

TECHNICAL REFERENCE

CISCO IPCC EXPRESS EDITION FEATURES AND PRODUCT SPECIFICATIONS

Table 1. IPCC Express 4.0

Feature	Premium	Enhanced	Standard
General System Features with Server Softw	are		
Hardware Configuration	Cisco Media Convergence Servers and Cisco approved partner servers	Cisco Media Convergence Servers and Cisco approved partner servers*	Cisco Media Convergence Servers and Cisco approved partner servers*
System Software Configuration	Microsoft Windows client- server software	Microsoft Windows client- server software	Microsoft Windows client- server software
Vendor Systems Supported	Cisco CallManager 4.1 and later	Cisco CallManager 4.1 and later	Cisco CallManager 4.1 and later
Operating System(s) Supported	Windows 2000 Server and Advanced Server	Windows 2000 Server and Advanced Server	Windows 2000 Server and Advanced Server
Redundancy Support	High Availability with automatic failover	High Availability with automatic failover	None
Max. # of Analog Trunks Supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Max. # of Digital Trunks Supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Max. # of IP Trunks Supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Max. # of Trunk Groups Supported	Unlimited (no software limitations)	Unlimited (no software limitations)	Unlimited (no software limitations)
Call Conferencing	Included	Included	Included
Agent Inter-Dialing Support	Included	Included	Included
Direct Outward Dialing (DOD) Support	Included	Included	Included
Integrated ACD Features with Server Softwa	are		
Custom Scripting via IPCC Express Drag & Drop Editor	Included	Included	Included
Max. # of Configurable Agents Supported**	300	300	300
Max. # of Active Agents Supported**	300	300	300
Max. # of Supervisor Positions Supported**	32	32	32
Max. # of Agent Groups Supported**	75	75	75
Max. # of Agents per Group**	300	300	300
ANI Support	Included	Included	Included
DNIS Support	Included	Included	Included
Route on Skill	Included	Included	Not Available
Rout on Skill Competency	Included	Included	Not Available

