



Cisco Unity—Benefits for IT Professionals

Built for Convergence

Cisco Unity is designed for an IP environment and complements the full range of IP Communications solutions—such as Cisco Unified Communications Manager, Cisco Personal Assistant, and Cisco IP Contact Center—by providing advanced capabilities that unify data and voice. Also, because it's enabled by Cisco AVVID (Architecture for Voice, Video and Integrated Data), Cisco Unity provides a solid foundation for rolling out future convergence-based communications services. With IP, it's less expensive for you to deploy a comprehensive communications solution because you have a single network for both voice and data.

Leverage Your Communications Infrastructure Investment

Cisco Unity leverages existing communications infrastructure investments by integrating with leading legacy private branch exchanges (PBXs) and interoperating with legacy voice mail systems. Cisco Unity supports legacy PBX systems and Cisco Unified Communications Manager—even simultaneously—paving the way for a cost-effective 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 voice messaging systems. With AMIS-A and Cisco Unity Bridge, customers who are deploying Cisco Unity can continue using their legacy messaging systems, ensuring a smooth transition.

Reduce Costs

Because Cisco Unity shares the same directory as the Exchange network, you can make subscriber moves, adds, and changes from one place, eliminating redundant tasks. Studies show that a typical move, add, or change to a user account costs between \$75 and \$100. Eliminating duplicate administration for separate voice and e-mail systems can quickly pay for the entire system. In addition, because all messages are housed in the same message store, you essentially cut back-up costs in half.

Minimize Message Impact on Network

Cisco Unity uses streaming media to minimize messaging impact on your data network. It gives you the ability to select the compression level of the messages being stored, so you manage the tradeoff between sound quality and size. And because Cisco Unity shares the same message store as your Exchange network, there is no constant synchronization traffic between multiple stores to tie up your bandwidth.

Simplify Training

Cisco Unity leverages your knowledge of Exchange, reduces training costs, and allows system administrators to focus their skill development and troubleshooting resources on one system, instead of multiple systems.

Simplify Administration

Cisco Unity is truly unified with your data network, allowing you to set one back up procedure, one message storage policy, and one security policy. You can use the intuitive browser-based system administration interface to control your system, and you can do this from anywhere on your network—even if you are out of the office. And with Cisco Unity's online help, you can get answers quickly without hauling out a stack of manuals.

Save Administrative Time and Resources

Cisco Unity's class of service feature allows you to delegate routine or simple tasks to junior resources when appropriate. The browser-based personal administrator, ActiveAssistant, also allows you to enable users to manage more of their own accounts, saving administrative time and resources. You get to choose how much administration you allow others to carry out.

Voice Messaging Functionality

Cisco Unity delivers robust voice messaging that features an automated attendant capable of handling a high volume of incoming calls faster and more efficiently than a live operator, leaving the operator free to provide personalized customer service to those who need it most. For companies that prefer more limited automated attendant usage, Cisco Unity can be easily configured to answer only after-hours calls or calls that come in on specified telephone numbers.

Multilingual Capability

Cisco Unity is localized to meet the needs of customers around the globe. Fully localized versions are available in multiple languages—Dutch, four dialects of English (Australian, New Zealand, U.K., and U.S.), French, German, Japanese, Mandarin Chinese, Norwegian, and two dialects of Spanish (Colombian and European)—and, depending on the language, feature everything from system prompts and subscriber conversations to the browser-based administration consoles and product documentation in the customer's language of choice. Cisco Unity also supports multiple languages on a single system, giving you the ability to meet the individual needs of your employees.

Digital Networking Capability

Cisco Unity offers an optional digital networking module that 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.



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