



THE CISCO IP COMMUNICATIONS EXPRESS SOLUTION

**CISCO CALLMANAGER EXPRESS,
CISCO UNITY EXPRESS, IP PHONES, INTEGRATED
SERVICE GATEWAYS**

**CISCO BUSINESS SOLUTIONS WORKSHOP
FOR RESELLERS**

Agenda

- **IPC Trends & Market Opportunity**
- **Business Benefits**
- **Cisco IPC Express Solutions**
- **Cisco's New Integrated Services Routers**
- **Faster, easier IPC Solutions**
- **Q & A**



Market Trends & Opportunity



Old World Business Solution: Separate Applications and Appliances

Cisco.com

Security

Firewall, IDS and VPN
Appliances

Content Delivery

Content Engine

Voice Services

PBX / Key System / Channel
Bank, Echo Canceller

Data

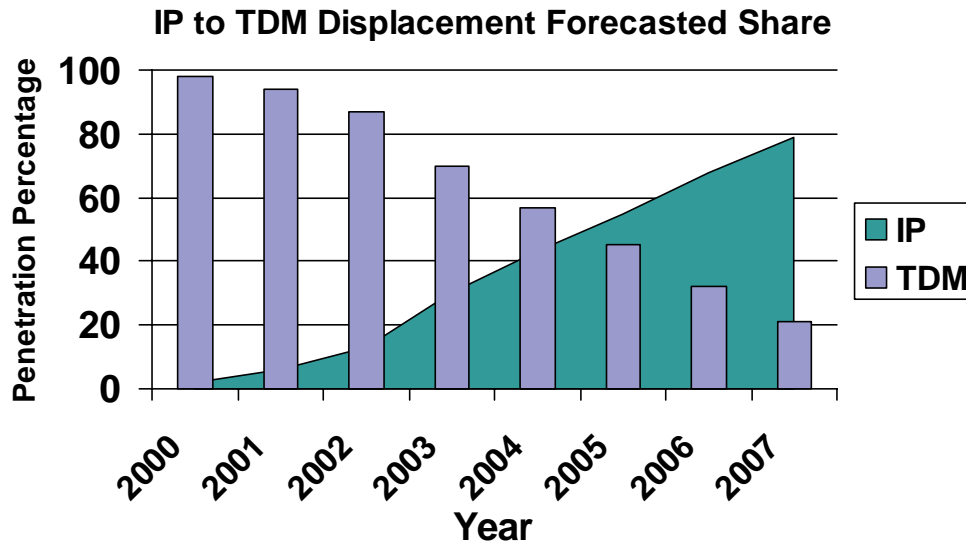
Branch Access Router

Local Connectivity

LAN Switch

IP Telephony Is Mainstream

- IP-PBX line shipments will surpass traditional CPE in 2005



“By the end of 2007, traditional enterprise telephony system manufacturers will have ceased development ...and announced their intention to discontinue support for their TDM-based PBX and contact center systems within five years (0.8 probability)”

Gartner, Aug 2004

Cisco.com



Crate&Barrel



Drivers of IP Communication Solutions

Cisco.com

Lowest Total Cost of Ownership and Enhances Business Operations

- **Reduces Operating Expenses**
 - Moves, adds and changes
 - Fewer circuits/equipment to maintain
 - Long distance charges between offices
- **Improves Communication and Productivity**
 - Less lost work time: IPC makes it easy to stay connected while working on the road or from home
 - Extra data in phone calls can improve customer service and operations
 - Unified messaging and collaboration improve efficiency and communication
- **Provides platform for future benefits**



The Power of a Cisco IP Communications Solution

Collaboration



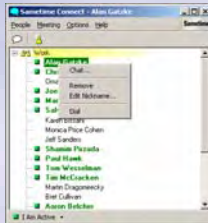
Calendar



DATA



Email



Instant Messaging



Web Application



Voice Messaging

VOICE

Audio Conferencing



Telephone Services

VIDEO

Video Conferencing



Security



Cisco Is the Most Experienced in IP Telephony

Cisco.com

Cisco Enters the IP Telephony Market

Traditional Voice Vendors Enter the IP Telephony Market

1996

1997

1998

1999

2000

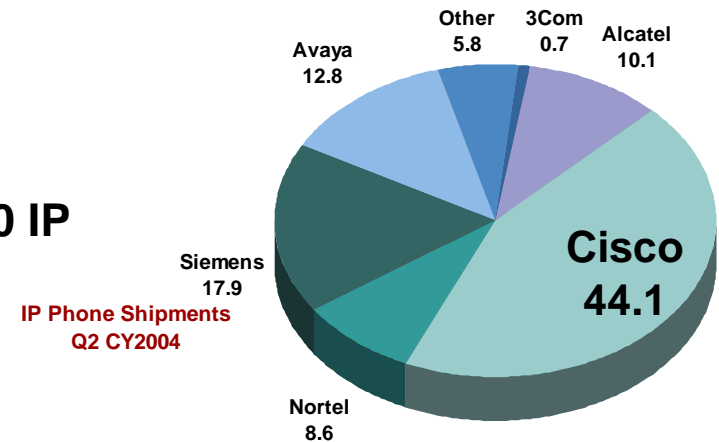
2001

2002

2003

2004

- 4.4M+ IP phones shipped
- 3.3M+ Unity seats shipped
- 812K+ Contact center agent seats shipped
- 104K+ MeetingPlace Licenses
- 20,000+ IP Communications customers
- 45 customers deploying more than 5,000 IP phones
- 60% of Fortune 500® using Cisco IPC
- 18M+ VoIP ports shipped
- 28M+ Power over Ethernet ports shipped

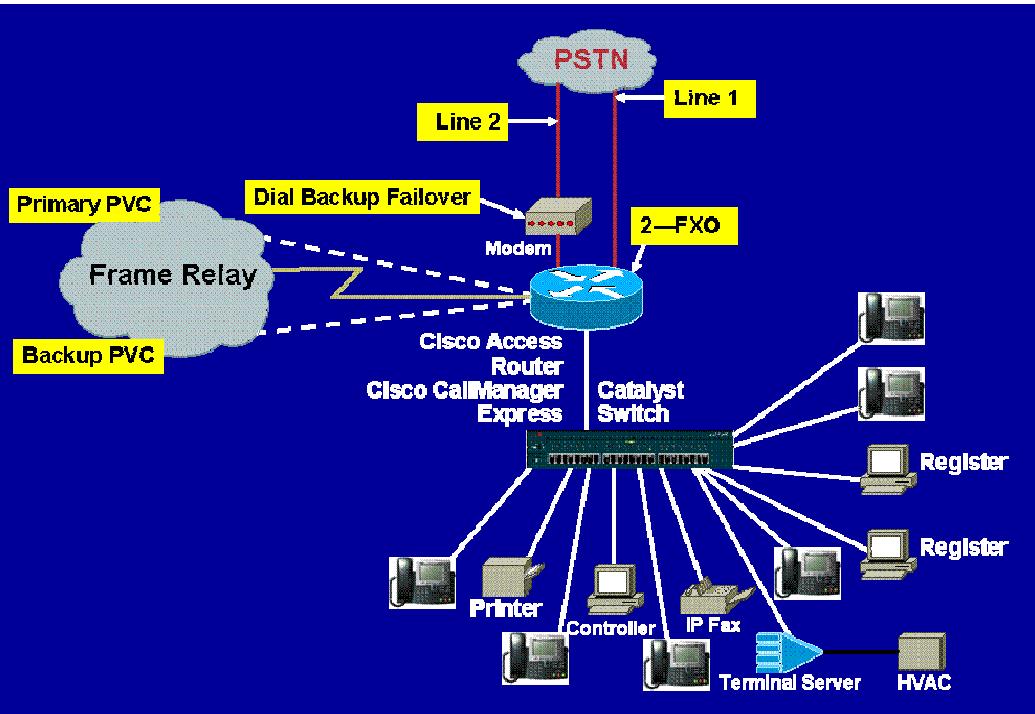


Case Study Abercrombie and Fitch video



Distributed IP Communications for “Loosely Coupled” Branches

Cisco.com



Solution:

- Cisco CallManager Express running on Cisco router in 600+ retail branch locations
- Applications; Credit card processing ready, teleconferencing, electronic delivery of store layouts, Inventory Management

Challenges:

- Reduce costs of store operations
- Enhance shopping experience
- Speed in-store processing
- Improve inter-site conferencing
- Ease management, increase reliability, and provide scalability of store systems

Why Cisco

- End-to-End IP networking solution
- Voice-optimized routers
- Standardized configurations across branch locations
- Match/Exceed required key system functionality

Abercrombie & Fitch

- **VoD – abercrombie011005.wmv**

IPC EXPRESS Solutions

Cisco CallManager Express
Cisco Unity Express
IP Phones



IP Communications Express—What Is It?

Cisco.com

- **Award-winning IP communications solution on Cisco Integrated Services Router Portfolio includes:**
 - Cisco CallManager Express call processing
 - Cisco Unity Express voice mail with an AIM or NM module
 - Full portfolio of IP phones to meet the small/medium business needs
 - Full-featured voice over IP capability using H323 and SIP protocols
- **Complete all-in-one solution for the small/medium business**
- **Cost effective IP telephony solution for the service provider managed services**
- **Leverages Cisco footprint to provide compelling solution for the needs of the loosely coupled branch office**



Cisco CallManager Express—What Is It?

