

Date: February 28, 2013

Subject: Announcing First Customer Shipment for Cisco MediaSense 9.1

Cisco is pleased to announce that Cisco MediaSense release 9.1 has reached First Customer Shipment (FCS). Cisco MediaSense is an open-standards, network-based, scalable platform that supports recording, playback, live streaming, and storage of media, including audio and video, with rich recording metadata.

Cisco MediaSense 9.1 introduces a new, built-in **Search & Play application** that makes MediaSense a complete recording solution for many businesses and organizations. If more advanced features are required, however, recordings made by MediaSense can be leveraged by applications from Cisco technology partners to provide a variety of valuable business functions including: regulatory compliance review, quality management, service optimization, legal discovery, business intelligence gathering, agent training, and real-time agent guidance that can dramatically improve customer care. MediaSense 9.1 also supports upload and streaming of pre-recorded video files to provide **video-in-queue** to callers. This allows businesses to provide information and/or advertising to callers waiting for a video-enabled agent or expert. NOTE: the video-in-queue feature requires a separate application to route the call to MediaSense.

For complete details on this release, please review the release notes here:
http://www.cisco.com/en/US/products/ps11389/prod_release_notes_list.html

Availability, Upgrades and Ordering

Cisco MediaSense 9.1 is available immediately. To order, visit the Cisco Ordering home page:
<http://www.cisco.com/en/US/ordering/index.shtml>.

Product Literature and Documentation

For complete product literature including data sheets, documentation, and presentation materials please visit www.cisco.com/go/mediasense and <http://developer.cisco.com/web/mediasense/docs> .

Communicating with Partners and Customers

Please use this announcement to notify your partners and customers that Cisco MediaSense 9.1 is available and ready for download.

For more information, additional resources and questions, please visit the Contact Center Partner Community here: <https://communities.cisco.com/community/partner/collaboration/contactcenter>