Cisco Unified Communications Manager Business Edition 6000

Cisco® Unified Communications Solutions unify voice, video, data, and mobile applications on fixed and mobile networks, enabling easy collaboration every time from any workspace.

Cisco Unified Communications Manager Business Edition 6000 is designed for organizations with up to 1000 employees. The solution offers premium voice, video, mobility, messaging, presence, and contact center features on a single platform and provides core communication capabilities that medium-sized businesses need for improved collaboration across the value chain. Enabled by virtualization technology, Cisco Unified Communications Manager Business Edition 6000 consolidates multiple applications on single platform and therefore allows medium-sized businesses to reduce their total cost of ownership (TCO) and improve productivity of their employees. The high-availability features supported by the solution make Cisco Unified Communications Manager Business Edition 6000 ideally suited for companies that require mission-critical voice, messaging, and contact center capabilities.

Product Overview

Cisco Unified Communications Manager Business Edition 6000 8.5 consists of the following foundational elements:

- Cisco Unified Communications Manager Version 8.5
- Cisco Unity® Connection Version 8.5
- Cisco Unified Presence 8.5
- Cisco Unified Contact Center Express 8.5
- Cisco Unified Computing System™ (UCS) C200 M2 High-Density Rack-Mount Server

The Cisco Unified Communications Manager 8.5 software is the media-processing engine of Cisco Unified Communications Manager Business Edition 6000. Cisco Unified Communications Manager extends telephony features and capabilities to packet telephony network devices such as IP phones, media-processing devices, voice-over-IP (VoIP) gateways, and multimedia applications. Additional services such as multimedia conferencing, collaborative contact centers, and interactive multimedia response systems are made possible through Cisco Unified Communications Manager open telephony application programming interfaces (APIs).

Cisco Unified Communications Manager has a suite of integrated voice tools and utilities, including an impromptu conferencing application, the Cisco Bulk Administration Tool, the Cisco Unified Communications Manager Call Detail Records (CDR) Analysis and Reporting Tool, the Cisco Unified Communications Manager Real-Time Monitoring Tool, and the Cisco Unified Communications Manager Assistant application.

In addition to the standard call-processing features, Cisco Unified Communications Manager software includes features that improve the productivity of mobile employees when they are out of the office. Called Cisco Unified Mobility, this feature set provides a single business voice mailbox and a single-number-reach application that intelligently manages, filters, routes, and connects calls between a worker's IP desk phone and mobile cellular or home phone.

Cisco Unity Connection 8.5 is the unified messaging application in Cisco Unified Communications Manager Business Edition 6000. It transparently integrates messaging and voice-recognition functions with Cisco Unified Communications Manager Business Edition 6000 to provide continuous global access to calls and messages. Cisco Unity Connection advanced convergence-based communication services allow you to use natural-language voice commands to place calls or listen to messages in hands-free mode and to check voice messages from your desktop.
either through integration with your email inbox or by using a web browser. Cisco Unity Connection also provides robust Automated-Attendant functions, including intelligent routing for incoming calls and easily customizable call-screening and message-notification options.

**Cisco Unified Presence** is a standards-based enterprise platform that brings people together in and across organizations in the most effective way. This open and extensible platform facilitates the highly secure exchange of availability and instant messaging (IM) information between Cisco Unified Communications and other applications.

Cisco Unified Presence facilitates faster decision making and enhances productivity using presence awareness by allowing you to view the availability of your colleagues - based on your desktop, mobile, telephony, and calendar information - to reduce communications delays. Cisco Unified Presence also enables you to see the availability of partners and customers in other organizations and exchange instant messages with them without having to exchange multiple phone calls, email messages, or voice messages. In addition, Cisco Unified Presence can accelerate business processes by providing availability information in existing web and business applications and improve first-call resolution and customer satisfaction with presence-enabled customer care.

**Cisco Unified Contact Center Express**, a critical component of the Cisco Unified Communications Manager Business Edition 6000 System, is a sophisticated customer-interaction-management solution for up to 100 agents. Cisco Unified Contact Center Express support for powerful, agent-based service as well as fully integrated self-service applications results in reduced business costs and improved customer response by providing sophisticated and distributed automatic call distributor (ACD), interactive voice response (IVR), computer telephony integration (CTI), and agent and desktop services on a single server. Cisco Unified Contact Center Express helps ensure your business rules for inbound and outbound voice and email; and customer interaction management helps ensure that each contact is delivered to the right agent the first time.