Cisco.com

- Configurable IP PBX or IP key system functionality for 240 station market
- Full featured solution that meets the needs of the small business, branch office, or service provider managed service solution
- Provides robust networking across sites (H323 or SIP)—5 digit dial, toll savings
- Voicemail support with Cisco Unity Express
- Unified Messaging support with Cisco Unity
- Intuitive/easy-to-use GUI for day two system administration
- Central management—Monitoring and provisioning solution via partner products



Cisco Unity Express—What Is It?

- Auto Attendant and voice mail system for the small and medium office
- Supported on broad range of Cisco routers—Industry leading 2800 and 3800 series, and widely deployed 26xxXM, 3700 series
- Choice of network module or advanced integration module for complete flexibility
- 12 to 120 mailboxes, 4 to 16 ports
- VPIM networking with Cisco Unity Express or Cisco Unity
- International language supp



Cisco 2851 with
Cisco Unity Express

Cisco CallManager Express Phone Portfolio: Full Range of IP Phones and Analog Adaptors

Cisco.com

FEATURES

Cisco IP Phone 7910+SW

- Entry Level Phone
- Character Display
- Single Line

Cisco IP Phone 7940G/7960G

- Ideal Knowledge Worker Phone
- Large Pixel Display with Two Lines
- Four Dynamic "Soft Keys"

Cisco IP Phone 7970G

- Executive Business Phone
- Color Display with Touchscreen
- Large Pixel Display with Eight Lines

Cisco Wireless IP Phone 7920

- 802.11b wireless IP phone
- 6 extensions / speed dials
- Standard and Extended Li-ion Batteries

Cisco IP Conference Station 7935/36

- High-quality speaker
- Hands-free Conference Phone
- Three Dynamic "Soft Keys"

Cisco IP Phone 7905G and Cisco IP Phone 7912G

- Basic Business Phone
- Pixel Display
- Single Line

Cisco IP Expansion Module 7914

- Attendant Console Solution
- Up to 34 possible buttons
- Monitor, Manage, & Cover calls

Cisco IP Phone 7902G

- Entry-level Business Phone
- Single Line
- Fixed Features

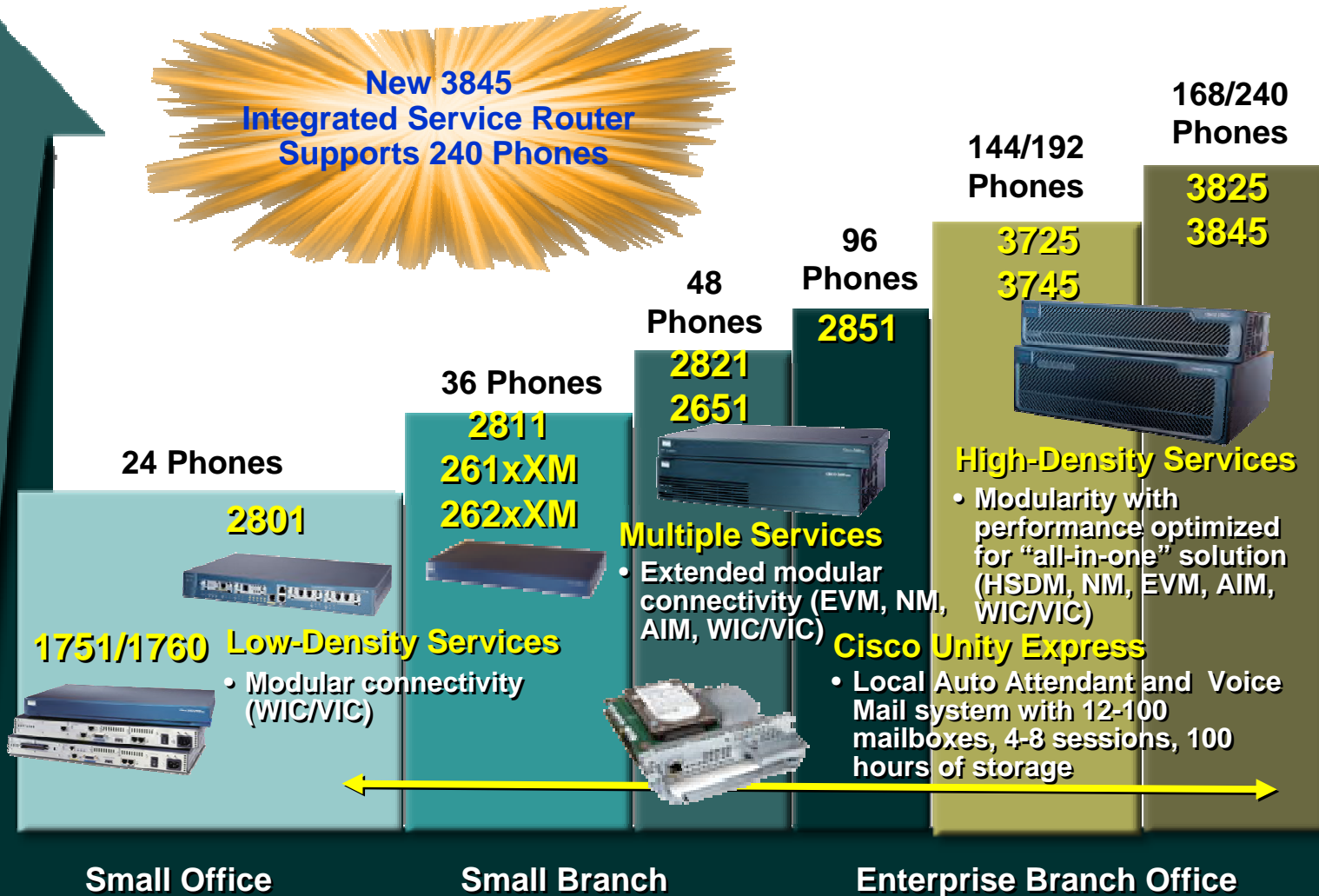
Cisco ATA 186/188

- 2 FXS Ports
- 1 RJ-45 10BaseT uplink (Cisco 186 ATA)
- 1 RJ-45 10/100BaseT data port (Cisco ATA 188)

Cisco CallManager Express/ Cisco Unity Express Router Portfolio

Cisco.com

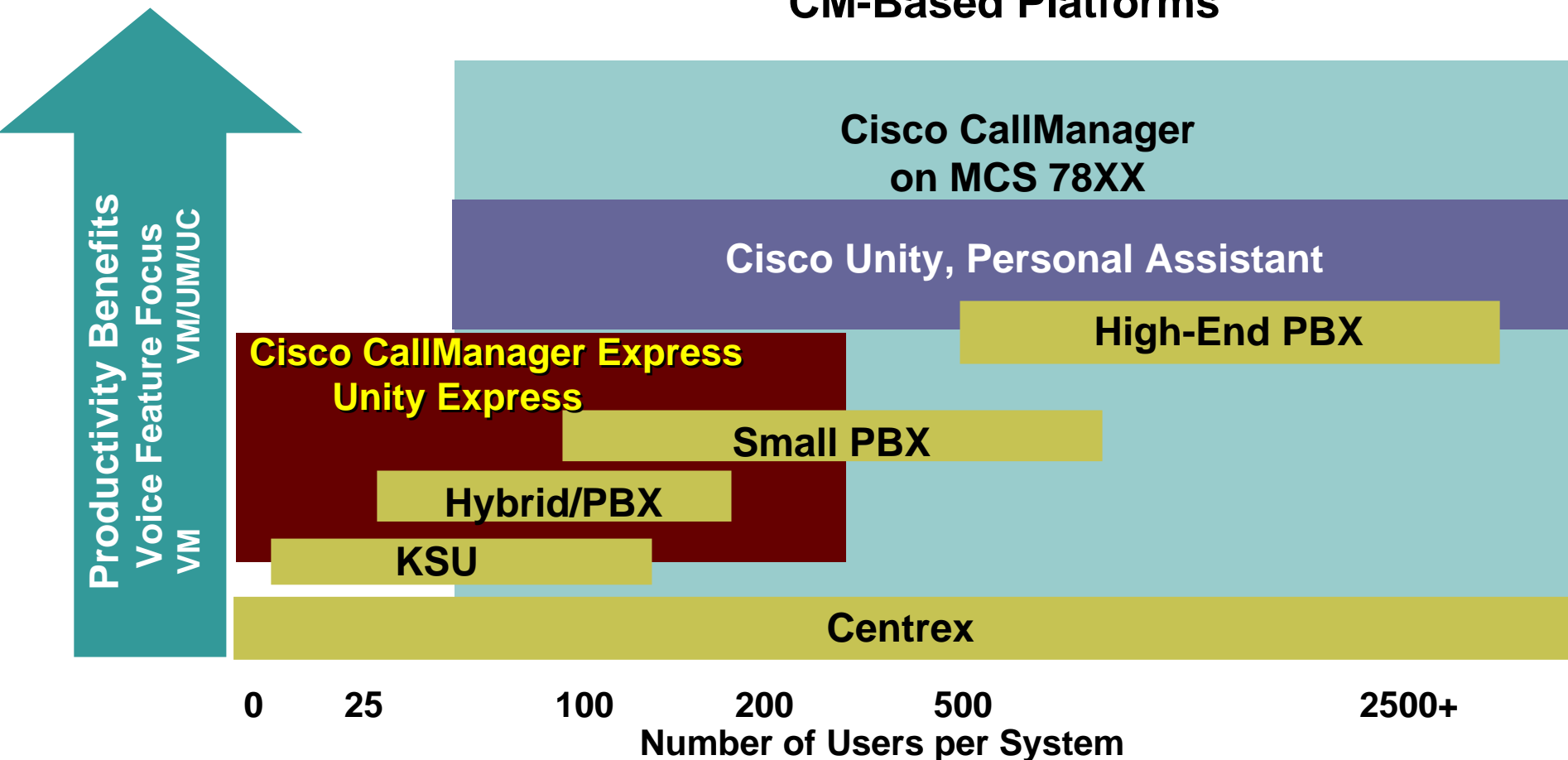
Concurrent Services and Performance



Where Does IPC Express Fit in Cisco's Portfolio of IPC Options?

