



Cisco 思科演示云dCloud系列培训

如何使用dCloud 来做思科Collab 12.0 - TWC的演示



- 您是否有这样的感触：在日常工作中，我们常常为搭建一套演示环境而奔走操劳；在客户拜访过程中，因缺少简单便捷的演示方式，而无法将思科的语音、视频、BYOD等解决方案更好的展示在客户面前。今天，思科演示云dCloud可以祝您一臂之力，帮您解决以上困扰!

dCloud – 思科的演示云



**思科演示云将其产品解决方案架构的
软件和硬件虚拟化，让思科与合作伙
伴的销售团队在任何地方，任何时间
都可以做产品演示。**

什么是Cisco dCloud?

服务

思科, 合作伙伴, 客户

自服务, Managed Service

Instant(实时), Scheduled(预约), 企划书

Demo, Lab, 沙盘, POV, Events

可定制化, 保持, 共享

创建content

平台

5 个数据中心

云, 基础架构, 自动化, 用户 UI

管理员Admin, 开发工具

Cisco on Cisco

内容

超过250 offerings, 所有的架构

预配置有文档提供

虚拟机, 硬件, 用户设备, licensing

认证, 可信

可选的终端

Operations 和技术支持

24x5* chat, email, web, phone

Self help, event support, metrics

Cisco dCloud – 使用小技巧



- **请随时给我们反馈**
- **共享给你的客户**
- 定制化保存
- 和技术支持联系来Extend sessions
- 超过5个sessions可使用Event scheduling
- 多种 RDP连接的方式
- 将本地应用和云服务加入demo
- 使用多个数据中心来 capacity/redundancy

dCloud 满足你的要求

<http://dcloud.cisco.com>

As Easy As...



- 思科员工和合作伙伴
- 完整脚本
- 定制化, 本地化, 共享
- 可选的终端 (BYOD)
- 可使用你自己的设备

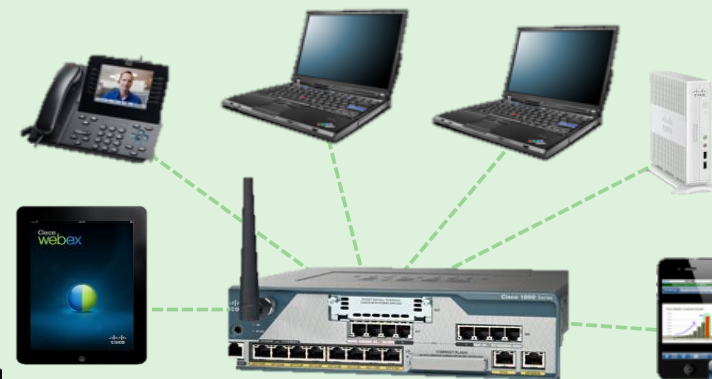


dCloud
Data Centers



US East
US West
EMEAR
APJ
GC

As Complete As...

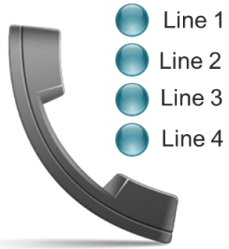


- Virtual desktops
- Local clients on laptops
- Room based configuration
- 可添加你本地的服务器
- 多种使用案例

思科Collab 12.0的演示

- **现在就让我们和思科协作架构的专家 张明一起开始吧：**
 - 转去dcloud.cisco.com
 - 使用CCO帐户SSO登陆
 - 选择大中华区GC数据中心
 - 马上就跟随**张明**开始思科Collab 12.0的学习吧，你可以随时提问题

