Cisco Collaboration Update

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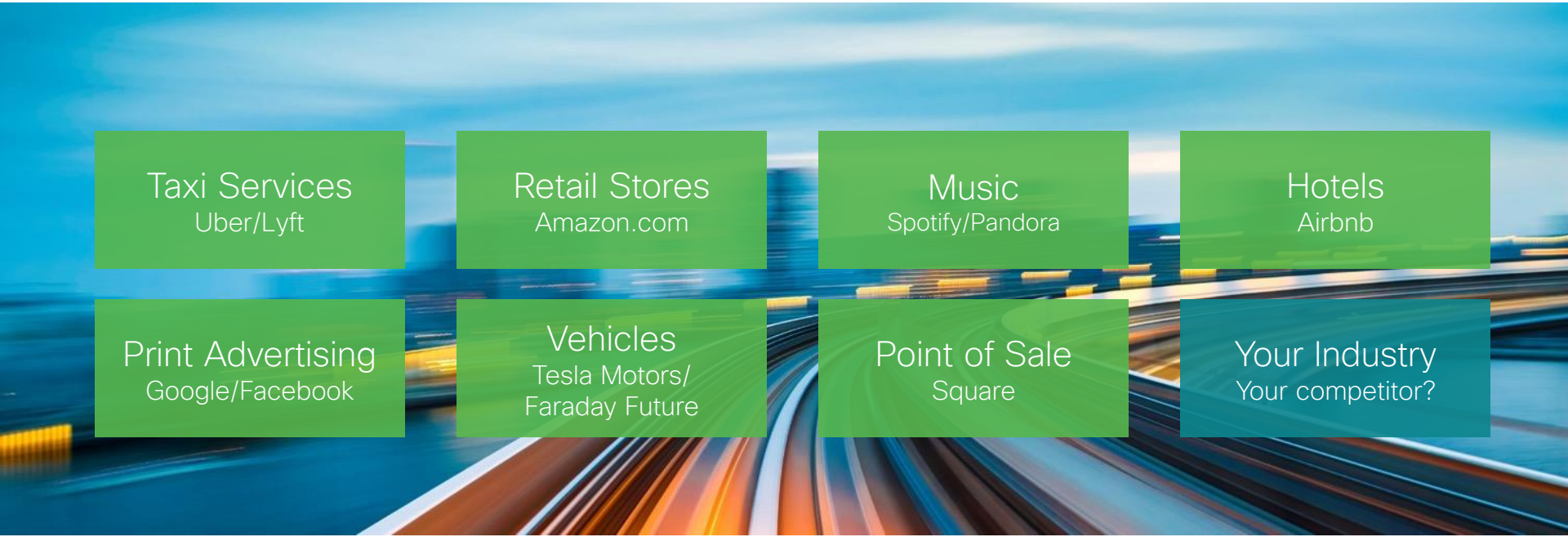
Cisco Connect Macedonia 2016.

Disrupt or Be Disrupted



The pace of change is accelerating.

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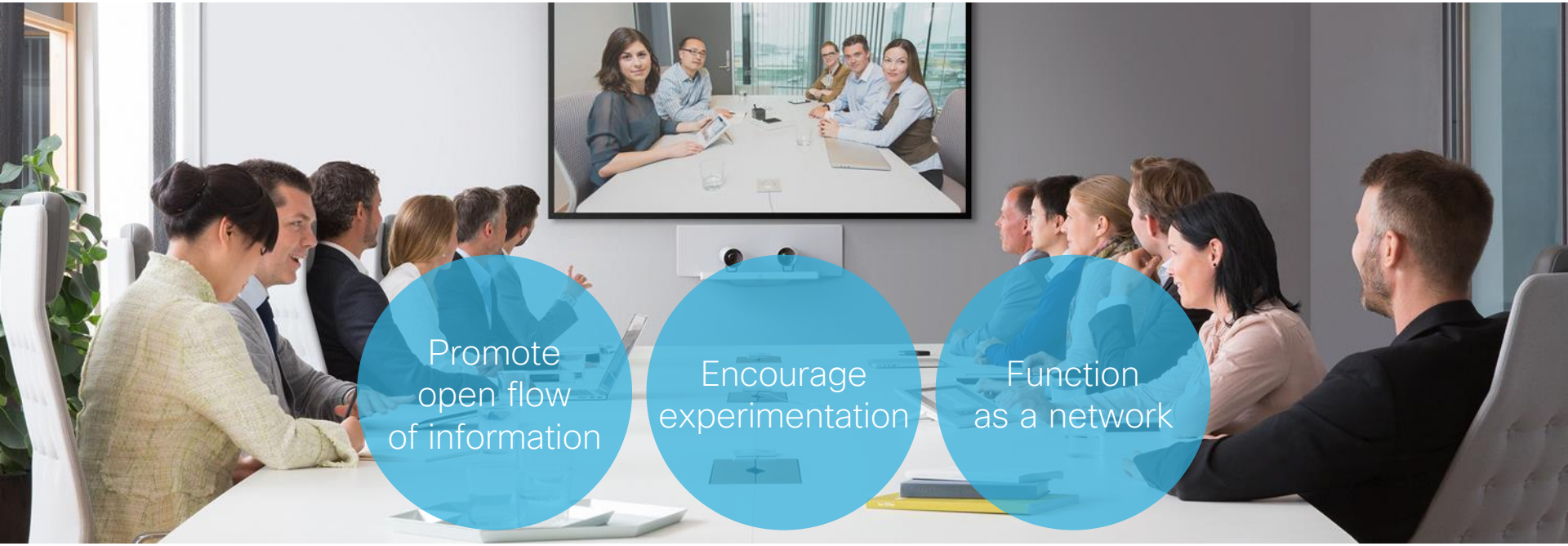
What Does It Mean to Be an Agile Organization?



Collaboration is foundational.