Cisco.com

CM-Based Platforms



Designed for the Small Medium Business, Branch Office, or Service Provider Managed Service Solution

CISCO UNITY EXPRESS



Unity Express Form Factors

Cisco.com

Fully Self-Contained, on Board Memory, Processing and Storage Supported on the Cisco 2800 ISR, 3800 ISR, 2600XM, 2691 and 3700 Access Routers



NM-CUE or NM-CUE-EC

- Voice message storage: 100 hours
- Session/port capacity – 8 or 16
- Up to 120 mailboxes supported
- Hard Drive – 20GB, 500 MHz processor, 256MB/512MB DRAM



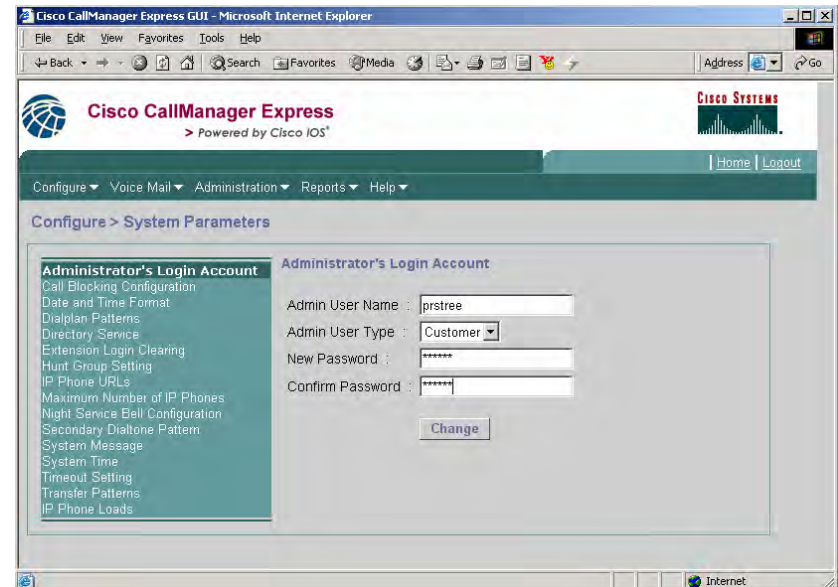
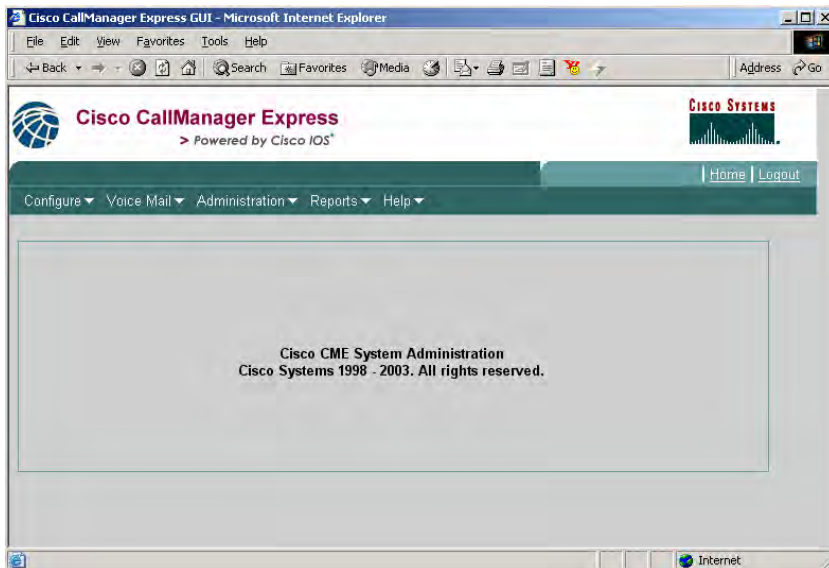
AIM-CUE

- Voice message storage: up to 14 hours beginning with release 2.0
- Session/port capacity 4 or 6 depending on router
- Up to 65 mailboxes supported
- Industrial Grade Compact Flash –1 GB beginning release 2.0 – 300 MHz processor, 256MB DRAM

Single-Site CME/CUE Intuitive Web-Based Graphical User Interface

Cisco.com

- Allows administrators and users easy access to manage their system preferences
- Simplified user interface for Moves, Adds, and Changes
- Provides a combination of Cisco CLI and GUI alternatives for system management
- Local and remote access
- Separate login allows Administrator or Users privileges. Admin privileges can be customized to limit access as appropriate



Offline System Configuration Tool for Staging

Status:

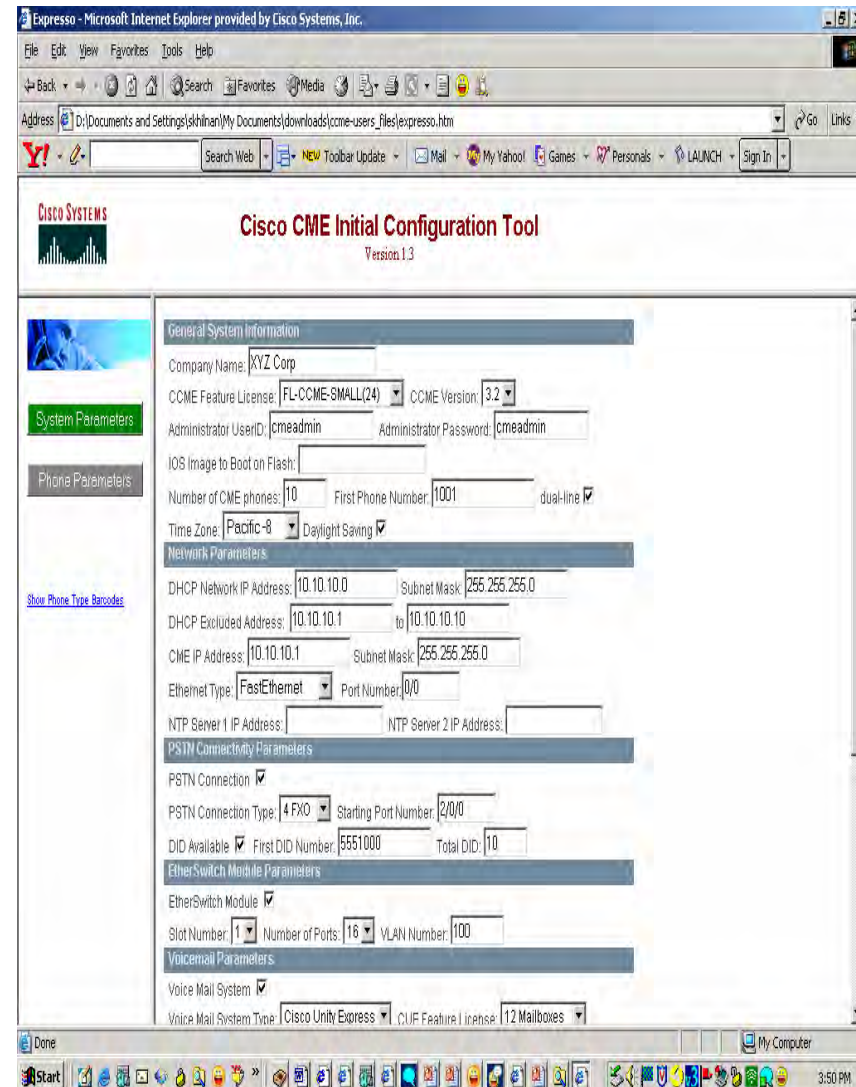
- Version 1.3 released and posted on CCO

<http://www.cisco.com/cgi-bin/tablebuild.pl/ip-iostsp>

Look under Individual Files section for [cmeict-v131.zip](#)

Highlight:

- CME Initial Configuration Tool
- Removes complexity of configuring CCME & CUE
- Generates CLI config that can be added to router and CUE to configure both systems
- Read the Readme.txt file first
- Tool continues to be enhanced
- Tool is not TAC supported



