



Cisco Voice and Unified Messaging Portfolio Overview



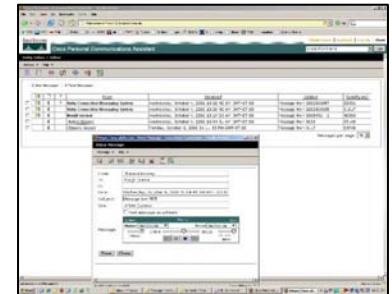
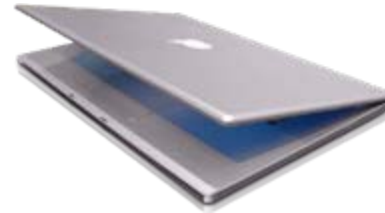
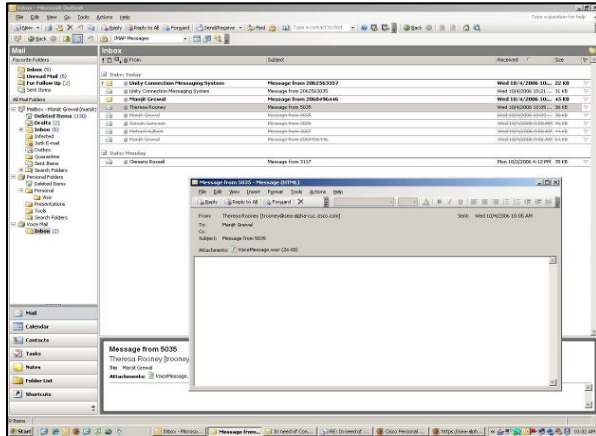
February 24, 2009

Agenda: Cisco Messaging Overview

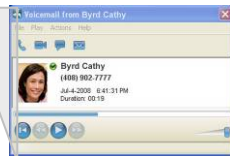
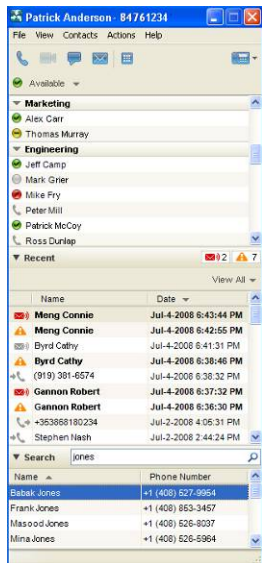
- Messaging Vision and Introduction
 - Anywhere, anytime collaboration
 - Flexible platform
 - Secure and Reliable
- Cisco Unity Connection
- Cisco Unity
- Cisco Unity Express and Cisco Unified Messaging Gateway



Access your messages from any workspace



Manage voice messages from email, a web client, desk phone, mobile phone, RSS feeds, and IM clients – including speech recognition & calendar access



Messaging Is Evolving



Respond Faster: Voicemail, Unified Messaging and Integrated Messaging Options

	Users	Messaging Type	Platform	Networking	Redundancy
Cisco Unity Express	Less than 250	Voicemail Integrated Messaging	Integrated Services Router	125K users	No
Cisco Unity Connection	10,000 per server	Voicemail Integrated Messaging	Linux Server	50K users	Active/Active
Cisco Unity	15,000 per server	Voicemail Integrated Messaging Unified Messaging	Windows Server	250K users	Active/Passive

Cisco Unity Express Cost-effective integrated voice messaging and auto attendant for branch and small office environments

Cisco Unity Connection Voicemail or integrated messaging with speech recognition and call routing rules on an easy-to-manage Linux platform

Cisco Unity Unified messaging and intelligent voicemail for enterprise and mid-market customers

Cisco Unity, Unity Connection, Unity Express

- Anytime, anywhere collaboration
 - Industry-leading features for maximum productivity gains
 - Key component of Cisco Unified Communications
- Flexible platform
 - Migration options offer investment protection
 - Flexible deployment options
 - Cost savings
- Secure and reliable
 - Secure messaging
 - Proven and reliable solution