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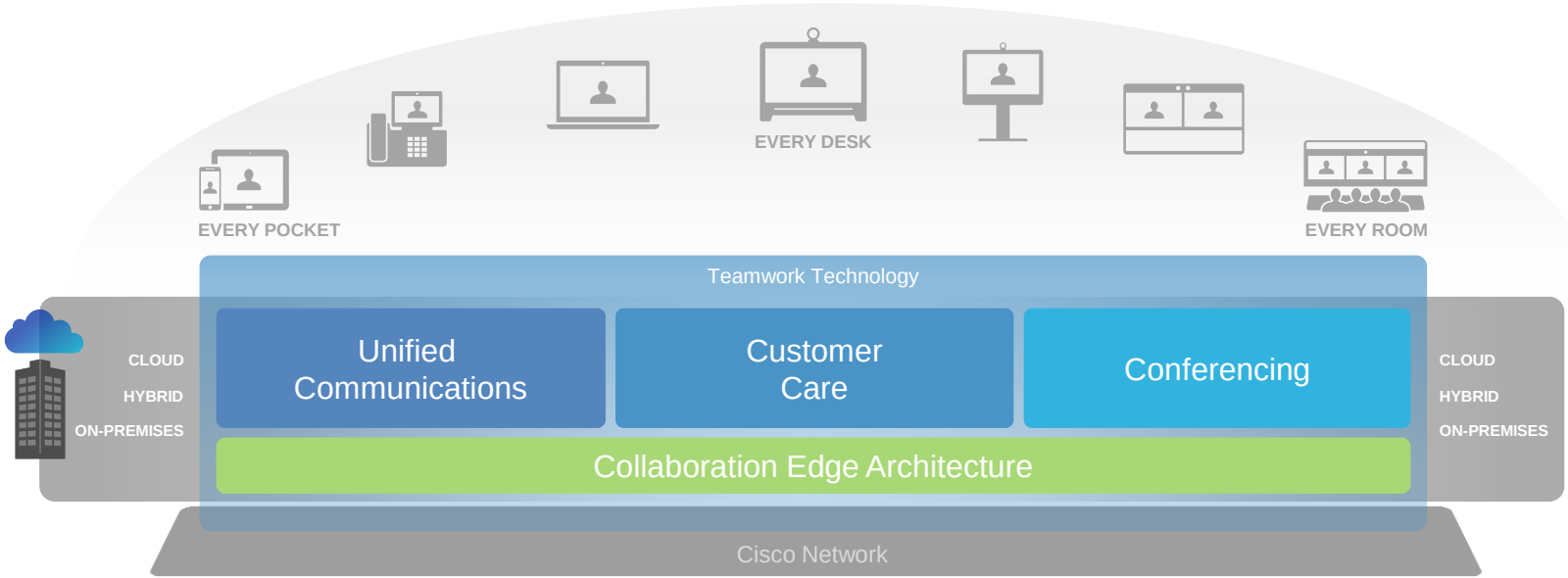
Cisco Collaboration Solution



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Agenda

- Cisco Spark
- Telepresence Architecture
- Jabber
- IP Phones
- Apple & Cisco
- Customer Care

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Cisco Spark

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Cisco Spark

A complete business collaboration service
from the Cisco cloud that enables customers to
message, **meet**, or **call** anyone, anywhere, and anytime.

Cisco Spark is hosted by Cisco, and sold by partners.

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One Offer

Common Management

Message

Meeting

Call

Open Platform

Application Integration
APIs

Partner Services
Interconnect

Spark Hybrid Services
Cloud + Prem

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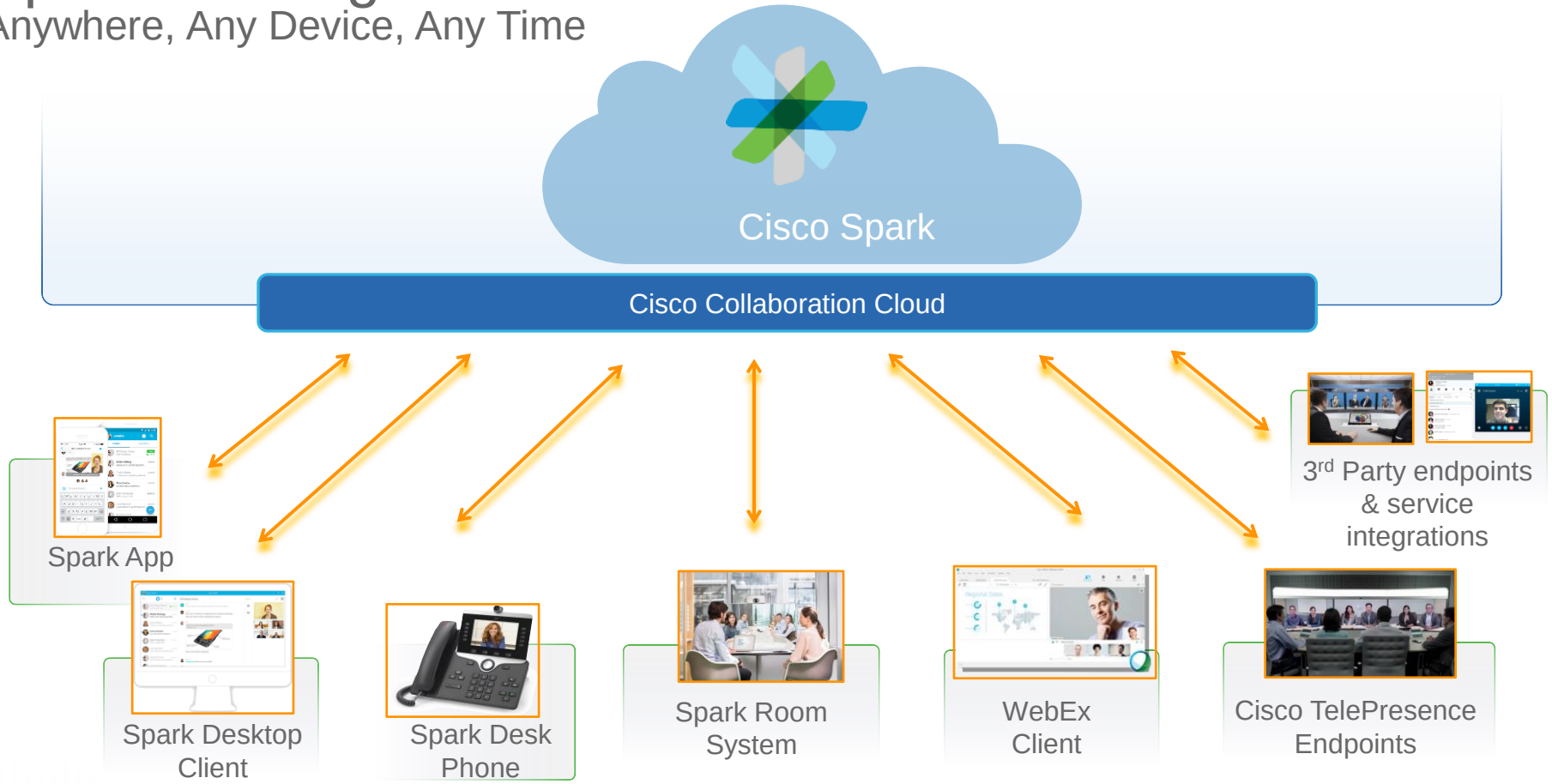
Spark Meetings

Anywhere, Any Device, Any Time



Pairing your Mobile Device to a Room System

Enter the room and your Cisco Spark mobile app will automatically pair to the Spark Room System and inform you on both the application and video system.

