

Cisco Unified CallConnector for Microsoft Windows

Cisco® Unified Communications is a comprehensive IP communications system of voice, video, data, and mobility products and applications. It enables more effective, more secure, more personal communications that directly affect both sales and profitability. It brings people together by enabling a new way of communicating—where your business moves with you, security is everywhere, and information is always available...whenever and wherever it is needed. Cisco Unified Communications is part of an integrated solution that includes network infrastructure, security, mobility, network management products, lifecycle services, flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

An integral part of the Cisco Unified Communications family of products, Cisco Unified CallConnector for Microsoft Windows is a desktop solution integrated with Cisco Unified Communications Manager Express (formerly known as Cisco Unified CallManager Express) that delivers easy-to-use call control, presence, and mobility features to end users, facilitating increased productivity and more effective communications. Cisco Unified CallConnector for Microsoft Windows uses toolbars within common applications such as Microsoft Outlook and Internet Explorer, providing transparent desktop integration and giving users new and easy ways to work smarter and faster.

The Cisco Unified Communications family of voice, video, and IP communications products and applications helps organizations communicate more effectively—helping them streamline business processes, reach the right resource the first time, and reduce costs and maximize revenue. The Cisco Unified Communications System is an integral part of a complete, integrated business communications solution for organizations of all sizes that also includes network infrastructure, security, and network management products; wireless connectivity; a lifecycle services approach; and flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

Figure 1 shows an example of Cisco Unified CallConnector for Microsoft Windows with the Internet Explorer toolbar showing a Contacts window, and Figure 2 shows a Quick Search Results window.

Figure 1. Cisco Unified CallConnector for Microsoft Windows Toolbar and Contacts Window



Figure 2. Quick Search Results Window



Solution Overview

Communications Made Easy

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 (availability status of a current user), the application is easy to use and can offer greater productivity when used consistently. 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 CallConnector for Microsoft Windows offers the following features:

- Provides simple-to-use toolbar within Microsoft Outlook and Internet Explorer for dialing numbers, controlling the call, and setting user availability and location status
- Brings together all user contacts (personal, corporate, and Outlook) for using Quick Dial or for starting a new e-mail or instant message to the contact
- Offers a Quick Search feature to find a contact quickly with display of all contact numbers and methods plus location and availability of fellow employees without leaving your current application
- Includes Quick Message, an instant messaging client for short communications with fellow employees
- Provides inbound call screen pop with Outlook contact name and clickable options to take the call, send to voicemail, or send a Quick Message
- Offers Quick Presence to conveniently display availability, location, and notes for contacts in directories and search results
- Offers Quick Dial from any application, including Webpages, by highlighting a number and selecting Quick Dial

Cisco Unified CallConnector for Microsoft Windows, especially designed for the small and medium-sized business (SMB) or branch-office user, is supported by Cisco Unified Communications Manager Express 4.0 and later.

Cisco Unified CallConnector Personal

Cisco Unified CallConnector for Microsoft Windows is available in two configurations:

- Cisco Unified CallConnector Personal delivers call control features for the individual user using the Cisco Unified Communications Manager Express Telephony Application Programming Interface (TAPI) Telephony Service Provider (TSP).
- Cisco Unified CallConnector Server requires a Windows PC hosting the server application installed at each site giving users call control plus presence, instant messaging services, and rules-based automation based on a Session Initiation Protocol (SIP) client-server architecture.

Cisco Unified CallConnector Personal is installed and configured on each Windows workstation associated with a Cisco Unified IP phone. Cisco Unified CallConnector Personal delivers all the call control features listed in Table 1 and is supported by any PC running Microsoft Windows XP or Windows Vista.