Cisco Unified Contact Center Express is provided in three versions: Standard, Enhanced, and Premium, to better match product functions with your customer contact interaction management requirements.

**Features and Benefits**

Cisco Unified Communications Manager Business Edition 6000 inherits all the core features and functions of the component applications. For details, please refer to:


Medium-sized businesses can save money, reduce power consumption, and use less space by reducing the number of communications servers required. Deploying fewer servers saves money on electricity and cooling and saves rack space in the equipment room, wiring closet, or data center. In addition to saving money, using less equipment and power also supports a company’s green initiatives and goals for protecting the environment.
Call Control
In addition to standard telephony features such as call coverage, call transfer, call waiting, hold, conference, park, and pickup, Cisco Unified Communications Manager Business Edition 6000 delivers a powerful set of telephony features for medium-sized businesses: for instance, intercom with whisper page, do not disturb, hold reversion, immediate divert to voicemail, and hunt groups. It also offers:

- Session Initiation Protocol (SIP) support: SIP support is available in Cisco Unified Communications Manager with support of line-side devices, including IETF RFC 3261-compliant devices available from Cisco and other manufacturers.
- Call Admission Control (CAC): CAC helps ensure that voice quality of service (QoS) is maintained across constricted WAN links, and it automatically diverts calls to alternate public-switched-telephone-network (PSTN) routes when WAN bandwidth is not available. A web interface to the configuration database allows remote device and system configuration. HTML-based online help is available for users and administrators. Now medium-sized businesses can save significant costs by using their IP WAN connections for their site-to-site calling instead of using more expensive PSTN trunks.
- Cisco Unified Survivable Remote Site Telephony (SRST): Cisco Unified Communications Manager Business Edition supports up to 20 Cisco Unified SRST sites using a centralized call-processing model. It also can support a multisite distributed call-processing deployment model that allows for connection of an autonomous Cisco Unified Communications Manager Business Edition 6000 System to other autonomous Cisco Unified Communications Manager Business Edition 6000 sites or autonomous Cisco Unified Communications Manager clusters. Connection is through intercluster or SIP trunks or to Cisco Unified Communications Manager Express sites with H.323 or SIP trunks, in a manner that is consistent with the maximum number of voice gateways and trunks supported in a Cisco Unified Communications Manager Business Edition 6000 System.
- Powerful Cisco Unified Mobility capabilities: Cisco Unified Mobility provides powerful capabilities previously available only to larger organizations. Cisco Unified Mobility provides the capability to have up to four devices ring when a call comes into your IP phone. Whether you are working from home or in a hotel room while traveling for business, your calls can now follow you anywhere. Cisco Unified Communications Manager also supports dual-mode devices, benefiting customers who have mobile employees who need to move between campus wireless and external cellular network environments. These devices can manually hand calls from a cellular Global System for Mobile Communications (GSM) network to an IEEE 802.11-based wireless LAN. Wireless phone support is also included for Cisco Unified Wireless IP Phone 7921G and 7925G models.

Voice Messaging
Cisco Unified Communications Manager Business Edition 6000 includes a powerful voice-messaging system, Cisco Unity Connection, which provides many advanced capabilities that you can customize to increase individual and team productivity. Employees can personalize communications options and interact with the system to manage calls and messages in the way that is most comfortable and convenient for them.

The flexible user interface makes messaging more efficient for both intensive and occasional voicemail users. For example, you can customize the telephone user interface (TUI) and touchtone mappings for each user to make migration from traditional voicemail systems much easier.

Speech-Enabled Messaging and Automated Attendant
To maximize the productivity of mobile workers, Cisco Unity Connection offers a natural and robust speech-activated user interface that allows you to browse and manage your voice messages using simple, natural speech commands. In addition, the Speech Connect for Cisco Unity Connection feature is a built-in speech-enabled Automated
Attendant that enables you to call other Cisco Unity Connection users or personal contacts by simply using your voice.

To learn more about Speech Connect for Cisco Unity Connection, please refer to the data sheet at:

**Powerful Desktop Message Access**
You can manage your voice messages from a variety of devices and locations, whichever best suits the way you work.

- Cisco Unified Personal Communicator voicemail integration
  - You can access your voice messages directly from the Cisco Unified Personal Communicator client.
  - You can use the integrated media player to play and delete messages.
  - You can easily access presence and availability information about the person you are calling in the Cisco Unified Personal Communicator client; then you can click to call the person back and escalate to web chat, video, or other multimedia session.

