

Third-Party Applications for Cisco Business Edition 6000

Cisco® Business Edition 6000 (BE 6000) delivers full-featured, enterprise-class communications and collaboration services that successful midsize businesses rely on today. Built on world-leading Cisco Unified Communications architecture, the BE 6000 solution boasts both foundational and additional collaboration options that offer customers the flexibility to build a solution that meets their specific needs.

To meet customers' specific needs and further enhance their collaboration experience, the Cisco Developer Network has created an ecosystem for third-party technology vendors. This ecosystem exponentially expands the number and quality of rich, new business solutions available for customers by taking advantage of the powerful Cisco Business Edition 6000 platform.

Key Benefits

- Partner profitability: Differentiated and comprehensive customer solution
- Industry segments: Customized solutions for healthcare, hospitality, education, manufacturing, government, and retail
- Business application integration: Connectors for industry-standard business applications
- Investment protection: More value for customer investments
- Localization: Extended solutions to meet localization needs and standards in different geographies
- Quality assurance: Compatibility logos displayed for products that go through in-house interoperability testing

Cisco SolutionsPlus Program

The Cisco SolutionsPlus program offers customers, channel partners, and Cisco sales teams a one-stop ordering experience for selected third-party products and applications. Cisco SolutionsPlus vendors provide all service and support.

The program helps channel partners by giving them:

- Ability to more economically and easily order, extend, and deliver complete "applications solutions" to customers
- Ability to order third-party applications directly through Cisco from a standardized global price list
- Established Cisco SolutionsPlus partner-coordinated support process
- Thoroughly tested products and applications that help ensure integration, reliability, and interoperability

The Cisco SolutionsPlus applications are sold under separate terms and conditions, which appear in the Sales Configuration tool and must be accepted at the time of order.

Featured Solutions

Following are some of the featured third-party solutions from preferred solution developers. **To find a complete list, please visit the [Cisco Developer Network Marketplace Portal](#).**

Note: Some of the following product categories are covered under the SolutionsPlus Program as indicated.









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Call Accounting and Recording

Key Features

<ul style="list-style-type: none"> • Call detail records • Reporting • Billing 	<ul style="list-style-type: none"> • Recording • Voice analytics • Quality monitoring
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Product Name	Solution Partner	
Call Accounting		2 Ring, spol. s r.o.
AND Recorder		ANDTEK GMBH
Calabrio Quality Management and Call Recording		CALABRIO INC.
cc:Discover		CallCopy Inc
Billy Blue's 4 (SolutionsPlus SKU available on GPL)		Imagicle SpA
eFramework		Mida Solutions s.r.l.













Product Name	Solution Partner	
MidaBilling		Mida Solutions s.r.l.
MidaRec		Mida Solutions s.r.l.
NICE Interaction Management		NICE Systems
NICE Interaction Manager and MediaSense (Sol+)		NICE Systems
Audiolog Interaction Recording for Contact Center		Verint
Impact 360 Quality Monitoring		Verint
Impact 360 Workforce Optimization Suite		Verint
Verint Contact Store IP		Verint

Customer Care

Key Features

<ul style="list-style-type: none"> • Contact center • Attendant console • Phone services • Manager and assistant 	<ul style="list-style-type: none"> • Automatic call distributor (ACD) • E911 • Call queuing • Call routing
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Product Name	Solution Partner	
AND Desktop		ANDTEK GMBH



Product Name	Solution Partner	
AND Desktop AC (Attendant Console)		ANDTEK GMBH
AND Desktop CC (Contact Center)		ANDTEK GMBH
AND Group MA (Manager/Assistant)		ANDTEK GMBH
Arc Call Connect		Arc Solutions, (International) Ltd
Arc Premium Attendant Console (SolutionsPlus SKU available on GPL)		Arc Solutions, (International) Ltd
VIM		Exony
Blues Attendant (Operator Console)		Imagicle SpA
Queue Manager Enterprise (ACD)		Imagicle SpA
Positron VIPER		Intrado-Call Handling Division
MidaAutomatedAttendant		Mida Solutions s.r.l.
MidaOperatorConsole		Mida Solutions s.r.l.
MidaQueueManager		Mida Solutions s.r.l.