Conditional Routing (Time of Day, Day of Week, Custom Variables, etc) Overflow, Interflow Routing Routing Based on Enterprise Data (e.g. Priority Routing) Included Custom Routing Based on Enterprise Data (e.g. Priority Routing) Included Routing Priority Queuing Included Included Included Included Not Available Not Availabl	Feature	Premium	Enhanced	Standard
Custom Routing Based on Enterprise Data (e.g. Priority Routing) Max. # of Definable Skills Groups 150 150 150 Not Available Not Availab	• • • • • • • • • • • • • • • • • • • •	Included	Included	Included
(e.g. Priority Routing)	Overflow, Interflow, Intraflow Routing	Included	Included	Included
Max. # of Definable Skills Groups 150 150 Not Available Max. # of Skills per Agent 50 50 Not Available Max. # of Skills per Agent 50 50 Not Available Max. # of Stopper Routing Program Unlimited (no software limitations) Max. # of Steps per Routing Program Unlimited (no software limitations) Integrated IVR Features with Server Software Play Messages to Callers—Music CallManager Music On Hold server or .wav file limitations) Included via Cisco CallManager Music On Hold server or .wav file server or .wav file limitations Play Messages to Callers—Prompts Included via .wav file Included fully customizable Combine Prompts, Music And Messages Included fully customizable Included fully customizable Combine Prompts, Music And Messages Included fully customizable Inc	· ·	Included	Not Available	Not Available
Max. # of Skills per Agent 50 Unlimited (no software limitations) Integrated IVR Features with Server Software Play Messages to Callers—Music Included via Cisco CallManager Music On Hold server or wave file Included via Cisco CallManager Music On Hold server or wave file Included via Cisco CallManager Music On Hold server or wave file Included via wave file Included via wave file Included via wave file Included via wave file Included fully customizable Included I	Dynamic Priority Queuing	Included	Included	Not Available
Max. # of Routing Programs Max. # of Steps per Routing Program Unlimited (no software limitations) Max. # of Steps per Routing Program Unlimited (no software limitations) Integrated IVR Features with Server Software Play Messages to Callers—Music Included via Cisco CallManager Music On Hold server or .wav file server or .wav file server or .wav file Included via .wav file Included via .wav file Included via .wav file Included via .wav file Included fully customizable Play Messages to Callers—Prompts Included fully customizable Included Included Included Included Automatic Attendant Support Included fully customizable Included Included Included Included Not Available Not Available Not Available Not Available Play Included—Included Not Available Not Available Not Available Real-Time Notification Services (Email, Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—Included—In	Max. # of Definable Skills Groups	150	150	Not Available
Ilimitations Ilimitations Ilimitations Ilimitations Max. # of Steps per Routing Program Unlimited (no software limitations) Unlimited (no software limitations) Included Via Cisco Calilwanager Music On Hold server or .wav file Included via Cisco Calilwanager Music On Hold server or .wav file Included via .wav file Included fully customizable Included fully c	Max. # of Skills per Agent	50	50	Not Available
Imitations Imitations Imitations Imitations Imitations	Max. # of Routing Programs	,	`	`
Play Messages to Callers—Music Included via Cisco CallManager Music On Hold server or .wav file server or .wav file server or .wav file Included via .wav file Included fully customizable Included	Max. # of Steps per Routing Program	,	,	`
CallManager Music On Hold server or .wav file Included via .wav file Included fully customizable Included Included Included Included Included Included Included fully customizable Included In	Integrated IVR Features with Server Softwar	е		
Play Messages to Callers—Combine Prompts, Music And Messages Capture and Process Caller DTMF Input Included Included Automated Attendant Support Included In	Play Messages to Callers—Music	CallManager Music On Hold	CallManager Music On Hold	CallManager Music On Hold