Cisco Unity Express Key Automated Attendant Features

Cisco.com



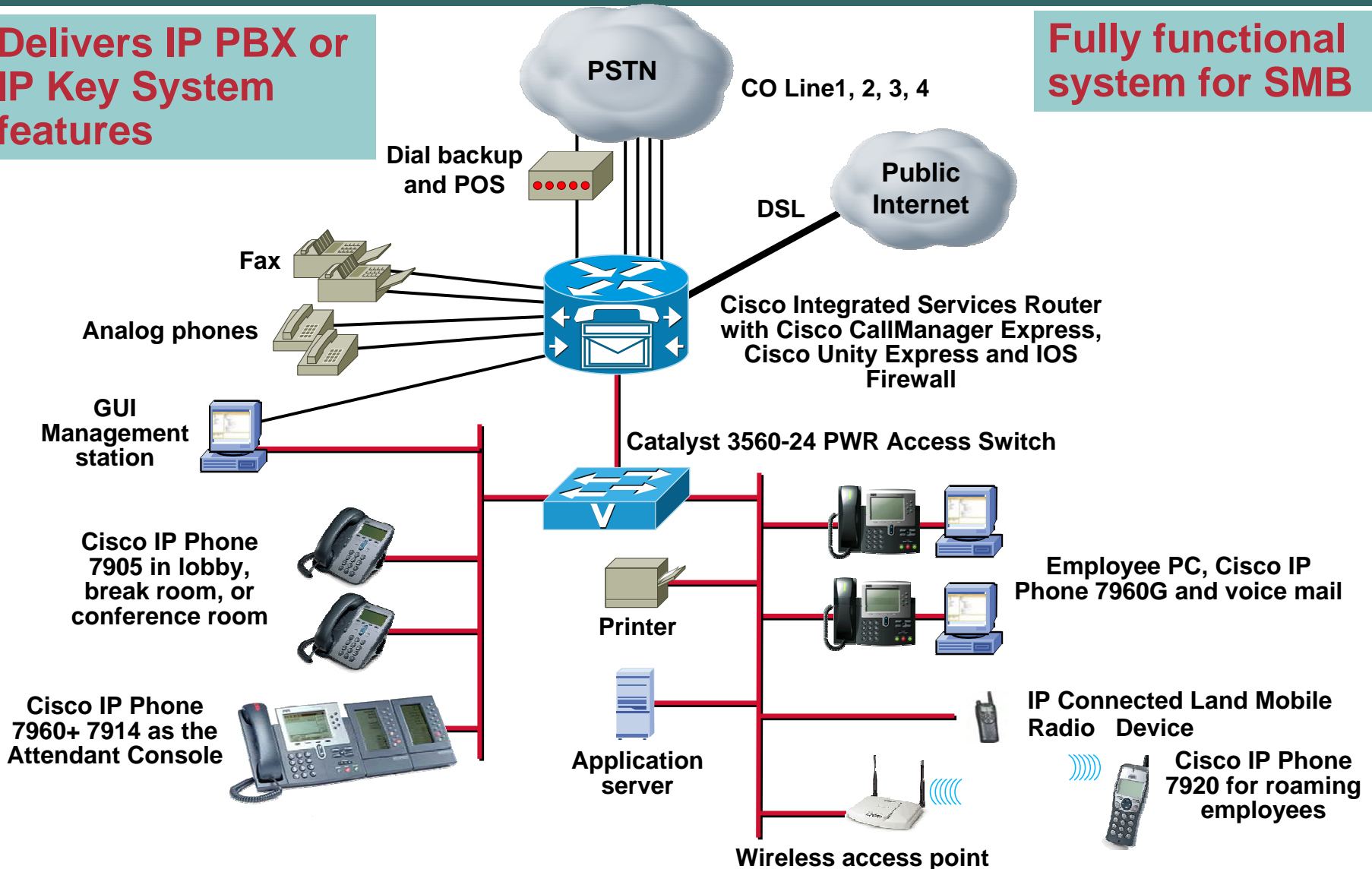
- **Up to five Automated Attendants per system**
- **Holiday schedules/calendar**
- **Business hours schedule**
- **Cisco Unity Express Editor**
- **Administration Via Telephony**
- **Emergency Alternate Greeting**

Small Standalone Office Deployment— Meet the Communications Needs of the SMB

Cisco.com

**Delivers IP PBX or
IP Key System
features**

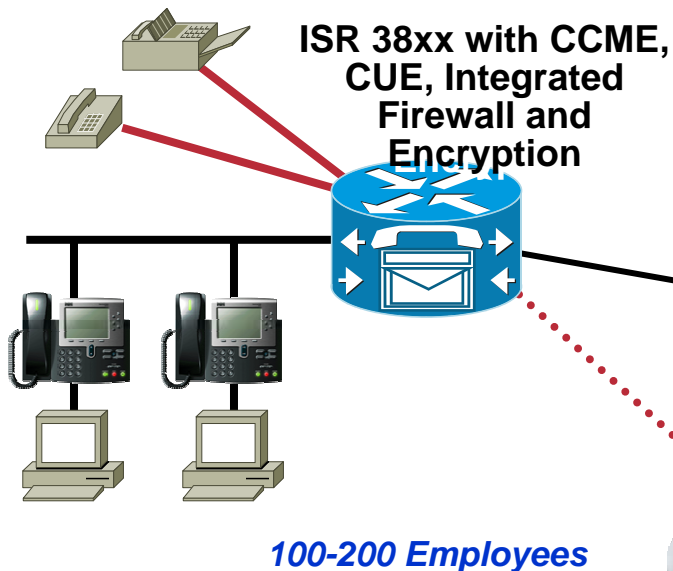
**Fully functional
system for SMB**



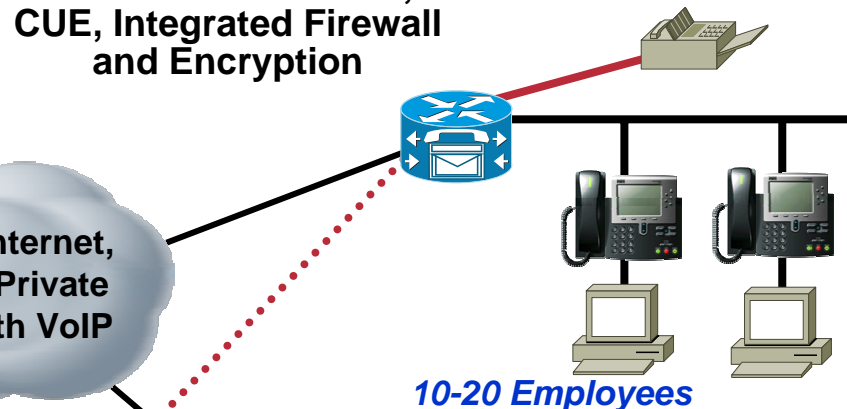
Flexibility of Network Design— CME and CUE Networking