JABBER RELEASE 12.0



Multi-line



**Jabber Chat
Bots SDK**



**Phone Mode
with Contacts**



**Remote Access
Policy (MRA)**



**Single Number
Reach**



**Android Auto
Support**



**UX
Enhancements**



**Additional
Emoji**



**Biometric
Unlock**



**Jabber Softphone
for VDI**



**Outlook Calendar
integration (Mac)**



**Import Local
contacts (Mac)**



**Wireless Location
Awareness**



**Schedule Meeting
(Windows)**



**HCS SNI
Support**



**New Device &
OS Support**



**New Headset
Support**



**Other
Enhancements**

Jabber 12.0 Multi-line

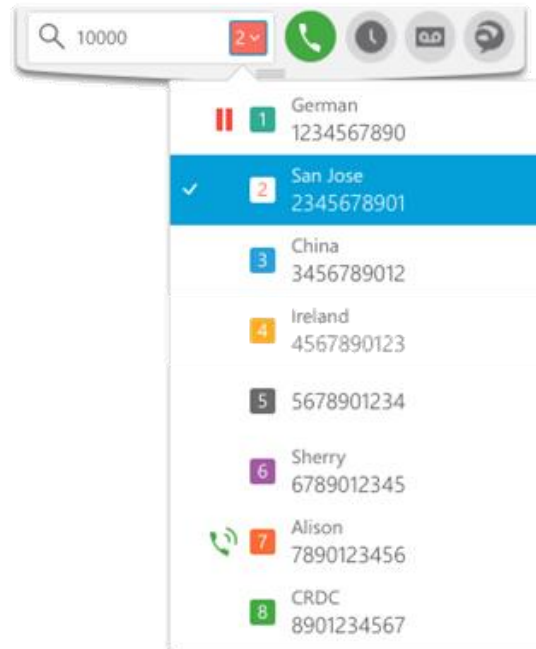
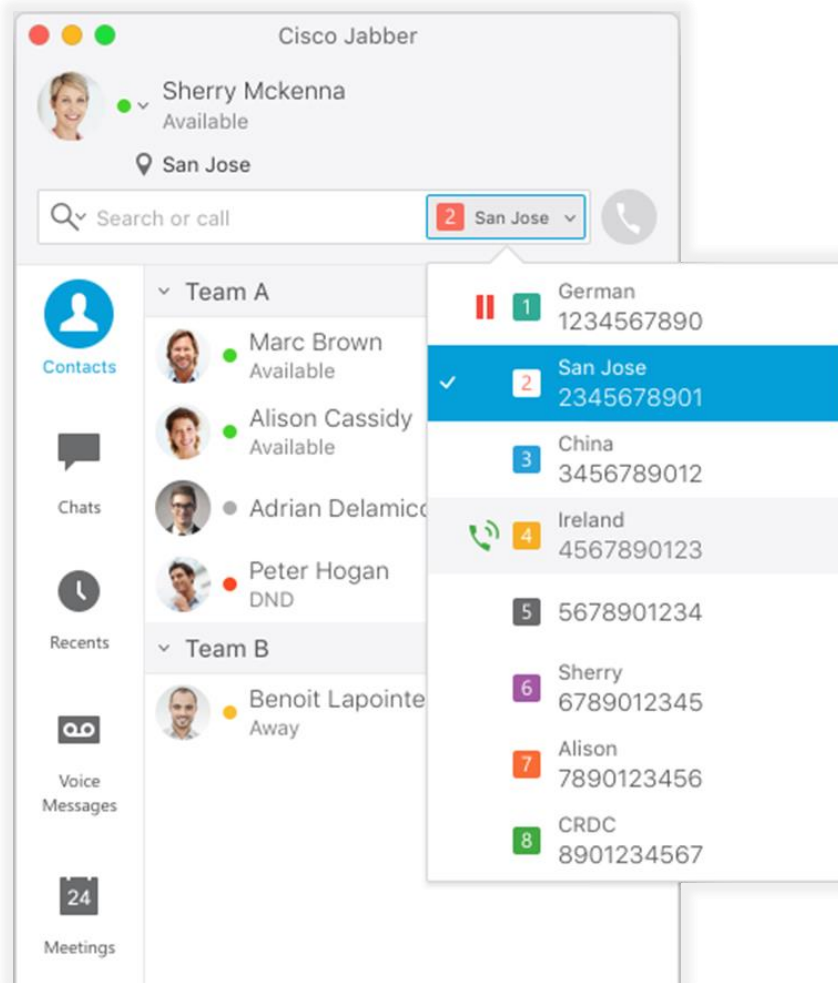


Jabber 12 Soft phone multi-line provides...

- Support for up 8 lines
- Voice and Video Calling
- SIP URL dialing
- Windows & OSX support

User Experience Overview: Outbound Calling

- Outbound calling: User can select one of up to 8 outgoing lines (admin defined)
- Outbound lines are presented in main hub and docked window

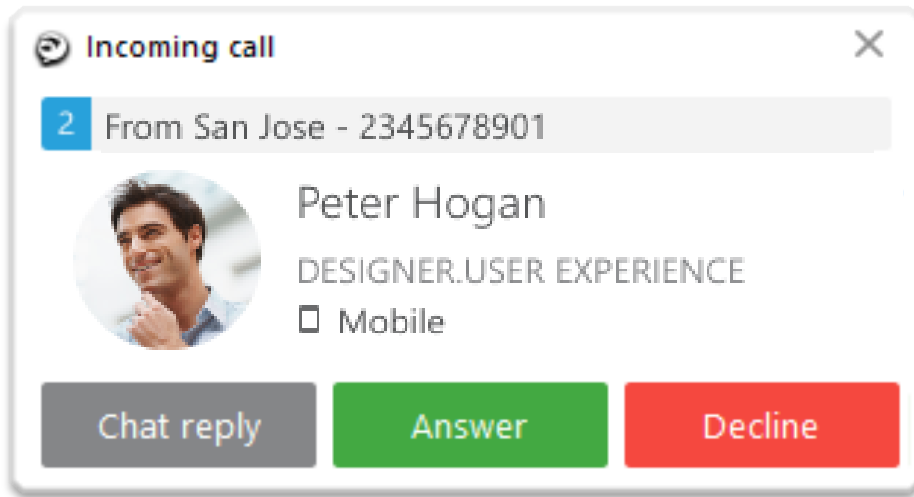


All lines can be tagged by administrator with text description

Lines colour coded for ease of use

Current Status displayed for line in dropdown view

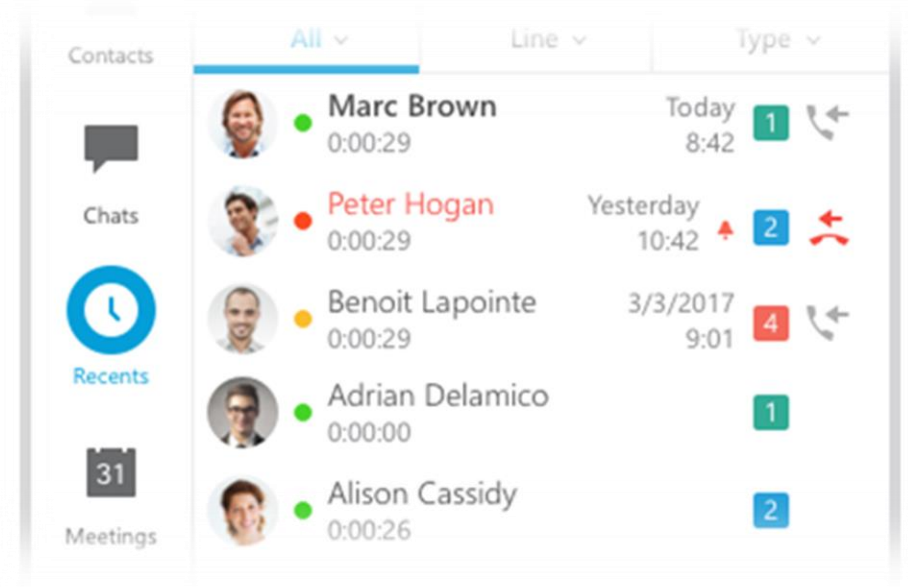
Multiline User Experience: Inbound Calling



Inbound calling toast now displays incoming line

Inbound line display code coded line indicated with text description

Call History display inbound and outbound calls with line indicator



Multiline User Experience: Line Features

- All lines support the following features



Start



Hang-up



Answer



Hold



Decline



Mute



Unmute



History



Call Forward



Call Transfer



Conference



Hunt Group



Share (BFCP)



