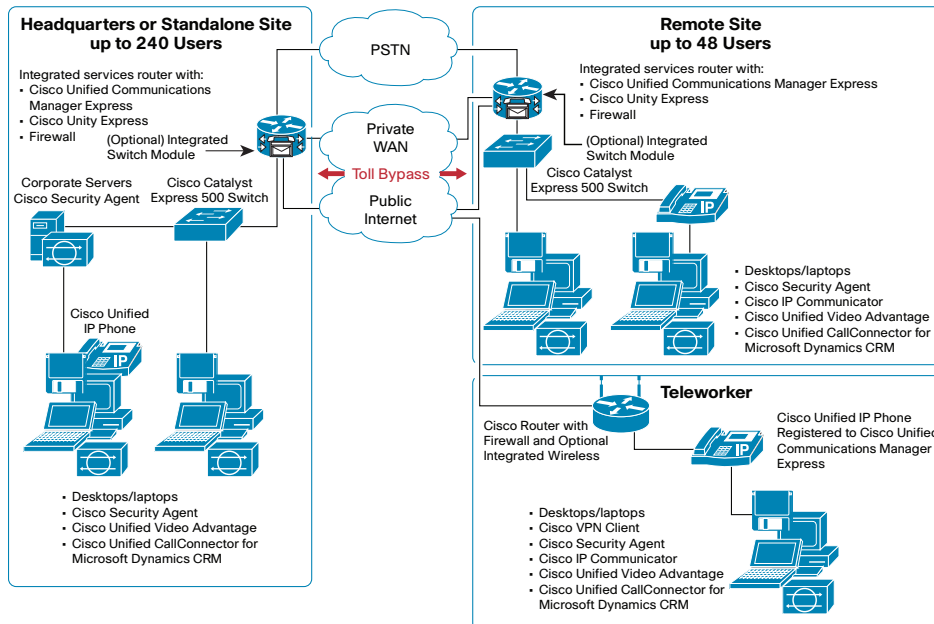


## Introduction

The biggest challenge for growing companies today is keeping pace with competitors, both super-sized global organizations, as well as smaller, more technology-enabled businesses, who have unprecedented power in both purchasing and marketing. Superior customer service and business agility can help your organization stand apart from the competition. Cisco can help you better compete on all levels with a fully integrated, yet affordable communications solution that delivers communications choice, as well as a significant impact on your top and bottom lines.

Cisco Unified Communications offers a new way to communicate. This comprehensive and secure Unified Communications system of voice, video, data, and mobility products and applications lets you use your network as a secure platform for effective and collaborative communications.



When communication systems are seamlessly integrated with an intelligent IT infrastructure, the network is transformed to a “human network” where your business moves with you, security is everywhere, and your information is always available, whenever and wherever it’s needed. It gives you the ability to efficiently access information on-demand, to effectively interact with virtual teams all over the world, and to manage these interactions on-the-go in real-time... as if you were everywhere at once. Every interaction is more valuable. Everyone is more efficient. All communications are more effective and secure. These capabilities let you excel in today’s fast-paced world and give you the agility your business needs to continuously innovate and quickly adapt.

With Cisco Unified Communications a small and medium-sized business with up to 240 users can enhance its voice communication solution.

## Solution Components

### Product Data Sheets

- Cisco 2801 Integrated services router: <http://www.cisco.com/en/US/products/ps6018/index.html>
- Cisco 2811 Integrated services router: <http://www.cisco.com/en/US/products/ps5881/index.html>
- Cisco 2821 Integrated services router: <http://www.cisco.com/en/US/products/ps5880/index.html>
- Cisco 2851 Integrated services router: <http://www.cisco.com/en/US/products/ps5882/index.html>
- Cisco 3825 Integrated services router: <http://www.cisco.com/en/US/products/ps5857/index.html>
- Cisco 3845 Integrated services router: <http://www.cisco.com/en/US/products/ps5856/index.html>



## Applications

### Cisco Unified Communications Manager Express

Cisco Unified Communications Manager Express is a solution embedded in Cisco IOS Software that provides call processing for Cisco Unified IP Phones. This solution enables the widely deployed portfolio of Cisco integrated services routers and multiservice access routers to deliver telephony features that are commonly used by business users to meet the requirements of the small or medium-sized office. With Cisco Unified Communications Manager Express, customers can scale IP telephony to a small or medium-sized site with a solution that is simple to deploy, administer, and maintain. The Cisco Unified Communications Manager Express solution is best suited for customers that are looking for a low-cost, reliable, feature-rich telephony solution for up to 240 users. Its many system and convergence features include:

- Paging
- Intercom
- Integration with Microsoft CRM
- Survivability for Cisco Unified Communications Manager
- SIP line side enhancements
- Cisco Unified IP Phone 7911/41/61/70/71 SIP load support
- Cisco Unified IP Phone 7931 support

Some of the new features included with Communications Manager Express 4.2 include:

- Integration with Cisco Unified Contact Center Express supporting up to 50 agents
- Enhancements to SIP Presence Subscribe Status
- Extension Mobility within the site

For added resiliency, organizations can use the Hot Standby Routing Protocol (HSRP) between two different Cisco Unified Communications Manager Express routers or use Cisco Unified Survivable Remote Site Telephony on one of the routers.

