


# Cisco Unified Communications



A woman with dark hair is sitting at a desk, looking down at a laptop. In the foreground, a Cisco IP phone is prominently displayed. To the right, a hand is visible holding a glass. The background is softly blurred, showing a bright window.

**Effective  
communications –  
reach the right person,  
the first time.**

**Cisco Unified Communications brings all forms of communication together onto a single, secure network infrastructure.**

Based upon Internet Protocol (IP) technology, a Cisco Unified Communications solution addresses any small, medium, or large business requirement and ensures effective communication between users at distributed offices, telecommuters or mobile workers.

Cisco Unified Communications can improve the efficiency of your operations by making it easier for your employees to connect to the people and information they need – the first time. Your employees can become more productive, by ensuring that they not only reach colleagues quickly, but by their preferred communication method. Your employees, customers and partners can also collaborate more effectively, speed up the decision making process and reduce travel by using integrated audio, video and web conferencing.

Cisco Unified Communications can help you reduce costs. Inter-office, conferencing and mobile call charges can be reduced and by allowing your employees to simply work from anywhere, administration costs and office space can also be minimised.

Your customers also have high expectations when they contact you. Cisco Unified Communications allows you to respond more quickly and deliver an improved customer experience.

## An Integrated Solution

Cisco Unified Communications is an integrated solution for organisations of all sizes that includes communications infrastructure, security, network management, call processing platforms, telephones, other communications devices and applications. A lifecycle services approach coupled with flexible financing packages completes the solution.

## Cisco Communications Infrastructure

A resilient, integrated, and adaptive network infrastructure is a critical component of today's communications systems. Communications infrastructure components include routers, switches with inline power, wireless access points and voice gateways.

A Cisco communications infrastructure provides a secure foundation for the optimisation of voice, video and data communications and includes the ability to support easy and cost-effective connectivity to existing telephony networks.

## Integrated Security

By taking an integrated approach to security, Cisco delivers the most secure and reliable solutions possible. This occurs at all layers of the solution, including infrastructure, call processing platforms, phones and applications. Cisco Unified Communications solutions can be as secure and often more secure, than traditional PBX systems because they combine Unified Communications security techniques with network security technologies – enabling all aspects of the network to work as one secure, unified system.

## Call Processing Platforms

### Unified CallManager

Cisco Unified CallManager is a distributable and highly available voice and video call processing solution, scalable up to 30,000 users. Unified CallManager supports a full range of communications features. Session Initiation Protocol (SIP) capabilities enable innovative new presence-based applications and facilitate interoperability with third-party applications and devices.

Cisco Unified CallManager is installed on the Cisco Media Convergence Server 7800 Series of server platforms and selected third-party servers. The choice of Windows or Linux operating system environments is offered.

### Unified Survivable Remote Site Telephony

A unique feature embedded in Cisco IOS software running on Cisco routers, Cisco Unified Survivable Remote Site Telephony (SRST) takes advantage of a remote office's existing network to process calls if the connection to Cisco Unified Call Manager is unexpectedly lost. Cisco Unified SRST provides business resiliency through redundant, localised call processing with intelligent and automatic failover.

Cisco Unified SRST is available with Cisco 1750 and 1760 modular access routers, 2600 Series, 2800 Series, 3700 Series, 3800 Series, and 7200 Series routers. Additional hardware is not required.

### Unified CallManager Express

Cisco Unified CallManager Express is a voice and video enabled solution for small and medium-sized businesses, supporting up to 240 users and is simple to deploy, administer, and maintain. Cisco Unified CallManager Express is embedded in Cisco IOS software running on Cisco 1750 and 1760 modular access routers, 2600 Series, 2800 Series, 3700 Series, 3800 Series, and 7200 Series Integrated Services Routers. Unified CallManager Express provides investment protection and ease of upgrade to a centralised Unified CallManager call-processing solution for organisations that outgrow capacity or trial Cisco Unified Communications at remote offices.

## Telephones and other Communication Devices

Cisco offers one of the largest portfolios of IP phones in the industry. Cisco Unified IP phones are known for their ease of use, superior audio quality, increased accessibility for persons with disabilities, ergonomic design, and ability to add custom applications.