Far End Camera



Headset



Voicemail



Call Pickup



CTI Controllable Soft Phone



Call Monitor



Call Record

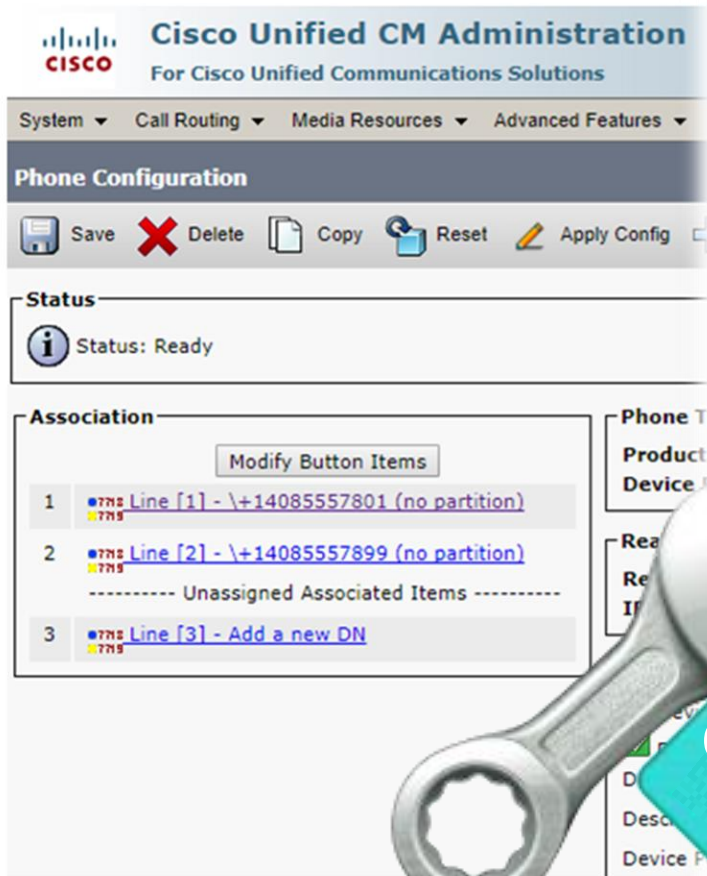
Unsupported
in this release

Planned for next release



Mobile Remote Access

Multiline Technical Information



- Multi-line is supported with UC manager 11.5 SU3+
- UC manager 11.5SU3 and 12.0 require a COP file to be applied.
(Later releases provide native support)
- Modes supporting multiline

Soft Phone mode	✓
Desk Phone mode	✗
Extend & Connect mode	✗
Jabber Softphone VDI	PLANNED

