Get More from Cisco Unity Connection:
Ecosystem Partner Solutions

March 2012

Ecosystem Partner Solutions

Administration

- Clarus Systems
- Unimax Systems
- VOSS

Email Integration

- Donoma Software
- Esnatech

Fax

- OpenText
- Sagemcom

Hospitality

- Nevotek

Interoperability

- Common Voices

Speech Recognition

- Ditech Networks

Administration

CLARUS SYSTEMS®

Empowering Unified Communications™

ClarusIPC Plus+: Single Integrated End-to-End Lifecycle Management Suite for Cisco® Unified Communications

Automated Testing and Troubleshooting   Performance Monitoring   Configuration Change Tracking   Business Intelligence

Contact:

John McCaffrey

Vice President for Sales and Marketing

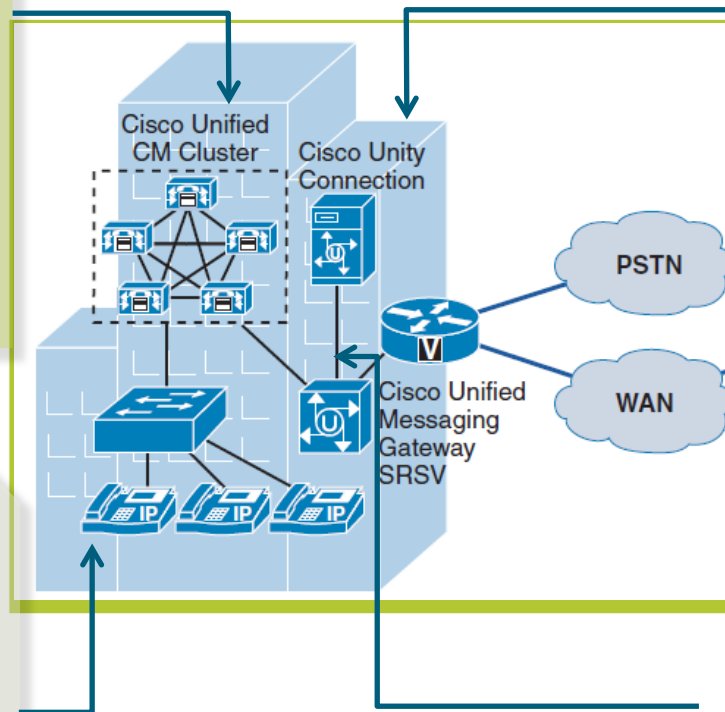jmccaffrey@clarussystems.com

+1 609 865 7626

Voice and Unified Messaging: Common Problems

Cisco® Unified Communications Manager

- ❑ Directory numbers without corresponding virtual machines subscriber
- ❑ Failed calls to virtual machine
- ❑ External callers getting no response at all
- ❑ Virtual machine port configuration changes

Voice Mail Server

- ❑ Subscribers without corresponding directory numbers
- ❑ Message notification failures
- ❑ Noncompliant subscriber changes
- ❑ Unregistered virtual machine ports
- ❑ Server health, capacity, database replication, and services

Devices

- ❑ Devices misconfigured for forwarding to virtual machine
- ❑ Message waiting indicator (MWI) failures

SIP and SCCP Integration

- ❑ Virtual machine port capacity problems
- ❑ Locked ports
- ❑ Security violations: encryption, transfers, etc.
- ❑ Misrouting from branch offices

Cisco Unified CM Cluster

Cisco Unity Connection

Cisco Unified Messaging Gateway SRSV

PSTN

WAN

IP IP IP

ClarusIPC Plus+ for Cisco Unity Connection

- **Proactive automated testing and diagnostics**

  Forward to voicemail: Generate call and wait for forwarding

  Voicemail port loading: Make simultaneous calls to voicemail ports and verify capacity

  Remote self-service and help desk: Get instant access to device for MWI and configuration debugging

- **Monitoring and alerts for events and noncompliance**

  Registration events (unregistered and failover) for voicemail ports

  Call counts: Total and failed, call forward busy, ring with no answer, transfer failures, locked ports, etc.

  Server health: CPU, storage, service state changes, database replication failures , etc.

  Noncompliant changes: Virtual machine pilot, ports, profile, etc.

- **Cisco Unity® Connection reporting**

  Combines inventory and configuration information from Cisco Unity Connection and Cisco® Unified Communications Manager

  Identifies configuration exceptions that could negatively affect an employee's or customer's experience

Cisco Unity Connection Reports		
Cisco Unity Connection Port Use Peak port use over specified time	**Cisco Unity Connection Server Health** CPU, memory, processes, and services	**Voicemail Call Distribution** Inbound and outbound calls by port
Voicemail Changes Port, pilot, and profile additions, removals, and updates	**Cisco Unity Subscriber Changes** Subscriber additions, removals, and updates	**Unassociated Voice Mailboxes** Virtual machine devices not associated with a Cisco Unity Connection directory name
Voicemail Ports Raw list of virtual machine ports	**Voicemail Subscribers** Detailed list of all subscriber fields and corresponding directory names	**Unassociated Voicemail Directory Names** Directory names with call forwarding set to virtual machine but no virtual machine subscriber

Main Clarus Contacts and Additional Resources

ClarusIPC Plus+ data sheet
http://www.clarussystems.com/about/thought_leadership.php#clarusIPC41

Sales and partner inquiries
John McCaffrey
Jmccaffrey@clarussystems.com

Technical support
support@clarussystems.com

Unimax

Unifying Voice Administration

Unimax Systems Corporation

A leading provider of self-service and automated telecommunications management solutions, voice system administration reporting, migration tools, and MAC address administration software for Cisco Unity® Connection and other Cisco voice systems

800 886 0390
TellMeMore@unimax.com
www.unimax.com

CISCO DEVELOPER
Registered

CISCO
Compatible

Customizable Employee Self-Service

Self-Service Telecom Management

Unimax

Instructions:

Edit the settings to modify the operation of your telephone and voice mailbox below. Right-click any field to get help. Click Submit to apply your new settings. For help, call the HelpDesk at x4111.

Telephone Settings

First name:	Jonathon
Last name:	Doe
Display name:	John Doe
Password:	••••

Voicemail Settings

Web application password:	••••
Enable standard transfer rule:	☑
Transfer calls to:	Internal extension ▼
Transfer extension:	X85475
Enable alternate transfer rule:	☐
Transfer calls to:	My personal greeting ▼
Transfer extension:	X85475

Submit

John Doe   11111
            11112
            11113
            Home
            Bill
Martha

Select a key from the tabbed list below to modify its settings.