Cisco.com

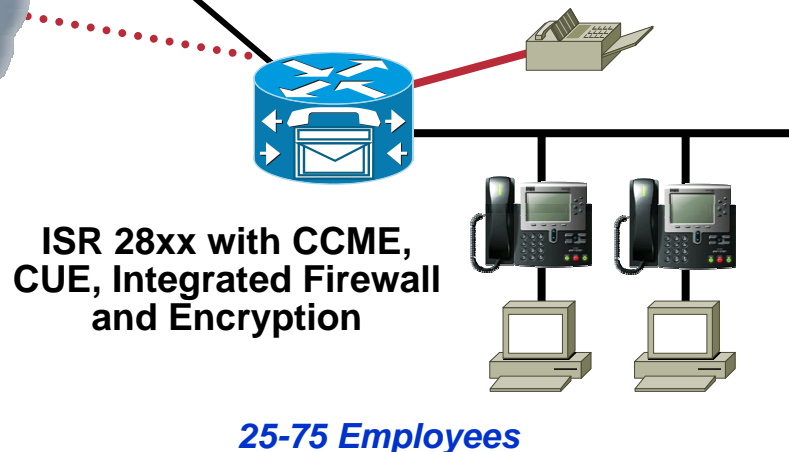
MAIN BUSINESS LOCATION



ISR 2801 with CCME, CUE, Integrated Firewall and Encryption, SMALLER LOCATION



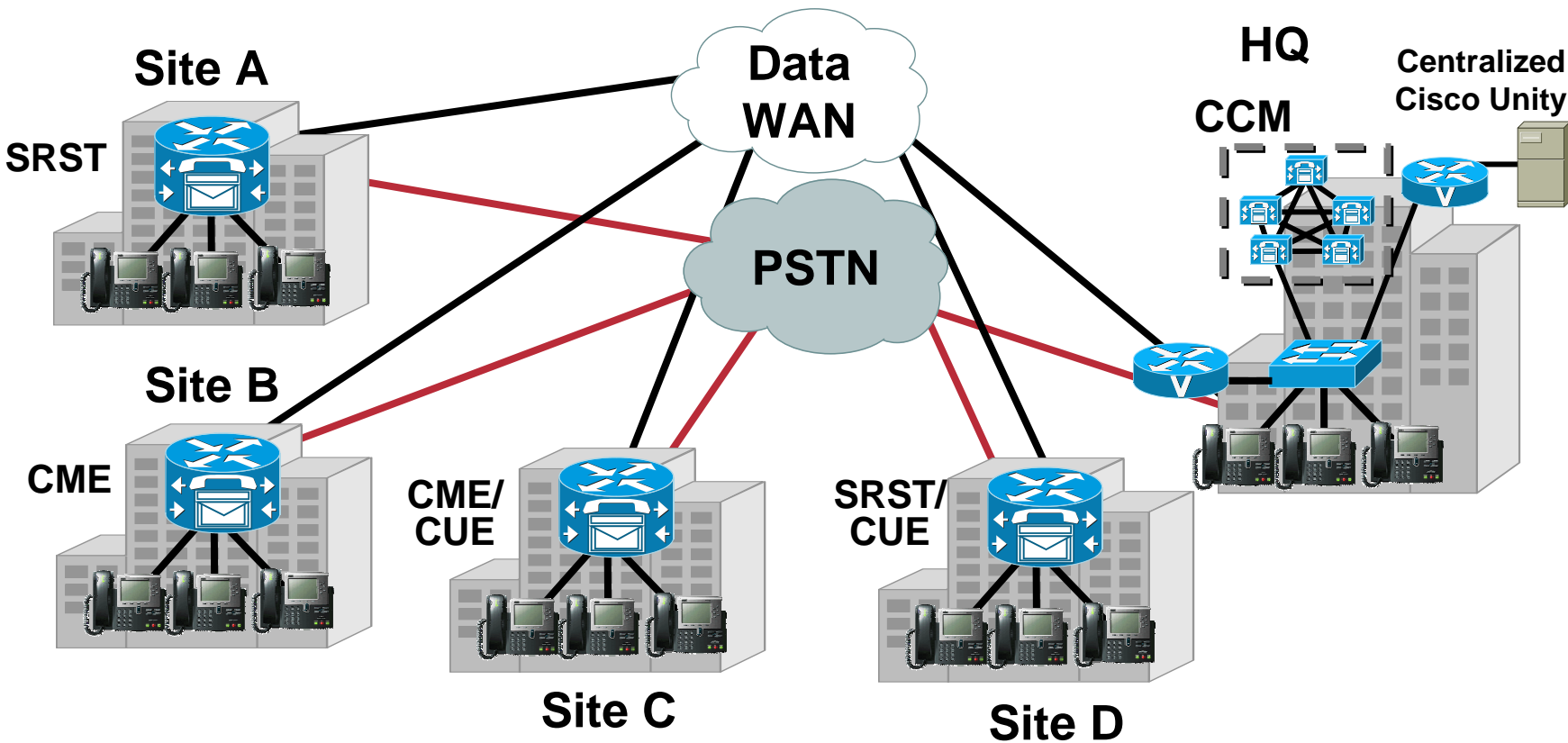
DISTRIBUTION CENTER



- Networked CME using H323
- Networked CUE using VPIM
- 5-digit dialing between sites
- Toll Savings
- Calling Name, number
- Intelligent Call FWD and Transfer

Flexibility of Network Design—CME, SRST, CUE CCM and Unity Networking Options

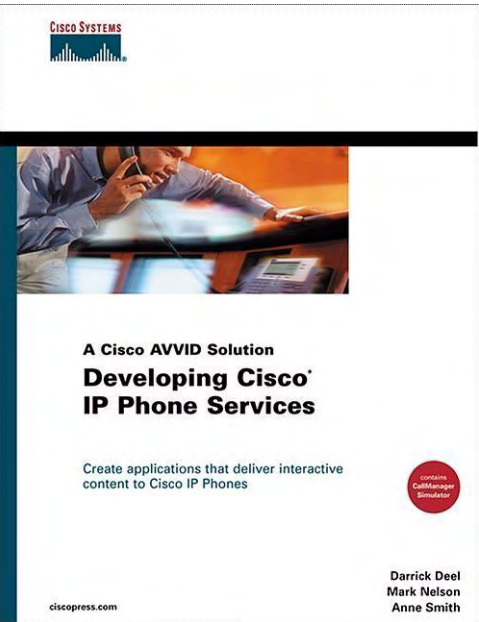
Cisco.com



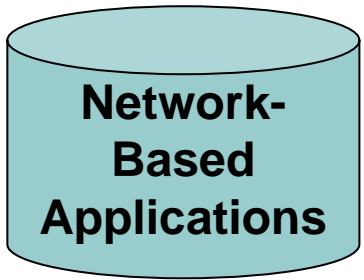
- Site A: CCM control, Unity at HQ, SRST during failure
- Site B: CME for local users, leverages Unity VM/UM. CME and CCM networked via H323
- Sites C: CME and CUE for remote site users. CME and CCM networked via H323. CUE and Unity networked via VPIM
- Site D: CUE registers with CCM. CUE and Unity networked via VPIM. CUE registers with SRST during network failure

The Value IP Phone Services: Delivering XML Applications to the Phone

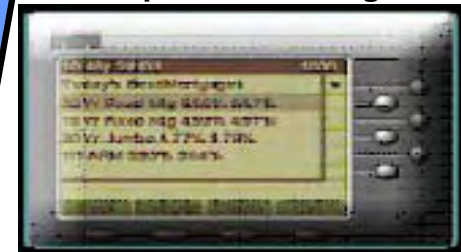
Cisco.com



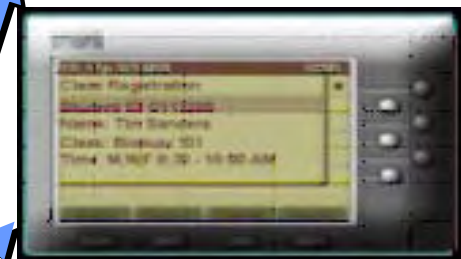
- Access business applications via the IP phone anywhere
- Select pre-packaged applications or tailor your own applications
- Provide value-added professional services to customize and deliver these applications with open APIs partners



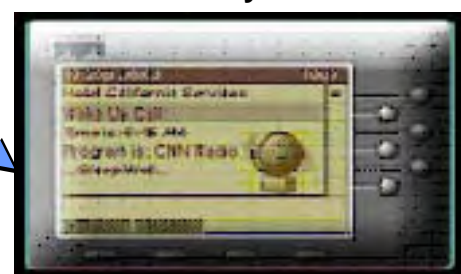
Shipment Tracking



Interest Rates



Inventory Check



Wake up Call

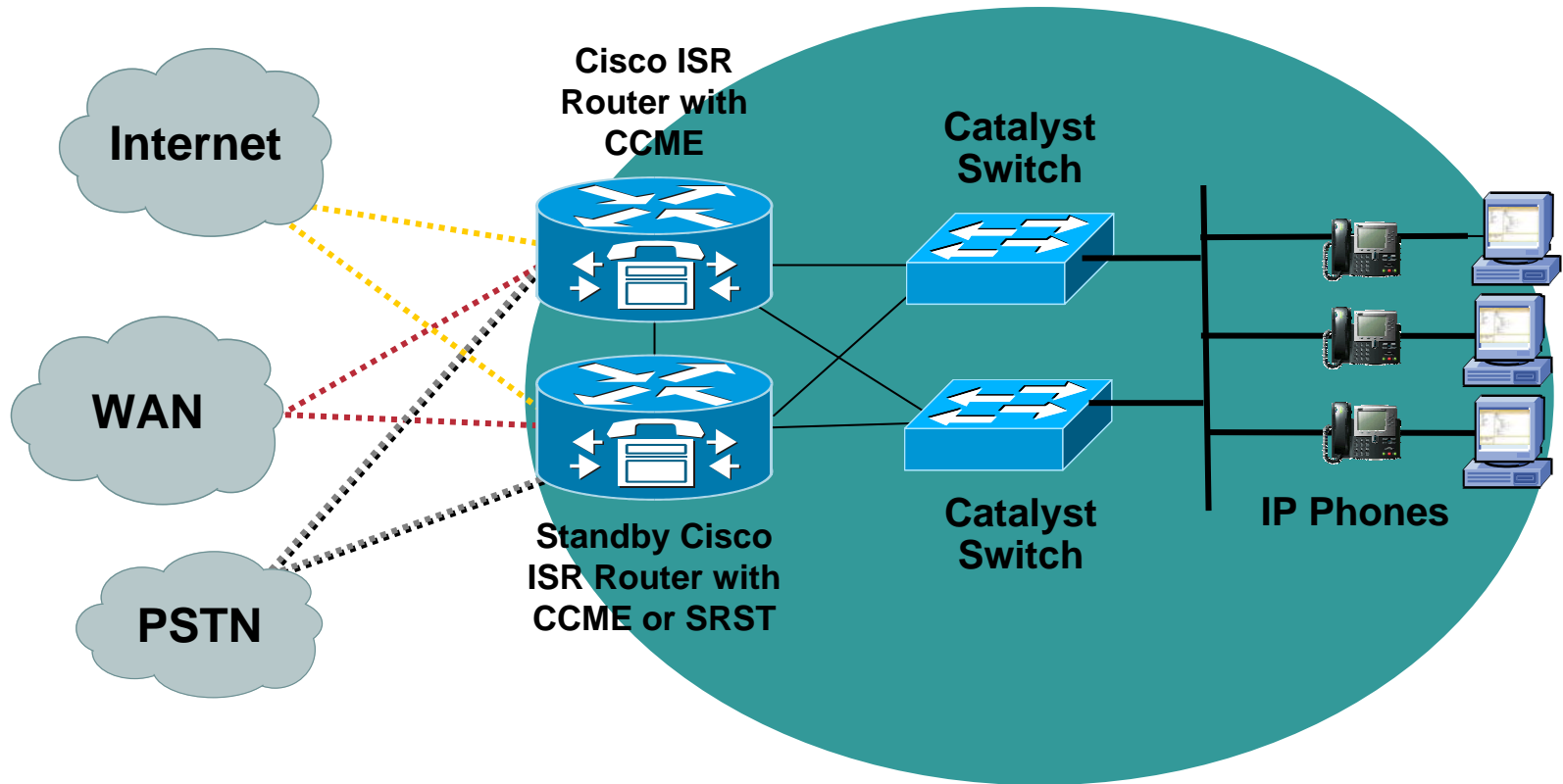
Trans-
portation

Finance

Retail and
Distribution

Hospitality

Full Voice and Data Redundancy Solution for the SMB—Only from Cisco



HSRP Across Routers Provides Data and Voice Redundancy

Connection to WAN and Internet Provides Routing Flexibility for Both Voice and Data

Deliver High Availability for the Cost of Putting in a Separate Voice and Data system

Investment Protection—Migration to Cisco CallManager and Unity as the Business Grows Beyond 240 Users