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Calls Tab in Spark client

- Included in all Spark offers
  - Calls Tab added in iOS, Android, Mac, Windows, and Web(Firefox Only)
  - Windows 10 Mobile client support coming later
- Call Spark Users
- Call SIP URIs
  - Works for free Spark accounts as well
  - Hybrid Users – Calls Handed off to CUCM
- With Spark Call & Hybrid Services
  - Call PSTN
  - Extension dialing
  - PSTN Incoming

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Telepresence Architecture

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Deliver One Meeting Experience

While Protecting Your Existing Investment

Every Pocket

Every Desk

Every Room

Preserve the User Experience

Cisco Meeting Server

Unify Disparate Infrastructure

Video Infrastructure

Audio Infrastructure

3rd Party/Skype for Business Infrastructure

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Cisco Meeting Server Capabilities

- Video Conferencing
- Interoperability
- Audio Conferencing
- Customization
- Recording
- Web Conferencing

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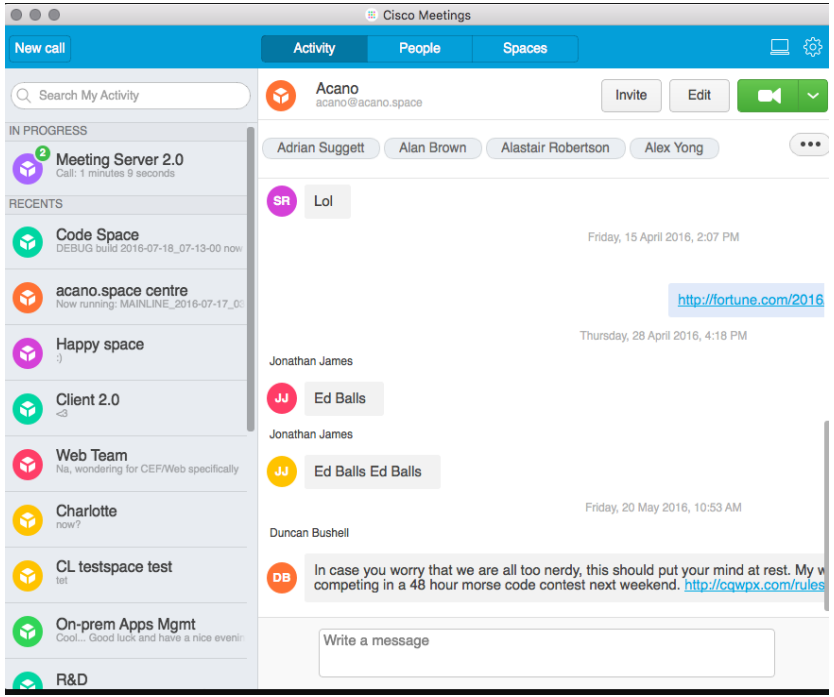
Meetings

- Virtual rooms for audio, video, and web
- Unlimited spaces: as many as you want, for each project, and team
- Always available
- Follows your workflow
- Connect with any device



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Telepresence Portfolio

reddot design award

Huddle Space

SX10

Small to Medium Rooms

MX200

MX300

SX20

Desktop

DX 80

DX 70

8845/65

Medium to Large Rooms

SX80

MX700

MX800

MX800 Dual

Immersive

IX5000

Jabber

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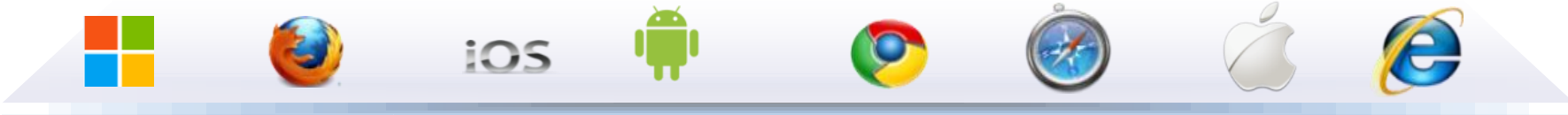
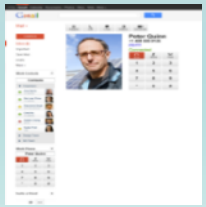
Cisco Jabber

Consistent User Experience Across Broad Range of Platforms and Devices



Desktop	Tablet	Smartphone	Web



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Cisco Jabber – Rich Capabilities and Services

Presence

Instant Messaging

Persistent Chat Rooms

File Transfer

Contact Search

Secure Communication

Voice & Video

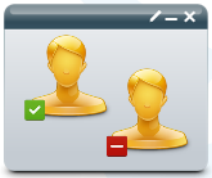
Video Conferencing

Desktop Sharing

WebEx Meetings

Remote Access

Single Sign-On



Application Integration

Desk phone Control

Call History

Schedule Integration

Voice Messaging

Inter Company Federation

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Integration to Microsoft Applications

Outlook: add local contacts	✓	✓
Outlook: calendar events	✓	✓
Outlook: presence	✓	✓
Outlook: click to dial	✓	✓
Outlook: save IMs to folder	✓	✓
SharePoint: presence	✓	✓
SharePoint: click to dial	✓	✓

Notes:
- Lync and Jabber SharePoint integration only available on Windows
- Microsoft does not expose Outlook APIs on Mac, so Jabber integration features are only available on Windows (except click-to-dial, which also works on Mac)

