



SYSTEMS

VoIP
services

Cisco Unified CallManager Express 4.0

Cisco® Unified CallManager Express provides call processing for Cisco IP phones for small office or branch office environments. It enables the large portfolio of Cisco Integrated Services routers to deliver IP telephony features that are commonly used by business users to meet the voice and video communications requirements of the small or medium-sized office. Cisco Unified CallManager Express enables the deployment of a cost-effective, highly reliable communications system using a single Cisco Integrated Services Router using Cisco IOS® Software.

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.

Customers can now scale IP telephony to a small or medium-sized site with a system that is very simple to deploy, administer, and maintain. Cisco Unified CallManager Express is best suited for customers who are looking for an integrated, reliable, feature-rich telephony system up to 240 users.

KEY FEATURES AND BENEFITS

IP telephony is currently undergoing tremendous growth, accelerated by access to value-added features and applications only IP telephony can provide to the end user. Additionally, the cost benefits of converging data, voice, and video onto a single network are adding to the rapid acceptance of this technology. Because it is integrated into a router, Cisco Unified CallManager Express enhances the advantages of convergence by offering the following unique benefits:

- **Cost-effective operations through a single, integrated voice-and-data platform for all branch office needs**—Highly reliable routers, including the Cisco 2800 and 3800 series Integrated Services Router platforms, provide robust quality of service (QoS), network security, encryption, firewall, and network modules that deliver content networking and enhanced VPN services to address branch and small-office business needs. The system delivers integrated IP telephony, voice mail, and automated attendant functionality, which allows customers to deploy one device to address all their business needs. This simplifies management, maintenance, and operations, and delivers a lower total cost of ownership (TCO).
- **Sophisticated key system and PBX capabilities**—Small offices have different workflows and require specialized features to support their work practices. Cisco Unified CallManager Express delivers a robust set of telephony features for the small office, and delivers unique value added capabilities through Extensible Markup Language (XML) that enhance the productivity of the end user and of the business that cannot be delivered by traditional systems.
- **Interoperability with Cisco Unified CallManager**—Customers can deploy Cisco Unified CallManager at larger sites and deploy Cisco Unified CallManager Express at branch office locations where local call processing is required. Using H.323 or SIP trunking calls can be routed over the WAN with calling party name and number information, plus compressed voice for better WAN bandwidth utilization.
- **Investment protection and ease of upgrade to centralized call-processing systems**—Through a simple software configuration change on the router, a system with Cisco Unified CallManager Express can be converted to a highly available survivable telephony gateway for a remote site in a centralized Cisco Unified CallManager deployment architecture. This flexibility helps ensure full investment protection to successful businesses that might outgrow the system capacity.
- **Remote maintenance and troubleshooting**—Customers can use the industry-standard Cisco IOS Software command-line interface (CLI) or userfriendly graphical user interface (GUI) to configure and administer Cisco Unified CallManager Express.



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