Cisco Unity Unified Messaging

Be in touch whenever, wherever and however you want to be with a messaging system that unifies all your media and all your channels. You choose how to receive and how to reply.

Benefits and features

Cisco Unity Unified Messaging – an integral component of the Cisco IP Communications system – brings unified communications solutions to enterprise-scale organisations. It delivers powerful unified messaging (email, voice, and fax messages sent to one inbox) and intelligent voice messaging to improve communications, boost productivity, and enhance customer service capabilities across your organisation.

• **Easy to use** – there are no tricky new access systems to master. Manage all your messages and settings from the familiar Outlook box on your PC or from the intuitive browser-based interface. (Unity also supports Lotus Notes.) Choose which messages you want to be alerted to and by which channel – such as mobile or other personal device. When listening to your messages on your handset, you can use telephone touch-tones to adjust volume control and playback speed, and forward, rewind, and pause messages.

• **Fully integrated** – Cisco Unity can announce the number, type, and priority of new messages received, the date and time they were sent, or deliver messages to another extension, mobile telephone, or remote location. And to help colleagues and customers reach you more efficiently, you can record up to five different personal greetings to cover situations such as out of hours or engaged line. With the text-to-speech (TTS) capability you can hear emails over the telephone.

• **Time saving** – scan, prioritise and respond to any message from your desk or laptop PC. There’s no need to make regular dial-in checks for voice messages – you know they will come straight to your inbox, as will any faxes or notes you care to attach.

• **Language options** – fully localised versions are available in many languages including French, Spanish and Japanese as well as four versions of English differentiating between UK, US, New Zealand and Australia.

• **Reduce costs** – because Cisco Unity shares the same directory as the Exchange network you can make changes, additions or moves from one place, eliminating duplicate administration for separate voice and email systems. And as all messages are housed in the same store you essentially cut back-up costs in half.

Is it for you?

Whether you are in the office, at home or on the road, Cisco Unity Unified Messaging allows you to manage all your messages using the device – desktop PC, laptop, mobile or fixed phone – that suits you. Set your customised rules, filters and priorities to match the way you work. Check emails from your phone or voicemails from your Outlook screen or reply to emails with voicemail – whichever way round you want. Cisco Unity provides advanced, convergence-based communications services and integrates them with the desktop applications you use every day.

The server-based architecture is truly unified with your data network, minimising installation, administration, and maintenance costs and is built on a platform that can scale to meet your organisation’s needs as it grows.

For smaller, or branch, operations Cisco Unity Express provides similar functionality.

In association with

Cisco Systems

BT
How it works
Cisco Unity integrates with your existing private branch exchanges (PBX) and voicemail systems to make the most of your communications investments. Cisco Unity can support legacy PBX systems and Cisco CallManager simultaneously – paving the way for a cost-effective and controlled migration to full IP telephony. Cisco Unity’s optional AMIS-A networking module allows message interchange between disparate voice messaging systems that support this industry-standard messaging protocol, while Cisco Unity Bridge enables advanced message interchange functionality with Avaya and Octel systems. Thus customers who are deploying Cisco Unity can continue using their legacy messaging systems, ensuring a smooth transition.
Cisco Unity Express, for smaller organisations or branch offices of enterprise organisations is scalable from four to 16 concurrent voicemail or auto attendant calls and 12 to 120 mailboxes with a total of 100 hours of storage. Available as a network module (NM) or advanced integration module (AIM) it is a simple addition to Cisco 2600XM, 2691, 2800 series, 3700 series and 3800 series routers.

Service and support
We invest in premium skills and back up our teams with intelligent systems, efficient processes and an extensive range of services to last a lifetime in business – from telephone advice lines and online support through to full business continuity for risk management and disaster recovery.

Plus lifelong support for your solution
• Single point of contact through seven specialist service centres (SSCs)
• One of the largest field networks of any telecoms supplier: more than 1900 engineers nationwide, meaning backup usually within an hour’s drive of any BT customer site*
• On-board system diagnostics and remote fault fixing, to enable on-the-spot resolution of minor technical problems
• Consultancy, project management, development, networking and installation
• Telephone and web-based support helpdesks
• Managed services including systems configuration and administration
• Business continuity services, including data backup, security audits, healthchecks and disaster recovery.

*Response times dependent on suitable maintenance contract

Finance options
If you want to minimise your capital outlay, you can take advantage of simple, flexible repayment options to cover your equipment, software, installation and connection charges. With a leasing option, there’s no deposit to pay and rental agreements are designed to suit your preferred payment schedule, lasting from three to seven years.
Flexible maintenance contracts

Eight-to-five, or around the clock, all year. We have the service deal to match the way you do business – backed by service level agreements.

**StandardCare**
8am to 5pm, Monday to Friday*, with a next-day response time for faults reported before 5pm

*Excludes public holidays

**PromptCare**
8am to 5pm, Monday to Saturday*, with a four-hour response time from the time a fault report is received

**TotalCare**
24 hours a day, seven days a week, all year, with a four-hour response time from the time a fault report is received

**CustomCare**
Tailored to specific requirements and can include having an engineer permanently on site

*Excludes public holidays

Why BT?

We have the capability to deliver and manage the whole solution

- BT is a principle supplier of networked IT business communications and is one of the market leaders in system sales and service provision
- We are a one-stop solutions shop – from telephony to data, infrastructure to mobility, be it a small office business system to a fully converged solution; packaged applications or managed services
- Our expertise covers everything you need: – from the cabling under your feet to the applications on your desk – from consultancy, systems development, installation through to maintenance, technical support and account management
- We offer a complete and consistent service wrap, with a service portfolio spanning the life of your solution
- We can offer you a tangible local partnership for ownership and accountability, and a national partnership to ensure true scalability
- BT has teamed up with world-class suppliers to give you access to the widest range of quality products and services – from systems integration and logistics through to product development, technical support, customer service and sales & marketing support
- BT has been awarded the highest possible partnership status by Nortel, Cisco Systems, Microsoft and Avaya – proof that we meet and exceed the standards set by the world’s top communications companies.

Contact & Further Information

Visit www.bt.com/cs/

Still need to know more?
Talk to us about Cisco Unity Unified Messaging and how we can help you pull together all the building blocks for convergence.

- Call us on Freefone 0800 389 4848 Quoting 49216
- Talk to your BT Account Manager
- Visit www.bt.com/convergentsolutions for anything else in our portfolio
- Tell us if this datasheet was useful or how we can make things better cs.marketing@bt.com

Offices worldwide

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