Jabber 12.0 Jabber Bot SDK

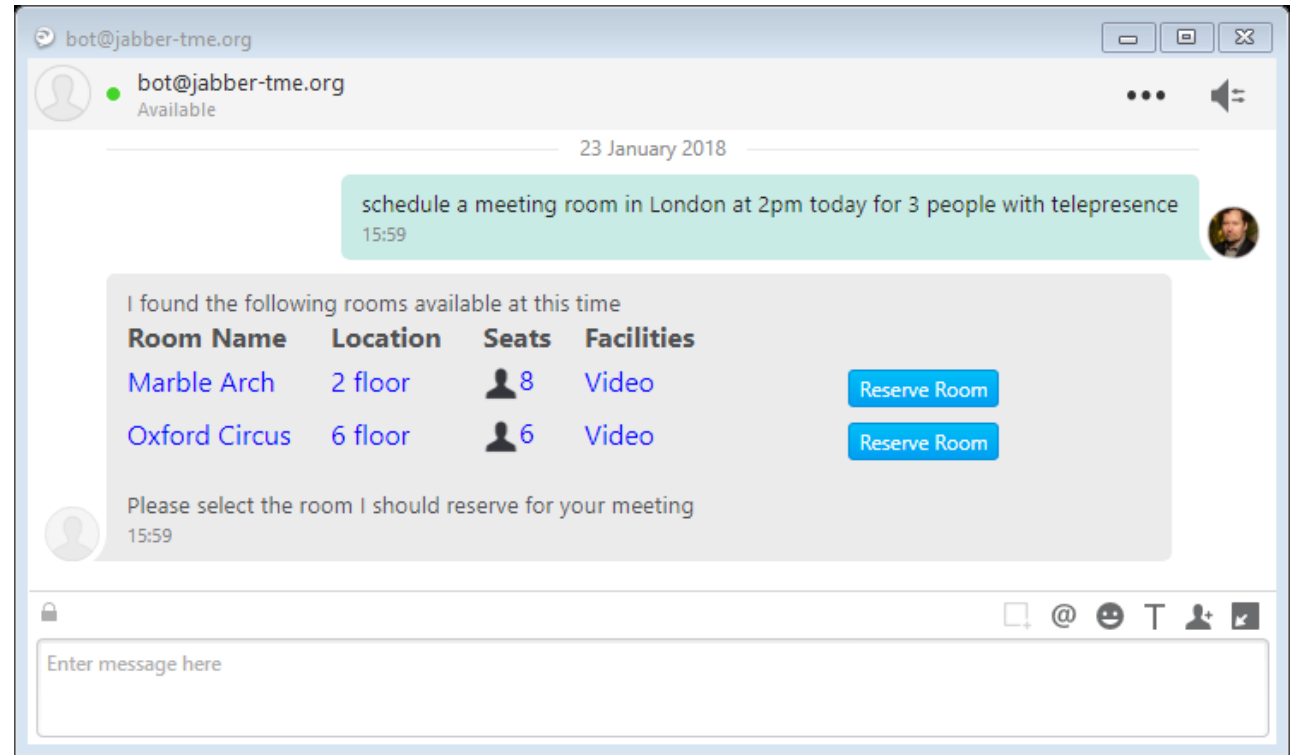


Create interactive chat bots with the new Jabber bot SDK

A complete framework for building chat bots with NodeJS

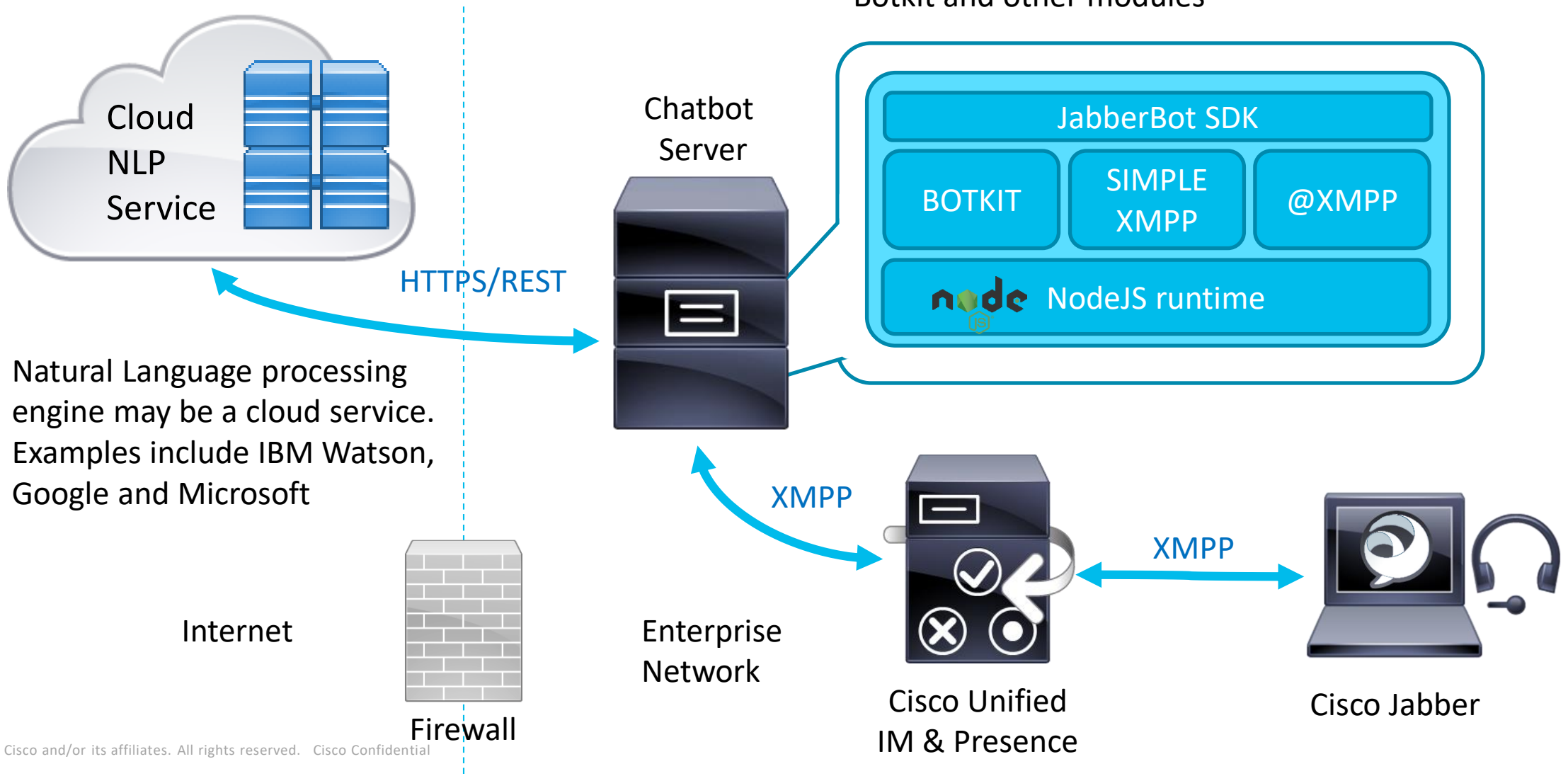
Jabber 12.0 Bot SDK

- Create Simple alerts or interactive conversation bots
- Use Text or HTML messages with colours, buttons and images
- Supports 1:1, group and persistent conversations
- Built on NodeJS and javascript
- Add A.I. capabilities with integration to natural language processing services
- Visit DEVNET: <https://developer.cisco.com/docs/jabber-bots/>

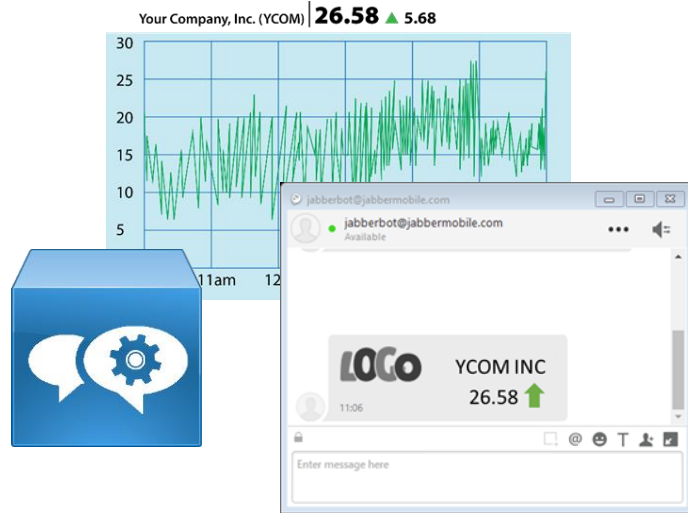


Jabber BotKit Architecture

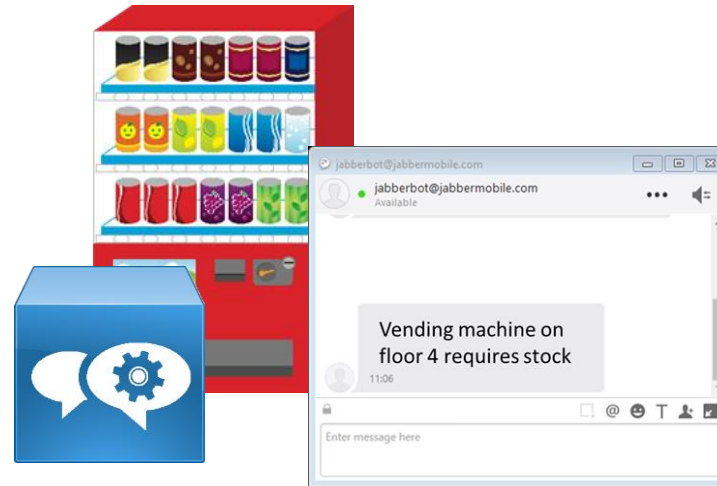
JabberBot SDK uses NodeJS runtime running Botkit and other modules