A Note on Unified vs. Integrated Messaging

	Cisco Unity Unified Messaging	Cisco Unity Connection and Cisco Unity Express Integrated Messaging
Message Store	Single message store – all messages stored on Exchange or Domino server	Voicemails and emails on separate servers
Email Inbox	Single folder for email, voicemail, fax	Separate inbox folders for email and voice messages
Play, delete and save messages	Within email client using media player	Within email client using media player
Reply to and forward messages	Reply to or forward as a voice message or as an email	Reply to or forward as a voice message or as an email
Deployment	Extend Active Directory schema, join AD Forest and Exchange Org	Configure an IMAP account on email client

This is the Unified Messaging experience, regardless of how and where the messages are stored.

Cisco Unity Connection



Unity Connection Core Features

- Linux-Based Appliance
- Scalable 10K users/144 ports/server (50K users networked)
- Active/Active Redundancy (up to 288 ports)
- Directory Synchronization/Authentication
- ViewMail for Outlook plug-in: DVR-style message player
- Speech Recognition Features (includes calendar access)
- Partitions, search spaces (overlapping extension support)
- VPIIM support
- Support for Cisco Fax Server
- SMS Message Notification
- Secure Messaging



Cisco Unity Connection Speech Access

- Natural-language based
- Voicemail browsing and media control
 - Play, delete, reply, forward, create...
 - Speak passwords
 - Filter messages
 - Pause, resume, skip back/forward, speed up, slow down...
 - Available anywhere in conversation or message playback
- Text to Speech for email access (Exchange only)
- Multi-site Addressing
 - Address message to: "Laura Smith in Seattle..."
 - Conflict resolution based on location names
- Manage your greetings
- Private & public distribution lists
- DTMF fallback
- Speech command tutorial



Calendar and Conference Access

- Calendar Browsing

- Browse Outlook calendar or Cisco Unified MeetingPlace meetings in one listing

- Review start time, duration, subject, organizer, invitees, body

- Listen to events for today, or any day in the future



- Calendar Actions

- Join a Unified MeetingPlace meeting

- Schedule and join a reservation-less Unified MeetingPlace meeting

- Accept, Decline, or Cancel an Outlook appointment

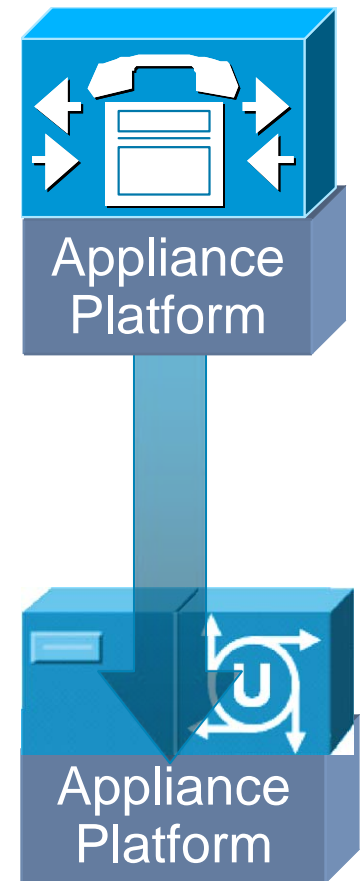
- Send a voicemail to the organizer and/or all participants of an event

- Calendar Notifications

- Receive SMS or SMTP notifications for upcoming events

Linux Appliance Platform

- Same platform as Cisco Unified Communications Manager 7.0
 - Same version, same image
 - Pre-loaded on MCS servers
 - Released in lock step with UC Manager
- Common Platform Services
 - Diagnostics, traces, port status monitor
 - Backup and restore
 - Patch management
 - In-Place upgrades
- Complete turnkey solution reduces complexity, management effort and required skills
- Less downtime - more robust
- Less time, effort, expense and service impact for installs, upgrades and updates