Key 1	Key Settings	
Key 2	Feature type:	Speed dial
Key 3	Display label:	Bill
Key 4	Phone number:	7635551212
Key 5		
Key 6		

- Available as help desk or self-service

- Built for end user

- Web based

- Business-definable views, from simple to complex

- Visually appealing

- Easy to use

- Can be combined with Cisco® Unified Communications Manager attributes

Spotlight Reporting Tool
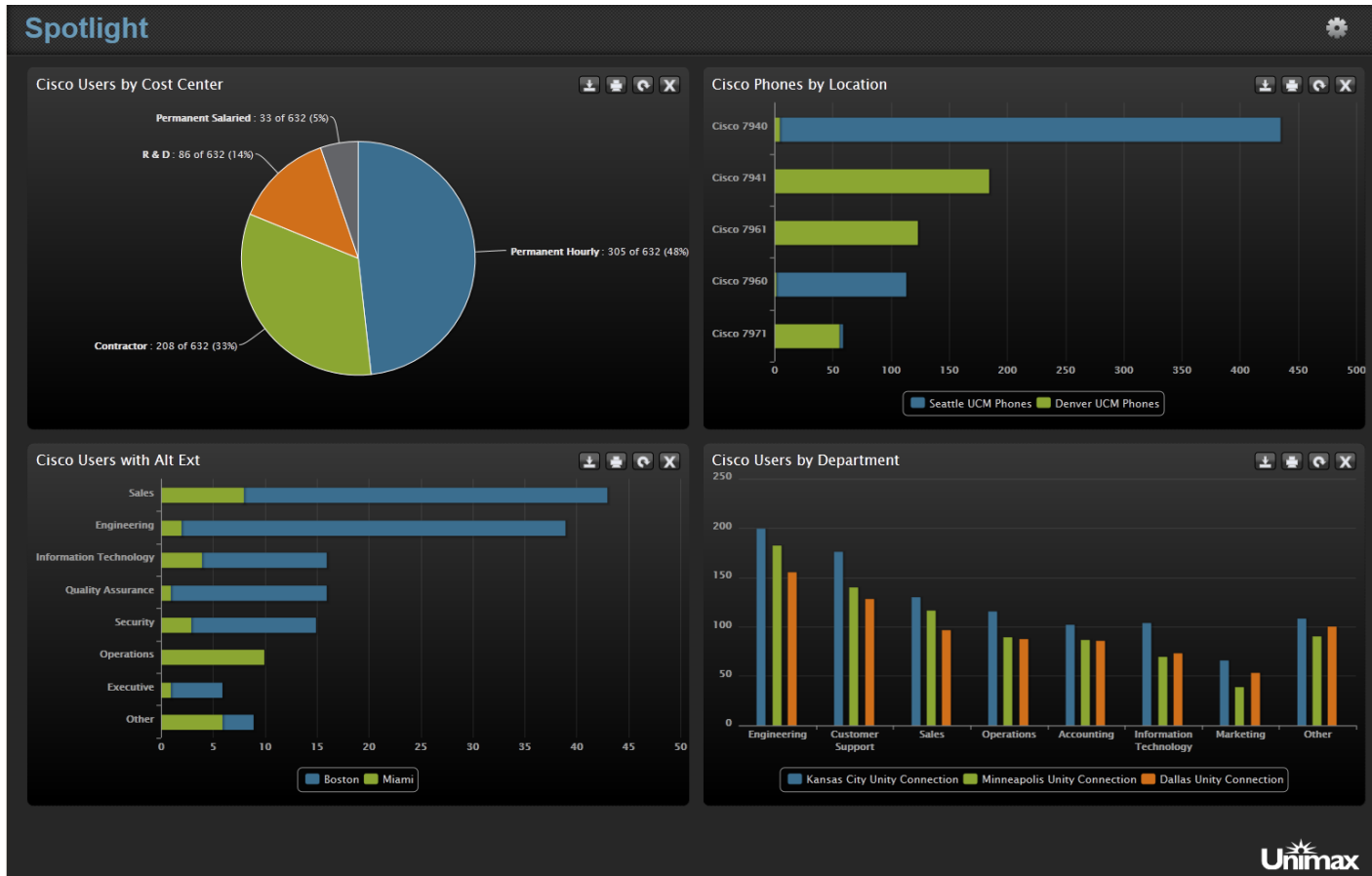
- Visually stunning charts and reports

- Web based

- Customizable

- Easy to use

- Interactive detailed access

- View aggregated data from many systems

- Share reports with others

System Administration Tools

Automated provisioning

- Tools that automatically provision, modify, or deprovision Cisco Unity® Connection users when triggered by an external event (employee is hired, promoted, goes on leave, is terminated, etc.)

Migration

- Tools that assist in the exporting and importing of required profile data needed to move from a traditional system to a Cisco® system

MAC address administration software: Unimax 2nd Nature

- Application for managing multiple Cisco systems of various types (Cisco Unity Connection, Cisco Unity, and Cisco Unified Communication Manager) from a single administrative interface

VOSS

The Cloud Fulfillment Leader

Automate and Provision Integration and User Services

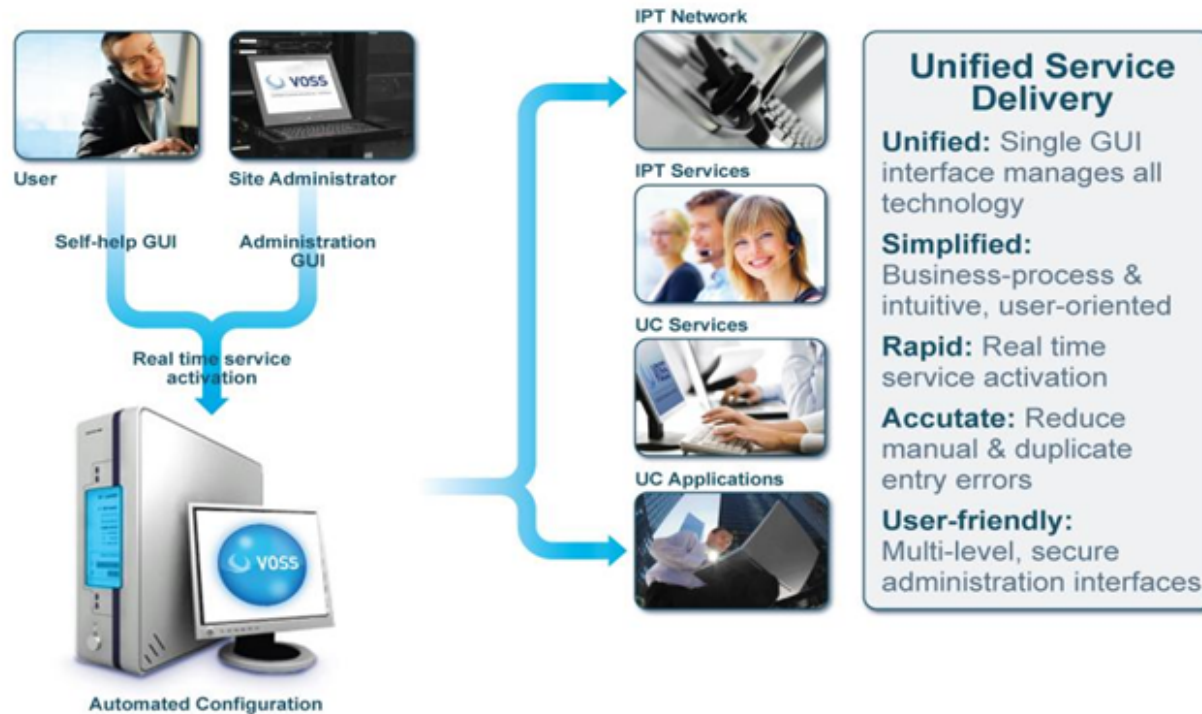### Administration Provisioning │ Self-Care

