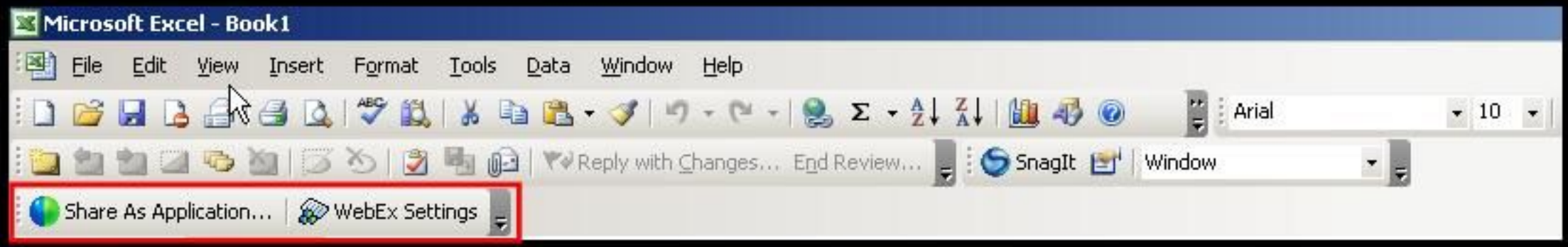
- **With one click**
  - Host starts WebEx meeting
  - One or more contacts in chat sessions are automatically invited into WebEx meeting