Table 1. Features of Cisco Unified CallConnector Personal

Cisco Unified CallConnector Personal Feature	Description	Benefit
Call control toolbars within Microsoft Outlook and Internet Explorer	Toolbars offer easy access to features without the need for any additional desktop applications. They can be used within Outlook or Internet Explorer.	The toolbars provide easy-to-use features such as the capability to find contacts, implement phone features, and streamline communications for the user.
Cisco Unified CallConnector Contacts	Within Outlook and Internet Explorer, the solution brings together all personal, corporate, and Outlook contacts.	Finding contacts from within two commonly used applications is easy.
Quick Dial from any contact	Use easy click-to-dial or click-to-send on any contact with option to show all numbers (work, cell, and home) and send addresses (e-mail, instant message [IM], and Short Message Service [SMS]) associated with the contact.	Quick Dial saves time; calls or startup of other communication sessions (e-mail or IM session) are placed in a few seconds without manual number or address entry.
Quick Transfer, Hold, or Conference	Easily transfer, hold, or set up conferences using context menus within Outlook or Explorer.	Transferring or setting up conference calls is easy using a PC mouse.
Quick Search through contacts	Use the Pause or Break key on your PC to quickly find a contact and then quickly dial a number or send e-mail.	It is easy to search through all contacts without opening new applications or switching pages.
Speed dial	The solution offers an option to create icon-based speed dialing for frequently called numbers.	Common numbers are easy to find and dial quickly.
New Call popup window with Outlook Caller ID Lookup	Incoming calls will generate a screen pop with the caller's name lookup from Outlook contacts. The solution offers a clickable option to answer or send the call to voicemail.	Always know who is calling. The solution also provides an option to answer the call or ignore it and send it to voicemail.
Quick Dial from any application	Highlight a phone number in any application such as Microsoft Word, PowerPoint, e-mail, or a Webpage and then double-click the phone icon to place a call.	Placing a call is quick and easy; you do not have to read the number and manually dial, saving time and improving productivity.
Cisco Unified CallConnector Call Logs	Missed, received, and dialed calls are stored on your PC in addition to your IP phone. You can use Quick Dial to return calls missed while out of the office.	You save time returning calls missed while away from the office. You can use the history log of calls received and placed for billing.

Cisco Unified CallConnector Server

The Cisco Unified CallConnector Server application delivers the features described previously with the added benefit of presence and instant messaging. Cisco Unified CallConnector Server provides information about colleagues' locations, availability, and phone status using the same Cisco Unified CallConnector toolbars from within Outlook and Internet Explorer. Using simple icons and colors to show location and availability, users can reach colleagues quickly the first time and reduce phone tag, increasing productivity. Table 2 lists the additional features available with Cisco Unified CallConnector Server that can be installed on a Windows XP Professional system or Windows 2003 Server per site.

Table 2. Features of Cisco Unified CallConnector Personal

Cisco Unified CallConnector Server Feature	Description	Benefit
Dynamic presence information	The solution offers a real-time display of a user's location, availability, and IP phone status, plus an optional custom message.	The number of missed phone calls is reduced, and employees get information about who is in the office or on the road.
Location (user selectable)	Users can show their location by icon (work, home, travel, or vacation), or they can create a custom message to be displayed to other users.	Others (including operator) can see who is in the office, out to lunch, or away on travel.
Availability (user selectable)	Users can show their status by color: Available, Busy, Away, or Other.	Fellow employees can know who is available to receive calls or instant messages.

Dynamic IP phone status	All phones connected to the Cisco Unified Communications Manager Express system have status automatically updated for others to see.	The number of missed phone calls is reduced, increasing efficiency.
Quick Message	Simple instant messaging for the small office is launched through Cisco Unified CallConnector Contacts Quick Dial. The solution includes an option to launch other instant messaging clients installed on the PC.	An easy-to-use instant messaging client provides productivity gains between employees. An alternative to using external public instant messaging clients eases security concerns.
Quick Search with presence information	The Quick Search Results bar shows the location, availability, and phone status of colleagues in addition to showing contact numbers.	Quickly find phone numbers for colleagues plus presence information, so you know whether the person you are calling is available before you call.
User-customizable automation rules	Users can set rules for basic call handling and notification through e-mail or SMS when calls are received.	Users can send notification to a pager, cellular phone, or smart phone about important calls missed while away from the office.
Capability for operator or administrator to change location or availability of others	Authorized users can change the presence information shown to others.	Users have up-to-date information, improving communications.
Easy installation without configuring TAPI TSP at each workstation	Users receive an e-mail invitation with a clickable link for easy installation from the server.	Users can install the solution themselves, reducing installation costs.

Cisco Unified CallConnector brings together easy-to-use call control, presence, instant messaging, directories, and call routing rules to simplify the communication experience, helping work teams and colleagues share information faster and communicate in real time.

Cisco Unified CallConnector Mobility

The Cisco Unified CallConnector Mobility upgrade provides Single Number Reach (SNR) functions that are fully integrated with the presence features of Cisco Unified CallConnector for Windows, thereby enabling you to set up SNR rules that fit your unique needs for where and under what presence conditions you want calls to be forwarded.