Product Name	Solution Partner	
eFramework		Mida Solutions s.r.l.

Paging

Key Features

<ul style="list-style-type: none"> • IP overhead paging systems • Bell scheduling 	<ul style="list-style-type: none"> • Mass emergency notification systems
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Product Name	Solution Partner	
InformaCast (SolutionsPlus SKU available on GPL)		Singlewire Software, LLC.
SA-Announce		Syn-Apps

Phone Services and Applications

Key Features

<ul style="list-style-type: none"> • XML applications • IP telephony features • Directory services 	<ul style="list-style-type: none"> • Address book integration • Caller-ID services • Third-party application integration
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Product Name	Solution Partner	
IPPS		2 Ring, spol. s r.o.
AND Directory		ANDTEK GMBH
AND Phone		ANDTEK GMBH
Arc XML Presence 5.1		Arc Solutions, (International) Ltd



Product Name	Solution Partner	
Esna Cloudlink (SolutionsPlus SKU available on GPL)		Esna Technologies Inc.
Speedy Enterprise (SolutionsPlus SKU available on GPL)		Imagicle SpA
IP-Trade (SolutionsPlus SKU available on GPL)		IP Trade
Nabook		ITALTEL S.p.A.
Workforce Timekeeper		KRONOS, Inc.
eFramework		Mida Solutions s.r.l.
MidaDirectory		Mida Solutions s.r.l.
MidaEasyNumbers		Mida Solutions s.r.l.
MidaPhoneLock		Mida Solutions s.r.l.
MidaTestud		Mida Solutions s.r.l.
MidaWhols		Mida Solutions s.r.l.
access@phone 3.0		Tenacity Operating, L.L.C.

Product Name	Solution Partner	
accessaphone ipTTY		Tenacity Operating, L.L.C.

Administration and Provisioning

Key Features

<ul style="list-style-type: none"> • Network management systems • Management interface for telco operators 	<ul style="list-style-type: none"> • Service providers and enterprises • Multitenant systems
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Product Name	Solution Partner	
MULTI-TENANT		2 Ring, spol. s r.o.
AND Provisioning		ANDTEK GMBH
i-EMX		ITALTEL S.p.A.

Fax

Key Features

<ul style="list-style-type: none"> • Business fax • e-document delivery • Centralized fax server 	<ul style="list-style-type: none"> • Fax to email • Email to fax
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Product Name	Solution Partner	
BUSINESS FAX		2 Ring, spol. s r.o.
StoneFax (SolutionsPlus SKU available on GPL)		Imagicle SpA
MidaTerraFaxPro		Mida Solutions s.r.l.

Product Name	Solution Partner	
RightFax 10		Open Text
RightFax 10.5		Open Text
RightFax 9.4		Open Text

Fixed-Mobile Convergent Services

Key Features

• Clientless mobility	• Fixed-Mobile Convergence (FMC)
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Product Name	Solution Partner	
iCSE		ITALTEL S.p.A.
Abrazo		Tango Networks

Coordinated Support

We have established a support relationship with the third-party solution vendors' technical support organizations: Cisco and the third party have a documented support process and escalation procedures to provide a coordinated support experience for customers if tested products have an integration problem. This coordinated support is designed to give customers quick problem identification and joint problem resolution. Please click the Support tab in the solution link to find more information about support.

Please refer to the coordinated support [overview presentation](#) for more detailed information.

Disclaimer: Cisco makes no warranties, express or implied, with respect to third-party vendor product or its interoperation with the listed Cisco product(s) and disclaims any implied warranties of merchantability, fitness for a particular use, or against infringement.

For solution compatibility information, please visit: <http://developer.cisco.com/web/partner/customerinfo>.

For more information, please refer to:

- Cisco Business Edition 6000: <http://www.cisco.com/go/be6000>
- Cisco SolutionsPlus Program: <http://www.cisco.com/go/solutionsplus>
- Cisco Developer Network: <http://developer.cisco.com/web/partner/customerinfo>
- Complete solutions catalog: <https://marketplace.cisco.com/catalog>
- Solution vendor tiers: <http://developer.cisco.com/web/partner/participation-levels>
- Cisco coordinated support:
http://developer.cisco.com/c/document_library/get_file?folderId=1077842&name=DLFE-25614.ppt



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