

# Cisco Collaboration Insights



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## Top of Mind

**The Benefits of Listening and Delivering in Customer Care**  
 Chris Botting, Senior Director of Product Management at Cisco, writes, "One of the things I enjoy most in my role leading Product Management for the Cisco® Customer Collaboration business is listening to our customers and partners to ensure we deliver products that meet their needs. Our focus on delivery and execution sets Cisco apart in the industry. So I'm very pleased to see that, for the second year in a row, Cisco was recognized as highest in 'Ability to Execute' in Gartner's Contact Center Infrastructure (CCI) Magic Quadrant."  
[Read Blog](#)

## Collaboration Community

A heads up! Over the next few months you will see some changes to the design of the [Cisco Collaboration Community](#) as we strive to improve navigation and provide a consistent experience throughout the platform. Remember, if you ever have improvement suggestions, drop us a note on the [Community Info and Feedback board](#).

## Collaboration Solutions Spotlight

**SenseLab Confirms Superior Audio Performance of Cisco Unified IP Conference Phone 8831**  
 SenseLab, an independent laboratory specializing in testing of audio codecs, hardware, and telecommunications devices, has confirmed the superior audio performance of the Cisco Unified IP Conference Phone 8831 over Polycom's SoundStation IP7000.  
[Check out the summary and detailed reports](#)

**Cisco Desktop Collaboration Experience DX650: A Closer Look**  
 See the desktop device that's changing the way we work, share, and collaborate. By merging video, voice, and mobile features—and supporting robust application development through its Android operating system—the Cisco DX650 turns the tired old desk phone on its ear.  
[Learn More](#)

**Spotlight on Video and the Cisco BE 6000**  
 Learn more about the Cisco Business Edition 6000 (BE 6000), an integrated communications solution, in this video. The BE 6000 provides voice and video call control, mobility, messaging, conferencing, instant messaging and presence, and contact center options on a single server.  
[View Video](#)

**Cisco Remains Number 1 in Interactive Voice Response**  
 Independent market share data shows that Cisco remains the world's number 1 interactive-voice-response (IVR) vendor by a wide margin.  
[Learn more](#)

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## Cisco in the News

**Cisco Global Survey Reveals That the Majority of Aspiring Executives See a Big Future for Video in the Workplace**  
[Read Article](#)

**Channeling Innovation – The 21st Century Way**  
[Read Article](#)

**Proliferation of End-User Devices and Workplace Collaboration Will Help Boost Greater Technology Financing Uptake in India**  
[Read Article](#)

**Cisco, Google, and Twitter Come Together on Commonwealth Club Panel to Discuss a Seismic Shift in Business: Gen Y Entering the Workforce**  
[Read Article](#)

## New Resources and Webcasts

**Free Training VoD Available for Cisco Prime Collaboration Analytics**  
 This in-depth eLearning video on demand (VoD) demonstrates and explains the deployment and configuration tasks for Cisco Prime™ Collaboration Analytics—a great free resource for partners and customers.  
[Access Training](#)

**New CCNA Video Technical Webcast Series**  
 If you are seeking information about Cisco TelePresence® collaboration products and services, then this is the webcast series for you. Cisco experts uncover technical secrets that can help you achieve your CCNA® Video Certification goals. The next live webcast is August 27 at 9 a.m. Pacific Time. In this session, experts will review how to manage and schedule Video Services.  
[Register Now at the Cisco Learning Network](#)

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## Customer Success Stories

**Consulting Firm Wins Over Audience with High-Tech Event**  
 Frost & Sullivan delivers first-of-its-kind technology event and boosts attendee rates.  
[Read Case Study](#)

**Case Study Portals**  
 Find relevant case studies quickly through these case-study portals:  
 • [Collaboration](#)  
 • [Unified Communications](#)  
 • [Cisco WebEx meeting applications](#)

## Worth Noting

**Collaboration and Craps**  
 Collaboration, craps, and a breaking bad montage! Read more about how collaborative teamwork can turn a profit in the most unlikely of places.  
[Read Blog](#)

**From Work-Life Balance to Work-Life Blend – Google, Twitter, and Cisco Join a Panel to Discuss How to Prepare Companies for Gen Y**  
 Two weeks ago, I was sitting in front of 250 people at the Commonwealth Club in San Francisco talking about a subject most Fortune 500 companies are dealing with today: how to prepare for the thousands of Gen Y employees about to descend on the work place.  
[Read Blog](#)

**Calling All Introverts! Why You're Wired to Collaborate**  
 Extroverts get too much credit. There, I've said it. I'm not exactly sure what I mean by "credit", but extroverts tend to stand out through their natural behavior. Extroverted leaders glide into rooms and engage instantly in the most important conversations. What makes collaboration so challenging for many organizations is the nature of the work.  
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## Events

**Cisco Americas Customer Collaboration Sales Summit**  
 September 11–12 at the Fairmont Dallas Hotel in Texas. More than 400 attendees will gather under one roof to learn, network, and share best practices.  
[Register Now](#)

**Cisco Event and Seminar Guide**  
 Find relevant events, webcasts, and seminars quickly.  
[Learn More](#)

## Collaboration User Group Programs

**Collaboration User Group**  
 Join this virtual user group to influence product direction for Cisco Collaboration solutions, learn from experts, and connect with more than 10,500 Cisco customers and partners who are using Cisco Collaboration solutions.  
[Join today](#). Membership is free.

**User Group Programs**

- Access to early adopter and beta trials
- Advisory groups to influence product direction
- Monthly technical and roadmap briefing
- Private online discussion forum
- Exclusive sessions and perks at Cisco Live US

**Product Trials**

- Cisco Jabber™ for Mac Early Adopter Program (EAP)
- Cisco Jabber for Android Early Adopter Program (EAP)
- Cisco Jabber for Windows Early Adopter Program (EAP)
- Cisco Unity® Connection 10.0 Beta
- Cisco Standard Attendant Console 10.0 Beta
- Cisco Jabber for iOS

**Next Briefing**

- August 22, 2013: Enterprise License Manager and Cisco Unified Communications Manager 9.1 License Migration

[Learn More and Join](#)

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## Quick Links

- [Collaboration Home Page](#)
- [Voice and Unified Communications](#)
- [Cisco Customer Collaboration](#)
- [Cisco WebEx® solutions](#)
- [Cisco TelePresence® conferencing](#)
- [Cisco Collaboration Architecture](#)
- [Design Zone for Collaboration](#)
- [Cisco Product Quick Reference Guide](#)

## We'd Like to Hear from You

Do you have feedback regarding this newsletter?  
[Let us know](#)

## Cisco Jabber Early Adopter Program

**Cisco Jabber for Android 9.5**  
 This trial will run through September. Sign up today for access to this new version, and begin using instant messaging, video, and voice calling features for your Android device.

**Cisco Jabber for Mac 9.2.1**  
 Enroll and send your feedback if you haven't experienced this recently updated build for the Mac.

**Coming Soon: Cisco Jabber for Windows 9.6 Early Adopter Trial**  
 Cisco Jabber for Windows 9.6 is scheduled to go into trial in early September. Enroll in the Early Adopter Program today to install this new version and share your feedback with the product team.  
[Sign-Up Is Quick and Easy](#)

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