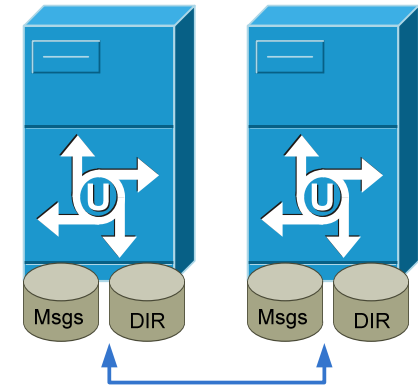


Increased Scalability

Two Configurations

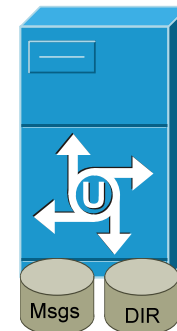
- Voicemail-only supports up to:
 - 10,000 users
 - 288 ports (Active/Active server pair)
 - 144 ports (Standalone server)
- Integrated Messaging supports up to:
 - 7500 users (TUI/VUI and Unity Inbox/IMAP IDLE)
 - 144 ports (Active/Active server pair)
 - 72 ports (Standalone server)or
 - 2500 users (TUI/VUI and CUPC/Sametime Voicemail plug-in)
 - 144 ports (Active/Active server pair)
 - 72 ports (Standalone server)

Active/Active Server Pair



or

Standalone Server



Cisco Unity



Cisco Unity 7.0 Release Focus of Effort

- User interface improvements

- Automatic recognition of alternate extension

- “Sticky” prompt/message playback speed adjustment

- “Follow-me” (VUI/TUI/Web-enabled, predefined devices)

- External caller live reply

- Strip forward introductions via the TUI

- Most Recently Used for address by name

- Faster name suggestion for address by name

- Outside callers may mark messages “private”

- Scalability improvements

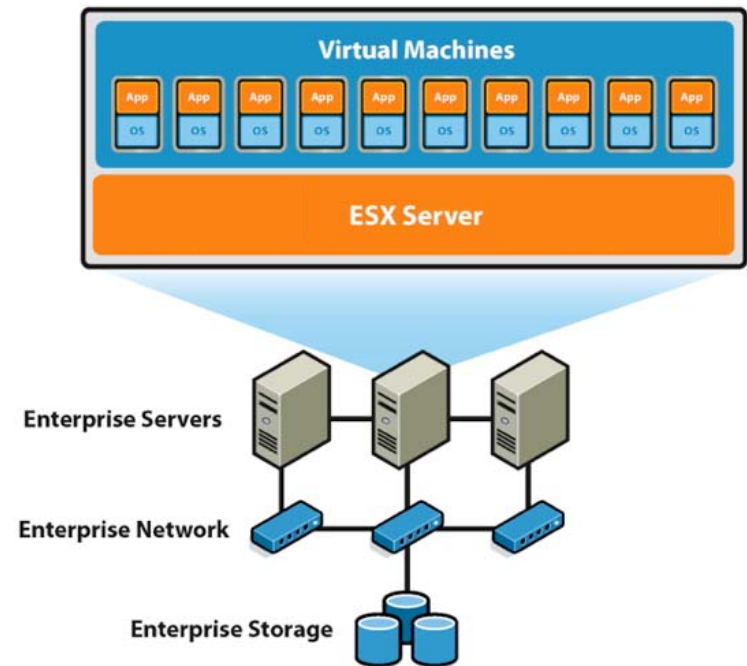
- Decrease solution costs through increased scalability

- 15,000 users and 200 ports on a single server (up from 7,500 users and 144 ports in Cisco Unity 5.0)