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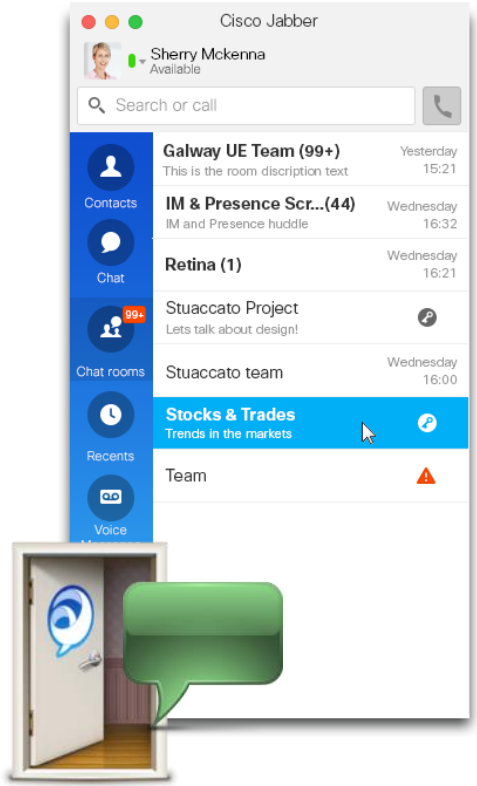
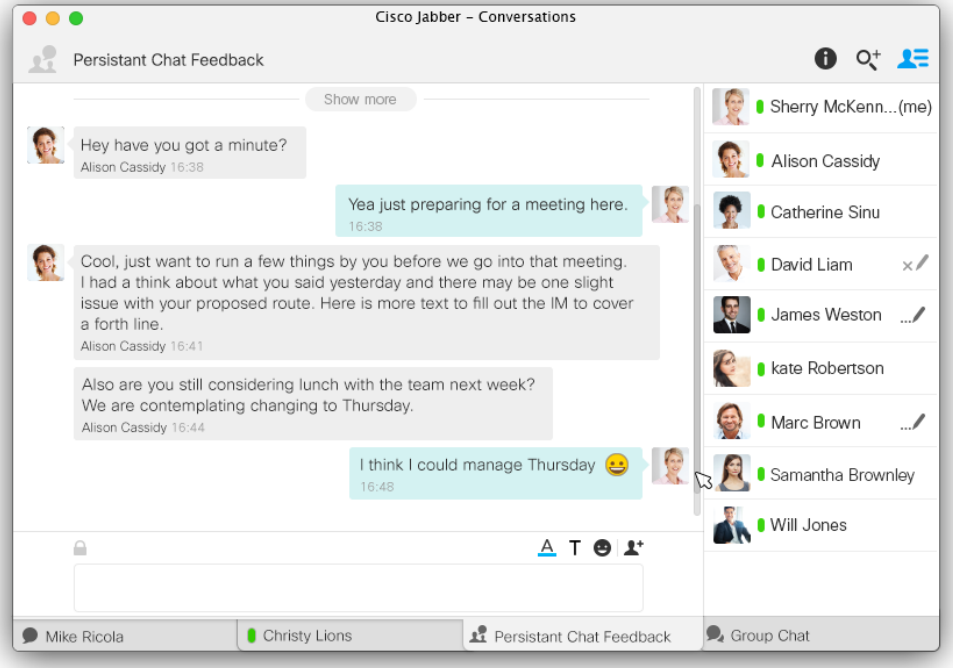
Persistent Chat Rooms with CUCM IM/P

Available on Apple Mac OSX

Available on Jabber Windows





User invited to rooms by room owners or moderator

Provides room activity notifications

Text search of rooms

Room catalog, filters, mentions and room administration not offered in Mac

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Media capabilities

Sharing Options

Admin can change order of share type

- Video Desktop Share (BFCP)
  - Allows content sharing with video endpoints and in video sessions
  - Only supported in Softphone mode
  - Requires an Active Call
- Desktop Screen Share – Windows Only
  - Allows screen sharing and remote control of desktop in P2P session
  - Works in all Jabber for Windows modes (deskphone, IM-only)
- Desktop Share (Messenger)
  - Works in Cloud mode* allows desktop share and remote control

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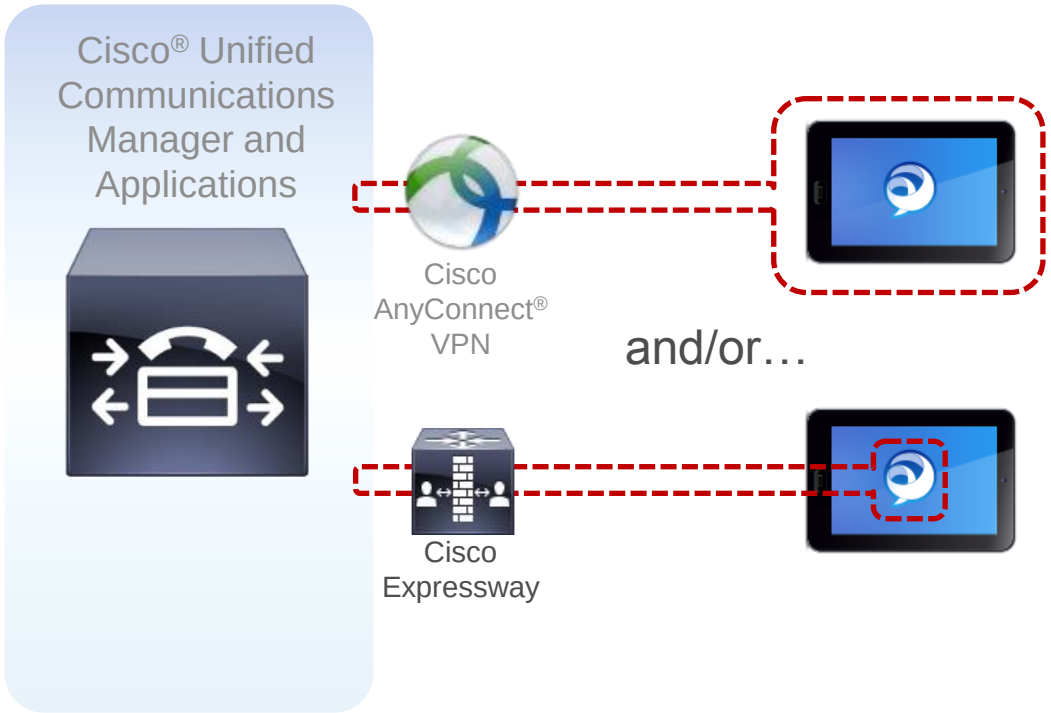
Users Can Choose How They Connect Remotely

Cisco AnyConnect VPN and Cisco Expressway



Cisco AnyConnect

- Layer 3 VPN solution
- Secures entire device and its contents
- Allows users access to any permitted applications and data

Cisco Expressway

- Session-based firewall traversal
- Allows access to collaboration applications **only** through TLS
- Personal data not routed through enterprise network

