



Cisco® Unified Communications Widgets is a suite of applications that deliver a productive and personalized user experience with Cisco Unified Communications applications and Cisco Unified IP Phones. With these free-to-download and easy-to-add widgets, you can streamline business communications and instantly access rich Cisco Unified Communications to have a tailored and familiar collaboration experience in every workspace.

The Click to Call application is a free-to-download Cisco Unified Communications Widget for PCs that streamlines business communications in every workspace. You can call co-workers, business partners, or customers through Cisco Unified Communications Manager without having to punch phone numbers on a Cisco Unified IP Phone. Simply highlight and click on phone numbers displayed on your desktop productivity applications or your web browser and instantly place a call to connect and collaborate with everyone.

Streamline Business Communications with Click to Call Application

With the proliferation of technology in the workspace, business professionals often find themselves calling multiple communications devices from their desk phone to reach the same person. In addition, they often find themselves moving between their business phone and desktop applications to access communications capabilities and productivity tools they need to collaborate with co-workers, business partners, and customers throughout the workday.

When you search for a contact on a web-based directory or personal address book application, you often find yourself dialing a work, mobile phone, or pager number from your desk phone to reach them. Similarly, while reviewing electronic documents or simply browsing for product support information, you might place a call to listed phone numbers for additional information or help.

With this free-to-download Click to Call application, you can now streamline this often error-prone and time-consuming ritual. While this Cisco Unified Communications Widget is running on your PC, you simply highlight and click any phone number displayed on commonly used desktop productivity applications and web browsers to place a call through Cisco Unified Communications Manager — without having to use the dial pad key on your Cisco Unified IP Phone. Before you place the call, with the Click to Call application you can add digits for international calls or delete digits for extension dialing (Figure 1).

Figure 1. Click to Call from Desktop Applications



With the Click to Call application added to your System Manager Tray, you can have instant access to the history of the calls you have placed from the application. With a few mouse clicks, you can simply place a follow-up call to reconnect with someone you just called or retry someone you missed on the first try.

Key Features and Benefits of Click to Call Application

The Click to Call application provides the following capabilities with desktop applications, Cisco Unified Communications Manager WebDialer service, and the Cisco Unified IP Phone registered to the user:

- Click to call from Microsoft Office Word and Excel, Microsoft Outlook, Microsoft SharePoint, Microsoft Internet Explorer, and Mozilla Firefox applications to place a Cisco Unified Communications Manager call through the user's Cisco Unified IP Phone
- Click to call from the Persona Menu, a commonly used rapid contact information lookup capability available to Microsoft Outlook and Microsoft SharePoint users, to call one of the phone numbers associated with the contact
- Automatic modification of phone numbers to place international calls, dial a co-worker's extension, or place a call outside the enterprise to contact business partners and customers
- View history of the last 10 calls made from the Click to Call application from the System Tray Menu and click to call previously dialed numbers



Cisco Unified Communications Widgets - Click to Call

At-A-Glance

Figure 2. Click to Call Technology Overview

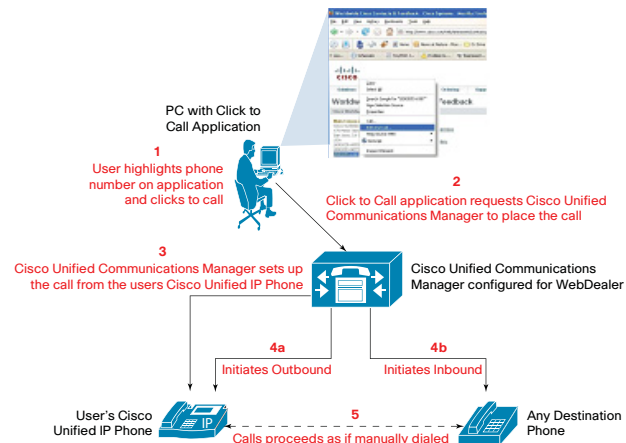


Table 1 lists the system requirements for the Click to Call application.

Table 1. Click to Call Application Requirements:

Solution Component	Details
PC OS supported	Microsoft Windows XP (SP2) and Vista
Desktop productivity applications	Mozilla Firefox 1.5 & 2.0 Internet Explorer 6.0 & 7.0 Microsoft Outlook 2003 & 2007 Microsoft SharePoint 2003 & 2007 Microsoft Office: • Word 2003 & 2007 • Excel 2003 & 2007 • PowerPoint 2003
Cisco Unified Communications Manager version supported	Cisco Unified Communications Manager 6.0 and 7.0 and Cisco Unified Communications Manager Business Edition 7.0

Cisco Unified IP Phone models supported

The following Cisco Unified IP Phones that support Cisco Unified Communications Manager WebDialer service are supported:

- Cisco Unified IP Phone 7902G, 7905G, 7906G, 7911G, 7912G, 7912G-A, 7940G, 7941G, 7941G-GE, 7942G, 7945G, 7960G, 7961G, 7961G-GE, 7962G, 7965G, 7970G, 7971G-GE, and 7975G models
- Cisco Unified Wireless IP Phone 7920 and 7921G models

The following SIP phones also support WebDialer: Cisco Unified IP Phone 7941G, 7941G-GE, 7942G, 7945G, 7961G, 7961G-GE, 7962G, 7965G, 7970G, 7971G-GE, and 7975G models

Click [here](#) to download Click to Call application which is targeted for release in Q4CY08.

Why Cisco?

The Cisco Unified Communications Widgets suite of applications is an integral part of Cisco Unified Communications Solutions portfolio that delivers productive, consistent, and personalized user experience with Cisco Unified Communications applications and Cisco Unified IP Phones.

Cisco Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from every workspace. In addition, Cisco Unified Communications Services allows 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.