- Cisco Unity Connection Inbox web browser interface to voice messages
  - You can view, sort, play, compose, forward, and reply to voice messages.
  - You can use the digital video recorder (DVR)-style interface to play, rewind, pause, or fast forward messages.
  - You can easily address messages to multiple recipients and distribution lists.
  - Voice messages in the Cisco Unity Connection Inbox are synchronized with the message-waiting indicator (MWI) on your telephone.
  - Web browser-based tools are supported on Internet Explorer, Firefox, and Safari.

- Internet Message Access Protocol (IMAP)-based email client to access voice messages
  - You can access email and voicemail messages and play and delete voice messages from within the same desktop email client using the built-in ViewMail for Outlook or ViewMail for Notes player.
  - Voice messages in your email inbox are synchronized with the MWI on your telephone.
  - Various standards-based desktop email clients are supported, including Microsoft Outlook, Lotus Notes, and Entourage for Mac.
  - You can compose, reply to, and forward messages by using IMAP clients.

- Visual voicemail on your Cisco Unified IP Phone
  - You can view, sort, play, compose, forward, and reply to voice messages from the screen on your IP phone without having to dial in to the system.

**Personal Web Administration**
Cisco Unity Connection allows you to customize your personal settings from a web browser using the Cisco Unity Connection Assistant, a dynamic interface in the browser-based Cisco Personal Communications Assistant (PCA). You can quickly and easily establish or change personal settings such as your voicemail options, security codes, personal distribution lists, and message-delivery options. You can also use the web administration interface to define and manage personal call-transfer rules to customize the delivery of incoming calls based on caller, time of day, or calendar status.

**Instant Messaging and Presence**
Feature-rich enterprise IM is an important real-time communications medium for customers; it introduces another mode of communication among users, customers, and suppliers.
Instant messaging is an important communication option that lets you efficiently interact in today's multitasking business environment. Cisco Unified Presence provides personal chat, group chat, and persistent chat capabilities so you can quickly connect with individuals and groups and conduct ongoing conversations.

Group chat allows you to create a temporary IM enterprise chat room and invite internal and external colleagues to the enterprise chat room to join in an instant message conference.

Persistent chat is different from group chat in that the chat room is available even if no one is currently in the chat and remains available until explicitly removed from the system. It offers users ongoing access to the chat room to allow teams, customers, partners, suppliers, and colleagues to communicate to quickly gain context to ongoing conversations and to easily collaborate in real time.

**Cisco Unified Presence Federation**

Interdomain federation is the secure, policy-controlled IM and presence communication between environments that have different domain names, such as user@gamma.com to user@delta.com.

Business-to-business and business-to-consumer federation creates the way for IM and presence users to communicate outside of their enterprises and still ensure secure, policy-controlled, transparent communication.

With Cisco Unified Presence, this capability is delivered between organizations that are both running Cisco Unified Presence, or when one organization is using Cisco Unified Presence and the other is using Cisco WebEx™ Connect, Microsoft Live Communications, Microsoft Office Communications Server (OCS), IBM Sametime, or any Jabber Extensible Communications Platform (XCP).

Cisco Unified Presence also offers direct business-to-consumer federation with GoogleTalk, as well as any Extensible Messaging and Presence Protocol (XMPP) standards-based service, allowing the enterprise to connect to a wide range of consumers to share presence and instant messages.

**Cisco Unified Presence Client Experiences**

Cisco Unified Presence offers customers many communication client options. The client a customer uses depends on the services or environment in which the customer deploys Cisco Unified Presence. Cisco Unified Presence allows you to mix and match clients depending on the needs of the enterprise.

Cisco Unified Personal Communicator (Mac and PC) provides one of the richest desktop unified communications experiences, supporting IM, presence, video, desktop phone control, and soft phones with rich collaborative integrations into Cisco Unity and Cisco Unity Connection applications. It also allows for escalation to collaborative desktop sharing into Cisco WebEx and Cisco Unified Meeting Place® applications.

**Contact Center Routing Capabilities**

Maximum return on investment (ROI) for contact centers is provided when your company’s business rules can influence the behavior of the contact center. The routing capabilities of Cisco Unified Contact Center Express facilitate categorization and prioritization of customer contacts in a way that best meets your business requirements to help ensure that each contact is routed to the right agent at the right location the first time to maximize resolution on the first call. Cisco Unified Contact Center Express routing supports a wide range of routing logic that can accurately target and selectively route different classes of contacts - or even single out individual contacts for customized, prioritized routing treatment.