Contact:

Christopher May

Vice President for Business Development

christopher.may@voss-solutions.com

+1 214 712 7300 (phone)

VOSS Unified Communications Service Delivery Incorporating Cisco Unity Connection

Unified Service Delivery

Unified: Single GUI interface manages all technology

Simplified: Business-process & intuitive, user-oriented

Rapid: Real time service activation

Accutate: Reduce manual & duplicate entry errors

User-friendly: Multi-level, secure administration interfaces

- Adds a business layer on top of the technical infrastructure, to simplify management

- Integrated unified communications service deployment workflow across unified communications applications including services by Cisco Unity® Connection (Auto Attendant and Voicemail)

- System- and dial-plan-level configuration

- User-based voicemail services provisioning

VOSS Business Layer
Customer Can Self-Manage Services at the Business Level
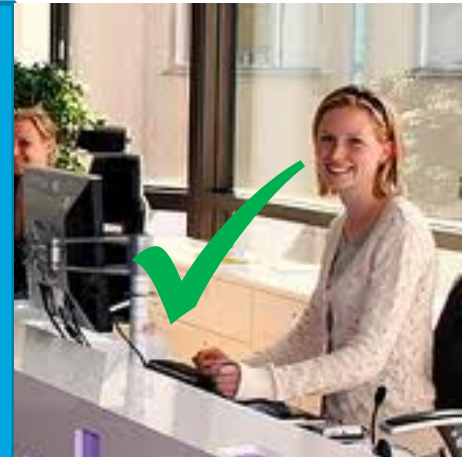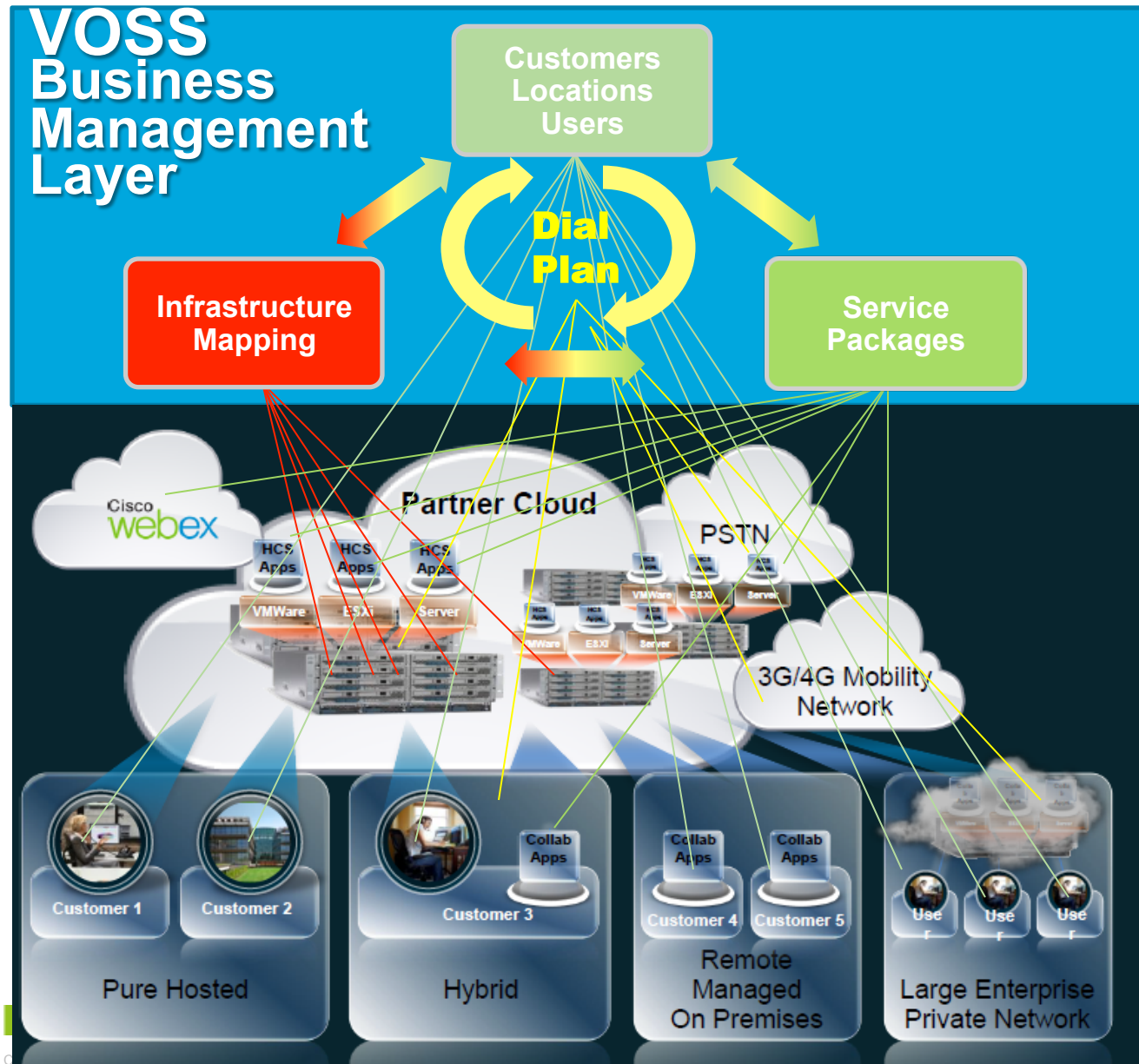
VOSS Unified Communications Service Delivery Benefits and Features for Cisco Unity Connection

- Lower cost to deploy and administer messaging

- Integrated unified communications provisioning workflow

- System and dial-plan provisioning

- User-services management and provisioning

- End-user self-care interface

Cisco® Verified Compatible Solution
http://developer.cisco.com/web/partner/search?accountId=0014000000OZ8F7AAL

Main VOSS Contacts and Additional Resources

- Access more product information

  http://www.voss-solutions.com

- Sales and partner inquiries

  Christopher May

  christopher.may@voss-solutions.com

- Products

  Bill Dellara

  bill.dellara@voss-solutions.com

- Marketing

  Rachel Chicken

  rachel.chicken@voss-solutions.com

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Email Integration

DONOMA UNIFY

For NOTES
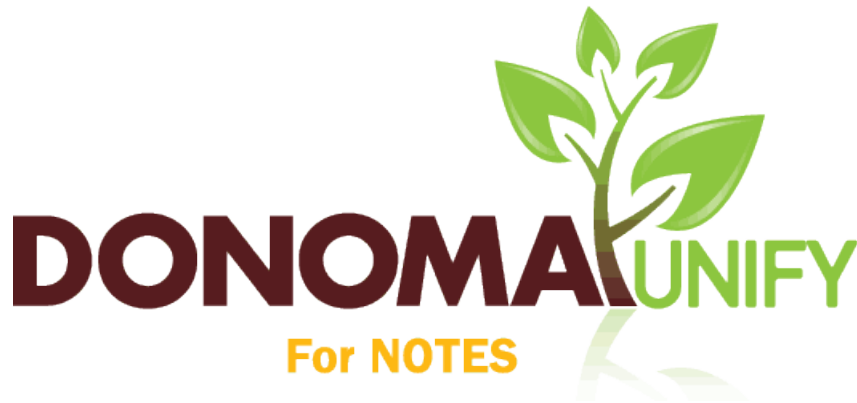
Multidirectional Voicemail and Email Message Synchronization

