

Cisco Unified Communications Manager 7.0

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: Features Highlights and Benefits

Cisco Unified Communications Manager is the powerful call-processing component of the Cisco Unified Communications Solution. It is a scalable, distributable, and highly available enterprise IP telephony call-processing solution.

Cisco Unified Communications Manager 7.0 delivers features built around three themes:

- Reduced total cost of ownership
- An open system that allows unified communications components to interoperate transparently
- Improved user experience

This document discusses some of the more than 40 features included in Cisco Unified Communications Manager 7.0. Table 1 gives a complete list.

Reduced Total Cost of Ownership

As user needs evolve, Cisco Unified Communications Manager continues to meet those needs. Version 7.0 can help your organization lower the total cost of ownership and improve the experience for end users and system administrators. Some of the features that address cost of ownership follow.

Local Route Groups and Transformation Patterns

Local Route Groups and Transformation Patterns help reduce the configuration efforts involved in creating dial plans. The Local Route Groups feature decouples the location of a public-switched-telephone-network (PSTN) gateway from the route patterns used to access it. This feature helps reduce the complexity and maintenance efforts of provisioning a centralized Cisco Unified Communications Manager deployment — especially when the number of locations is large. In the past, each site could use identical call routing policies, but the site-specific details of those policies prevented customers from provisioning a single set of Route Patterns and Route Lists that would work for all sites. With local route groups, a single route list, partition, route pattern, and Calling Search Spaces can be sufficient, regardless of the number of sites.

Intelligent Bridge Selection

Intelligent Bridge Selection saves resources by optimizing the use of video bridge resources. Cisco Unified Communications Manager 7.0 allows you to use video resources only when a configurable number of video endpoints is present in a conference — resulting in more optimal use of bandwidth.

Trusted Relay Points or Network Virtualization

The Trusted Relay Points or Network Virtualization feature facilitates trusted quality of service (QoS) and Call Admission Control (CAC), as well as trusted VLAN traversal for Cisco Unified Communications software clients. As a result, your organization can more effectively control access of your voice VLAN from within your data VLAN. Trusted Relay Points enable QoS and CAC for Cisco Unified Communications software clients — which many providers are unable to deliver.

An Open System

An open systems approach to developing Cisco Unified Communications Manager enables the system to take advantage of a broader set of features from the Cisco Unified Communications solution components and other third-party products.

Expanded Support of Session Initiation Protocol

Session Initiation Protocol (SIP) is a leading standard for feature-rich interoperability among communications systems. Cisco Unified Communications Manager 7.0 broadens the support for this standard by extending SIP support to even more features, trunks, and endpoint devices.

The following Skinny Client Control Protocol (SCCP) features are now also available in SIP:

- Busy Lamp Field (BLF) Call Pick-up and Alerting
- Call Loop Prevention
- Conference Chaining
- Directed Call Pick-up
- Do Not Disturb- Call Reject
- Join Across Lines
- Malicious Call ID
- Programmable Line Keys
- Single Call per Line User Experience
- Single Button Barge

Some of the other ways that SIP enables improved administration and management follow:

New SIP trunk enhancements increase interoperability with many other SIP applications and call agents which also support SIP:

- SIP Trunk Device Identification allows features such as location-based CAC and Media Resource Selection to work for calls initiated by devices behind a SIP Proxy/B2BUA.
- Privacy, P-Asserted-Identity, and P-Preferred-Identity headers introduce standard support (RFC 3323, RFC 3324, and RFC 3325, respectively) to convey calling, ringing, answering, connected identity, and request privacy.
- Early Offer signaling support for G.729, enables initiation of SIP trunk calls that have a preallocated media termination point (MTP) with low-bandwidth codecs.
- Secure Real-Time Transport Protocol (SRTP) over SIP trunk enables encryption and authentication of media over a SIP trunk.

SIP Compatibility with a Host of Unified Communications Solutions

A SIP-focused strategy of openness ensures that Cisco Unified Communications Manager 7.0 delivers interoperability and support for a host of other unified communications applications and endpoints:

- SIP support is now available for the Cisco Unified IP Phone 7931G and the Cisco Unified IP Phone Expansion Module 7914, 7915, and 7916.
- The click-to-call feature has been extended to Cisco WebEx® and Cisco WebEx Connect
- Increased compatibility with other vendors' solutions is now enabled with Cisco Unified Communications Manager 7.0:
 - The MobileConnect feature (single number reach) now supports URLs as a remote destination to a Microsoft Office Client. For instance, administrators can now configure a [username@company.com](#) to ring on a Microsoft Office Communicator client in addition to mobile phones or home phones.
 - T.38 Fax interoperability with Microsoft Exchange is now supported.
 - This release also supports click-to-conference capability with Cisco Unified Presence and IBM Sametime.