Combine Prompts, Music And Messages Capture and Process Caller DTMF Input Included Automated Attendant Support Included fully customizable Not Available Not Available Not Available Automatic Speech Recognition Quitonal via MRCP—order from Nuance or Scansoft Text to Speech Optional via MRCP—order from Nuance or Scansoft Real-Time Notification Services (Email, Included—paging and fax require 3" party services Real-Time Notification Services (Email, Included—paging and fax require 3" party services Read data from HTTP and XML pages Included Included Run any Defined Workflow via HTTP Request Integrated Self-Service Application Support Included	Play Messages to Callers—Prompts	Included via .wav file	Included via .wav file	Included via .wav file
Automated Attendant Support Included fully customizable Not Available Database Integration Included Not Available Not Available Not Available Automatic Speech Recognition Optional via MRCP—order from Nuance or Scansoft from Nuance from Nuance or Scansoft from Nuance from Nua	, ,	Included fully customizable	Included fully customizable	Included fully customizable
Database Integration Included Not Available Not Available Automatic Speech Recognition Optional via MRCP—order from Nuance or Scansoft Not Available Not Available Text to Speech Optional via MRCP—order from Nuance or Scansoft Not Available Not Available Real-Time Notification Services (Email, Paging, Fax) Included—paging and fax require 3 st party services Not Available Not Available VoiceXML for ASR/TTS and DTMF Included Not Available Not Available Read data from HTTP and XML pages Included Included Included Run any Defined Workflow via HTTP Request Included Not Available Not Available Integrated Self-Service Application Support Included Not Available Not Available Integrated CTI/Screen Pop Features with IPPC Express Seat License Included Included Included Automatically Start any Microsoft Windows Compatible Application Included Included Not Available Send Information To any Microsoft Windows Compatible Application Included Not Available Not Available Provide Database Dip in Support of Screen Pop Included Not Avail	Capture and Process Caller DTMF Input	Included	Included	Included
Automatic Speech Recognition Optional via MRCP—order from Nuance or Scansoft Text to Speech Optional via MRCP—order from Nuance or Scansoft Real-Time Notification Services (Email, Paging and fax require 3rd party services Not Available Not Available Included Included Run any Defined Workflow via Included Not Available Not Available Integrated Self-Service Application Support Included Not Available Not Available Integrated CTI/Screen Pop Features with IPPC Express Seat License Pop ANI/DNIS and Customer Defined Workflow Data Automatically Start any Microsoft Windows Compatible Application Send Information To any Microsoft Windows Compatible Application Provide Database Dip in Support of Screen Pop Included Not Available Not Available Included Not Available Not Available	Automated Attendant Support	Included fully customizable	Included fully customizable	Included fully customizable
From Nuance or Scansoft Text to Speech Optional via MRCP—order from Nuance or Scansoft Real-Time Notification Services (Email, Paging, Fax) Included—paging and fax require 3 rd party services VoiceXML for ASR/TTS and DTMF Included Not Available Read data from HTTP and XML pages Included Included Run any Defined Workflow via HTTP Request Integrated Self-Service Application Support Included Includ	Database Integration	Included	Not Available	Not Available
From Nuance or Scansoft Real-Time Notification Services (Email, Paging, Fax) Included—paging and fax require 3" party services Not Available Not Available	Automatic Speech Recognition		Not Available	Not Available
Paging, Fax) require 3 rd party services Hot Available VoiceXML for ASR/TTS and DTMF Included Not Available Not Available Read data from HTTP and XML pages Included Included Included Included Run any Defined Workflow via HTTP Request Included Not Available Not Available Integrated Self-Service Application Support Included Not Available Not Available Integrated CTI/Screen Pop Features with IPPC Express Seat License Pop ANI/DNIS and Customer Defined Workflow Data Included Included Included Automatically Start any Microsoft Windows Compatible Application Included Included Not Available Send Information To any Microsoft Windows Compatible Application Included Not Available Not Available Provide Database Dip in Support of Screen Pop Included Not Available Not Available Integrated PC-Based Agent Desktop Features with IPPC Express Seat License Work Flow Automation/Task Buttons Included Included Not Available	Text to Speech		Not Available	Not Available