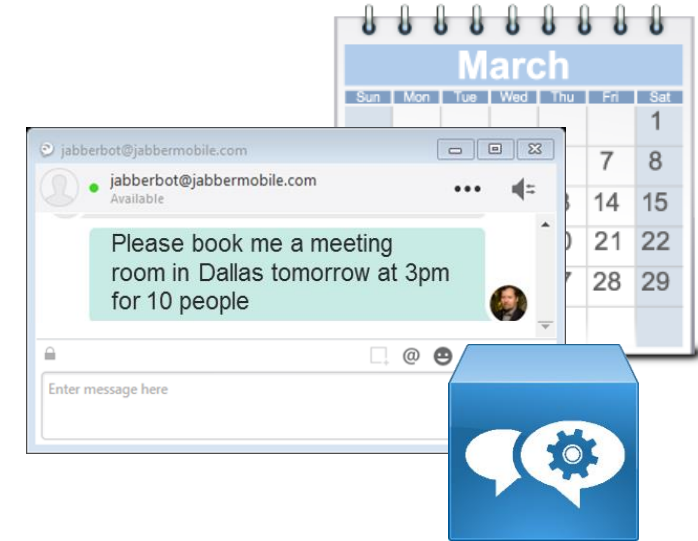
Example Bots you could create....



... a bot to send alerts to a user or group for financial data....



... or an IOT bot to provide information about a device or sensor...



... or an interactive meeting bot for booking rooms...



... or do you have an a different idea

Build your bot with the Jabber Bot SDK

Jabber 12.0 PhoneMode with contacts



New Operating mode

- Phone only mode with contacts tab
- Directory Contacts
- Personal Contacts
- IM/Chat controls dynamically removed
- Optional Presence

Jabber 12.0

MRA Policy



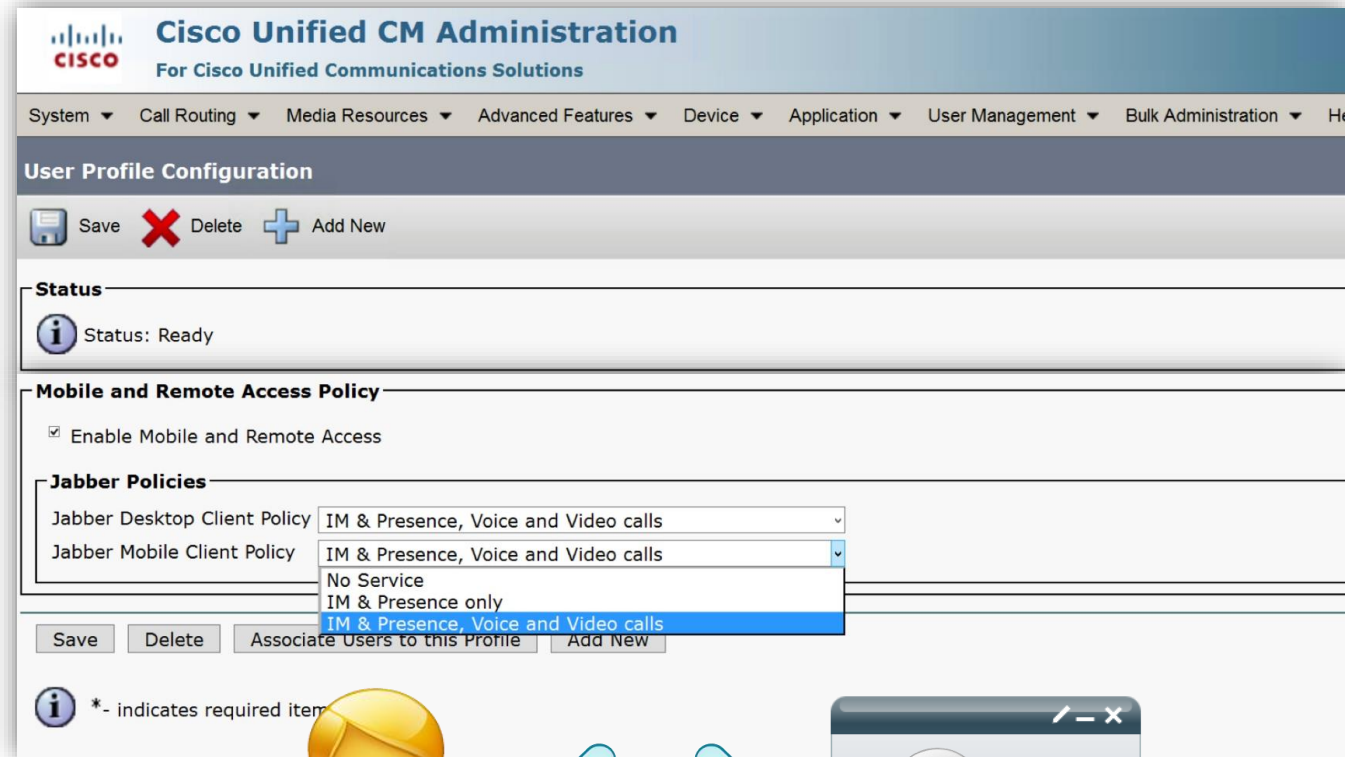
New Policy controls for Mobile remote access

- MRA access by user
- Desktop/Mobile control
- IM, Voice/Video control
- Based on OAuth scope