Cisco.com

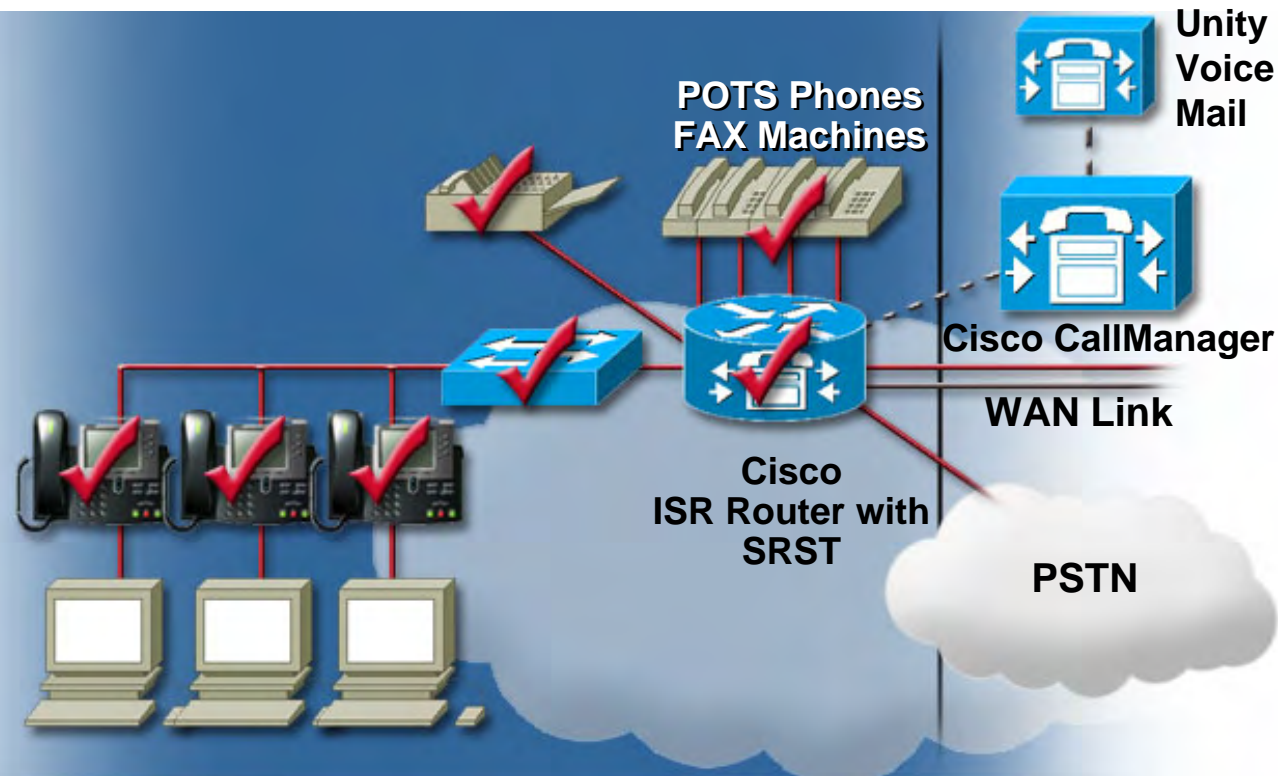
CCME Router becomes an SRST router with a simple configuration change, no hardware change required

The ISR transforms to a Full Featured High Availability Gateway/Data Router with Call Processing Redundancy via SRST; No SW Upgrade Is Required

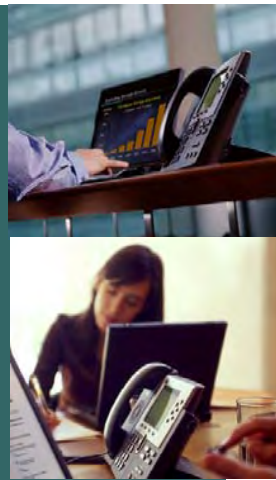
IP Phones, Catalyst Switches, Analog Phones, Fax Machines, IOS Software License Carries Forward

CME Feature Interaction in Most Cases, works the same as CallManager, Minimizing Retraining

Cisco Unity Express Can Also Be Migrated Forward and will Network with Cisco Unity



IPC EXPRESS CALL CENTER SUPPORT



Basic ACD Features Simple Call Queuing for the Small Office or Branch

- **Three separate queues with TCL script-based auto-attendant**
- **Basic ACD Auto-attendant will answer PSTN calls to select which queue to be transferred to. Option to dial Ext # included.**
- **The initial auto-attendant greeting must play to all B-ACD callers. Optional repeating of greeting every n seconds.**
- **Calls are routed to agents based on longest idle agent available**
- **Each queue can support up to 20 DN phone agents pre-defined**

B-ACD Statistics Can Be Delivered to Any TFTP Server

Statistics for Each Hunt Group, Reported Daily or Hourly in CSV Format:

- Total number of calls
- Total inbound calls
- Max and Min number of agents logged on
- Average time to answer

Statistics for Each Agent:

- Total number of calls handled
- Total inbound calls
- Average call duration
- Longest call duration

B-ACD Report Using MS Excel Available in March as Free Download from CCO

Cisco.com

- **Basic Reports available in March on CCO using Excel Macro**
- **Additional and customized reports available from development partner - Sentinel**

Daily Summary Report

Hunt Group 01

12/9/2004

Hunt Group

Maximum Agents	3
Minimum Agents	5
Total Calls	729
Abandoned Calls	31
Average Time to Answer	0.20
Longest Time to Answer	2.58
Average Time in Call	0.80
Longest Time in Call	3.12
Average Time Before Abandonment	1.55

Queue

Total Calls Presented to Queue	320
Calls Answered by Agents	305
Calls Exited the Queue	127
Average Time to Answer	0.63
Longest Time to Answer	1.80
Number of Abandoned Calls	16
Average Abandoned Timer	1.42
Calls Forwarded to Voice Mail	25
Calls Answered by Voice Mail	23

B-ACD Report Samples: Hourly and Agent Summary

Cisco.com

Hourly Summary Report

Hunt Group 01 All Agents

12/9/2004

From Direct Calls

From Queue

<u>Time</u>	<u>Total Calls</u>	<u>Average Time in Call</u>	<u>Total Time</u>	<u>Longest Time in Call</u>	<u>Total Calls</u>	<u>Average Time in Call</u>	<u>Total Time</u>	<u>Longest Time in Call</u>
12:00 AM	0	0.00	0.00	0.00	0	0.00	0.00	0.00
1:00 AM	3	0.00	0.00	0.00	1	0.00	0.00	0.00
2:00 AM	5	1.17	5.83	1.17	1	0.00	0.00	0.00
3:00 AM	9	0.83	7.50	0.92	2	0.38	0.77	0.38
4:00 AM	11	0.33	3.67	0.47	3	0.28	0.85	0.28
5:00 AM	14	0.55	7.70	0.65	5	1.10	5.50	1.32
6:00 AM	23	0.28	6.52	1.18	8	0.68	5.47	0.92

Agent Summary Report

Hunt Group 01 All Agents

12/9/2004

From Direct Calls

From Queue

<u>Agent</u>	<u>Total Calls</u>	<u>Average Time in Call</u>	<u>Total Time</u>	<u>Longest Time in Call</u>	<u>Total Calls</u>	<u>Average Time in Call</u>	<u>Total Time</u>	<u>Longest Time in Call</u>
2001	148	0.82	91.27	2.00	81	0.88	55.35	79
2002	125	0.80	100.00	3.12	93	0.95	88.35	142
2003	130	1.17	151.67	2.38	88	1.40	120.40	135
2004	141	0.83	117.50	2.15	43	1.08	46.58	134
2005	185	0.83	117.17	1.80	17	3.45	58.65	413
Day	729	0.79	577.60	3.12	320	1.15	369.33	413

Cisco's New Integrated Services Routers



One Platform for a Package of Advanced Services— Including Full-Featured IP Communications