With the Cisco Unified CallConnector Mobility upgrade, even when away from the office, you can:

- Receive important business calls that are routed through your office Cisco Communications Manager Express
- Define rules to select which calls should be routed and where to reach you—home, cell, or other
- Access any unconnected calls, because they are returned to your voice mailbox
- Perform mid-call functions, when connected through the SNR rules, including transfer or conference, to other users on the same Cisco Communications Manager Express system

Cisco Unified CallConnector Mobility is an optional upgrade to Cisco Unified CallConnector for Windows. Cisco Unified CallConnector Mobility must be installed along with Cisco Unified CallConnector Server on a customer-provided PC or Cisco Media Convergence Server running Windows XP or 2003 Server Software.

Reduce Communication Delays with Colleagues and Decision Makers

Cisco Unified CallConnector provides the status of co-workers before you try to contact them. In a manner similar to that for popular instant messaging status indicators, you can set your status from the Cisco Unified CallConnector toolbar. This status information is updated automatically to all users from the Cisco Unified CallConnector Server and can be viewed from the toolbars in Internet Explorer, Outlook, or the Quick Search Results window. By seeing who is online, offline, available, or busy or by viewing a custom message such as “on vacation” or “in a meeting,” you know why someone is unavailable. Knowing whether contacts are available helps reduce communication delays between workers, thereby allowing faster decision making and enhanced productivity.

System Requirements

Table 3 lists the computer requirements for Cisco Unified CallConnector Personal, and Table 4 lists the computer requirements for the Cisco Unified CallConnector Server application.

Table 3. Cisco Unified CallConnector Personal Client Requirements

Parameter	Description
Disk space	<ul style="list-style-type: none"> 60 MB free hard drive space for clients Reserve additional 50 MB for upgrades
Hardware	<ul style="list-style-type: none"> 1.8-GHz or faster Pentium 4 or compatible processor for workstation
Memory	<ul style="list-style-type: none"> 512-MB RAM
Software	<ul style="list-style-type: none"> Microsoft Windows XP Professional (Service Pack 2 or later) Windows Vista
Applications	<ul style="list-style-type: none"> Microsoft Outlook 2003 or 2007 Microsoft Internet Explorer 6.0 with Service Pack 2 Microsoft Internet Explorer 7.0

Table 4. Cisco Unified CallConnector Server and Mobility PC Requirements

Parameter	Description
Hardware	<ul style="list-style-type: none"> Small sites up to 25 users; dedicated 1.8-GHz or faster Pentium 4 or compatible processor Sites with 25 to 75 users; dedicated dual-core 3 GHz or faster Larger sites with 75 to 250 users; dedicated quad-core 3 GHz or faster
Memory	<ul style="list-style-type: none"> Small sites up to 25 users; 1-GB system memory Sites with 25 to 75 users; 2-GB system memory Large sites with 75 to 250 users; 4-GB system memory recommended
Operating system	<ul style="list-style-type: none"> Small sites up to 25 users; Microsoft Windows XP Professional (Service Pack 2 or later) Large sites with 25 to 250 users; Windows 2003 Server
Disk space	<ul style="list-style-type: none"> Small sites up to 25 users; 200-MB available disk space Sites with 25 to 75 users; 400-MB available disk space Large sites with 75 to 250 users; 800-MB available disk space
Applications	<ul style="list-style-type: none"> Microsoft Internet Explorer 6.0 with Service Pack 2 or Internet Explorer 7.0

Cisco Unified Communications Compatibility Requirements

- Cisco Unified Communications Manager Express 4.0 or later
- Support of all Cisco Unified IP phones supported with Cisco Unified Communications Manager Express 4.0

Product Name	Part Number
Cisco Unified CallConnector for Microsoft Windows (Qty 1 per customer/order)	SW-UCC-CME
Cisco Unified CallConnector Personal License (Qty 1 per desktop user)	SW-UCC-CLIENT-1
Cisco Unified CallConnector Server (Qty 1 for optional Server Features)	SW-UCC-SERVER
Cisco Unified CallConnector Mobility (Qty 1 for optional upgrade per UCC Server)	SW-UCC-MOBILITY

Cisco Unified Communications Services and Support

Using the Cisco Lifecycle Services approach, Cisco and its partners offer a broad portfolio of end-to-end services to support the Cisco Unified Communications System. These services are based on proven methodologies for deploying, operating, and optimizing IP communications solutions. Initial planning and design services, for example, can help you meet aggressive deployment schedules and minimize network disruption during implementation. Operate services reduce the risk of communications downtime with expert technical support, and optimize services enhance solution performance for operational excellence. Cisco and its partners offer a system-level service and support approach that can help you create and maintain a resilient, converged network that meets your business needs.