Table 1 lists the number of IP phones supported by Cisco integrated services routers.

**Table 1. IP Phones Supported per Router Platform**

Router Platform	Number of IP Phones Supported
Cisco 2801	24
Cisco 2811	36
Cisco 2821	48
Cisco 2851	96
Cisco 3825	168
Cisco 3845	240

### Cisco Unity Express

Cisco Unity Express enables SMBs and enterprise branch offices to cost-effectively integrate voicemail and auto attendant services inside Cisco routers for a lower total cost of ownership and increased employee productivity. An essential component of the Cisco Unified Communications portfolio of products, Cisco Unity Express provides:

- Affordable messaging and greeting services for increased customer service and rich employee communications
- Integrated voice mail; Internet Mail Access Protocol (IMAP4) client access support
- Scalability from 4 to 16 concurrent voicemail or auto attendant calls and 12 to 250 mailboxes
- Cisco Unified Communications Manager support
- Message Notification
  - E-mail
  - Phone
  - SMS
  - E-page
  - Numeric Page
- Intuitive telephone prompts and a GUI for fast, convenient voicemail and auto attendant administration
- Deployment flexibility with Cisco Unified Communications Manager Express, Cisco Unified Communications Manager, Cisco Unity and Cisco Unity Connection systems



- IVR Integration
- Unified client support
- Fax Integration
- Live Record (Call Record)
- Enabling users to callback people who leave voicemails through ANI/CLID with Live Reply
- Automated Attendant enhancements

Available as a network module or advanced integration module, Cisco Unity Express is a simple addition to Cisco 2800 Series and 3800 Series routers.

### Additional Applications for Cisco Communications Manager Express

- *Cisco Unified CallConnector for Microsoft Dynamics CRM:* Cisco Unified CallConnector for Microsoft Dynamics CRM integrates Cisco Unified Communications with the Microsoft Dynamics CRM Server to provide an easy-to-use, more complete CRM solution.
- *Cisco Unified CallConnector for Salesforce.com:* Cisco Unified CallConnector for Salesforce.com integrates the Cisco Unified Communications system for small and medium-sized businesses with salesforce.com's on-demand customer relationship management (CRM) services. The result is an easy-to-use, more complete on-demand (or hosted) CRM solution that helps you increase productivity and improve customer satisfaction.
- *Cisco Unified CallConnector for Microsoft Windows:* Cisco Unified CallConnector for Microsoft Windows delivers a new way to handle the everyday task of communicating with others within the business or with customers and vendors. As a fully integrated communications management solution with presence (the availability of a current user), the application is easy to use and can offer greater productivity. Cisco Unified CallConnector for Microsoft Windows is not just another application for the Windows PC; it is embedded within business applications such as Microsoft Outlook and Internet Explorer.

- *Cisco Unified MeetingPlace Express:* Cisco Unified MeetingPlace Express tightly integrates voice, video and Web conferencing capabilities, making it well suited for interactive meetings and presentations.
- *Cisco Unified Wireless IP Phones:* The Cisco Unified Wireless IP Phone 7921 is equally adaptable for all mobile professionals, from managers on the move within an office environment to associates working in the warehouse, on the sales floor, or in the call center.
- *Cisco Unified Video Advantage:* Cisco Unified Video Advantage adds video to your communications experience by providing video telephony functionality to Cisco Unified IP phones (Cisco 7900 Series IP Phones and Cisco IP Communicator). With Cisco Unified Video Advantage, video telephony is now just a phone call. This solution comprises Cisco Unified Video Advantage software and Cisco VT Camera II, a video telephony USB camera. Cisco Unified Video Advantage lets you use the familiar phone interface to make and receive video calls on your Cisco Unified IP phone with the video component displayed on your PC.
- *Cisco IP Communicator:* Mobile employees can use the Cisco IP Communicator as an alternative to a physical IP phone handset. This software-based application delivers enhanced telephony support through a VPN connection from a personal computer. The IP Communicator provides the capabilities of IP phones, and provides high-quality voice calls from anywhere users can access the corporate network.