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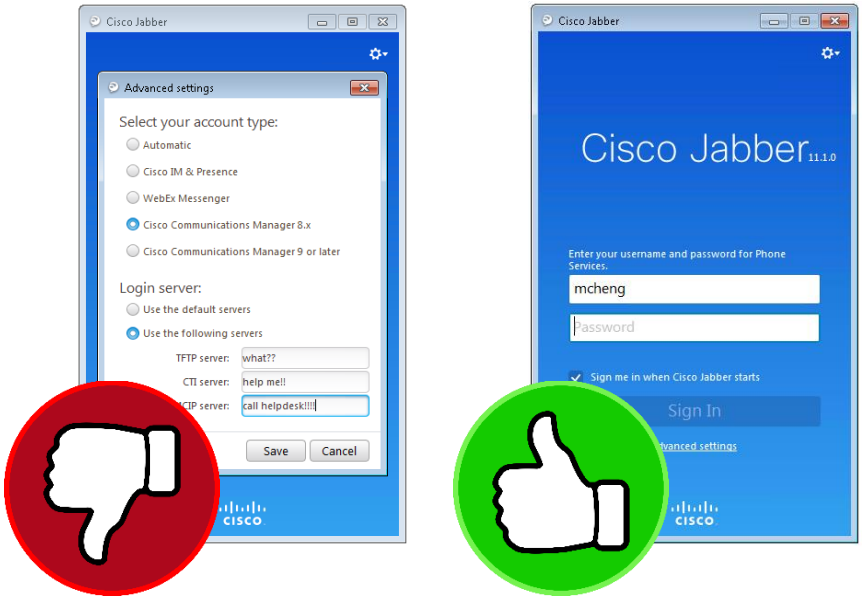
Jabber Basics….

Are you using Service Discovery?

Users should never not be prompted for configuration information!!!

Service discovery allows Jabber to discover service configuration and operating location using DNS SRV records, WebEx Cloud and UC Manager UDS services

(CUP_LOGIN retired with 11.5)



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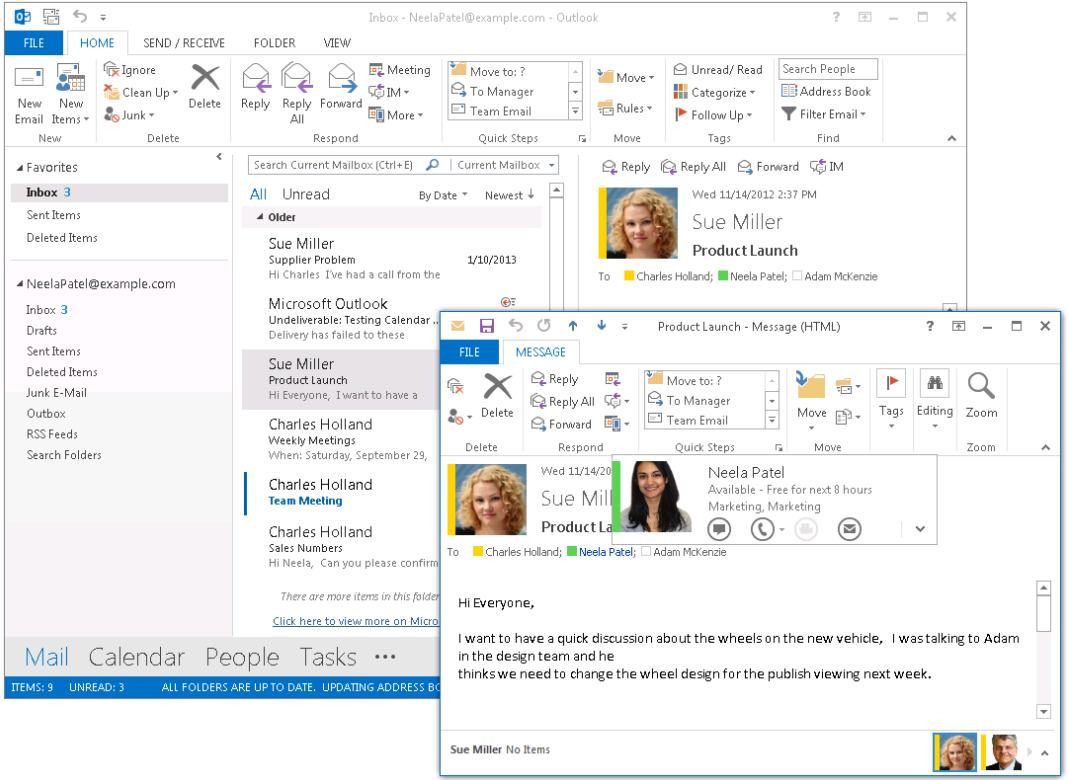
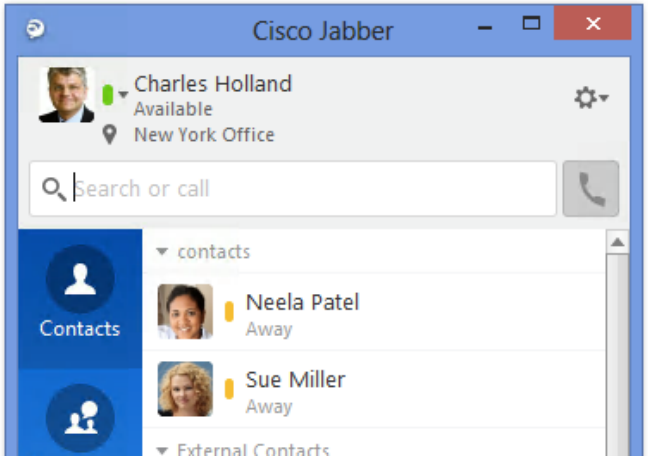
Application Integration
Microsoft Office Integration



- Cisco Jabber for windows integrated with Outlook 2010, 2013 & 2016



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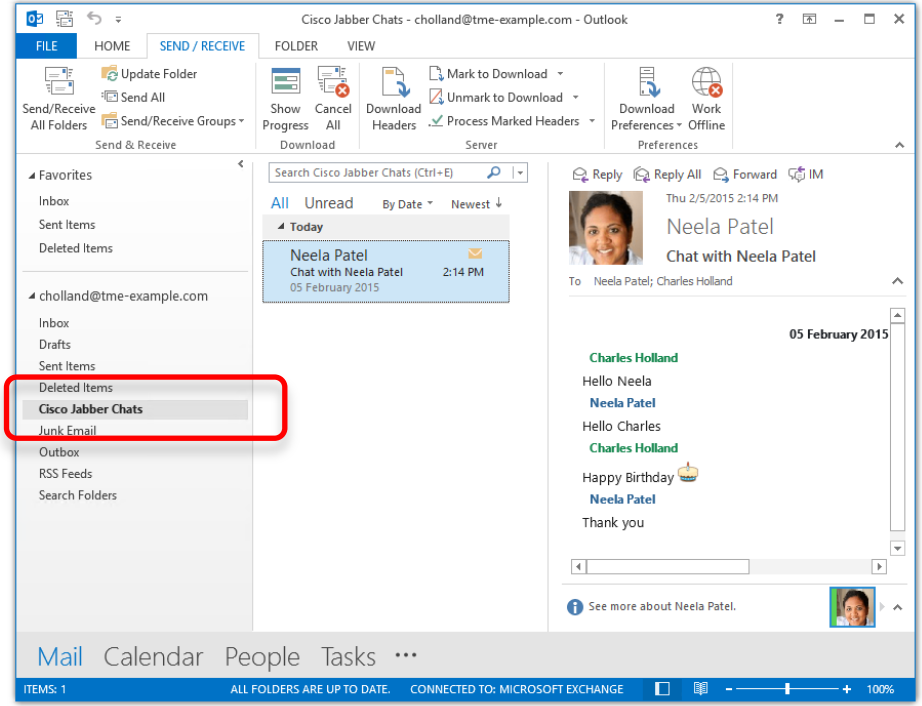
Application Integration