Cisco Unified Contact Center Express offers call-routing behaviors based on conditional events, such as time of day, day of week, or holiday routing, as well as the ability to specify service levels, move contacts between agent groups, and reprioritize contacts in the queue based on your business rules. With Cisco Unified Contact Center Express Premium, product integration with your enterprise’s customer database can help ensure that the optimal routing
decisions are made. In addition, the application can give agents extensive information on a per-contact basis through a customer-relationship-management (CRM) or other application screen pop.

**Contact Center Email Management**

Customers are turning to company websites to locate information about products and services, to seek support, and to conduct transactions. In addition, customers are seeking alternative ways, such as email, to contact customer support centers, and the volume of incoming email interactions to contact centers is growing. Cisco Unified Contact Center Express offers the Agent E-Mail feature for email management.

Agent E-Mail is a basic email queuing and response system, designed specifically for Cisco Agent Desktop for the Cisco Unified Contact Center Express platform. This zero-footprint feature is tightly integrated into the agent desktop embedded browser, with controls built into the toolbar and display. It enables contact centers to queue and route email messages to staff and skilled agents, helping strike a balance between email and call-handling activities.

**Computer Telephony Integration**

Cisco Unified Contact Center Express can integrate with any CRM or other application that can run on the agent's Microsoft Windows desktop. Integration is achieved by using a powerful real-time programmable CTI workflow engine that invokes keystroke-macro emulation to automate the transfer of caller-entered information, or perform an external application action. Cisco Unified Contact Center Express provides powerful integration tools through support for custom Java classes and methods that can be invoked under real-time workflow control. These features facilitate the integration of Cisco Agent Desktop with other Windows and web-based applications with minimal software development.

In addition, Cisco Unified Contact Center Express Premium allows you to apply HTTP integration to provide integration and a screen pop with browser-based applications such as Salesforce.com running in the Cisco Agent Desktop embedded browser.

Finally, the Cisco Unified Contact Center Express third-party CTI protocol provides for deep integration with ACD and IVR subsystems for traditional custom CTI integrations.

**IVR and Self-Service Capabilities and Benefits**

Unlike many competitive products, Cisco Unified Contact Center Express does not require purchase of additional IVR services, but rather provides an integrated, ready-to-use IVR solution. Every package provides an IVR queue point, custom call treatment, arbitrarily deep voice menus, custom voice prompts, and the ability to process customer phone-keypad presses through dual tone multifrequency (DTMF) processing to make routing decisions or to present a screen pop to the agent.

Cisco Unified Contact Center Express Premium adds the ability to have true, sophisticated, and fully automated self-service applications integrated with your agent-assisted contact interaction management. This critical feature enables significant cost reduction on a per-contact basis and provides significant flexibility in handling customer contacts.

Two full self-service IVR ports are packaged at no additional charge with each Cisco Unified Contact Center Express Premium seat. In addition, support is provided for adding advanced self-service technologies such as automatic speech recognition (ASR), Text to Speech (TTS), and Voice XML (VoiceXML). The application also supports real-time notification services through email and third-party fax or paging solutions, as well as the ability to invoke custom workflow processing (for example, web-based callback) through HTTP requests.

**Cisco Unified CallConnector for Microsoft Dynamics CRM**

The Cisco Unified CallConnector for Microsoft Dynamics CRM, part of the Cisco Unified Communications System, is a free middleware application that integrates Cisco Unified Contact Center Express with Microsoft Dynamics CRM 3.0 (Microsoft CRM). This integration with Microsoft CRM includes productivity-enhancement features for employees,
such as screen pops, click to dial, and call tracking. The call information collected by the Cisco Unified CallConnector for Microsoft Dynamics CRM allows companies to make better business decisions based on actual call metrics pertaining to employees or customers.

**Cisco Agent Desktop and Cisco Unified Presence Integration**

Integration of Cisco Agent Desktop with Cisco Unified Presence extends real-time collaboration into the broader enterprise by integrating the contact center desktop applications with Cisco Unified Presence. Through this integration, agents and supervisors can collaborate with relevant colleagues and subject-matter experts outside the contact center. For efficiency and convenience, the contact center defines the view to show only those colleagues that are appropriate for agents to access.

Both parties use familiar applications. Contact center personnel use the Cisco Agent Desktop and Cisco Supervisor Desktop, and subject-matter experts outside of the contact center use the Cisco Unified Personal Communicator or Cisco IP Phone Messenger. This feature helps agents connect with experts on the first try by knowing beforehand whether they are available and how they prefer to be reached.