Improved User Experience

Existing features supporting international dial plans and mobility are enhanced in Cisco Unified Communications Manager 7.0 to meet a range of user needs.

Calling Party Normalization

Global dialing plans and routing configurations are now simplified. Calling party transformation patterns, along with support of “+” for fully qualified E. 164, preserves caller identity information and adds flexibility to the presentation of international, national, or local subscriber numbers on the phone. The feature makes it more convenient when dialing directly from call logs or missed call lists because you do not need to edit the number.

Cisco Unified Mobility: Time-of-Day Settings

With MobileConnect you can configure time-of-day settings for your remote destination devices so that you receive calls only during preferred hours of the day.

Dial via Office

The Dial via Office feature extends Cisco Unified Communications Manager call-processing capabilities to mobile communications. The feature allows you to have Cisco Unified Communications Manager set up calls using the data channel provided by the mobile network and then place an outbound call. With this feature, the Cisco Unified Mobile Communicator client has the same access or restrictions as a user's desk phone. Cisco Unified Mobile Communicator sends the number over the mobile data channel to signal Cisco Unified Communications Manager, which signals back by calling the initiator and setting up the call to the dialed user. The call is carried over the Global System for Mobile Communications (GSM) channel, saving mobile minutes as well as long-distance charges.

Table 1. New Features in Cisco Unified Communications Manager 7.0

For Easier Administration, Saving Time and Resources
• Calling party normalization
• E.164 with "+" dialing
• Local route groups and transformation
• Trusted relay point
• Intelligent bridge selection
Mobility Features
• Dial via Office
• Directed call park
• Reverse callback
• MobilityConnect time-of-day access list
Greater Interoperability with Partners
• Click to conference with IBM Sametime
• Simultaneous ring Uniform Resource Identifier (URI) dialing with Microsoft OCS
• T.38 Fax interoperability with Microsoft Exchange
• Active Directory 2008
New Telephony Features
• Directed call pickup
• Do not disturb — call reject
• Extension mobility feature safe
• Phone services provisioning
Additional Localization
• Estonian
• Latvian
• Lithuanian
New SIP Support
• Single-button barge
• Join across lines
• Busy-lamp-field (BLF) alert
• BLF pickup
• Conference chaining
• Do not disturb — call reject
• Cisco Unified IP Phone 7931G
• Cisco Unified IP Phone Expansion Module 7914
• SRTP over SIP trunk
• Early offer SIP trunk with G.729 with MTP
• SIP trunk Preferred Asserted Identity (PAI)
Features for the Department of Defense (DoD)
• Assured Services-Session Initiation Protocol (AS-SIP)
• Voice over SIP/Deployable Voice eXchange (VoSIP/DVX) G.Clear
• Secure indication tone (Norway)
Added Support for Cisco Products
• Voice gateways: Cisco VG202 and VG204 Analog Voice Gateway models
• Click to dial on WebEx meeting applications
• Cisco Emergency Responder Location Management user interface

<ul style="list-style-type: none"> • Cisco Security Agent 5.2 support
Direct Upgrades
<ul style="list-style-type: none"> • Cisco Unified CallManager 4.1(3) and 4.2(3) and Cisco Unified Communications Manager 4.3(1) and 4.3(2)
<ul style="list-style-type: none"> • Cisco Unified Communications Manager 5.1(3), 6.1(1), and 6.1(2)
Serviceability Enhancements
<ul style="list-style-type: none"> • IP tables
<ul style="list-style-type: none"> • Fresh install of Cisco Unified Communications Manager on the Cisco MCS 7828 Media Convergence Server
<ul style="list-style-type: none"> • Alerting subsystem in Cisco Unified Communications Operating System
Performance Improvements
<ul style="list-style-type: none"> • Reduction of trace-file output by compression
<ul style="list-style-type: none"> • Database replication improvements

In addition to the features described in this document, Cisco Unified Communications Manager 7.0 uses an appliance deployment environment, which reduces training requirements, improves administration, offers enhanced security, and simplifies installation and upgrades. For more information about the Cisco Unified Communications Manager appliance, please refer to: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps556/solution_overview_c22-485095.html.

For more information about Cisco Unified Communications Manager, please refer to: http://www.cisco.com/en/US/prod/collateral/voicesw/ps6788/vcallcon/ps556/data_sheet_c78-485333.html.



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