Connecting Lotus Notes/Domino to Cisco Unity® Connection

Contact:
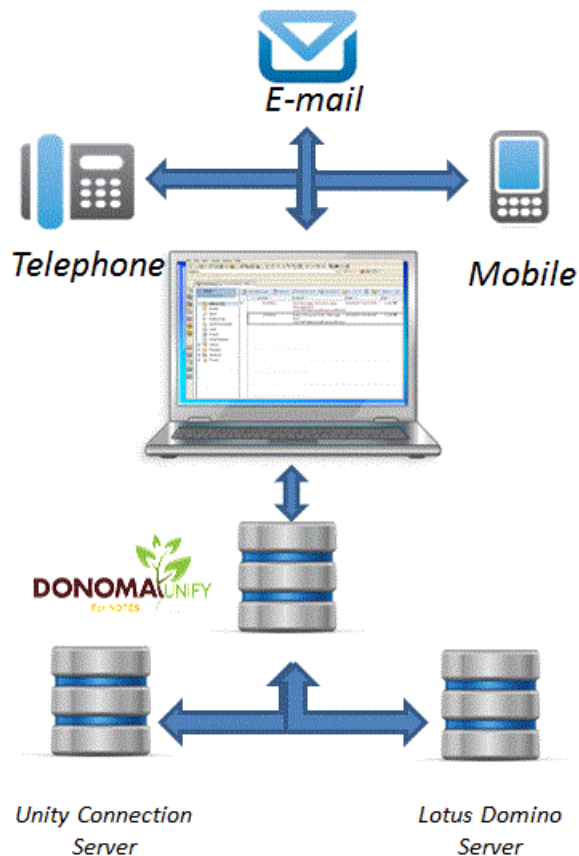Lesa Myers
Business Development Manager
Donoma Software
lesa@donomasoftware.com
540 449 3802 (mobile)
540 443 3381 (office)

CISCO DEVELOPER
Registered

Donoma Unify for Lotus Notes

Transparently integrates Lotus Notes/ Domino with Cisco Unity® Connection

- Integration into the main mailbox

- Bidirectional synchronization of message waiting indicator (MWI) and read and unread message status

- Customizable privacy statements, notifications, and smartphone callback hotlinks

- SSL encryption and Cisco® Security Certificate technology

Donoma Unify for Lotus Notes Main Features

- **Single inbox**: End users manage messages from their familiar Lotus Notes inbox

- **Bidirectional synchronization**: Synchronization with all systems at the same time helps ensure optimal productivity and unified messaging benefits

- **Managed support**: Annual support provides management to reduce ongoing administration effort

- **Extended value**: Users of free Cisco Unity® Connection ViewMail for IBM Lotus Notes retain enhanced features in Donoma Unify for Lotus Notes

  Special migration pricing for previous Cisco® Domino Unified Communication Services (DUCS) users

Additional Resources

- Additional information

    http://donomasoftware.com/donoma-unify-for-lotus-notes/

    Specifications

    Marketing sheets

    On-demand demonstration

- Available to support customer meetings and discussions

Contact:
Lesa Myers
Business Development Manager
Donoma Software
lesa@donomasoftware.com
540 449 3802 (mobile)
540 443 3381 (office)

Extend the Power of Cisco Unity® Connection
Google Apps | VMware Zimbra | Lotus Notes | Novell GroupWise

Contact:

David Ballins

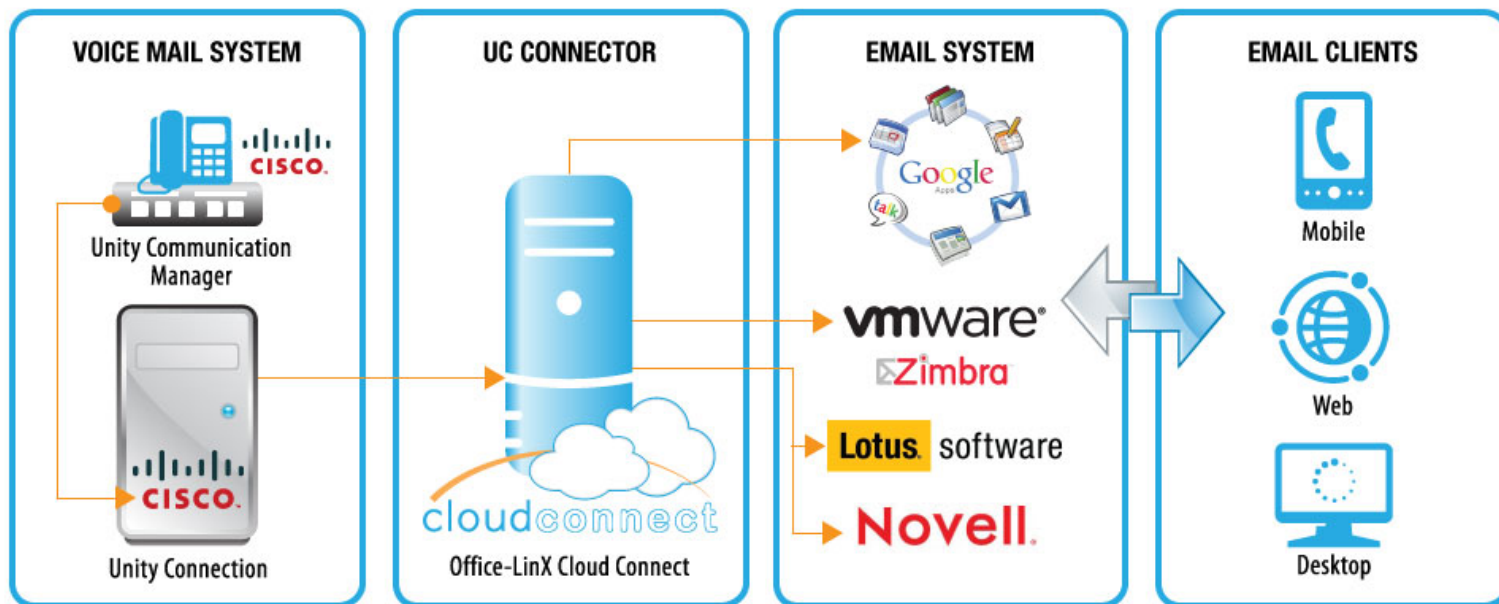Director Channels, North America

Esnatech

davidb@esna.com

303 7 9935 (mobile)

905 695 3175 (office)