**Specifications**

**System Capacity**


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<tbody>
<tr>
<td>Maximum number of users</td>
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</tr>
<tr>
<td>Maximum number of mailboxes and voicemail ports</td>
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<tr>
<td>Number of contact center agents</td>
<td>100</td>
</tr>
<tr>
<td>Number of presence users</td>
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**Licensing**

- Application and phone software licenses are enforced. Two different types of licenses are available with Cisco Unified Communications Manager Business Edition 6000. Cisco User Connect Licensing allows you to license most Cisco Unified Communications products, including Cisco Unified Communications Essential Operate Service, on a per-user basis. With User Connect Licensing, all right-to-use (RTU) fees, device-license-unit (DLU) fees, port licenses, etc. are now converted to a single Cisco User Connect License. As a result, customers have more flexibility to cost-effectively license unified communications products. In addition, Cisco User Connect Licensing can be mixed with Cisco Unified Workspace Licensing, making it easier to do business with Cisco.

- Cisco Unified Workspace Licensing offers an easy and affordable way for customers to procure and deploy a broad range of Cisco Unified Communications applications and services using a single per-user license. Cisco Unified Workspace Licensing includes all the client and server software licenses, service, and software subscriptions that facilitate consistent deployment of multiple applications to all users in their workspaces.

**Ordering Information**

You can now order Cisco Unified Communications Manager Business Edition 6000 in two ways: a la carte using Cisco User Connect Licensing or as part of a workspace bundle using Cisco Unified Workspace Licensing.
Cisco Unified Workspace Licensing

Please visit [http://www.cisco.com/go/workspace_licensing](http://www.cisco.com/go/workspace_licensing) for more information about Cisco Unified Workspace Licensing, and to determine whether Cisco Unified Workspace Licensing is right for you.

Complementary licenses for required Cisco Unified Communications Essential Operate Service (ESW) provide maintenance and minor updates. Cisco Unified Communications Software Subscription (UCSS) is also available.

Cisco User Connect Licensing

The top-level part number allows you to configure the entire system, including hardware, software, and user licenses.

The Cisco Unified Communications Manager Business Edition 6000 starter package bundles the Cisco UCS C200 M2 High-Density Rack-Mount Server and Cisco User Connect Licenses for the first 100 users - Basic User Connect licenses and Voicemail user licenses. The user licenses included in the starter package cover the server licenses, voice mailboxes, and ports needed for the initial system. You can add more users by using standard part numbers available for Cisco Unified Communications Manager and Cisco Unity Connection. Optionally, you can purchase Cisco Unified Presence and Cisco Unified Contact Center Express Applications by using the standard part numbers available for those applications.

Table 2 lists the part numbers for ordering the Cisco Unified Communications Manager Business Edition 6000 starter bundle.

**Table 2. Ordering Information:**

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<tr>
<th>Top-Level Part Number</th>
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<tr>
<td>UNIFIED-CMBE6K</td>
<td>Unified Communications Manager Business Edition 6000 - Top Level</td>
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To place an order, contact your local Cisco representative; visit the [Cisco Partner Locator](http://www.cisco.com/go/partner) tool on the Cisco website [Partner Locator - Cisco Systems](http://www.cisco.com/go/partner), and search on Advanced Unified Communications or on Cisco Authorized Business Edition Reseller to find a certified unified communications partner in your local area.

Cisco Unified Communications Services

Cisco Unified Communications Services allows you to accelerate cost savings and productivity gains associated with deploying a secure, resilient Cisco Unified Communications Solution on your network. Delivered by Cisco and our certified partners, our portfolio of deployment and technical support services is based on proven methodologies for unifying voice, video, data, and mobile applications on fixed and mobile networks. Our unique lifecycle approach to these services can enhance your technology experience to enable powerful new ways to collaborate with co-workers, partners, and customers across any workspace to accelerate business advantage.

To learn more, please visit [http://www.cisco.com/go/ucservices](http://www.cisco.com/go/ucservices).

For More Information


For more information about Cisco’s complete solution offering for small and medium-sized businesses, please visit: [http://www.cisco.com/go/smb](http://www.cisco.com/go/smb).

Cisco channel partners and resellers looking for ordering information should refer to the Cisco Unified Communications Manager Business Edition ordering guide available with log-in to the Cisco partner site at: [http://www.cisco.com/go/partner](http://www.cisco.com/go/partner).