Cisco Unity on VMware Infrastructure

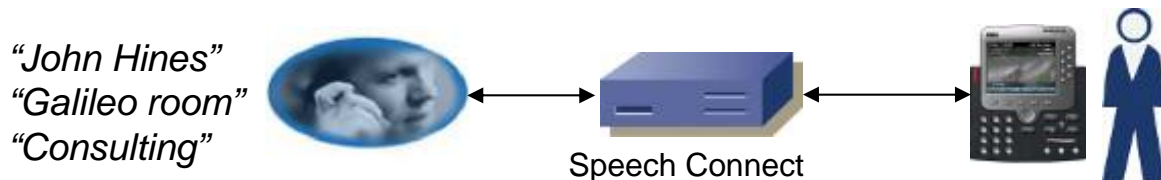
- Cisco Unity 7.0 supported on VMware ESX 3.5 platform
- For knowledgeable enterprise customers with substantial investment in VMware datacenter virtualization
- “Hands off” approach leverages customer-provided VMware infrastructure; relies on VMware Hardware Compatibility Guide
- Cisco Unity features and design do not change; simply support for a new type of server platform



**Unity on VMware
Infrastructure
effective Feb 27, 2009**

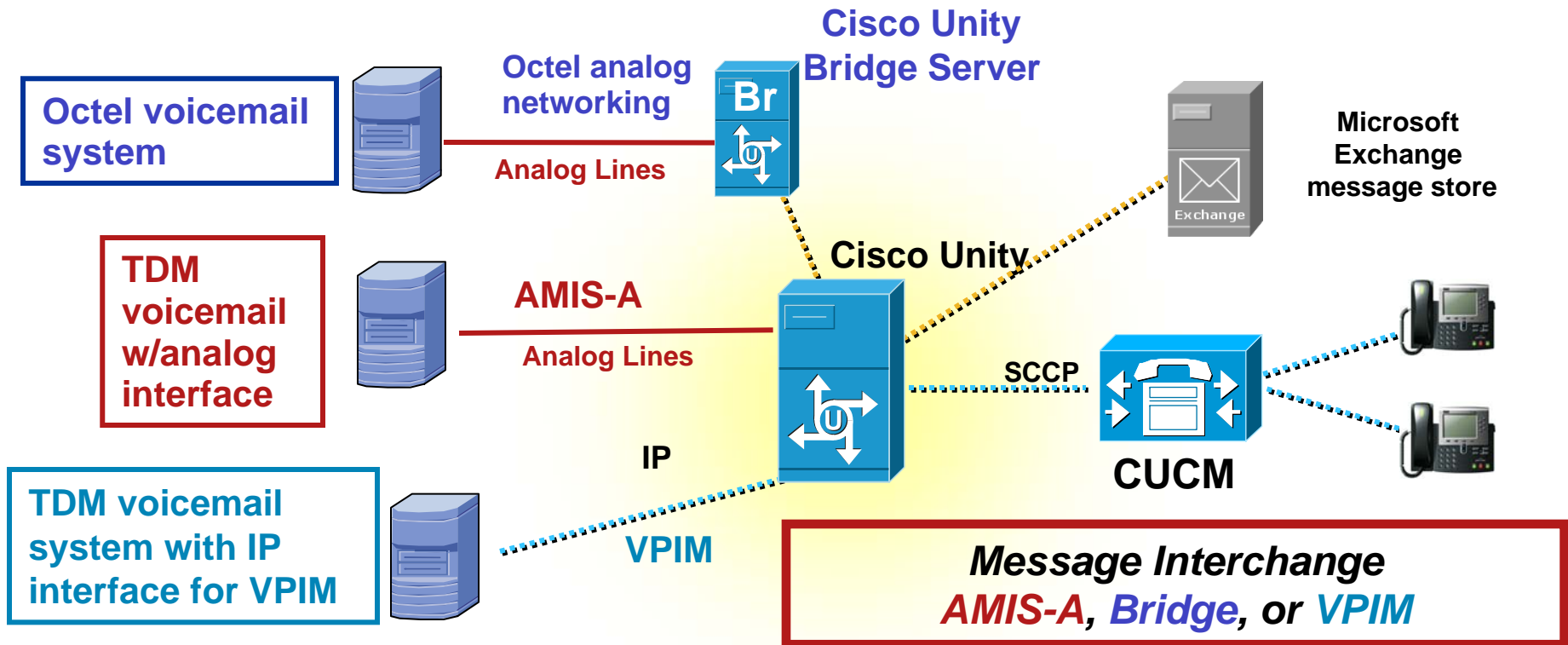
Speech Connect for Cisco Unity

- Cisco Unity feature that allows callers to speak names and be directed to their target without human intervention
- Find employees by their spoken name; say departments, locations, product names



- Speeds communications without knowledge of numbers
- Leads to a vision for the "numberless enterprise" as speech becomes increasingly important to Cisco's UC strategy

Cisco Unity: Message Interoperability



- Interoperates with your existing voicemail systems
- AMIS-A, Unity Bridge and VPIM allows you to move to Unity at your own pace

Cisco Unity Express



Cisco Unity Express Basics

- Cisco Unity Express is a cost-effective voicemail and integrated messaging system with Automated Attendant and interactive voice response (IVR) for the branch office or small office
- Platform is a Cisco integrated services router: Cisco ISR 1861, 2800 and 3800 Series
- Message store is network module or advanced integration module for complete flexibility
- The system offers 8 to 250 mailboxes and 6 to 24 ports, with capacity increases handled via a software license
- Supports 21 languages



Cisco Unity Express Modules



NME-CUE

- Voice message storage: 300 hours
