

Introducing Cisco Unified Communications Manager Express

The word is out: Cisco Unified Communications Manager Express (CUCME) is Cisco's new Call Manager Express system (CME). Both concepts are pretty much identical, with the slight difference that the IP Telephony software now runs on Cisco routers; the software is installed in the router's flash memory.

The CUCME system serves as the call control node and can easily facilitate IP Telephony communications in small to medium size enterprises. It is an excellent telephone system that can provide automatic answering and call distribution through the application of interactive menus and local hunt groups.

The advanced Cisco Unified Communications Manager Express system has the capabilities businesses need to better compete in today's global market; the program also offers the following benefits:

- All-inclusive solution: CUCME comprises a ground-breaking key system that utilizes small private branch exchange (PBX) capabilities within feature-rich Cisco IOS software. Features include integrated wired and wireless LAN, security with VPN, firewall, and encryption, plus Cisco routing and switching functionality.

- Easy integration with existing applications: there will be no problem incorporating the system with existing business process applications, such as Customer Relationship Management (CRM), which is set up in combination with Cisco Unified CallConnector applications.

- Improved employee productivity: Cisco Unified Communications Manager Express provides rich call processing with extended call control, as well as location, and status of other users.

- Customer Contact: a combination of strategy and architecture promotes resourceful and effective customer communications across a capable global network. This is accomplished by enabling organizations to draw from a wide range of service resources. CUCME consumers will have access to an infinite group of agents, multiple channels of communication, and an array of customer self-help tools.

- Extended incoming calls: users can take advantage of Cisco's single number reach feature. Their incoming business calls can be extended to mobile or home phones; this attribute will be based on rules the consumer specified with Cisco Unified CallConnector Mobility.

- Easy installation and changes: transfers, add-ons and changes can be easily accomplished because of an intuitive management interface.

- The system is extendible: this full-featured call processing solution is designed to support up to 300 users, and allows planned migration strategies to sustain future growth requirements. The system can expand as the company grows. Advanced customers can also take advantage of integrations with TAPI clients, basic automatic call distribution application, and Auto Attendant, Voicemail and Interactive voice response systems.

- Affordability: the [Cisco Unified Communications](#) Manager Express system is easy to install, manage, and maintain.

Cisco Unified Communications Manager Express is an award-winning IP communications solution. It is an important part of the Cisco Integrated Services Router portfolio, which also includes:

- Cisco Unity Express which can be used to provide integrated messaging with an AIM or NM module.

- A full range of IP phones that can meet the business needs of small to medium companies.

- An extensive voice over IP (VoIP) capability that can support H.323 and Session Initiation Protocol (SIP) implementations.

- Voice gateways that will support VG224 and analog telephone adaptors (ATA).

About the Author

The Specialist are experts in [Cisco Unified Communications](#). If you are looking for [Cisco Unified Communications](#) then make sure you contact The Specialist.