Save my Chat to Outlook / File



- Jabber for Windows now provides the option to save Chat / IM conversations to Microsoft Outlook.
- IM messages saved via Exchange server
- Feature can be enabled/disable by Jabber administrator as required (disabled by default)
- Alternatively Jabber can save chats to a local folder on local drive for used by Windows search function

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Application Integration

What about other applications….?

Jabber provides a global Hot key which can be used to call the contents of the clipboard

Admin can enable/disable and change key combination. (disabled by default)

Jabber-config.xml

```
<MakeCallHotKey>
        True
<MakeCallHotKey>

<MakeCallHotKey>
        CTRL+SHIFT+J
</MakeCallHotKey>
```

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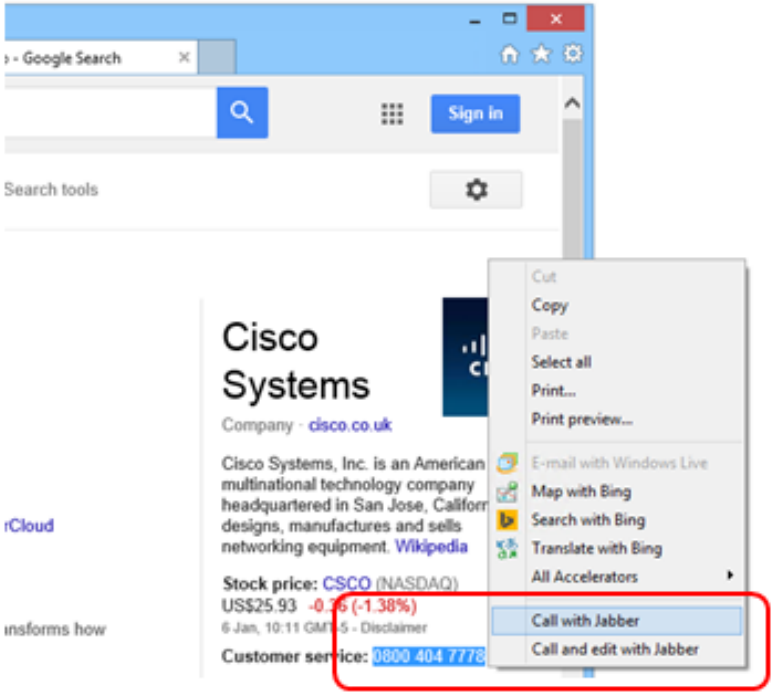
Application Integration
Click to call from Web browsers



- Select and right click number in web browser
- Supports popular Windows browsers

Internet Explorer Google Chrome Mozilla Firefox

- Also supported on OS X Safari
- Admin can enable/disable feature

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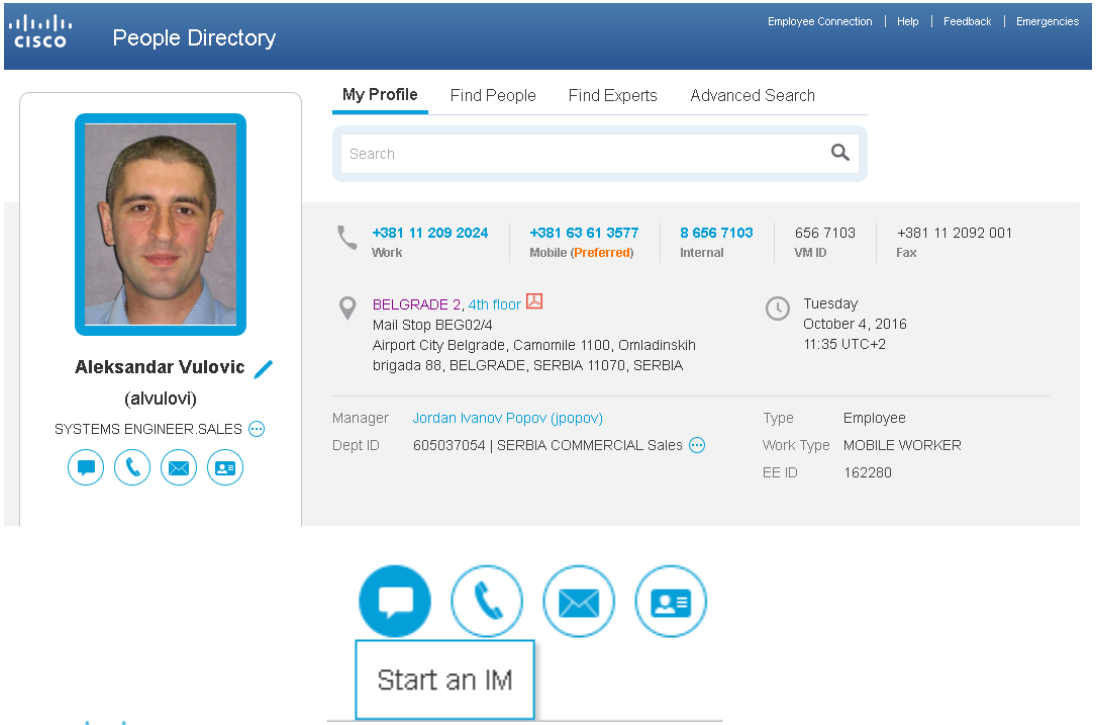
Application Integration

