



Data Sheet

Cisco Unified CallManager Assistant for Cisco Unified CallManager Version 5.0

A busy assistant can be overwhelmed by the multitude of calls from various sources to an executive's phone, especially when working with more than one manager. The small display of traditional phones can make things worse, because only a few calls can be shown with full caller ID and call status details. Cisco® Unified CallManager Assistant (formerly Cisco IP Manager Assistant) provides the call-routing and display capabilities required in a business environment while giving you a choice of phone devices to best fit your needs.

The Cisco Unified Communications system of voice and IP communications products and applications enables organizations to communicate more effectively—helping them to streamline business processes, reach the right resource the first time, and impact the top and bottom line. The Cisco Unified Communications portfolio is a key part of the Cisco Business Communications Solution—an integrated solution for organizations of all sizes which also includes network infrastructure, security, and network management products, wireless connectivity, and a lifecycle services approach, along with flexible deployment and outsourced management options, end-user and partner financing packages, and third-party communications applications.

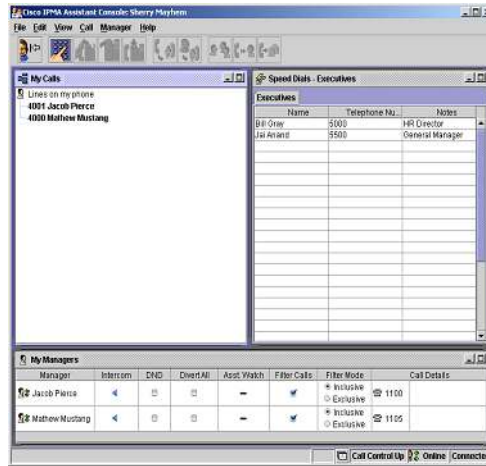
By offering a console application on office PCs and various soft keys and display panes on Cisco Unified IP phones, Cisco Unified CallManager Assistant supplies job-specific tools to more efficiently manage calls in this important environment

CALL-CONTROL TOOLS FOR ASSISTANTS

The Cisco Unified CallManager Assistant Console (Figure 1) allows assistants to quickly determine a manager's status and decide what to do with a call. Assistants can manipulate calls using their PC's GUI using keyboard shortcuts, drop-down menus, or drag-and-drop techniques. Directory searches on the PC interface are quick and simple, and speed dials can be easily programmed and activated with a point-and-click on the same interface without having to type numbers on the phone keypad.

Having a larger display area in the Cisco Unified CallManager Assistant Console window than is available on the Cisco Unified IP Phone makes it easier for assistants to keep track of multiple calls. Assistants can use the Cisco Unified IP Phone buttons to invoke features, and the correct call states are reflected on the PC interface (Figure 1).

Figure 1. Cisco Unified CallManager Assistant Console



GIVING MANAGERS COMPLETE INFORMATION AND THE ABILITY TO TAKE CONTROL

An IP phone-based user interface allows managers to monitor the way their calls are being handled, and a simplified set of soft keys enables them to handle calls without needing the full range of functions they have delegated to their assistants. Administrators can customize the soft key template on the manager's phone to match the manager's preferences (Figure 2).

Figure 2. Manager's Phone Interface



IMPORTANT FEATURES AND BENEFITS

Cisco Unified CallManager Assistant for Cisco Unified CallManager 5.0 is based on the features included with Cisco Unified CallManager 4.1 and uses Skinny Call Control Protocol (SCCP). Cisco Unified CallManager Assistant can be configured in either proxy-line mode or shared-line mode. In proxy-line mode, managers and assistants have different directory numbers or lines on their phones, but calls to managers are usually diverted to the assistant's line. In shared-line mode, both managers and assistants share the same directory number, but assistants can handle calls without disturbing managers.

Assistant Features

- Manager call handling through Cisco Unified CallManager Assistant Console
- View of manager status and calls
- Display call state, caller ID, and call timers
- Call-handling context-sensitive buttons
- Call-handling menus and shortcuts (Cisco Unified CallManager Assistant Console)
- Reflection of call states on console even when handled using phone user interface
- Ability to search for people in the Corporate/Cisco Unified CallManager directory (Cisco Unified CallManager Assistant Console)
- Display of up to 25 directory entries at a time (Cisco Unified CallManager Assistant Console)
- Answer and release
- Call transfer
- Call conference
- Per-call drag-and-drop transfer, hold—drag call from loop key to directory record for transfer (Cisco Unified CallManager Assistant Console only)
- Integration with Cisco Unified CallManager dial rules
- Dial digits (Dual Tone Multifrequency) from Cisco Unified CallManager Assistant Console
- Intercom
- Ability to immediately divert or transfer selected calls to a preconfigured target
- Ability to divert all calls (proxy-line mode only)
- Ability to transfer to voice mail (TrnsfVM)
- Ability to create speed dials for frequently used numbers (Cisco Unified CallManager Assistant Console only)
- Ability to handle calls on managers' own lines (shared-line mode only)
- Barge (shared-line mode only)
- Privacy (shared-line mode only)
- Direct transfer (shared-line mode only)
- Join (shared-line mode only)
- Message-waiting-indicator (MWI) status of manager's phone (shared-line mode only when used with Cisco Unified CallManager Assistant Console)

Manager Features

- Immediate divert or transfer
- Do not disturb (DND)
- Divert all calls
- Call intercept
- Call filtering on Calling Line ID (CLID) (proxy-line mode only)
- Intercom

- Speed dials
- Transfer to voice mail (TrnsfVM)
- Barge (shared-line mode only)
- Direct transfer (shared-line mode only)
- Join (shared-line mode only)

SCALE AND LIMITS

- Up to 10 assistants per manager
- Up to 33 proxy lines (monitored manager lines) per assistant
- Recommended no more than five managers on Cisco Unified CallManager Phone Application
- 1250 total assistants and 1250 managers per Cisco Unified CallManager cluster

SYSTEM REQUIREMENTS

Server Requirements

- Cisco CallManager 3.3 (proxy-line mode only)
- Cisco Unified CallManager 4.0 or 4.1 (proxy-line and shared-line modes)
- Cisco Unified CallManager 5.0 (proxy-line and shared-line modes)
- Any Cisco Media Convergence Server or third-party server platform that is certified to run Cisco Unified CallManager

Assistant Station

- Pentium II 366-MHz processor PC
- 128 MB of RAM
- Microsoft Windows 2000 or Microsoft Windows XP
- Cisco Unified IP Phone 7940G, 7941G, 7941G-GE, 7960G, 7961G, 7961G-GE, 7970G, or 7971G-GE supporting SCCP

Manager Station

- Cisco Unified IP Phone 7940G, 7941G, 7941G-GE, 7960G, 7961G, 7961G-GE, 7970G, or 7971G-GE supporting SCCP

ORDERING INFORMATION

Cisco Unified CallManager Assistant is shipped with Cisco Unified CallManager. Cisco Unified CallManager Assistant is not orderable separately.

CISCO UNIFIED COMMUNICATIONS SERVICES AND SUPPORT

Using the Cisco Lifecycle Services approach, Cisco Systems 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. Upfront 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. 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.

**Corporate Headquarters**

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 526-4100

European Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: 31 0 20 357 1000
Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-7660
Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on **the Cisco Website at www.cisco.com/go/offices.**

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus
Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel
Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal
Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden • Switzerland • Taiwan
Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

Copyright 2006 Cisco Systems, Inc. All rights reserved. CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, Packet, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0601R)