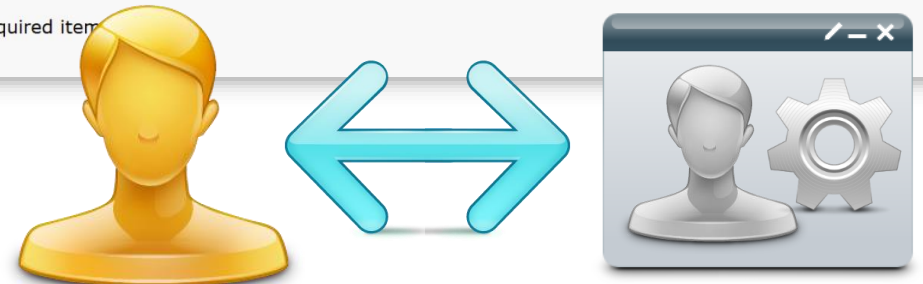
Mobile Remote Access Policy

- UC manager user profile provides MRA policy controls
- Define policy for Desktop and mobile clients with service level
- Associate to profile to user
- Policy implemented using OAuth token scope (OAuth required)
- Requires UC manager 12.0 with Expressway X8.10

*not applicable to WebEx Messenger

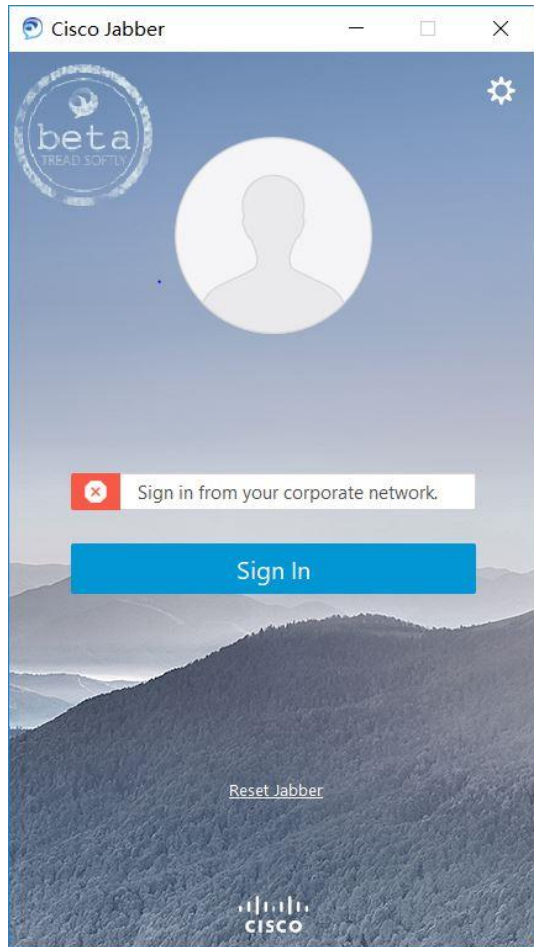


The screenshot displays the Cisco Unified CM Administration web interface. The page title is "Cisco Unified CM Administration For Cisco Unified Communications Solutions". The navigation menu includes System, Call Routing, Media Resources, Advanced Features, Device, Application, User Management, and Bulk Administration. The main content area is titled "User Profile Configuration" and includes buttons for Save, Delete, and Add New. The "Status" section shows "Status: Ready". The "Mobile and Remote Access Policy" section has a checked checkbox for "Enable Mobile and Remote Access". Under "Jabber Policies", there are two dropdown menus: "Jabber Desktop Client Policy" and "Jabber Mobile Client Policy", both currently set to "IM & Presence, Voice and Video calls". A dropdown menu is open for the "Jabber Mobile Client Policy", showing options: "No Service", "IM & Presence only", and "IM & Presence, Voice and Video calls" (which is highlighted in blue). At the bottom of the configuration area, there are buttons for Save, Delete, Associate Users to this Profile, and Add New. A note at the bottom left states "* - indicates required item".



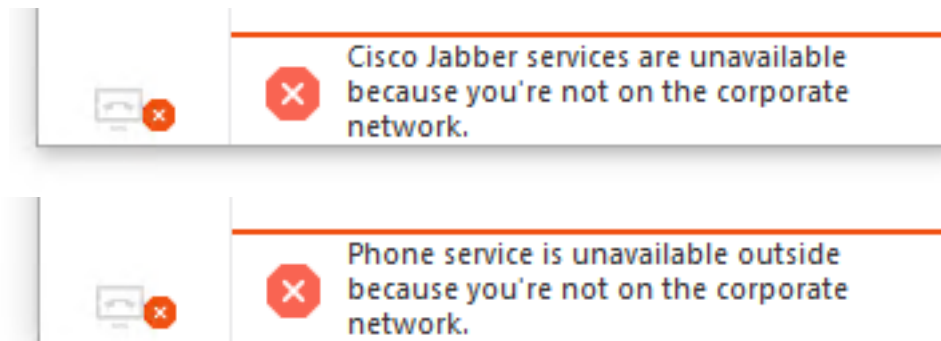
User associated to User profile

Mobile Remote Access Policy – User Experience



Users not enabled for MRA
Will receive error asking them
to connect from corporate network

IM only policy results in Phone service warning in
Jabber client



User has no MRA
service entitlement

User has “IM only” MRA
service entitlement

Jabber 12.0 Single Number Reach

Enable



Jabber 12.0 allows users to enable and disable single number reach using Jabber

Single Number reach

Users can now use Cisco Jabber to control which destinations are enabled for single number reach

The diagram illustrates the concept of Single Number Reach (SNR) destinations. It shows three locations: Office, Mobile, and Home. The Office location is represented by a building icon and a woman working at a computer, with a green checkmark indicating it is enabled. The Mobile location is represented by a train icon and a man talking on a mobile phone, also with a green checkmark. The Home location is represented by a house icon and a person working at a laptop, with a red 'X' indicating it is disabled. A screenshot of the Cisco Jabber interface shows a user's status (Jo Serapion, Away) and a list of destinations. The 'Single Number Reach' option is highlighted in blue, and a dropdown menu shows the 'Use my computer for calls' option selected, with 'Disable phone services', 'Single Number Reach', and 'Forward calls to' also visible.