## Cisco Unified IP Phones and Accessories

Unified IP Phone	Number of lines	Display	Speaker	Ethernet Switch	
7985G	1	Video	Yes	10/100	
7971G-GE	8	High resolution colour touch screen	Yes	10/100/100	
7970G	8	High resolution colour touch screen	Yes	10/100	
7961G-GE	6	High resolution	Yes	10/100/1000	
7961G	6	High resolution	Yes	10/100	
7960G	6	Medium resolution	Yes	10/100	
7941G-GE	2	High resolution	Yes	10/100/1000	
7941G	2	High resolution	Yes	10/100	
7940G	2	Medium Resolution	Yes	10/100	
Conference station 7936	1	Yes	Yes	N/A	
Expansion module 7914	14	Yes	N/A	N/A	
7912G / 7911G	1	Yes	Monitor only	10/100	
7906G	1	Yes	Monitor only	N/A	

## Cisco Unified Wireless IP Phone 7920

The Cisco Unified Wireless IP Phone 7920 is an IEEE 802.11b wireless IP phone that provides comprehensive voice communications with intelligent wireless infrastructure.



## Nokia dual-mode Handsets

Fixed-mobile converged IP solution featuring Nokia dual-mode business devices and Cisco wired and wireless IP infrastructure.



## Analogue Connection

The Cisco Analog Telephone Adaptor 188 product is a standards-based communication device, supporting independent telephone numbers and providing two separate lines.



## Attendant Console



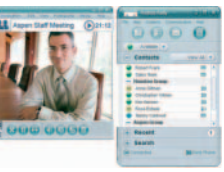
Arc Enterprise is a full-featured attendant console application for Cisco Unified Call Manager that delivers an advanced set of telephony capabilities, combined with presence management and directory features. Arc Enterprise offers a scalable, modular solution to organisations wishing to provide an enhanced level of customer service in their operator centres. Organisations of all sizes can benefit from handling each inbound caller through a specially trained and equipped operator. Arc Enterprise is supported under the Cisco SolutionsPlus programme.



# Cisco Unified Communications Applications

## Cisco Unified Communications clients

Cisco offers a wide array of Unified Communications clients, ranging from advanced softphone functionality with Cisco IP Communicator to Cisco Unified Video Advantage, which enables a rich media interface for video telephony communications. Finally, Cisco Unified Personal Communicator provides an integrated communications experience with powerful productivity tools such as presence (availability), conferencing, and web collaboration in addition to basic softphone and video telephony capabilities.

Option	Softphone Capability	Video telephony	PC operating system support	Also required	
Cisco IP Communicator	Yes	Use Cisco Unified Video Advantage	Windows		
Cisco Unified Video Advantage	Use with Cisco IP Communicator	Yes	Windows	Cisco VT Camera, optional Unified IP Phone	
Cisco Unified Personal Communicator	Yes	Yes	Windows or Macintosh	Cisco Unified Presence Server	

## Voice and Unified Messaging

Cisco messaging options provide customers with an extensive choice. Whilst Cisco Unity Connection offers enhanced voice and integrated messaging coupled with advanced productivity features (such as speech recognition), Cisco Unity provides true enterprise-scale voice, unified and integrated messaging capability. Cisco Unity Express enables small and medium-sized businesses and enterprise branch offices to cost-effectively integrate voice mail and auto attendant services inside Cisco routers.

Option	Number of users	E-Mail integration options	Networking with other voice mail systems	Integration to non-Cisco call processing	Redundancy	Speech recognition
Cisco Unity Express	Up to 250	Integrated	Cisco Unity only	No	No	No
Cisco Unity Connection	Up to 3,000	Integrated	No	Limited	No	Yes
Cisco Unity	Up to 250,000	Integrated or Unified (Exchange, Notes or Novell GroupWise)	Yes, VPIM, AMIS, Unity Bridge, etc.	Yes	Yes	Yes (optional)

## Rich-media conferencing

The broad range of Cisco conferencing options includes Cisco Unified MeetingPlace Express, a system tailored for the specific needs of the medium-sized organisations to provide cost effective, integrated voice and web conferencing. Enterprise scale solutions for voice, video and Web conferencing are available with Cisco Unified MeetingPlace. Finally, Cisco Unified Videoconferencing is an ideal solution for multi-party video conferencing needs.