Esnatech Office-LinX Cloud Connect Edition for Cisco Unity Connection

VOICE MAIL SYSTEM

Unity Communication Manager

Unity Connection

UC CONNECTOR

cloudconnect
Office-LinX Cloud Connect

EMAIL SYSTEM

Google Apps

vmware

Zimbra

Lotus software

Novell

EMAIL CLIENTS

Mobile

Web

Desktop

- Easy-to-use message-handling controls directly within Google Gmail, VMware Zimbra, Lotus Notes, and Novell GroupWise

- Full bidirectional synchronization of messages

- Message waiting indicator (MWI) and read and unread message status synchronization

- Comprehensive contextual contact information based on contact resolution

Esnatech Office-LinX Cloud Connect Edition for Cisco Unity Connection Benefits and Features

- **Single inbox**: Synchronizes voice messages in Cisco Unity® Connection in Google Gmail, VMware Zimbra, Lotus Notes, and Novell GroupWise

- **Convenienc**e: Enables users to read, listen to, respond to, and manage messages in their email applications on desktop, web, and mobile clients

- **Security**: Supports secure and private message controls

- **Easy administration**: Provides automated provisioning of Cisco Unity Connection users with easy-to-use configuration wizards

Cisco® Verified Compatible Solution
http://developer.cisco.com/web/partner/search?accountId=0014000000PmdGoAAJ

Main Esnatech Contacts and Additional Resources

- Access more product information

  http://cisco.esna.com

- Esnatech Office-LinX Cloud Connect Edition presentation

  http://www.slideshare.net/davide.petramala/office-linx-cloud-connect-for-cisco

- Sales and partner inquiries

  David Ballins

  davidb@esna.com

- Technical support

  Andrew Bell

  andrewb@esna.com

- Products

  Bryan Dingwall

  bryand@esna.com

- Marketing

  Lee Ho

  leeh@esna.com

Fax

OpenText RightFax and Cisco Unity Connection

Greg Settle

Unified Communications Accounts Manager

gsettle@opentext.com

OpenText RightFax and Cisco

OpenText is a preferred solution developer in the Cisco® Developer Network

Number 1 and the fastest growing provider of FoIP Solutions according to **Davidson Consulting** *Fax over IP Server Markets 2010-2015, May 2011*

Market leader in network solutions, including routing and IP communications, that transform how people connect, communicate, and collaborate

OpenText RightFax and Cisco Unity Connection Integration

Users can do the following on the phone or while using the Cisco Unity® Connection Inbox:

- Receive faxes that are sent to the fax extension for the user
- Forward the faxes that they receive to a fax machine for printing
- Forward the faxes that they receive to another user
- Route inbound faxes sent to the fax extension for the user: OpenText RightFax uses its email gateway to route the fax through SMTP to the user's mailbox on Cisco Unity Connection
- Single number voice and fax available
  - Cisco® gateway configuration
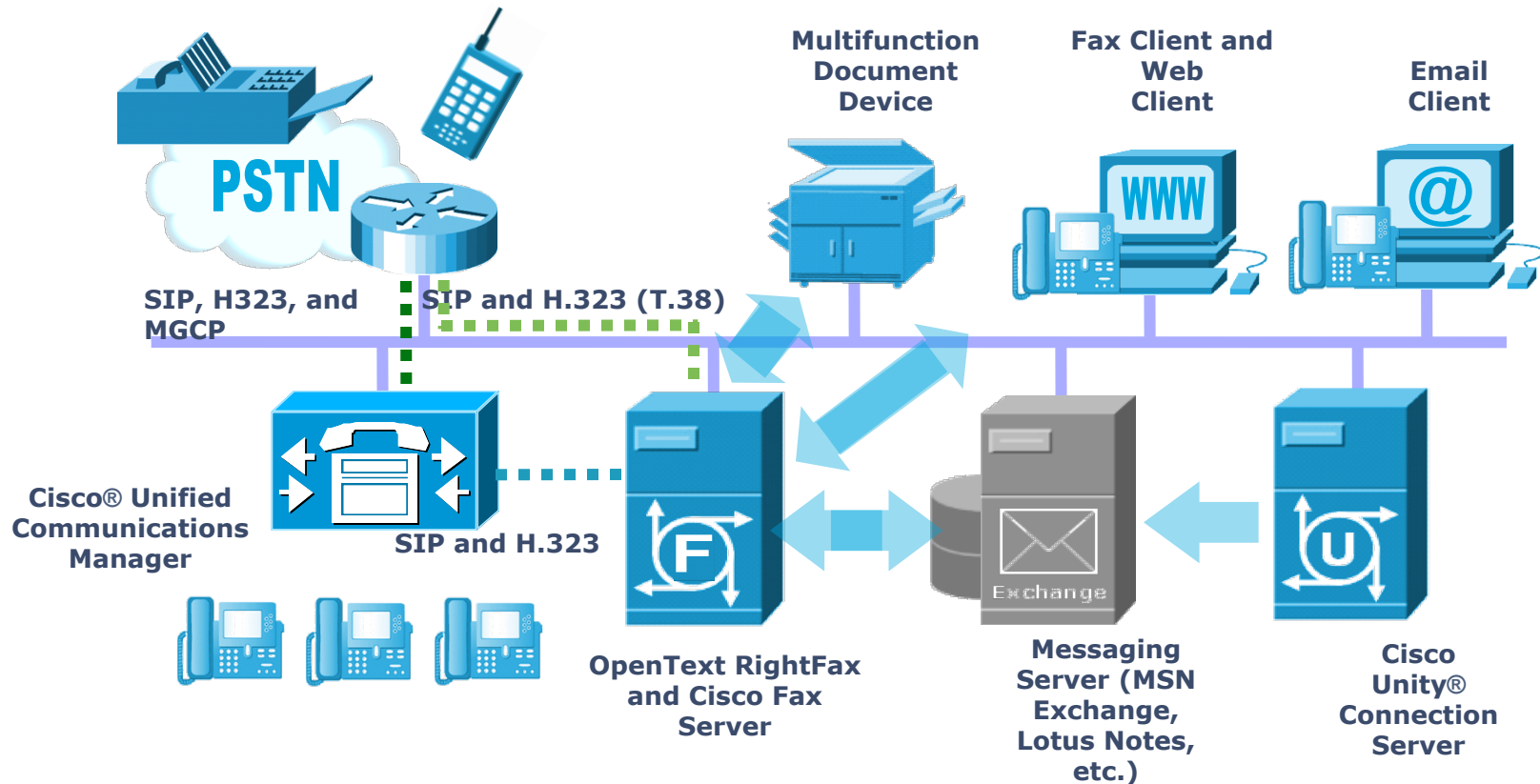- Can be configured for UM or virtual machine (on- or off-device message store)

Contacts:
Greg Settle   or   http://faxsolutions.opentext.com
Unified Communications Accounts Manager   UCFax@opentext.com
gsettle@opentext.com
425 638 4418

OpenText RightFax Interoperability

OpenText RightFax can fax-enable network applications and integrate with Cisco VoIP endpoints and communication solutions

SAGEMCOM

Harnessing the Power of Cisco Unity® Connection to Simplify and Secure Your Fax Transmissions