Read data from HTTP and XML pages Included Included Included Run any Defined Workflow via Included Not Available Not Available HTTP Request Integrated Self-Service Application Support Included Not Available Not Available Integrated CTI/Screen Pop Features with IPPC Express Seat License Pop ANI/DNIS and Customer Defined Vorkflow Data Included I			Not Available	Not Available
Run any Defined Workflow via HTTP Request Integrated Self-Service Application Support Integrated CTI/Screen Pop Features with IPPC Express Seat License Pop ANI/DNIS and Customer Defined Workflow Data Automatically Start any Microsoft Windows Compatible Application Send Information To any Microsoft Windows Compatible Application Included Inclu	VoiceXML for ASR/TTS and DTMF	Included	Not Available	Not Available
HTTP Řequest Integrated Self-Service Application Support Included Integrated CTI/Screen Pop Features with IPPC Express Seat License Pop ANI/DNIS and Customer Defined Workflow Data Automatically Start any Microsoft Windows Compatible Application Send Information To any Microsoft Windows Compatible Application Provide Database Dip in Support of Screen Pop Included Included Not Available Included Not Available	Read data from HTTP and XML pages	Included	Included	Included
Included CTI/Screen Pop Features with IPPC Express Seat License Pop ANI/DNIS and Customer Defined Workflow Data Automatically Start any Microsoft Windows Compatible Application Send Information To any Microsoft Windows Compatible Application Included Included Included Not Available Integrated PC-Based Agent Desktop Features with IPPC Express Seat License Work Flow Automation/Task Buttons Included Included Not Available	,	Included	Not Available	Not Available
Pop ANI/DNIS and Customer Defined Workflow Data Automatically Start any Microsoft Windows Compatible Application Send Information To any Microsoft Windows Compatible Application Included Included Included Included Not Available Not Available Not Available Not Available Not Available Not Available Integrated PC-Based Agent Desktop Features with IPPC Express Seat License Work Flow Automation/Task Buttons Included Included Included Not Available Not Available	Integrated Self-Service Application Support	Included	Not Available	Not Available
Workflow Data Included Included Automatically Start any Microsoft Windows Compatible Application Included Included Not Available Send Information To any Microsoft Windows Compatible Application Included Included Not Available Provide Database Dip in Support of Screen Pop Included Not Available Not Available Integrated PC-Based Agent Desktop Features with IPPC Express Seat License Work Flow Automation/Task Buttons Included Included Not Available	Integrated CTI/Screen Pop Features with IPPC Express Seat License			
Compatible Application Included Included Not Available Send Information To any Microsoft Windows Compatible Application Included Included Not Available Provide Database Dip in Support of Screen Pop Included Not Available Not Available Integrated PC-Based Agent Desktop Features with IPPC Express Seat License Work Flow Automation/Task Buttons Included Included Not Available	·	Included	Included	Included
Compatible Application Provide Database Dip in Support of Screen Pop Included Not Available Not Available Not Available Not Available Not Available Not Available Integrated PC-Based Agent Desktop Features with IPPC Express Seat License Work Flow Automation/Task Buttons Included Included Not Available		Included	Included	Not Available
Screen Pop Integrated PC-Based Agent Desktop Features with IPPC Express Seat License Work Flow Automation/Task Buttons Included Included Not Available		Included	Included	Not Available
Work Flow Automation/Task Buttons Included Included Not Available		Included	Not Available	Not Available
	Integrated PC-Based Agent Desktop Feature	es with IPPC Express Seat Licen	se	
Popping 3 rd Party Applications on Events Included Included Not Available	Work Flow Automation/Task Buttons	Included	Included	Not Available
	Popping 3 rd Party Applications on Events	Included	Included	Not Available