Cisco.com

Cisco Integrated Services Routers

Help SMBs Be More Competitive While
Helping Reduce Operating Costs



IP Communications –
CCME/CUE/SRST

Embedded Security

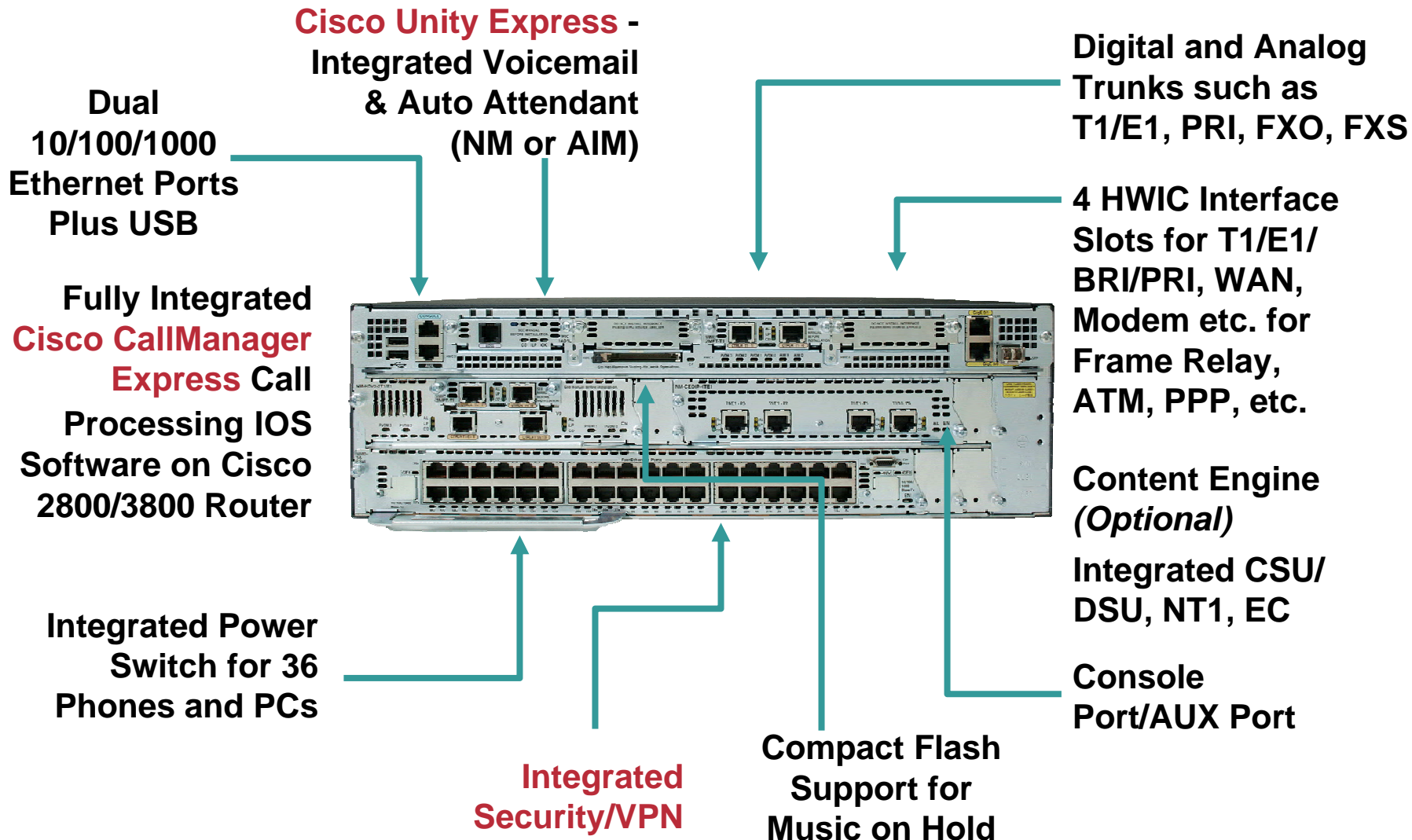
Video Integration

Low Density L2 Switching

Network Analysis

Complete Integration: Routing, Switching, Voice (Call Processing and Gateway), Security, Content

Cisco.com



Building a Foundation to Support Today's Competitive Market Requirements

Cisco.com



**Advanced Security Software/
Modules**



**Video, Content
Modules**



**Cisco
CallManager
Express and
Unity Express**



**Density, Scalability,
High Availability**



**Incremental Port
Functionality and
Performance**

**Integrated
Service Routers
Provide Future-
Proof Investment**

**Integrated Intelligent
Network that Adapts,
Scales, and Performs**

Benefits for SMB Customers



Less Infrastructure



Higher Availability



Easier to Maintain



**Rich Set of Feats
in Compact Form
Factor**



Cheaper to Operate

**Lower Total
Cost of
Ownership**

**IPC Express on Integrated
Service Routers Is a Cheaper
Solution to Operate over the
Life of the Product**

Benefits of Integration for Partners

Cisco.com

Greater Total Revenue Potential



High Growth in SMB Segment



Greater Initial Sales Opportunity



Continued Sales Opportunity



Less Expensive to Train



More Service Revenue Opportunity

Integrated Service Routers Offer Many Opportunities to Capture Revenue—It Is not Just About Selling Data Anymore

Faster, easier IPC solutions: Integrated Services Router PRODUCT AND SOLUTIONS BUNDLES



Voice Bundle Options

- Customers have **4** options for Voice Bundles:

Voice Gateway Bundles

Adds DSPs that scale with the platforms

Adds Cisco IOS feature set IP Voice

CME Voice Bundles

Adds CME Feature license to Voice Gateway Bundle

SRST Voice Bundles

Adds SRST Feature license to Voice Gateway Bundle

V3PN Bundles

Includes:

- Data
- Security and VPN
- Voice Gateway
- IP Communications

On the same platform!

Making Voice Services Sales Faster, Easier

Cisco 3800 and 2800 IPC Bundles

Cisco.com

New

V3PN Bundles	SRST Voice Bundles	CME Voice Bundles	Entry Level Voice Bundles
3845-3VPN/K9	3845-SRST/K9	3845-CCME/K9	3845-V/K9
3825-3VPN/K9	3825-SRST/K9	3825-CCME/K9	3825-V/K9
2851-3VPN/K9	2851-SRST/K9	2851-CCME/K9	2851-V/K9
2821-3VPN/K9	2821-SRST/K9	2821-CCME/K9	2821-V/K9
2811-3VPN/K9	2811-SRST/K9	2811-CCME/K9	2811-V/K9
2801-3VPN/K9	2801-SRST/K9	2801-CCME/K9	2801-V/K9
Includes: Router, Cisco CallManager Express, Cisco IOS Advanced Services, DSPs, AIM-VPN Accelerator	Includes: Router, Survivable Remote Site Telephony, Cisco IOS SP Services, DSPs, Memory	Includes: Router, Cisco CallManager Express, Cisco IOS SP Services, DSPs, Memory	Includes: Router, Cisco IOS SP Services, DSPs, Memory

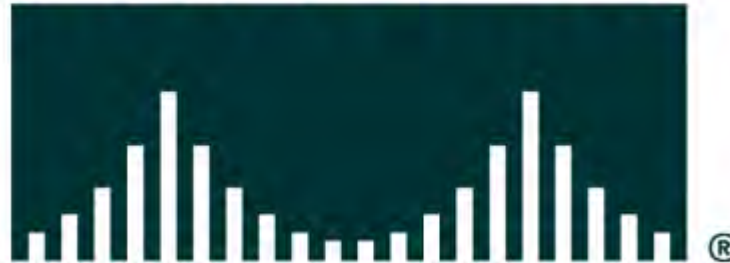
Consider These Opportunities

- **Companies planning to upgrade/replace existing telephony system or router within the next 3 to 6 months**
- **Companies planning to relocate one or more locations**
- **Companies planning to deploy new site locations**
- **Companies looking to reduce costs and increase productivity through the convergence of voice and data networks**
- **Consolidation and standardization of equipment enables simplified operations and vendor management to eliminate multiple service contracts**
- **Growing businesses that require 100% investment protection as the organization scales**

Thank-You Q & A



CISCO SYSTEMS



ADDITIONAL INFORMATION



Cisco CallManager Express—Full Range of LAN Switching Choices—4 to 240 Port Options