Contact:

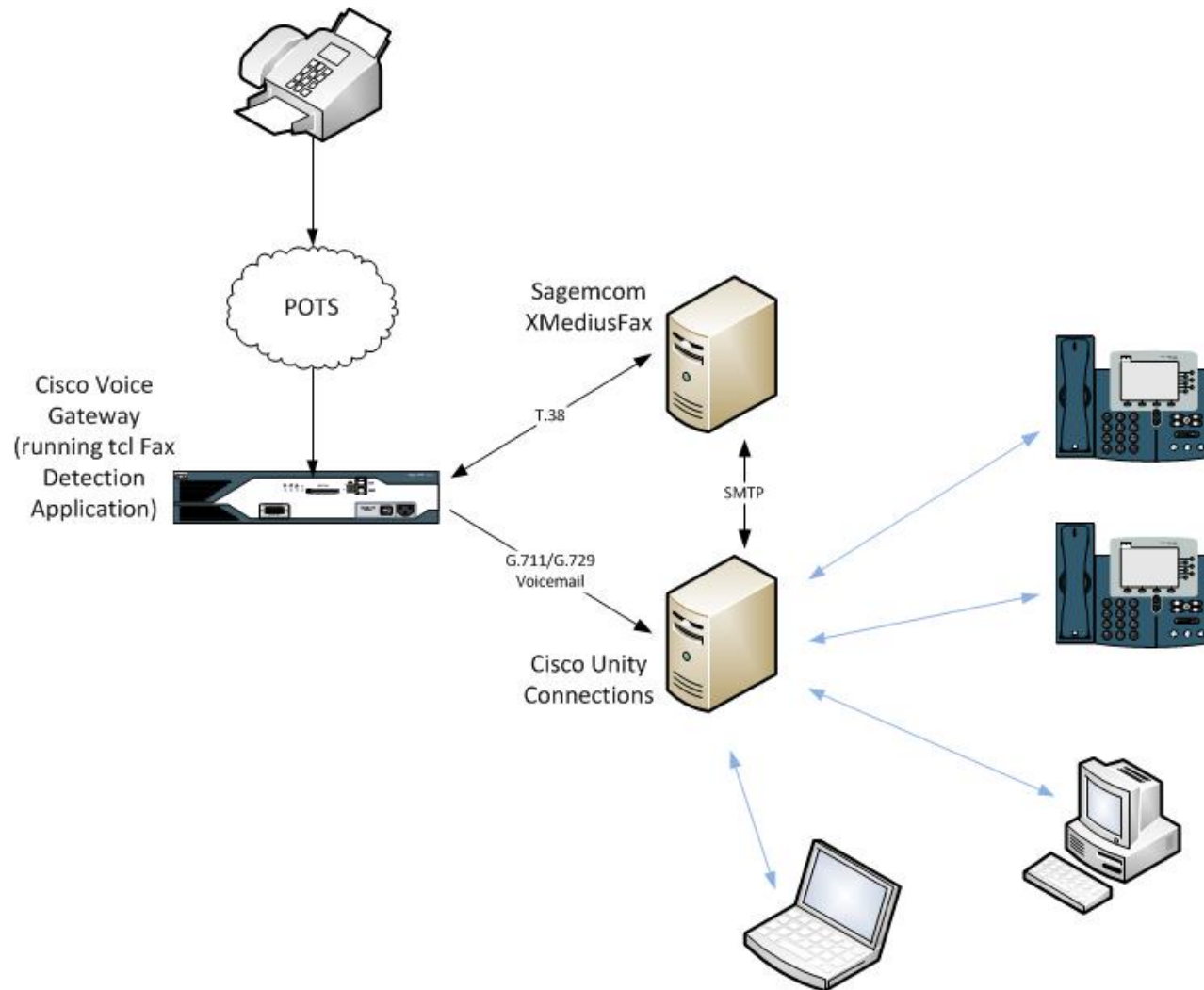Kurt Ramcharan

Partner Marketing Manager

Sagemcom

kurt.ramcharan@sagemcom.com

514 651 5875 (mobile)

504 787 2121 (office)

Sagemcom XMediusFAX
for Cisco Unity Connection Configuration

Sagemcom XMediusFAX for Cisco Unity Connection Benefits and Features

Single point of reference

- Single message store is used for both voicemail and faxes

- Single-number reach (that is, one number for direct dialing and faxing) for each user can be implemented using the Cisco® Fax Detection TCL application script

Simplified fax and voicemail management

- Faxes and voicemail can be forwarded to the user's corporate email server or accessed from the Cisco Unity® Connection server using any email application

- Faxes and voicemail do not require storage space on the corporate Microsoft Exchange (email) server

- Both faxes and voicemails can be announced to the user through the message waiting indicator (MWI) on the telephone

- Faxes can be forwarded from Cisco Unity Connection to external fax machines on demand through the telephone user interface (TUI)

Cisco Verified Compatible Solution
http://developer.cisco.com/web/partner/search?accountId=0014000000N7DHfAAN

Main Sagemcom Contacts and Additional Resources

- Learn more about products:
  http://xmediusfax.sagemcom.com/

- Learn more about the company:
  http://www.sagemcom.com/

- Sales inquiries West
  Dan Aronson
  dan.aronson@sagemcom.com

- Sales inquiries East
  Tom Coombs
  tom.coombs@sagemcom.com

- Sagemcom Interoperability and Certification Program (ICP)
  Simon Yee
  simon.yee@sagemcom.com

- Marketing
  Kurt Ramcharan
  kurt.ramcharan@sagemcom.com

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Hospitality

NEVOTEK

Nevotek VIP Connect Solution for Hospitality

Cisco Unity® Connection Hospitality Integration

Contacts:

Prasad Rao
prasad@nevotek-usa.com
+1 630 364 5050
http://www.nevotek.com
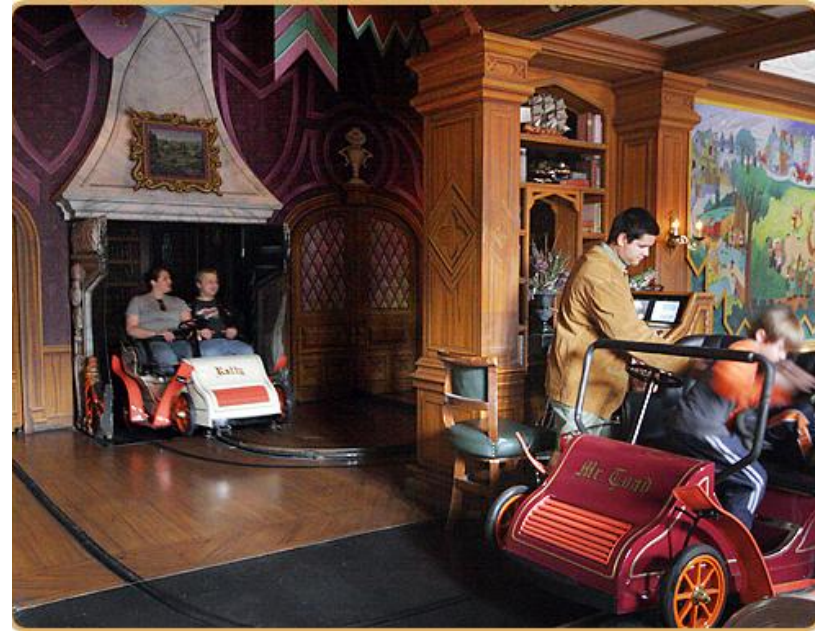
Alburak Ucer
alburak@nevotek.com
+90 212 286 7576