Feature	Premium	Enhanced	Standard
"Record" and Archive Calls	Included	Included	Not Available
"Work" Agent State for After Call Wrap-Up Activity	Included	Included	Not Available
"Chat" with Supervisor or Agents Using Instant Messaging	Included	Included	Included
Call Log Tracks Call Activity of Incoming and Outgoing Calls	Included	Included	Included
Agent Log Tracks Agent State Changes an Other Information	Included	Included	Included
Soft Phone With Phone Directory	Included	Included	Included
Support for IP Communicator—No Cisco IP Phone Required for Agent Phone	Included	Included	Included
Agent State Buttons	Included	Included	Included
Integrated IP Phone-Based Agent Desktop F	eatures with IPPC Express Seat	License	
7970/7971//7960/7940 IP Phones Only	Included	Included	Included
Log In/Out	Included	Included	Included
Ready/Not Ready	Included	Included	Included
Shows Agent Phone State	Included	Included	Included
Agent May Initiate On-Demand Recording	Included	Included	Not Available
Supervisor Can Silent Monitor, Barge-In, and Intercept	Included	Included	Not Available
Integrated PC-Based Supervisor Desktop Fe	atures with IPPC Express Seat I	License	
View Agent Activity in Real Time	Included	Included	Included
View Agent and Skill Group Statistics	Included	Included	Included
Chat—Send Text Messages to Any or All Agents	Included	Included	Included
Marquee—Broadcast Scrolling Messages to Agents	Included	Included	Included
Support For IP Communicator—No Cisco IP Phone Required for Agent Phone	Included	Included	Included
Log Out Agent	Included	Included	Included
Make Agent Ready	Included	Included	Included
Coaching—Provide Agent Guidance Through Chat	Included	Included	Included
Silent Monitoring—Listen In on an Agent's Call	Included	Included	Not Available
Supervisor Can Remote Silent Monitor from Any Phone via a Dial In IVR Session	Included	Not Available	Not Available
Barge-In—Join In on an Agent's Conversation	Included	Included	Not Available
Intercept—Take a Call from an Agent	Included	Included	Not Available
Record—Capture and Archive Call Audio	Included	Included	Not Available
Integrated Historical Reporting with IPPC Ex	press Seat License		
Abandoned Call Detail Activity Report	Included	Included	Included
Agent Detail Report	Included	Included	Included