Office

Mobile

Home

31

Meetings

Example

Jo Serapion
Away

Verona Steffensen
Offline

Use my computer for calls

Disable phone services

Single Number Reach

Forward calls to

+14025555332

+17025557882

- Jabber displays defined single number reach destinations
- Users clicks to toggle destination on/off
- Users can launch self-care portal for further single number reach control

Jabber 12.0 Android Auto

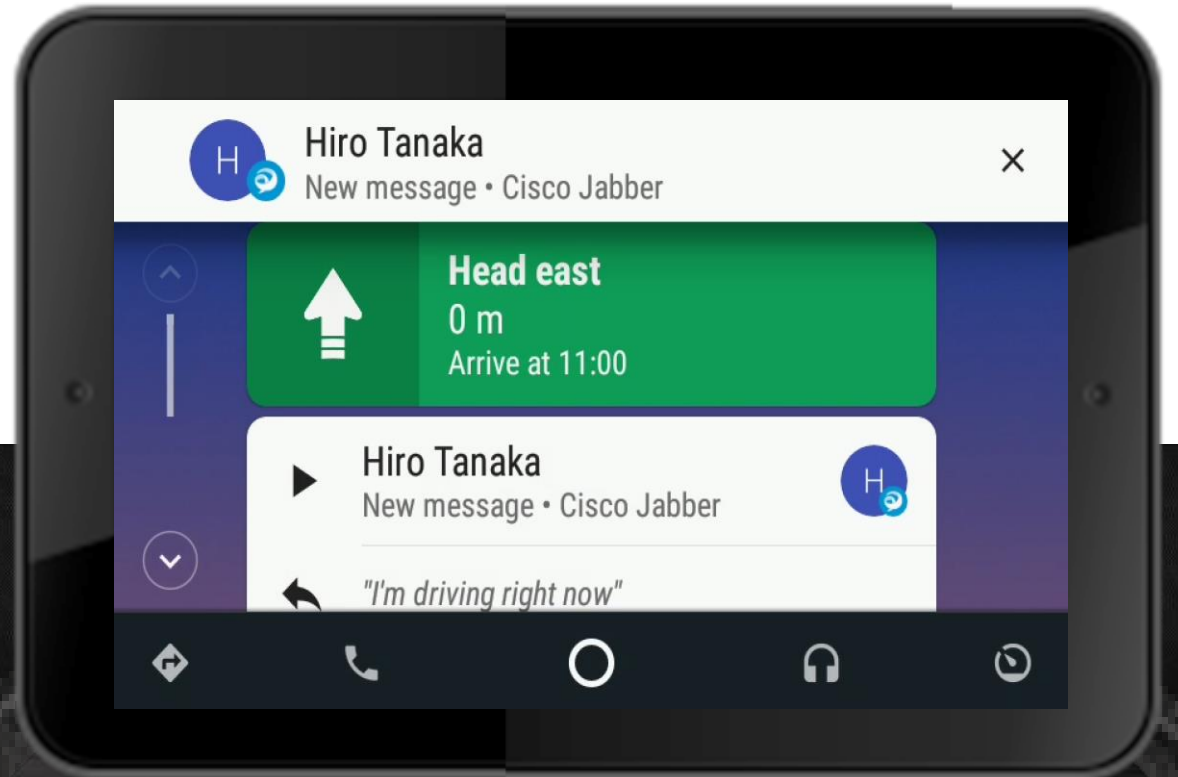


- Plug your Android handset into a compatible vehicle and receive Cisco Jabber messages on your in-car display



Android Auto Support

- Users are notified when a new Jabber message is received
- Android Auto can read Jabber messages
- Respond to messages using “OK Google”
- Send “I’m driving right now”



Android Auto

- Android Auto is supported many compatible vehicles and aftermarket stereos including: (check Android auto site for full list)



Mercedes-Benz



(Support is dependant on specification and model year)

Jabber 12.0 Additional features



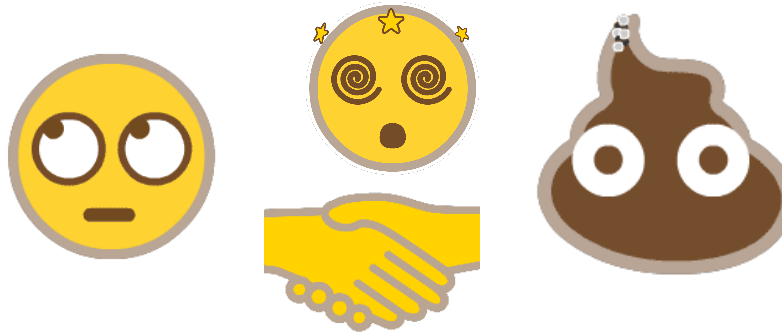
Jabber 12.0 also delivers a number of UX, solution and platform features

Additional features include.....

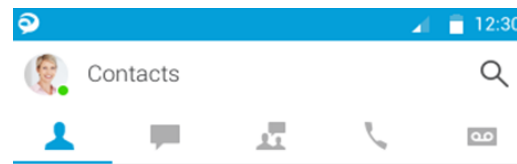
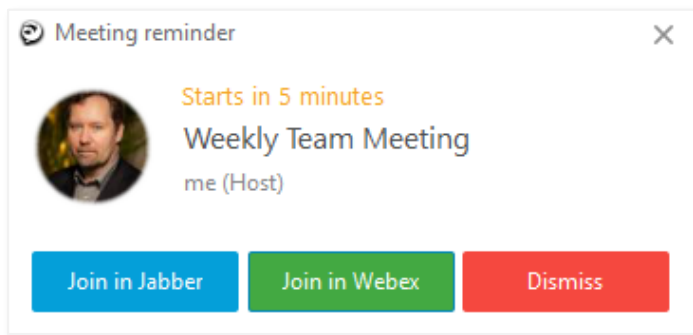
User Experience Enhancements

UX Enhancements introduced in Jabber 12.0 include....