CISCO
Compatible

Nevotek VIP Connect Solution for Hospitality

Nevotek VIP Connect SolutionsPlus offering

- Cisco® Unified Communications Manager integration (IVT certified) with industry-leading guest applications for experience enhancement

- Integration with Nevotek property management systems (PMS) solutions

- Basic and standard packages available as part numbers on Cisco's price list

- Option to integrate with Cisco Unity® Connection for larger facilities with more than 1000 rooms

- Premium feature add-ons available from Nevotek

Benefits

- Single application with single PMS interface for multiple guest-room solutions

- Full IP convergence for reduced cost of technology per room

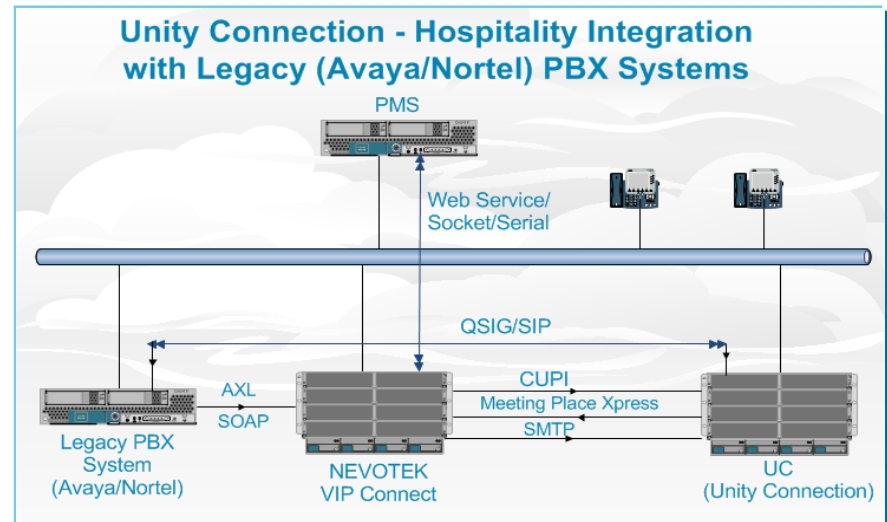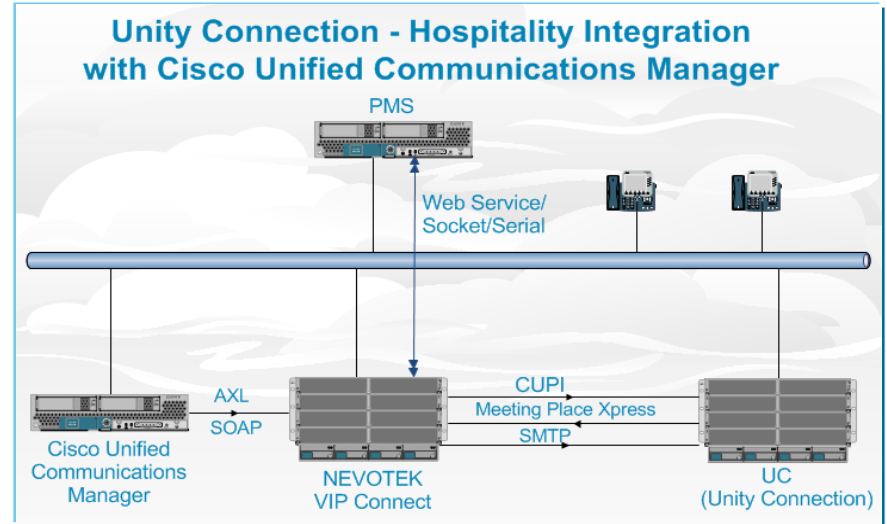- Builds on Nevotek leadership and innovation

Cisco Unity Connection Hospitality Integration
End-to-End Integration of PMS, Call Control, and Voicemail

Main features:

- Guest check-in and check-out

- Guest information

- Guest room changes

- Guest assignment to group distribution list

- Post-check-out voicemail access

- Maintenance: Guest's voicemail box deleted when predefined archive limit expires

- http://developer.cisco.com/web/partner/search#

- http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/release/notes/713Unity Connectionrn.html

Unity Connection - Hospitality Integration with Cisco Unified Communications Manager

PMS · Web Service/Socket/Serial · Cisco Unified Communications Manager · AXL / SOAP · NEVOTEK VIP Connect · CUPI / Meeting Place Xpress / SMTP · UC (Unity Connection)

Unity Connection - Hospitality Integration with Legacy (Avaya/Nortel) PBX Systems

PMS · Web Service/Socket/Serial · Legacy PBX System (Avaya/Nortel) · AXL / SOAP · NEVOTEK VIP Connect · QSIG/SIP · CUPI / Meeting Place Xpress / SMTP · UC (Unity Connection)

Interoperability

![CommonVoices](CommonVoices logo)

Transparent Voicemail Migration from Your Traditional System to Cisco Unity® Connection
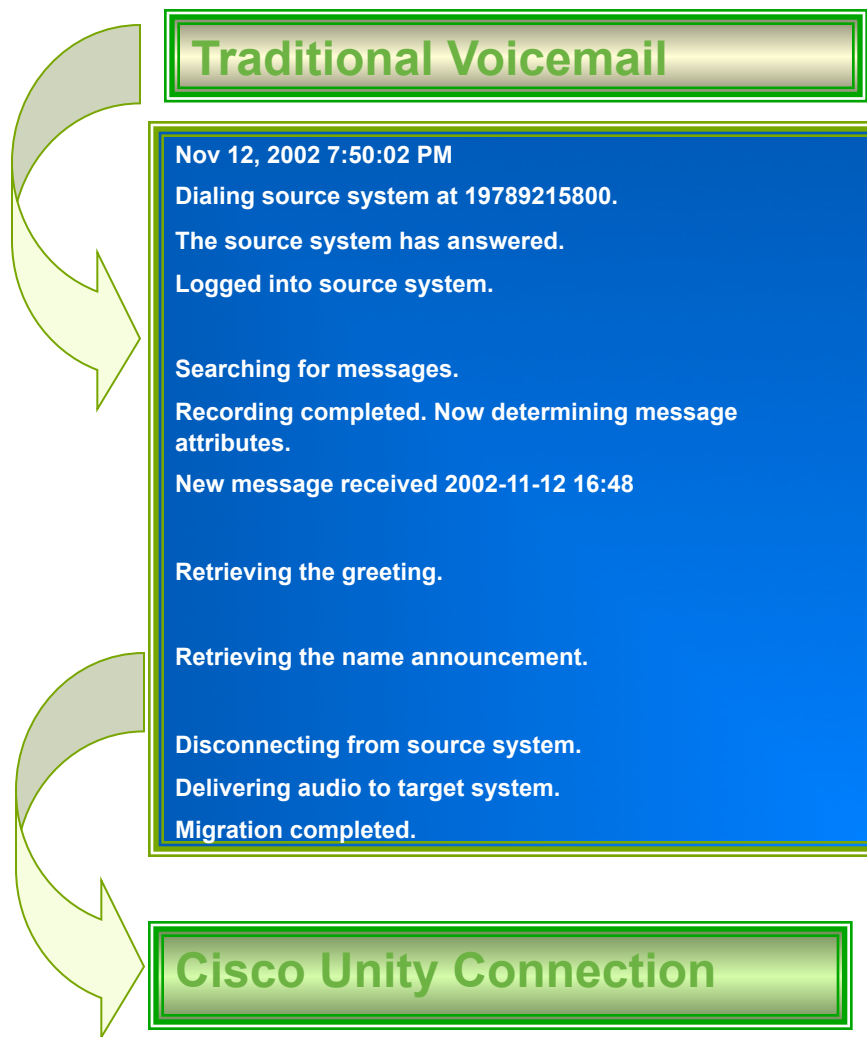
Common Voices NowThere: Complete Migration Solution