Agent State Summary Report (by Agent) Agent State Summary Report (by Interval) Agent Summary Report (by Interval) Agent Summary Report Included Inc	Feature	Premium	Enhanced	Standard
Agent State Summary Report (by Interval) Agent State Summary Report Included Include	Agent Login Logout Activity Report	Included	Included	Included
Agent Summary Report Included Included Included Included Included Included Call Custom Variables Report Included Include	Agent State Summary Report (by Agent)	Included	Included	Included
Call Custom Variables Report Included Included Included Included Included Called & Summary Activity Report Included Included Included Included Not Available Activity Report (by Common Skill Contact Service Queue Activity Report (by Included Inclu	Agent State Summary Report (by Interval)			
Called # Summary Activity Report Included Included Included Not Available Common Skill Contact Service Queue Activity Report (by CSQ) Contact Service Queue Activity Report (by Included Include	Agent Summary Report	Included	Included	Included
Common Skill Contact Service Queue Included Included Included Included Included Contact Service Queue Activity Report (by CSQ) Contact Service Queue Activity Report (by Included Inclu	Call Custom Variables Report	Included	Included	Included
Activity Report Contact Service Queue Activity Report (by CSCS) Contact Service Queue Activity Report (by Included Inclu	Called # Summary Activity Report	Included	Included	Included
CSQ) Contact Service Queue Activity Report (by Included I	Common Skill Contact Service Queue Activity Report	Included	Included	Not Available
Interval) Contact Service Queue Service Level Report Included Included Included Included Detailed Call by Call CCDR Report Included Included Included Included Detailed Call by Call CCDR Report Included Included Included Included Detailed Call by Call CCDR Report Included Included Included Included Included Priority Summary Activity Report Included Included Included Not Available Priority Summary Activity Report Included Included Not Available Will Routing Activity Report Included Included Not Available Will Routing Activity Report Included Included Included Included Will Routing Activity Report Included Included Included Included Will Routing Activity Report Included Included Included Included Will Report Included Included Included Will Report Included Included Included Will Proceed Recording Included Included Included Not Available On-Demand Agent Recording Included Included Not Available On-Demand Supervisor Recording Included Included Not Available—Please contact Cisco Contact Center Recording Partners Will Partners Will Contact Center Recording Partne	Contact Service Queue Activity Report (by CSQ)	Included	Included	Included
Contact Service Queue Service Level Report Included Inclu	Contact Service Queue Activity Report (by Interval)	Included	Included	Included
Detailed Call by Call CCDR Report Included Included Included Included Included Priority Summary Activity Report Included Included Included Included Included Included Priority Summary Activity Report Included Included Included Not Available Skill Routing Activity Report Included Included Included Not Available Included Not Available On-Demand Agent Recording Included Included Included Not Available Please contact Cisco Contact Center Recording Partners Recording Partner	Contact Service Queue Activity Report	Included	Included	Included
Detailed Call, CSQ, Agent Report Included Included Included Not Available Priority Summary Activity Report Included Included Included Not Available Not Available Included Included Not Available Included Include	Contact Service Queue Service Level Report	Included	Included	Included
Priority Summary Activity Report Included Included Included Not Available Skill Routing Activity Report Included Included Included Not Available IVR Application Performance Analysis Report Included Included Included Included Included IVR Traffic Analysis Report Included Included Included Included Recording with IPPC Express Seat License On-Demand Agent Recording Included Included Not Available On-Demand Supervisor Recording Included Included Not Available "Always On" Site Recording Not Available—Please contact Cisco Contact Center Recording Partners Recording Partners Recording Partners Multi-Channel Available Only Through Cisco Universal Queuing Support Available via Cisco Professional Services Universal Queuing Support Available via Cisco Professional Services Cisco Collaboration Server (Web Chat, Web Call Back) Administration Browser Based: Administer from Anywhere on Your WAN Web-Enabled Real-Time Reporting Client Included Included Included Included Included Included Included Included Included Included Included Included Included Included Support for 3" Party Mibs Included Included Included Support for Cisco Campus Manager and Resource Management Essentials Included Included Included Included Included Included Included Included Included Included Included Included Included Included Included	Detailed Call by Call CCDR Report	Included	Included	Included
Skill Routing Activity Report Included	Detailed Call, CSQ, Agent Report	Included	Included	Included
Included Inc	Priority Summary Activity Report	Included	Included	Not Available
INR Traffic Analysis Report Included Included Included Included Recording with IPPC Express Seat License On-Demand Agent Recording Included Included Not Available On-Demand Supervisor Recording Included Included Not Available—Please contact Cisco Contact Center Recording Partners Recording Partners Multi-Channel Available Only Through Cisco Professional Services Universal Queuing Support Available Via Cisco Professional Services Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Call Back) Available via Cisco Professional Services Professional Services Browser Based: Administer from Anywhere on Your WAN Browser Based: Administer from Anywhere on Your WAN Included Included Included Included Included Support for Cisco Campus Manager and Resource Management Essentials Included	Skill Routing Activity Report	Included	Included	Not Available
Recording with IPPC Express Seat License On-Demand Agent Recording Included Included Not Available On-Demand Supervisor Recording Included Included Not Available "Always On" Site Recording Not Available—Please contact Cisco Contact Center Recording Partners Recording Partners Recording Partners Multi-Channel Available Only Through Cisco Professional Services Universal Queuing Support Available via Cisco Professional Services Professional Services Professional Services Cisco E-Mail Manager Option Support Available via Cisco Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Professional Services Cisco Available via Cisco Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Service (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Service (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Service (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Service (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Service (Web Chat, Web Available via Cisco Professional Services Cisco Collaboration Service (Web Chat, Web Available via Cisco Not Available via	IVR Application Performance Analysis Report	Included	Included	Included