- Session/port capacity: 24
- Up to 250 mailboxes supported
- Sessions for voicemail, Auto-Attendant and IVR are shared based on capacity
- Up to 5 concurrent languages



AIM-CUE

- Voice message storage: 14 hours
- Session/port capacity: 6
- Up to 50 mailboxes supported
- Industrial-grade compact flash
- Up to 2 concurrent languages

Fully self-contained, on-board memory, processing and storage supported on Cisco integrated services routers

Cisco Unity Express User Features

- Full range of voicemail and integrated messaging features
 - IMAP access to voicemail using Outlook and Entourage (Mac)
 - Non-subscriber message delivery (direct and distribution lists)
 - Live record, live reply and transfer to voicemail softkey
 - VoiceView Express (visual voicemail)
 - PIN-less login to voicemail (single button press)
 - Message notification cascading
- Secure access
 - PIN and Web passwords secured with 160-bit hash algorithm
 - Secure FTP for secure backup and restore
 - Password and PIN hack prevention and history
 - HTTPS access for Microsoft and Firefox web browsers
- Fax Support
 - Single mailbox for voicemail and fax per user or general delivery mailbox, access via IMAP, VoiceView Express or TUI
 - Print to a fax machine and forward to other users



Cisco Unity Express Administrator Features

- Ease of Deployment

 - Customized factory default configuration

 - End-user tutorial for self-service mailbox creation

 - GUI-based Automated Attendant scripting environment



- Rapid Expansion and Integration

 - Provide centralized voicemail and auto attendant for up to 10 Cisco Unified Communications Manager Express sites

 - Automatically synchronize passwords between Cisco UC Manager Express and Cisco Unity Express