Option	Number of Concurrent users	Connectivity	Web collaboration	Video Collaboration
Cisco Unified MeetingPlace Express	20-120	IP only	Yes	No
Cisco Unified MeetingPlace	Up to 960 IP, 1152 TDM users	TDM or IP	Yes	Yes
Cisco Unified Videoconferencing		IP, ISDN	With Cisco Unified MeetingPlace	Yes

## Cisco Unified Contact Centre

Cisco Unified Contact Centre solutions provide an open, strategic platform that allows you to improve customer service by virtualising your contact centre resources and most importantly, improving the customer experience. Cisco Unified Contact Centre also enables you to reduce operational cost and increase the efficiency of your contact centres.

Option	Number of agents	Redundancy	Routing	Agent/Supervisor capability	Voice self-service
Cisco Unified Contact Centre Express Standard	Up to 300	No	Group	Standard	No
Cisco Unified Contact Centre Express Enhanced	Up to 300	Yes	Skills-based	Enhanced	No
Cisco Unified Contact Centre Express Premium	Up to 300	Yes	Skills-based	Enhanced	Yes
Cisco Unified Contact Centre Enterprise	Up to 6000	Yes	Skills-based, universal queue	Enhanced	Yes

### Cisco Unified MobilityManager

Cisco Unified MobilityManager makes it easy for workers to keep in touch, whether at their desks or on mobile phones, using a single number and voice mailbox. Cisco Unified MobilityManager intelligently manages, filters, routes, and places calls between a worker's Unified IP phone and remote mobile phone.

### Cisco Unified Presence Server

The Cisco Unified Presence Server helps you realise the full value of a Cisco Unified Communications Solution. It collects information about your availability, status and communications capabilities, including whether or not you are using a communications device such as a phone and if you have Web collaboration or videoconferencing enabled on your system.

Based on information captured by the Cisco Unified Presence Server, applications such as Cisco Unified Personal Communicator and Cisco Unified CallManager can improve productivity, by helping users connect with colleagues more efficiently by determining the most effective avenue for collaborative communication.

## Cisco Unified Communications Management Suite

### Cisco Unified Operations Manager

Cisco Unified Operations Manager provides a unified view of the entire Cisco Unified Communications infrastructure and presents the current operational status of each element of the system. It continuously monitors the current operational status of different Cisco Unified Communications products including call processing resources, applications, IP endpoints, gateways, routers, and phones and provides diagnostic capabilities for faster trouble isolation and resolution.

### Cisco Unified Services Monitor

Cisco Unified Service Monitor continuously monitors active calls supported by Cisco Unified Communications products, and provides real-time notification if the voice quality of a call fails to meet user-defined quality metrics.

## Flexible Financing Solutions

Cisco Systems Capital® offer financing programmes, including leasing options that can help companies acquire the Cisco Unified Communications Solution they need today – without a major capital investment. With innovative, customised financing, companies can maximise cash-flow, preserve capital budgets, gain tax advantages, reduce risk of obsolescence, and retain the flexibility to easily upgrade technologies as needs evolve.

## Cisco Advanced Unified Communications Specialised Partners

Cisco Advanced Unified Communications Specialised Partners are uniquely qualified to help you implement the right solution to meet your business communication needs, at a pace that suits you. They are recognised for their knowledge and expertise in selling, designing, installing, and supporting a comprehensive Cisco Unified Communications solution.

Using the Cisco Lifecycle Services approach, Cisco Systems and its Specialised Partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications system. These services are based on proven methodologies for deploying, operating, and optimising Cisco Unified Communications solutions.

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## For more information

For more information about Cisco Unified Communications, visit <http://www.cisco.com/go/unified> or <http://www.cisco.com/go/voice>

