

Cisco UC Integration™ for Cisco WebEx Connect 7.1

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time, from any workspace.

Product Overview

Cisco UC Integration™ for Cisco WebEx Connect is an easy-to-deploy desktop integration that provides instant access to enhanced Cisco Unified Communications from WebEx™ Connect (Figure 1). This tight integration, enables you to transparently connect and communicate, with Cisco Unified Communications services—softphone, mid-call control, deskphone control, phone presence, video, and web conferencing—directly from WebEx Connect on your PC.

This desktop integration combines the rapid deployment and total-cost-of-ownership (TCO) benefits of the Cisco WebEx Collaboration Cloud with the benefits of on-premises network services such as bandwidth management and corporate policy controls.

Figure 1. Cisco UC Integration™ for Cisco WebEx Connect



Benefits of Cisco UC Integration™ for Cisco WebEx Connect

Cisco UC Integration™ for WebEx Connect takes full advantage of a common unified client services framework to:

- Increase productivity: Instantly connect with colleagues, partners, and customers from anywhere and have a business-class communication experience with an integrated Cisco IP softphone.

- Streamline communications: View telephony presence status, access corporate voicemail and communications history, or simply click to call through your Cisco Unified IP Phone directly from your desktop.
- Enhance collaboration: Quickly and easily escalate any phone call into a conference call by adding participants as needed.
- Reduce complexity: Extend proven attributes of Cisco Unified Communications Manager directly to your desktop with an easy-to-deploy desktop integration.

Features of Cisco UC Integration™ for Cisco WebEx Connect

Cisco UC Integration™ for WebEx Connect is intuitively designed and easy to use, and it gives you convenient access to a broad range of Cisco Unified Communications (refer to Table 1).

Table 1. Features and Benefits of Cisco UC Integration™ for Cisco WebEx Connect

Feature	Benefits
Call Setup	
Right click to call or conference from contact list or instant messaging (IM) session	Check the presence of the person you want to call, and then initiate a phone call to that person quickly by clicking on the phone number in their business card.
Call from Directory Search	Search for anyone in your address book and initiate a call to that person, or simply type a phone number and then right click to initiate the call.
Direct dial from dial pad	Familiar dial-pad interface increases productivity..
Inbound call notification	You can receive incoming call alerts with the option to answer the call or divert the call to your voicemail. With the Cisco UC Integration™ for WebEx Connect integrated softphone, you can answer phone calls no matter where you are using your laptop or PC.
Call-history display	You can reference missed, placed, and received phone calls directly from WebEx Connect.
Call forwarding	When you are not using WebEx Connect, you can have all your phone calls sent to another number, for example to a cell phone.
In-Call Features	
Conversation information	You have visual access to information about your current conversation, including calling name and number display; call status; and information about participants, including presence and duration counter. You can readily access mid-call control features directly from the on-screen conversation window.
Call control	The solution provides proven and reliable call-control features of Cisco Unified Communications Manager, including dual tone multifrequency (DTMF), call waiting, mute, conference, redial, hold, release and the capability to adjust the volume of your calls.
Integrated IM	The conversation strip is integrated with IM windows to easily escalate to IM or voice calls.
Operation Modes	
Softphone mode (Session Initiation Protocol [SIP]-based)	You can make and receive phone calls from anywhere you can access the corporate network with your PC or laptop.
Desk-phone control (computer telephony integration [CTI]-based)	You can control your desk phone from your PC or laptop while in your office.
User switch between modes	You can switch between deskphone and softphone mode.
Audio Support	
Codecs G.722, G.711, G.729a, and Internet Low Bitrate Codec (iLBC) voice codecs	Standards-based audio codecs deliver an enterprise-class quality experience.
Secure Real-Time Transport Protocol (SRTP)	Voice traffic uses SRTP with Advanced Encryption Standard 128 (AES-128) encryption.
Presence and Availability	
Cisco WebEx application-based presence	When you make or receive phone calls from WebEx Connect, your presence is updated so that anyone else looking at your status will see that you are on the phone. (No Cisco Unified Presence Server is required.)
Do not disturb	You can set the do-not-disturb feature through Cisco WebEx Connect or through your Cisco Unified IP Phone.
View recent phone activity	You can view your recent placed calls, missed calls, and received calls and initiate a new call or view the contact card of the other party.

Mobility Features	
Single number reach	People can reach you with one phone number no matter what device you are using.
Extension mobility	You can log in to another IP phone to use with Cisco WebEx Connect when away from your usual office.
User and Support Tools	
Call statistics (softphone only)	You can view details of your current conversation (for example, voice codec being used, packets lost, and jitter data).
Error-reporting tool	It is easy to create diagnostic information to troubleshoot if necessary.
Additional Features	
Voicemail message waiting indicator (softphone only) and one-click access to voicemail system	Your voicemail system is easily accessible, and you receive alerts when new voicemail messages are available.

Note: Refer to the release notes for desktop application compatibility.

System Requirements

Recommendations for **minimum requirements** are based on Cisco UC Integration™ for Cisco WebEx Connect running on a system that is not running other applications and services that are not part of the base operating system image. Administrators should account for other applications on the workstation to determine whether the system configuration—the CPU speed and RAM in particular—can perform adequately with other applications running concurrently on the PC that could affect application performance.

Table 2 lists the system requirements.

Table 2. System Requirements

Platform	Description
Cisco Unified Communications Manager	<ul style="list-style-type: none"> • Cisco Unified Communications Manager 6.1: 6.1(4) or later • Cisco Unified Communications Manager 7.0: 7.0(2a)SU1 or later • Cisco Unified Communications Manager 7.1: 7.1(2) or later <p>Note: When used in conjunction with a Cisco Unified IP Phone, use of the Cisco UC Integration™ for Cisco WebEx Connect with Cisco Unified Communications Manager 6.1(4) or later is required in order for 1 Device License Unit to be consumed.</p>
Client software	Cisco WebEx Connect C6.1
Operating system	Microsoft Windows Operating System: XP SP3 (32-bit) or Vista SP1 (Ultimate, Enterprise, or Business 32-bit)
Minimum desktop PC and laptop recommended requirements	CPU speed: 1.8 GHz (dual core), with 1 Gb of RAM; for Windows Vista, 2 Gb of RAM is recommended

Ordering Information

Table 3 provides ordering information for Cisco UC Integration™ for Cisco WebEx Connect.

This product is part of Cisco Unified Workspace Licensing, which is the recommended way to license this product. Please visit http://www.cisco.com/go/workspace_licensing for more information.

Table 3. Ordering Information for Cisco UC Integration™ for Cisco WebEx Connect

Product Name	Part Number
Cisco UC Integration™ for Cisco WebEx Connect	UCICONNECT-7.1-K9
Cisco UC Integration™ for Cisco WebEx Connect - eDelivery	L-UCICONNECT-71-K9

Please refer to the Cisco Unified Communications Applications Ordering Guide for additional details about Cisco Unified Communications part numbers and prices.

To place an order, visit the [Cisco Ordering Home Page](#) and refer to Table 3. To download software, visit the [Cisco Software Center](#).

Cisco Unified Communications Services

Cisco Unified Communications Services allow you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution. Delivered by Cisco and our certified partners, our portfolio of services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to services can enhance your technology experience to accelerate true business advantage.

For More Information

For more information about the Cisco Unified Communications Integration™ for Cisco WebEx Connect, visit www.cisco.com/go/webexconnect or contact your local Cisco account representative.



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