

Cisco Unity—Enhance Customer Service and Maximize Productivity



In today's business world, it's a challenge to manage communications effectively while providing quality customer service. Not only does your message traffic increase constantly, but the number of messaging devices seems to grow daily. Unified Communications gives you the power to manage your communications quickly and conveniently, so you have more time to manage your work. Cisco Unity™—the premier Unified Communications solution for enterprise-scale organizations—gives you the ability to access and manage your messages and calls from anywhere, at any time, regardless of device or media type.

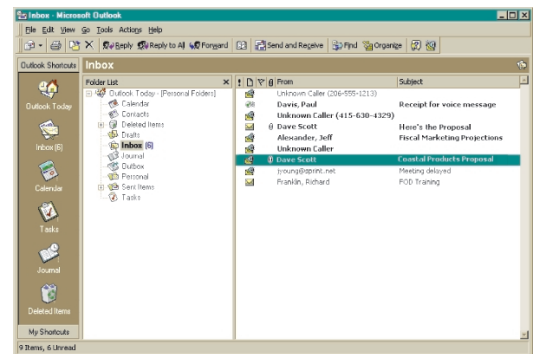
Cisco Unity is a powerful Unified Communications server that provides advanced, convergence-based communication services and integrates them with the desktop applications you use everyday, improving customer service and productivity. You can listen to your e-mail over the telephone, check voice messages from the Internet, and forward faxes to wherever you may be. Cisco Unity voice messaging features robust automated attendant functionality that includes intelligent routing, and easily customizable call screening and message notification options.

Intelligent Voice Mail

At its heart, Cisco Unity is a powerful and intelligent voice messaging system. Individual users interact with the system in the way that is most comfortable and convenient for them. The self-enrollment conversation is so easy to use that new employees can personalize their voice mailboxes and begin using Cisco Unity within minutes.

Cisco Unity provides full menu options to guide users through its many features and then, as they become more experienced, gives them the option to switch to brief menus for faster navigation of the system. Regardless of their level of comfort or expertise, context-sensitive help is only a single touchtone away.

Figure 1 ViewMail for Microsoft Outlook, the unified messaging component of Cisco Unity, uses an intuitively designed interface to make handling all your messages—e-mail, voice, and fax—easy and convenient, whether you are in the office or on the road.



When new messages arrive, Cisco Unity can announce the number, type, and priority of the messages received, the date and time they were sent, or deliver messages to another extension, mobile telephone, or remote location. When listening to your messages, you can use telephone touchtones to adjust volume control and playback speed, and forward, rewind, and pause messages. And to help colleagues and customers reach you more efficiently, you can record up to five different

personal greetings. You may, for example, want a specific greeting when you are out of the office or if your line is busy.

Unified Messaging

In the past, e-mail, voice, and fax messages were delivered as separate media to different locations. The telephone provided the sole means for accessing voice messages and then could only play messages back in the order received. Faxes had to be manually retrieved from the nearest fax machine.

Cisco Unity's ViewMail for Microsoft Outlook module uses an intuitively designed interface to make handling all your messages—e-mail, voice, and fax—easy and convenient, whether you are in the office or on the road. You get information about all your messages at once on your desktop PC, using a touchtone telephone, or over the Internet so you can handle them in the way that's best for you and best for business.

From your desktop PC, you can access e-mail, voice, and fax messages, and reply to, forward, and save them in public or personal Microsoft Exchange/Outlook folders with just a click of the mouse. Icons denote the type of each message to provide simple visual descriptions. You can see the number, type, and status of all your communications at a single glance.

With Cisco Unity's text-to-speech capability, you get information about all your messages—and even hear the text portion of e-mail messages—over the telephone. You can then respond with a voice message and, depending on your fax server's capabilities, print e-mail, attachments, and received fax messages on a nearby fax machine.

Personal Web Administration

Cisco Unity gives subscribers the ability to customize their personal settings from Internet Explorer 4.01 or higher using ActiveAssistant, a dynamic Web-browser interface. ActiveAssistant reduces the workload for system administrators and gives subscribers additional flexibility to customize Cisco Unity to suit changing demands in their work environment. Subscribers can quickly and easily establish or change personal settings such as their voice mail options, security code, personal distribution lists, and message delivery options. For ease of

administration and security reasons, the system administrator decides which features individual subscribers or members of classes of service can access.

Localizations for International Customers

Cisco Unity is localized to meet the needs of customers around the globe. Fully localized versions are available in multiple languages—including Dutch, four dialects of English (Australian, New Zealand, U.K., and U.S.), French, German, Norwegian, and Spanish—and, depending on the language, feature everything from system prompts and subscriber conversations to the browser-based administration consoles and product documentation in the language of your choice.

Digital Networking Capability

Cisco Unity's optional digital networking module enables the system to connect to other Cisco Unity servers at the same site via the LAN, or remote sites using a WAN or the Internet. Digital networking makes communicating with coworkers at remote locations fast and efficient by giving you the ability to send subscriber-to-subscriber messages anywhere in the world.

With digital networking you can use the global addressing feature—listing all system subscribers in a central directory—to quickly and conveniently send a message to a coworker in another time zone. Subscriber-to-subscriber messages offer more reply options to the recipient, making it simpler to respond to an e-mail with a voice message, for example. Also, when retrieving messages over the telephone, voice mail from system subscribers is played first, along with the sender's recorded name for greater recognition.

Cisco Unity Service and Support

A successful Unified Communications solution requires your technology to be aligned with your business strategy. Cisco works with organizations to bridge the gap between their technology investment and their business goals—ensuring total alignment. From planning and assessment to post implementation audits, our enterprise services take a holistic approach by focusing on technology, people, and processes. The result—customers who are able to utilize their Cisco Unity solution to full capacity and be confident that their business objectives will be achieved.

Whether delivered directly by Cisco or through an ecosystem of best-of-breed service partners, Cisco provides strategic and consultative service and support that maps to each stage of the solution lifecycle: Planning, Design, Implementation, and Operation (PDIO). The Cisco service portfolio helps resellers and end users supplement expertise gaps, optimize technology, and maintain unparalleled uptime and performance.

Cisco Unity Features

- E-mail, voice, and fax messages are organized in your e-mail inbox, giving you centralized communications control.
- Voice and fax messages can be accessed from a desktop PC, laptop computer with modem using the Internet, or any touchtone telephone.
- Text-to-speech module reads e-mail messages to you over the telephone in clear, spoken English.
- Send voice and fax messages to anyone who can receive Internet e-mail.
- VCR-style interface lets you play, rewind, pause, or fast forward messages with a few mouse clicks.
- Store faxes for on-screen viewing or printing from any networked PC.
- Forward faxes to any fax machine from a touchtone telephone.
- Browser-based personal administrator (ActiveAssistant) makes it easy to customize your message notification options, allowing you to respond to messages as quickly as you'd like.
- Compound messaging capability gives you the option to combine different media (i.e. attach a Word file to a voice message) in one message.
- Global addressing speeds up the communications process.
- Download all message types and respond or create new messages off line.
- Save voice and fax messages along with e-mail in public or personal Exchange/Outlook folders for a complete record of your communications.
- Apply Microsoft Exchange's Inbox Assistant rules to voice and fax mail.



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