On-Demand Agent Recording Included Included Not Available On-Demand Supervisor Recording Included Included Not Available "Always On" Site Recording Not Available—Please contact Cisco Contact Center Recording Partners Recording Partners Recording Partners Multi-Channel Available Only Through Cisco Professional Services Universal Queuing Support Available via Cisco Professional Services Professional Services Cisco E-Mail Manager Option Support Available via Cisco Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Available via Cisco Professional Services Professional Services Browser Based: Administer from Anywhere on Your WAN Web-Enabled Real-Time Reporting Client Included Included Included ShMP Support and Alarm Service Included Included Included Support for 3" Party Mibs Included Included Included Included Included Support for Cisco Campus Manager and Resource Management Essentials Included Included Included Included Included Included Included Included	IVR Traffic Analysis Report	Included	Included	Included
On-Demand Supervisor Recording Included Included Not Available "Always On" Site Recording Not Available—Please contact Cisco Contact Center Recording Partners Recording Partners Multi-Channel Available Only Through Cisco Professional Services Universal Queuing Support Available via Cisco Professional Services Universal Queuing Support Available via Cisco Professional Services Cisco E-Mail Manager Option Support Available via Cisco Professional Services Cisco Collaboration Server (Web Chat, Web Call Back) Administration Browser Based: Administer from Anywhere on Your WAN Web-Enabled Real-Time Reporting Client Included Included Included Full Integration with Cisco NMS Including SNMP Support and Alarm Service Support for 3st Party Mibs Included Included Included Included Included Resource Management Essentials Included	Recording with IPPC Express Seat License			
"Always On" Site Recording Not Available—Please contact Cisco Contact Center Recording Partners Recording Pa	On-Demand Agent Recording	Included	Included	Not Available
Cisco Contact Center Recording Partners Multi-Channel Available Only Through Cisco Professional Services Universal Queuing Support Available via Cisco Professional Services Cisco E-Mail Manager Option Support Available via Cisco Professional Services Cisco Collaboration Server (Web Chat, Web Professional Services Cisco Collaboration Server (Web Chat, Web Professional Services Available via Cisco Professional Services Cisco Collaboration Server (Web Chat, Web Professional Services Cisco Collaboration Server (Web Chat, Web Professional Services Available via Cisco Professional Services Available via Cisco Professional Services Not Available Available via Cisco Professional Services Not Available Included	On-Demand Supervisor Recording	Included	Included	Not Available
Universal Queuing Support Available via Cisco Professional Services Professional Servic	"Always On" Site Recording	Cisco Contact Center	Cisco Contact Center	Cisco Contact Center
Professional Services Professional Services Cisco E-Mail Manager Option Support Available via Cisco Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Professional Services Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Professional Services Professional Services Professional Services Available via Cisco Professional Services Available via Cisco Professional Services Included Professional Services Included Included Included Included Included Included Full Integration with Cisco NMS Including SNMP Support and Alarm Service Support for 3rd Party Mibs Included Included Included Included Support for Cisco Campus Manager and Resource Management Essentials Included Inclu	Multi-Channel Available Only Through Cisco	Professional Services		
Professional Services Professional Services Cisco Collaboration Server (Web Chat, Web Call Back) Available via Cisco Professional Services Professional Services Available via Cisco Professional Services Not Available Included	Universal Queuing Support			Not Available
Call Back) Professional Services Professional Services Administration Browser Based: Administer from Anywhere on Your WAN Web-Enabled Real-Time Reporting Client Included Included Included Full Integration with Cisco NMS Including SNMP Support and Alarm Service Support for 3rd Party Mibs Included Included Included Included Support for Cisco Campus Manager and Resource Management Essentials Professional Services Included Inclu	Cisco E-Mail Manager Option Support			Not Available
Browser Based: Administer from Anywhere on Your WAN Web-Enabled Real-Time Reporting Client Included Included Included Included Full Integration with Cisco NMS Including SNMP Support and Alarm Service Support for 3 rd Party Mibs Included Included Included Included Support for Cisco Campus Manager and Resource Management Essentials Included	Cisco Collaboration Server (Web Chat, Web Call Back)			Not Available
on Your WAN Web-Enabled Real-Time Reporting Client Included Included Included Full Integration with Cisco NMS Including SNMP Support and Alarm Service Included Included Included Included Support for 3 rd Party Mibs Included Included Included Included Support for Cisco Campus Manager and Resource Management Essentials	Administration			
Full Integration with Cisco NMS Including SNMP Support and Alarm Service Support for 3 rd Party Mibs Included	Browser Based: Administer from Anywhere on Your WAN	Included	Included	Included
SNMP Support and Alarm Service Support for 3rd Party Mibs Included Included Included Included Included Included Included Included Included	Web-Enabled Real-Time Reporting Client	Included	Included	Included
Support for Cisco Campus Manager and Resource Management Essentials Included Included Included	Full Integration with Cisco NMS Including SNMP Support and Alarm Service	Included	Included	Included
Resource Management Essentials	Support for 3 rd Party Mibs	Included	Included	Included
Tracing and Local Logging Included Included Included	Support for Cisco Campus Manager and Resource Management Essentials	Included	Included	Included
	Tracing and Local Logging	Included	Included	Included

