

## Cisco Unified CallConnector for Microsoft Office

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 Office is a desktop solution integrated with Cisco Communications Manager Express (formerly known as Cisco Unified CallManager Express) that delivers easy-to-use call control and presence features to end users, facilitating increased productivity and more effective communications. Cisco Unified CallConnector for Microsoft Office 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 Office 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 Office Toolbar and Contacts Window

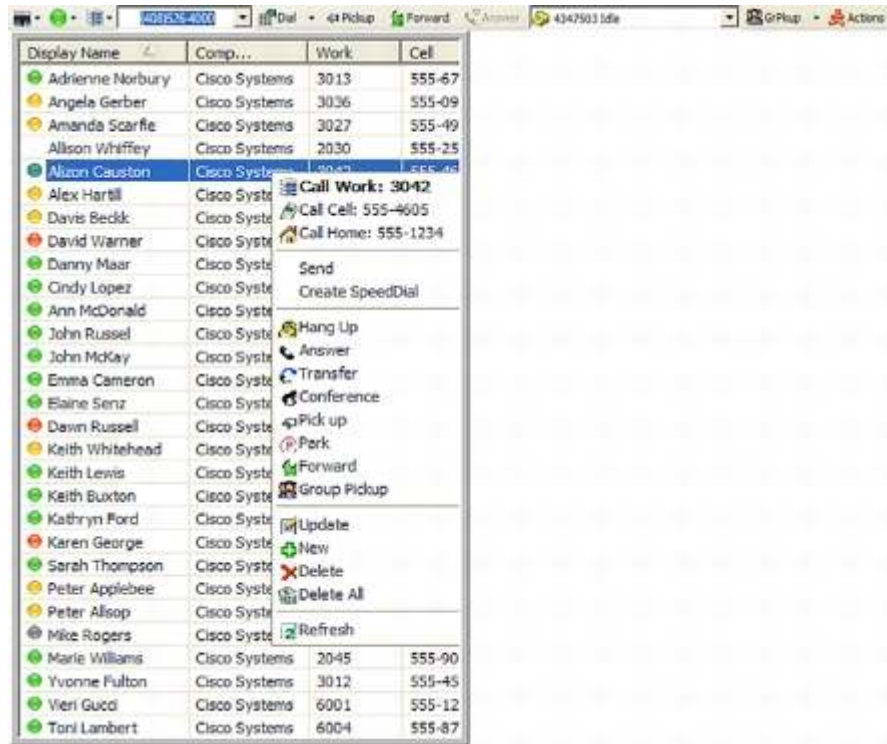


Figure 2. Quick Search Results Window



## Solution Overview

### Communications Made Easy

Cisco Unified CallConnector for Microsoft Office 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 Office 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 Office 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 Quick Dialing 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 Web pages, by highlighting a number and selecting Quick Dial

Cisco Unified CallConnector for Microsoft Office, 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 higher.

### Cisco Unified CallConnector Personal

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

- Cisco Unified CallConnector Personal delivers call control features for the individual user using the Cisco Unified CallManager Express Telephony Application Programming Interface (TAPI) Telephony Service Provider (TSP).
- Cisco Unified CallConnector Server is a server-based 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.

**Table 1.** Features of Cisco Unified CallConnector Personal

Cisco Unified CallConnector Personal Feature	Description	Benefit
<b>Call control toolbars within Microsoft Outlook and Internet Explorer</b>	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.
<b>Cisco Unified CallConnector Contacts</b>	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.
<b>Quick Dial from any contact</b>	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.
<b>Quick Transfer, Hold, or Conference</b>	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.
<b>Quick Search through contacts</b>	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.
<b>Speed dial</b>	The solution offers an option to create icon-based speed dialing for frequently called numbers.	Common numbers are easy to find and dial quickly.
<b>New Call popup window with Outlook Caller ID Lookup</b>	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.
<b>Quick Dial from any application</b>	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.
<b>Cisco Unified CallConnector Call Logs</b>	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.
<b>Quick Dial from any application</b>	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 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 Server

Cisco Unified CallConnector Server Feature	Description	Benefit
<b>Dynamic presence information</b>	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.
<b>Location (user selectable)</b>	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 office, out to lunch, or away on travel.
<b>Availability (user selectable)</b>	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.
<b>Dynamic IP phone status</b>	All phones connected to the Cisco Unified CallManager Express system have status automatically updated for others to see.	The number of missed phone calls is reduced, increasing efficiency.
<b>Quick Message</b>	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.
<b>Synchronization with calendar</b>	The solution updates your availability status automatically based on your Outlook calendar.	The solution automatically tracks your schedule and reduces the need to manually update availability.
<b>Quick Search with presence information</b>	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.
<b>User-customizable automation rules</b>	Users can set rules for basic call handling and notification though 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.
<b>Capability for operator or administrator to change location or availability of others</b>	Authorized users can change the presence information shown to others.	Users have up-to-date information, improving communications.
<b>Easy installation without configuring TAPI TSP at each workstation</b>	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.

### **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, users can set their 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," users 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 of Cisco Unified CallConnector for Microsoft Office.

**Table 3.** Computer Requirements of Cisco Unified CallConnector for Microsoft Office

Parameter	Description
Disk space	<ul style="list-style-type: none"> <li>60 MB free hard drive space for clients</li> <li>100 MB free hard drive space for server</li> <li>Reserve additional 50 MB for upgrades</li> </ul>
Hardware	<ul style="list-style-type: none"> <li>1.8-GHz or faster Pentium 4 or compatible processor for workstation</li> <li>Dedicated 1.8-GHz or faster Pentium 4 or compatible processor for server</li> </ul>
Memory	256-MB RAM (512 MB recommended for server application)
Software	<ul style="list-style-type: none"> <li>Microsoft Windows XP Professional (Service Pack 2 or later) for workstation</li> <li>Microsoft Windows XP Professional (Service Pack 2 or later) or Windows 2003 Server for server</li> </ul> Application integration: <ul style="list-style-type: none"> <li>Microsoft Outlook 2000 or 2003</li> <li>Microsoft Internet Explorer 6.0 with Service Pack 2</li> </ul>

## Cisco Unified Communications Compatibility Requirements

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

## For More Information

For more information about the Cisco Unified CallConnector for Microsoft Office, visit <http://www.cisco.com/go/unifiedcallconnector>.

If you have questions, send e-mail to [access-ccme-cue@cisco.com](mailto:access-ccme-cue@cisco.com).

## 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.



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