 - Auto-register with Cisco Unified Messaging Gateway

- Centralized Management

 - Administrator dashboard - status and reports of all mailboxes on one page

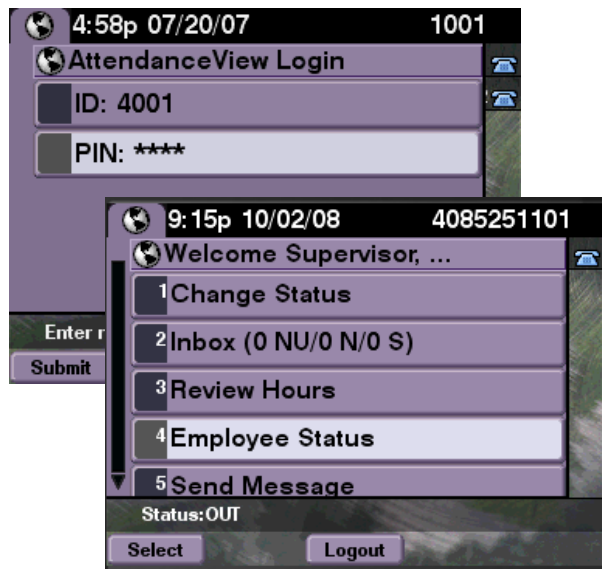
 - Authentication, Authorization and Accounting (AAA) with central RADIUS server

TimeCardView

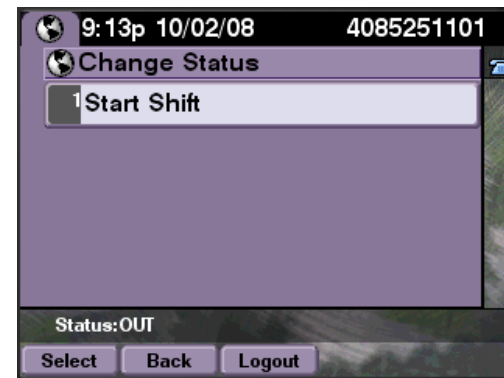


- Time and Attendance Application
 - Add-on to Unity Express software
- Seamless integration of Cisco Unified Communications with business applications
- IP phone-based XML and dial-in interfaces to perform time card operations
- Supervisors can dynamically manage resources through the IP Phone-based XML GUI
- Integrates with QuickBooks payroll application
 - End-to-end solution
- GUI interface for payroll specialist and supervisor
 - Import/export users from/to QuickBooks payroll application
 - Manage users and data
 - Backup/restore of time card data
 - Customized reports
 - Export time data to standard file formats