Cisco.com

**Integrated Switching Options:
4, 9, 16 and 36 Port Layer 2 Switching
with Power over Ethernet (PoE)**



**External Switch Options:
Full Range of Catalyst Switch Portfolio
Including the Cisco 3560-24 PWR**



Introducing High-Density Analog Extension Module for Voice/Fax with EVM-HD

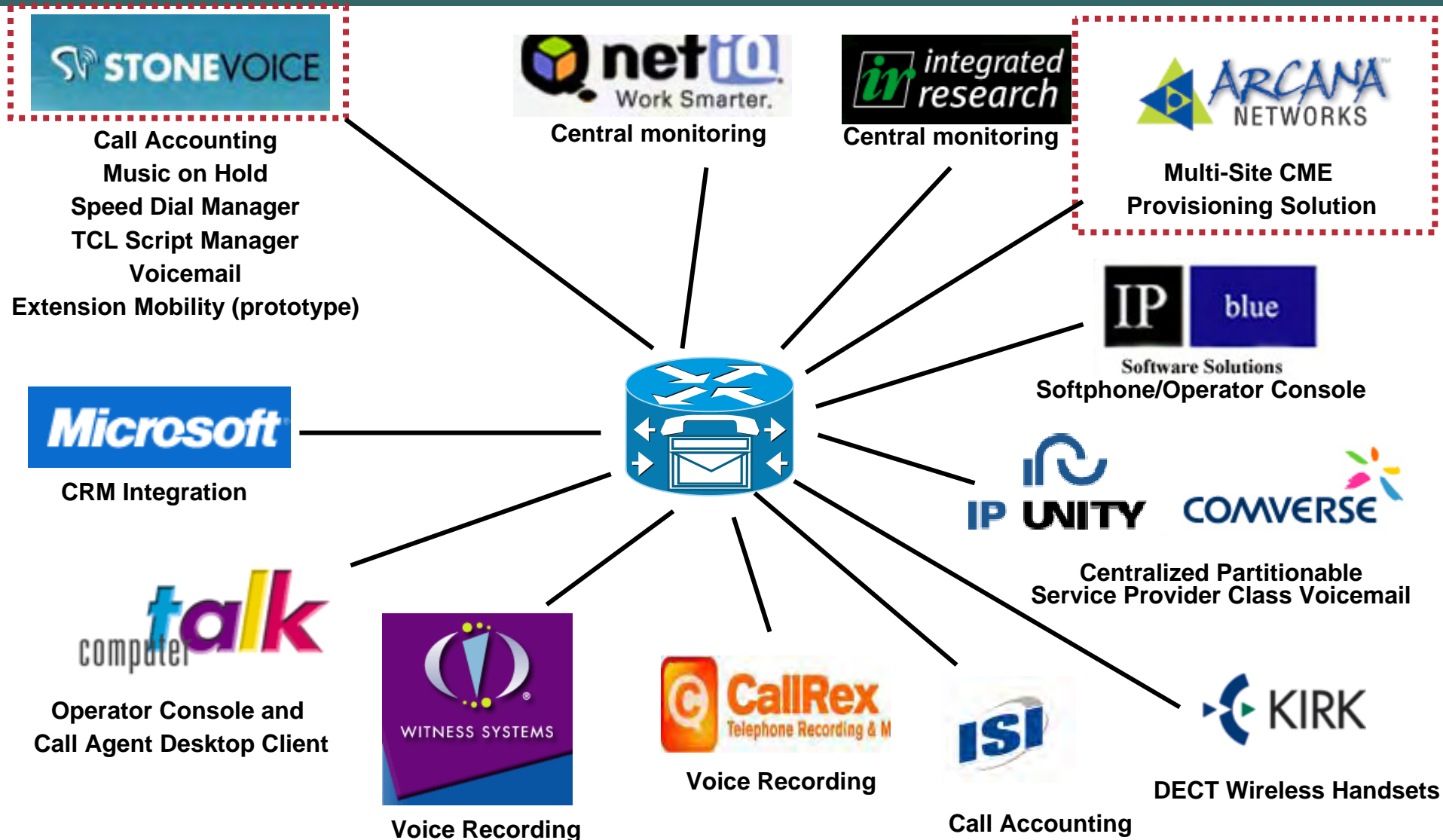
Cisco.com



- **Introduces high-density analog/BRI ports in a new extension module with two expansion module slots**
- **Supports up to 24 FXS ports**
- **Base Module: EVM-HD-8FXS/DID (8 FXS ports or DID)**
- **Expansion Modules:**
 - EM-HDA-3FXS/4FXO, EM-HDA-6FXO**
 - EM-4BRI-NT/TE, EM-HDA-8FXS (existing SKU)**
- **Uses integrated, centralized PVDM2 DSPs on the ISR motherboard**
- **EVM Slot available only with 2821 and 2851. Supported in NM slot on 3800 series**

Partner Solutions— Applications Which Enhance the Solution

Cisco.com



CCME Partners Today and in the Pipeline

Cisco.com

Current Partners

IP Voice Endpoints

IP Blue softphone

Voice Recording

Witness (Eyertel)

TelRex- Callrex

Voice Mail

Stonevoice

Comverse

IP Unity

Auto Attendant / IVR /

Call Center

Computer Talk

Technology

Central Monitoring

NetIQ

Integrated

Research

IP Phone Apps

AAC

Call Accounting /

Billing

Stonevoice

Pending Partners

IP Voice Endpoints

Spectralink

Kirk

Voice Recording

Cistera

Voice Mail

Operator Console

IP Blue

IDL

Auto Attendant / IVR

ATEB (with CVP)

Pharmacy IVR app

Other

Novavox

CT module

Management

Digital Fairway –
Provisioning

Concord – Monitoring

Integrated Research – VoIP
Monitoring

Arcana - Provisioning

Qovvia – VoIP Performance

IP Phone Apps

Call Accounting Billing

ISI

Veramark

CISCO CRM COMMUNICATIONS CONNECTOR



Cisco CRM Communications Connector

Linking Employee's to Important Customers

Cisco.com

- **Telephony and Desktop application to increase productivity for IP Phone and Microsoft CRM users**
- **Provides sales and/or customer service employee's with detailed information about the customer on every call**
- **Allows employees to have advanced customer handling features without costly call center solution**
- **Easy to use, fully integrated with Microsoft Outlook or MS CRM Internet Explorer client**
- **CRM Connector available for free on Cisco CCO**
- **Works with Basic-ACD to enhance productivity of agents**

Cisco CRM Communications Connector: Features

Cisco.com

Screen Pops

**Opens contact record and creates new phone call activity record as call arrives
Creates screen pops from click to dial and from manually dialed outbound calls**

Click to Dial

Supports click to dial feature from a Microsoft CRM contact record

Call Duration Tracking

Accurately tracks duration of phone call and associates with phone activity record

Call Information Capture

Captures incoming and outgoing call information, including calling number, called number, and call start and end times

Customer Record Creation

Easily creates a new CRM customer record when a new customer calls

Microsoft CRM Integration Helps Improve Small/Medium Business Productivity

Cisco.com

The screenshot displays the Microsoft Business Solutions CRM interface within a Microsoft Internet Explorer browser window. The main window shows a user named 'Khan, Arshad' with a 'Home: My Home Page' link. The central area is titled 'Activities for 07/20/2004:' and lists sections for 'Past Due Activities', 'Activities Due Today', and 'Activities Due Tomorrow', all indicating no activities. A 'Create an Activity' sidebar offers options like Task, Fax, Phone Call, E-mail, Letter, and Appointment. Below this, a 'Create a Record' sidebar lists Lead, Opportunity, Account, and Contact. An inset window titled 'Phone Call: Phone Call @ 7/20/2004 5:50:01 PM' shows call details: Call Initiator (Hasan, Qamar), Call Recipient (Khan, Arshad), Subject (Phone Call @ 7/20/2004 5:50:01 PM), Owner (Khan, Arshad), Duration (30 minutes), Priority (Normal), and Category. A 'Cisco CRM Communications Connector' applet is also visible, showing a search bar and a list of contacts for phone number 76825, including 'Hasan, Qamar'.

Works with Outlook or HTML Client

Cisco CRM Applet



CCME—Available Features Feature Set—Designed for the Small Office

Cisco.com

PHONE FEATURES:

- 24-240 Phones per System
- IP Phones Supported; 7902G, 7905G, 7910G, 7912G, 7914, 7920, 7935, 7936, 7940G, 7960G, 7970G plus Analog Phones/Fax Machines
- Attendant Console functionality using 7960 and 7914s—Fast Transfer, Busy Lamp, Direct Station Select, Silent Ringing options
- Call Fwd Busy, No Answer, All
- Do Not Disturb softkey
- Call Waiting with Dual Line Appearances
- Idle URL—periodically push messages to XML screen
- Multiple Language support – EMEA & Japan
- Music on Hold — Internal or External Source
- Night Service Bell
- Speed-dial config changes from IP phone
- Soft-key customization
- DND Divert call to Voice Mail
- Call Waiting beep suppression

TRUNK FEATURES:

- Analog—FXO, DID, E&M
- BRI/PRI support—NI2, 4ESS, 5ESS, EuroISDN, DMS100, DMS250 and several other Switch Types currently supported in IOS.
- Caller ID, ANI, Calling name
- Digital Trunk support—(T1/E1)
- Direct Inward Dial, Direct Outward Dial
- E1 R2 support
- H323 Trunks with H450 version 2, 3 and 12 protocol support
- Full SIP Trunk Support
- Hookflash to CO on Analog Trunks
- Transcoding
- SCCP to RCFC2833 DTMF Relay
- Direct FXO Line Select
- CUE H.323 to SIP Hairpin

CCME Available Features Feature Set— Designed for the Small Office

Cisco.com

SYSTEM FEATURES:

- Account codes and CDR field entry
- SMDR/CDR Support
- Call Back Busy Subscriber/Camp-On within CME system
- Call Pickup local group ringing phone
- Call Pickup explicit group ringing phone
- Call Park
- Call Transfer—Consultative and Blind
- Integration with Microsoft CRM Outlook or HTML Client
- Overlay Extensions for enhanced Call Coverage
- Per-Call Caller ID Blocking
- Secondary Dial Tone
- Standards based Network Call Transfer and Call Forwarding via H450.2 and H450.3
- System speed dial option via XML service
- CCM 3.3(3) and 4.0 H.323 Interoperability
- Caller ID for hunt groups
- Overlay DN Called Name Display
- Call Forward All digit restriction

VOICEMAIL / UM SUPPORT:

- Single Router VM Solution – Cisco Unity Express
- Integration with Unity Unified Messaging
- Third Party Voice Mail integration (H323, SIP, or DTMF) with Octel, Active Voice, Stonevoice, Comverse
- Message waiting Light and Icon on LCD Display indicator

MANAGEABILITY IMPROVEMENTS:

- Auto Assignment of extensions to IP phones
- Single Web GUI for System and Cisco Unity Express Admin
- Service Provider Class Network Management
- Telephony-Service Setup Wizard
- Multi level access to Web Based tool for Moves Adds and Changes
- Net IQ

Cisco Unity Express Features—Shipping

Cisco.com

VOICE MAIL FEATURES:

- End User and General Delivery Mailboxes
- G.711 support for termination & message store format in G.711 μ -law
- Subscriber Features:
 - Envelope information
 - Record prompts: standard and alternate greeting; spoken name
 - Set/reset password
 - Playback message controls: replay, skip, save, delete, pause, fast forward, rewind
 - More...

CALLER FEATURES:

- Programmable “0” extension on per user basis
- Message editing: re-record; listen
- Message tagging: urgent
- Non-delivery notification for other subscribers
- More...

HARDWARE FEATURES

- NM-CUE – 20GB HD, 500 Mhz CPU, 256DRAM
- AIM-CUE – 1GB CF, 300 Mhz CPU, 256 DRAM

SYSTEM FEATURES:

- Broadcast messages - local
- Allocate message storage on per user basis
- Mailbox full notification

AUTOMATED ATTENDANT FEATURES:

- Up to 5 AA per system
- Standard AA Dial-by-name, dial-by-extension, return to operator
- Unlimited menu options and nesting

MANAGEMENT FEATURES

- Web GUI provisioning integrated with CME
- Initialization Wizard to facilitate system setup
- TUI for End User/Subscriber – tutorial for user mailbox setup
- GUI for System Administrators
 - User Profiles: Name; extension; set/reset passwords
 - General Delivery Mailboxes
 - Mailboxes: Max recording time; max length per msg; reset MWI
 - System stats on disk space use setting system defaults (disk space; max msg size)