Feature	Premium	Enhanced	Standard
Voice Mail Integration			
Voice Messaging Interface	Optional (Cisco Unity)	Optional (Cisco Unity)	Optional (Cisco Unity)
Max. # of Voice Mailboxes Supported	2,500	2,500	2,500
Max. # of Voice Storage Hours	Unlimited (storage limitation hard disk dependent)	Unlimited (storage limitation hard disk dependent)	Unlimited (storage limitation hard disk dependent)
Support for Other Vendor Voice Mail	Yes	Yes	Yes
Unified Messaging Support	Optional (Cisco Unity)	Optional (Cisco Unity)	Optional (Cisco Unity)

* Supported Servers include:

MCS 7825-800

MCS 7825-1133

MCS-7825H-2.2-CC1

MCS-7825I-3.0-CC1

MCS-7815I-2.0-CC1

MCS-7815I-3.0-CC1

MCS 7835-1000

MCS 7835-1266

MCS-7835H-2.4-CC1

MCS-7835I-2.4-CC1

MCS-7845H-2.4-CC1

MCS-7825H-3.0-CC1

MCS-7835H-3.0-CC1

MCS-7835I-3.0-CC1

MCS-7845H-3.0-CC1

IBM xSeries 306 3.0 GHz

IBM xSeries 200

IBM xSeries 330-1266

IBM xSeries 205

IBM xSeries 342-1266

IBM xSeries 345 Single 2.4 GHz Xeon

IBM xSeries 345 Single 3.06 GHz Xeon

IBM xSeries 345 3.06 GHz Dual Xeon

Compaq DL 320

Compaq DL 380

Compaq DL 380 G2

HP DL 320 G2

HP DL380-G3 Single 2.4G Xeon

ICS 7750 SPE 310

HP DL380-G3 Dual 2.4G Xeon

HP DL 320-3.0GHz G2

HP DL 380-3.0GHz G3 Single Xeon

 $\ensuremath{\mathsf{HP}}\xspace$ DL 380-3.0 GHz G3 Dual Xeon

MCS-7815-I1-CC1

MCS-7825I-3.4-CC1

MCS-7825H-3.4-CC1

MCS-7835-I1-CC1

MCS-7835-H1-CC1

MCS-7845-H1-CC1

MCS-7845-I1-CC1

IBM xSeries 306 3.4 GHz

HP DL 320 3.4 GHz G3

IBM xSeries 346 3.4 GHz Single Xeon

HP DL 380-3.4GHz G4 Single Xeon

HP DL 380-3.4 GHz G4 Dual Xeon

IBM xSeries 346 3.4 GHz Dual Xeon

** Actual maximums depend on the hardware server deployed and the feature mix deployed on that server and on any associated IPCC Express Edition expansion servers deployed.



Corporate Headquarters

Cisco Systems, Inc. 170 West Tasman Drive San Jose, CA 95134-1706 USA

www.cisco.com Tel: 408 526-4000

800 553-NETS (6387) Fax: 408 526-4100

European Headquarters

Cisco Systems International BV Haarlerbergpark Haarlerbergweg 13-19 1101 CH Amsterdam The Netherlands www-europe.cisco.com Tel: 31 0 20 357 1000

Tel: 31 0 20 357 1000 Fax: 31 0 20 357 1100

Americas Headquarters

Cisco Systems, Inc. 170 West Tasman Drive San Jose, CA 95134-1706 USA

www.cisco.com Tel: 408 526-7660 Fax: 408 527-0883

Asia Pacific Headquarters

Cisco Systems, Inc. 168 Robinson Road #28-01 Capital Tower Singapore 068912 www.cisco.com

Tel: +65 6317 7777 Fax: +65 6317 7799

Cisco Systems has more than 200 offices in the following countries and regions. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Argentina • Australia • Austria • Belgium • Brazil • Bulgaria • Canada • Chile • China PRC • Colombia • Costa Rica • Croatia • Cyprus Czech Republic • Denmark • Dubai, UAE • Finland • France • Germany • Greece • Hong Kong SAR • Hungary • India • Indonesia • Ireland • Israel Italy • Japan • Korea • Luxembourg • Malaysia • Mexico • The Netherlands • New Zealand • Norway • Peru • Philippines • Poland • Portugal Puerto Rico • Romania • Russia • Saudi Arabia • Scotland • Singapore • Slovakia • Slovenia • South Africa • Spain • Sweden • Switzerland • Taiwan Thailand • Turkey • Ukraine • United Kingdom • United States • Venezuela • Vietnam • Zimbabwe

Copyright © 2005 Cisco Systems, Inc. All rights reserved. CCSP, CCVP, the Cisco Square Bridge logo, Follow Me Browsing, and StackWise are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn, and iQuick Study are service marks of Cisco Systems, Inc.; and Access Registrar, Aironet, ASIST, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Empowering the Internet Generation, Enterprise/Solver, EtherChannel, EtherSwitch, Fast Step, FormShare, GigaDrive, GigaStack, HomeLink, Internet Quotient, IOS, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, LightStream, Linksys, MeetingPlace, MGX, the Networkers logo, Networking Academy, Network Registrar, Packet, PIX, Post-Routing, Pre-Routing, ProConnect, RateMUX, ScriptShare, SlideCast, SMARTnet, StrataView Plus, TeleRouter, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems. Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0502R)

205486.J_ETMG_JQ_12.05