Web Directory Integration

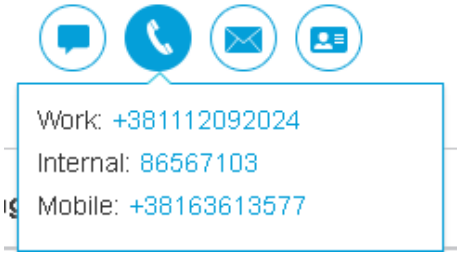


Jabber provides URI handlers that can be incorporated into web pages

Using Simple HTML / JavaScript a page can support

XMPP: - Chat Messages

TEL: - Voice/Video Calls



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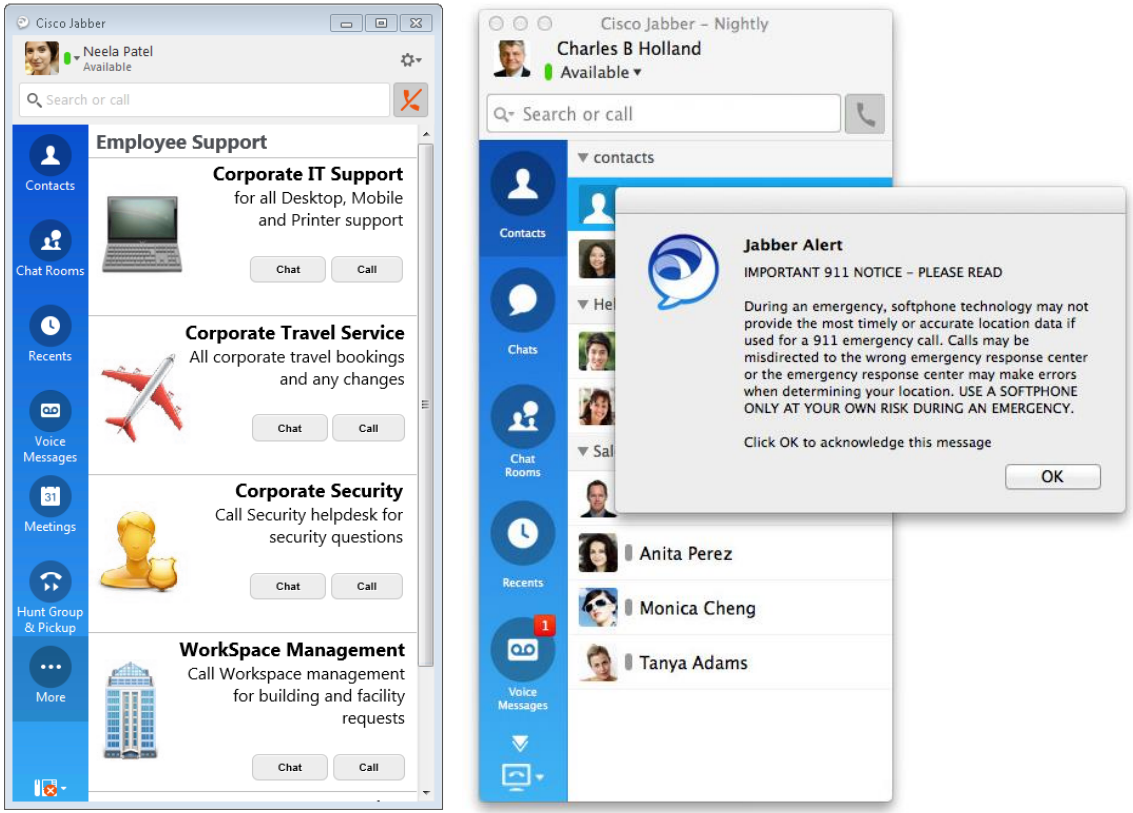
Jabber Custom Tab



Jabber custom tabs provide an HTML and JavaScript capability to extend the client. Customers can create custom applications and popup, example:

- Support Contacts
- Policy messages

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New & Cool

Jabber App on Apple Watch

Jabber for iPhone now provides an Apple watch app allowing you to use Jabber on your phone.

With the Jabber App on Apple Watch, you can:

- Check new chat messages
- Reply a chat with text(Siri), emoticons, and pre-defined messages.
- Answer/Decline/End a call
- Mute/Unmute a call
- Check recent calls
- Call back to a contact from resents
- Change your presence

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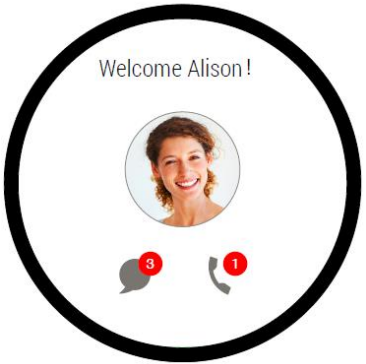
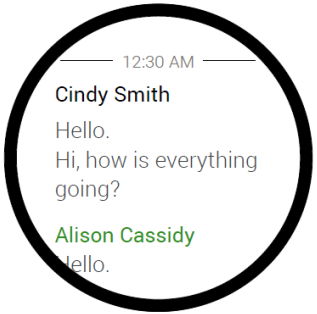
New & Cool

Jabber App on Android Wear





Jabber for Android provides an Android wear Watch App.

With the Jabber App on Android Wear, you can:

- Check new chat messages
- Reply a chat with text, emoticons, and pre-defined messages.
- Answer/Decline a call
- Check recent calls
- Call back to a contact from resents
- Play a new voicemail

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IP Phones

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UC Endpoint Portfolio Overview

Voice Centric – Designed to Deliver Cost Effective, High Quality Audio Communications

LOBBY / COMMON AREA	SMALL BUSINESS	KNOWLEDGE WORKER	ADMIN ASSISTANT	MANAGER/EXECUTIVE	CONFERENCE ROOM
7811	7821	7841	7861		
8811	8841/45	8851	8861/65	8831	

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IP Phone 8845 and 8865

Hardware Features

HD Video Camera, 80-degree HFOV, 25-degree tilt, metal ring rotates for manual on/off, LED indicator, H.264 AVC

Visual Ring Indicator

Wideband Audio Handset

5 Programmable Line /Feature Keys

Messaging, Service, and Directory

Wideband Audio Speakerphone

Volume Bar

RJ-9 Port for Headset

10/100/1000 Ethernet

5 Session Keys

5-Inch Color Backlit WVGA Display, 720p HD Video 800 x 480 pixels

Replaceable Bezel Option

4 Soft-Label Keys

Back and Release Keys

4-Way Navigation and Select Key

Hold/Resume, Transfer, and Conference

Keypad

Audio Path Control Keys (Headset, Speaker, Mute)

Wall-Mountable

Adjustable Viewing Angle Two-Position Footstand

Bluetooth 3.0 Radio

Intelligent Proximity

- Bridges Office and Mobile Communications
- Pairs your mobile phone with your desk phone so that you can:
  - Place and receive calls from your mobile device using your desk phone
  - Import contacts and call history from mobile to desk phone

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Cisco Wireless IP Phone 8821