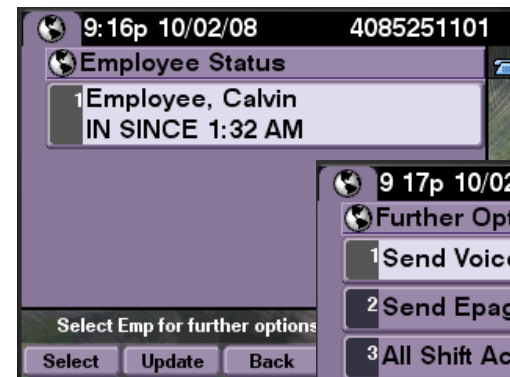
TimeCardView Supervisor Phone Interface



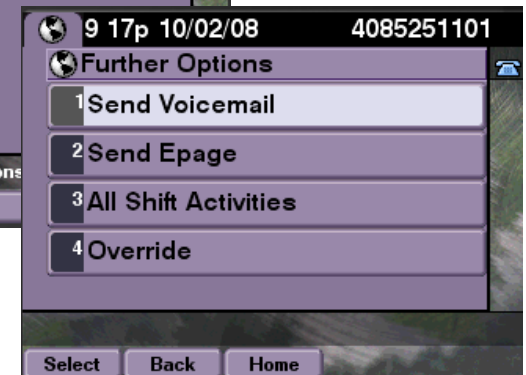
Supervisor logs in



Supervisor starts shift

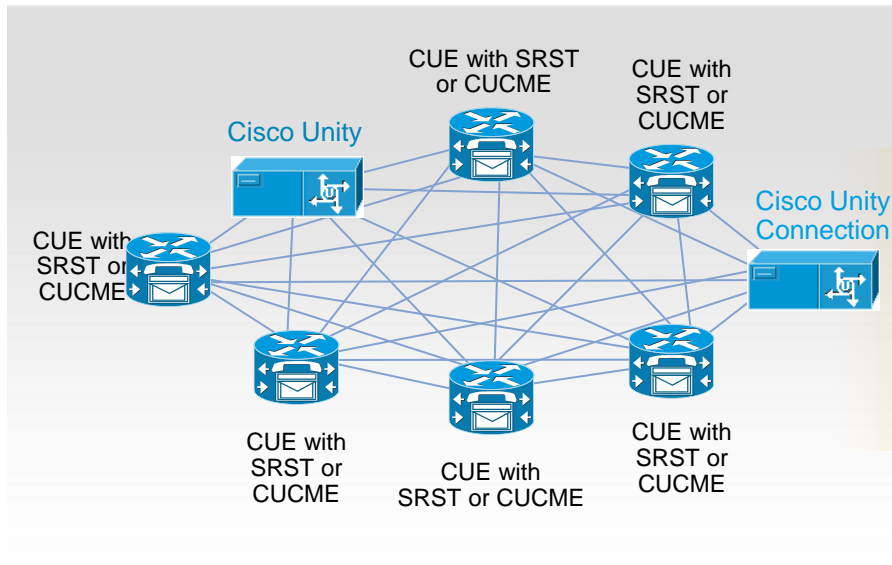


Supervisor checks employee status and can send messages

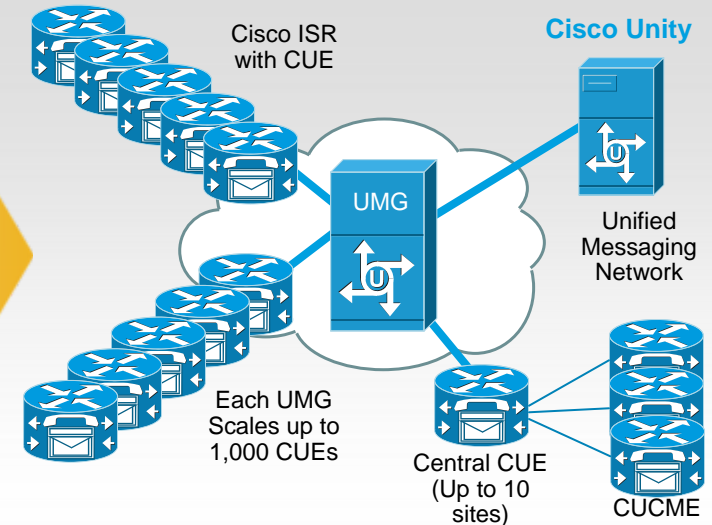


Cisco Unified Messaging Gateway

Messaging Challenges Today



Cisco Unified Messaging Gateway Solution



- Hub in a unified messaging network, centralizes message routing and rules
- Supports Cisco Unity, Unity Connection, and Unity Express solutions
- Enables scaling of a unified messaging network as required by branch offices or enterprises
- Simplifies configuration and management tasks
- Provides interoperability with legacy voice mail (Avaya)

Cisco Unified Messaging Gateway Introduction

- Enables Cisco's end-to-end networked voice messaging solution
 - Intelligent voice message routing
 - Management of system directories
 - Messaging format
 - Supports Cisco Unity Express, Cisco Unity, Cisco Unity Connection and Avaya
 - Enables dial-by-name support for all Cisco Unity Express endpoints in the network
- Delivers a very scalable voice messaging framework
 - Each Cisco Unified Messaging Gateway node serves up to 1,000 Cisco Unity Express systems (50,000 subscribers)
 - Up to 20 Cisco Unified Messaging Gateways (10 + 10 redundant) can be networked up to 10,000 nodes
- Provides interoperability with legacy voice mail (currently Avaya)



Cisco Unity, Unity Connection, Unity Express

- Anytime, anywhere collaboration
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 - Key component of Cisco Unified Communications
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