Launch WebEx Meetings From Microsoft Office And Internet Explorer

Cisco Conferencing and Collaboration with Microsoft

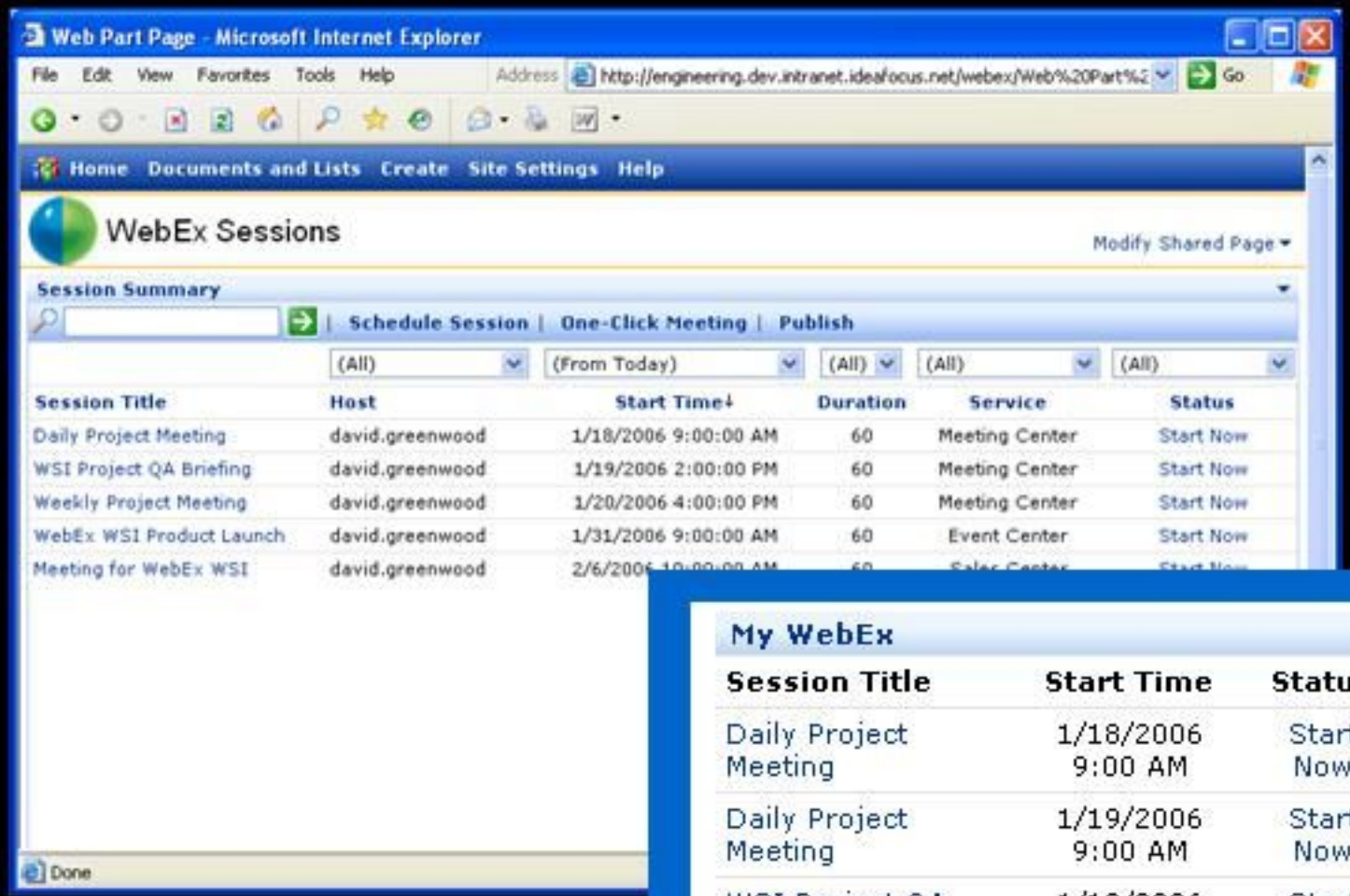


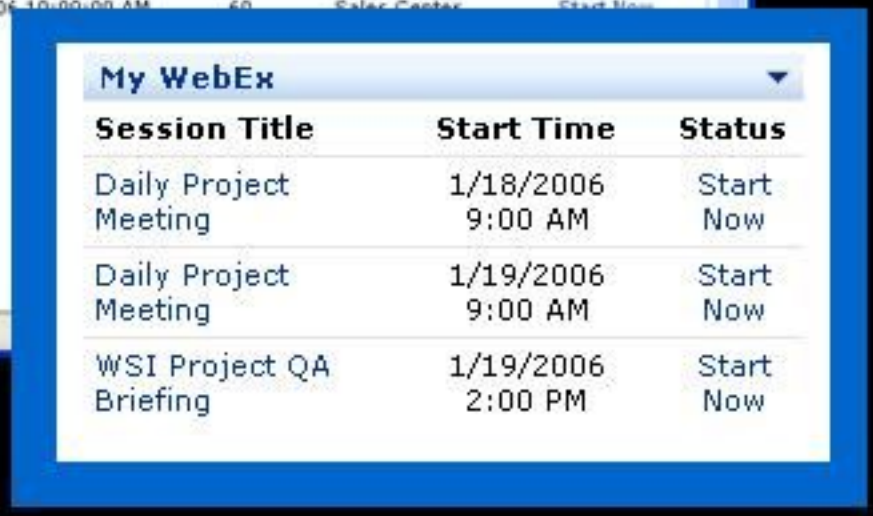


Cisco Conferencing and Collaboration with Microsoft

Gain Efficiency with Cisco WebEx Meeting Services for Microsoft SharePoint

- Schedule, view, edit, start & join WebEx meeting sessions via web parts





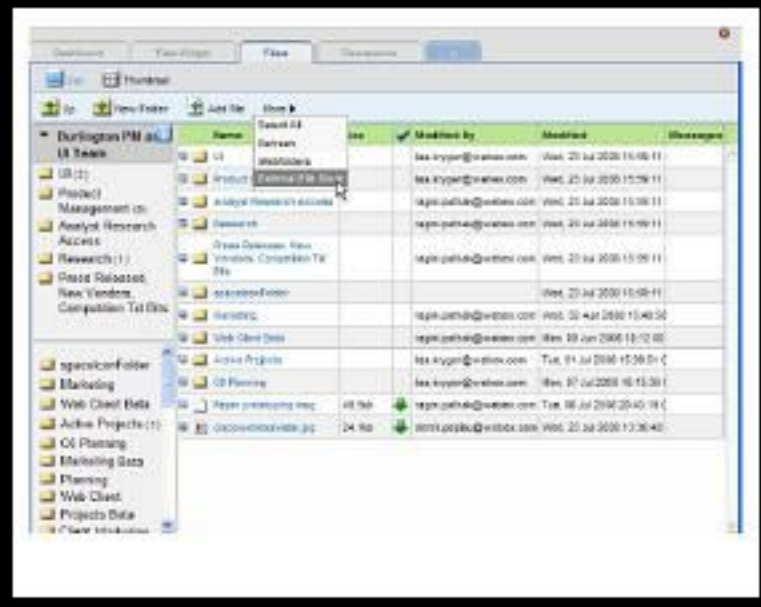
Cisco Conferencing and Collaboration with Microsoft