- Hardened Design (IP67, MIL-STD-810G)
- IP67 rated for protection against dust and water immersion between 6 inches (15 cm) and 3.2 feet (1 m)
- Stronger Security & Configuration (SHA2, SCEP)
- Expanded Networking & Roaming (802.11n/ac & r)
- Simpler User Experience and Administration
- Battery life delivers a minimum of 13 hours of talk time and up to 240 hours of standby time
- A built-in full-duplex speakerphone offers high-quality hands-free communications
- The phone supports third-party Bluetooth 3.0 headsets and a 3.5-mm headphone jack for added freedom

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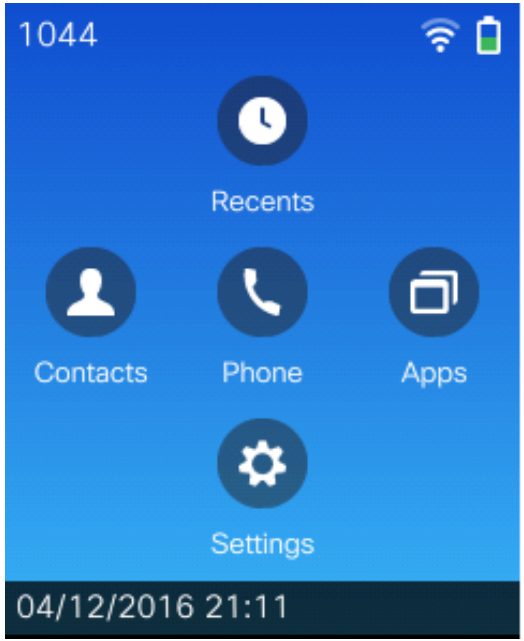
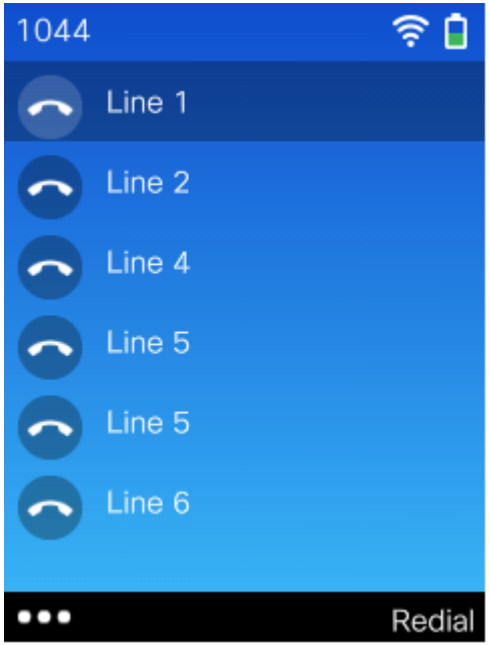
CP-8821 Overview

- Consistent user interface design with 8800 series
- Familiar user interface for 792x users
- Up to 6 lines supported
  - Ability to have a mix of lines, speed dials, or programmable line keys





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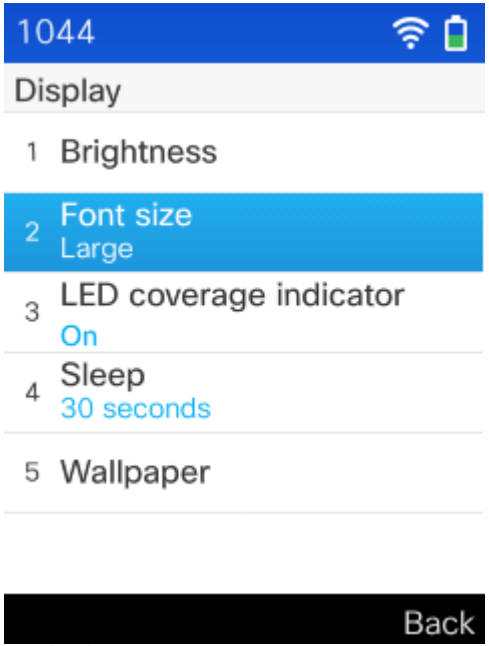
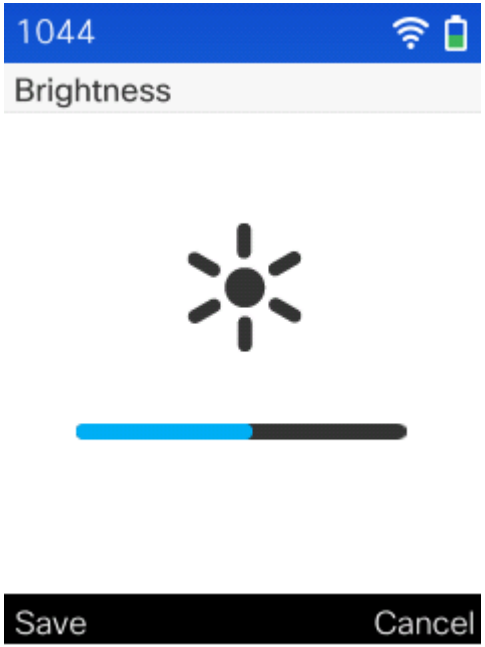
Similarities with 8800 series

Fonts, Brightness, Wallpaper, Ringtones





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Cisco DECT offering – Solutions Plus

- Spectralink partnership announced on SolutionPlus on April 2016
- Cost effective / Voice ONLY Mobile Solution
- Phone models: Low / Mid / High
- 3 server sizes: Support for 30-4095 handsets
- For offer details, white papers, pricing & general FAQs see Cisco Microsite: http://spectralinkplus.com
  - Cisco SKUs in CCW SP-SLNK…

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Native Voice Experience

- iOS 10 includes CallKit, a new API
- Intuitive - use the iOS native dialer for Spark calls
- Convenient - consolidated view of contacts, call history, and favorites
- Control - call waiting allows user to screen and prioritize calls
- Multi-functional - extends hands free experiences using Siri voice commands, Bluetooth and mobile accessories
- Use connected headsets and accessories

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Cisco Contact Center Express

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Contact Center Express 11.0

Web Chat

Finesse Email

Voice Preview Outbound

Finesse

Predictive Outbound

Virtualized

Social

Video

Workforce Optimization

Reporting

Advanced IVR

Ecosystem

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Context Service

Cloud-based storage of customer interaction data

Deliver Omnichannel Seamlessly

- ✓ Enables a complete view of the customer journey
- ✓ Better-informed agents provide a superior experience
- ✓ Out-of-the-box Cisco platform integration
- ✓ Open web interfaces enable partner applications

Cisco Customer Collaboration Platforms

Partner Applications

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TOMORROW starts here.