Patented **Common Voices NowThere** process transparently migrates mailboxes and call trees between platforms

- Switch from any traditional system to Cisco Unity® Connection

- Greetings, name announcements, existing messages, and call trees are all retained along with message status

- 10 years of experience migrating millions of mailboxes worldwide

Traditional Voicemail

Nov 12, 2002 7:50:02 PM

Dialing source system at 19789215800.

The source system has answered.

Logged into source system.

Searching for messages.

Recording completed. Now determining message attributes.

New message received 2002-11-12 16:48

Retrieving the greeting.

Retrieving the name announcement.

Disconnecting from source system.

Delivering audio to target system.

Migration completed.

Cisco Unity Connection

Common Voices NowThere Overview and Advantages

- Migrate from any traditional platform

  Capability to migrate from Octel, Nortel, Unisys, Centigram, Comverse, and many other older systems

- **All** audio data migrated

  Greetings, messages, message attributes, and call trees retrieved from source system using existing telephony network

- Automatically provision Cisco Unity® Connection call handlers and mailboxes

  Helps ensure transparent cutover to Cisco Unity Connection for end users and outside callers

- Minimally invasive

  Does not require physical manipulation of existing hardware

  Can migrate from hosted or customer premises equipment

  Can migrate any portion or range of subscribers from existing system

- Ease of rollback

  Existing mailboxes are preserved should rollback be required

Contacts and Inquiries

- ## Sales inquiries

  Tom Ellam

  tellam@CommonVoices.com

  +1 617 286 1664

- ## Get more product information

  www.CommonVoices.com

  Common Voices

  35 Medford Street

  Somerville, MA 02143

  USA

  +1 617 286 1600

Speech Recognition

PhoneTag®

Ditech PhoneTag On-Premises Voicemail-to-Text Solution

Contact:
Vishal Agrawal
Director of Sales for Voice-to-Text
Ditech Networks
vagrawal@Ditechnetworks.com
+1 650 450 0784 (mobile)

Ditech Networks™

Ditech PhoneTag Voicemail-to-Text Solution

Solution

- Ditech PhoneTag On-Premises Device (OPD) converts voicemail audio into text and delivers the transcription through email

- First voicemail-to-text (VTT) solution that resides inside your corporate firewall

- Transparent integration with Cisco Unity® Connection

- Supported languages: U.S. English, French, and Spanish

User benefits

- Why listen when you can read your voicemail?

- Easy to access voicemail even in meetings or on the road

- Easy to search archived voicemail using simple text search

- Easy to delegate tasks simply by forwarding transcribed voicemail messages

- Safe and secure because voicemail messages do not leave corporate network

Ditech PhoneTag VTT Solution

How it works

- Install Ditech PhoneTag OPD on a generic server

- Activate the service on Cisco Unity® Connection

- Cisco Unity Connection server sends voicemail audio to Ditech PhoneTag OPD

- Ditech PhoneTag OPD sends transcription back to Cisco Unity Connection server

- Cisco Unity Connection server sends an email with transcription as well as the original voicemail audio file
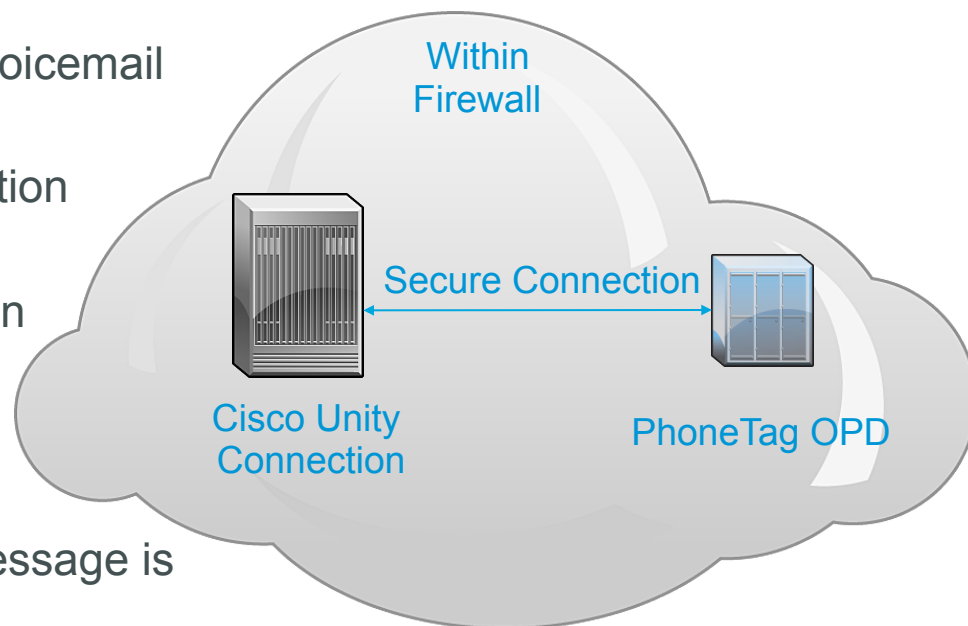
Turn-around time

- On average, a 30-second voicemail message is transcribed within 1 minute

Licensing model

- Buy minutes in bulk

Within
Firewall

Secure Connection

Cisco Unity
Connection

PhoneTag OPD

Ditech and Cisco Relationship

Cisco® Developer Network

- Ditech PhoneTag OPD solution is registered for Cisco developers

- Interoperability between Ditech PhoneTag OPD and Cisco Unity® Connection achieved

- Commercial availability as of March 1, 2012

- For order processing, pricing, and other details, see www.ditechnetworks.com/cisco

Contact

Vishal Agrawal
Director of Sales for Voice-to-Text
vagrawal@ditechnetworks.com
+1 650 450 0784
San Jose, CA