Microsoft Interoperability with WebEx Connect

Access Outlook Calendar from WebEx Connect

View WebEx Connect presence information within Microsoft Outlook

Access your last 10 Outlook emails from the WebEx Connect client



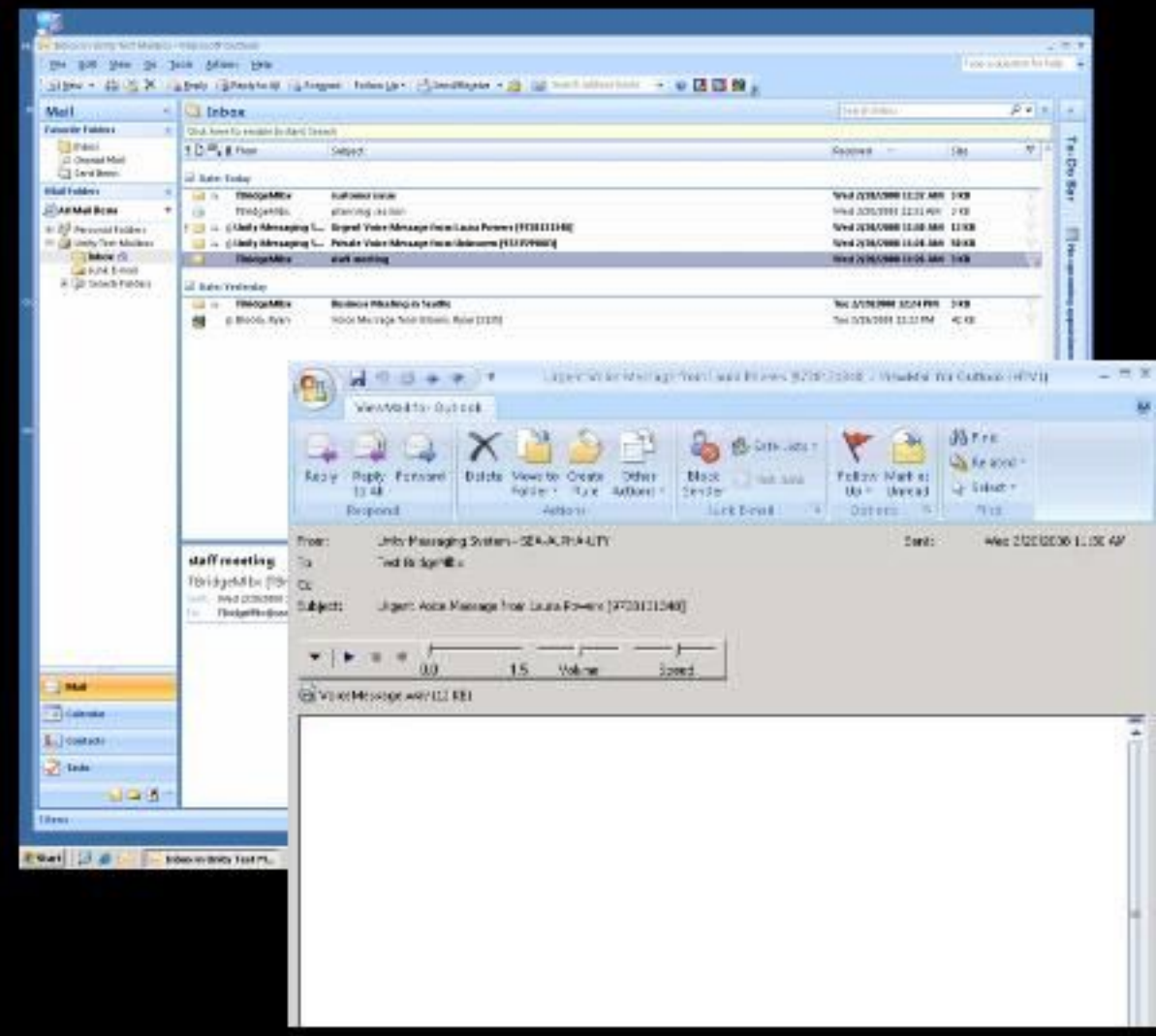
Upload, view, and edit SharePoint documents directly from a WebEx Connect Space

Cisco Messaging with Microsoft

Many of the products and features described herein remain in varying stages of development and will be offered on a when-and-if-available basis. This roadmap is subject to change at the sole discretion of Cisco, and Cisco will have no liability for delay in the delivery or failure to deliver any of the products or features set forth in this document.

Access Voice Messages From Microsoft Outlook

- **Unified Messaging with Cisco Unity**
  - Benefit from simplicity of having email and voice in single Microsoft Outlook folder
  - Benefit from advanced capabilities of the Cisco Unity
- **Integrated Messaging with Cisco Unity Connection & Cisco Unity Express**
  - Access & manage your voice messages in Microsoft Outlook folder



CISCO