User will have more **Animated Emoji** plus the **favourite** emoji palette extended to other platforms



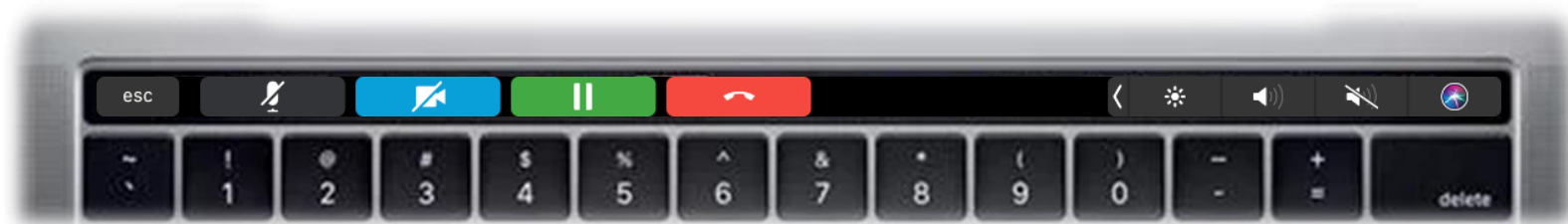
Redesigned tab and toast experience when joining **WebEx meeting**,



New **Tab** experience design on Android handsets



New **Portrait** and **Landscape** user experience for Android handset and tablets



Cisco Jabber **Touch Bar** support on MacBook Pro

Mobile client Biometric Unlock



- User can unlock Jabber on they mobile client using fingerprint or facial recognition
- Jabber Mobile clients now support



TouchID



FaceID



Fingerprint

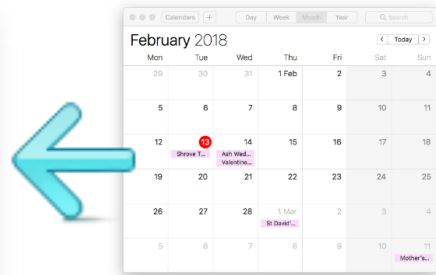
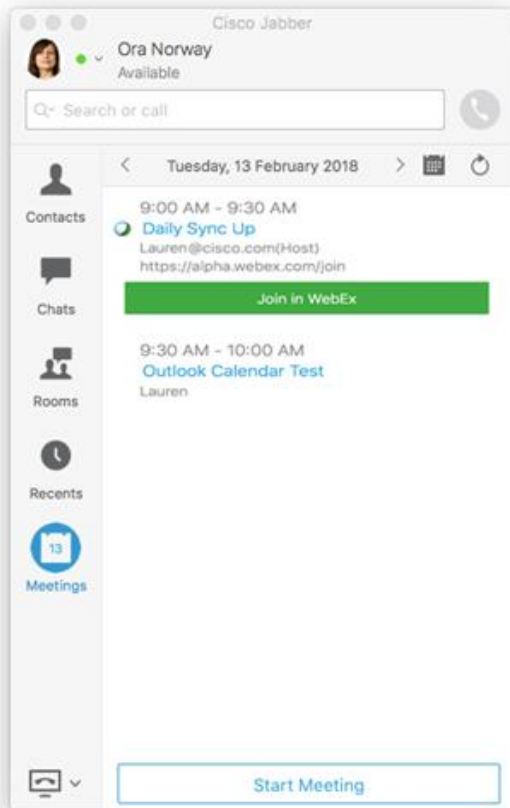
- Administrator can control if feature is enabled, disabled or allow end user to select. User control is via settings.

Enable Touch ID

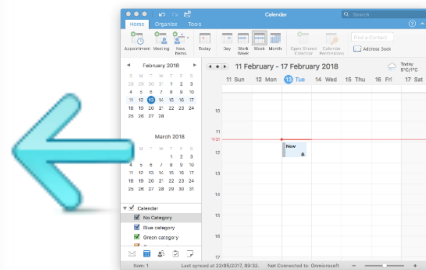


Mac Calendar and Contacts

- Meetings Tab integration to Mac



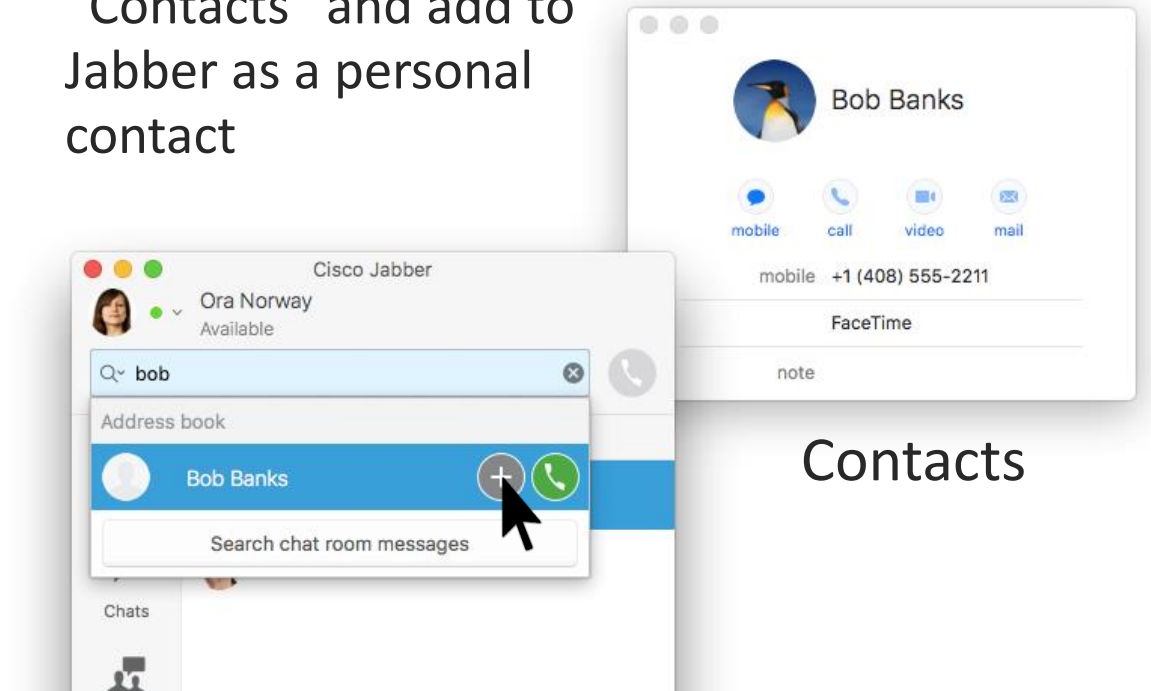
Mac Calendar



MS Exchange
MS O365

- Add Mac Contacts to Jabber

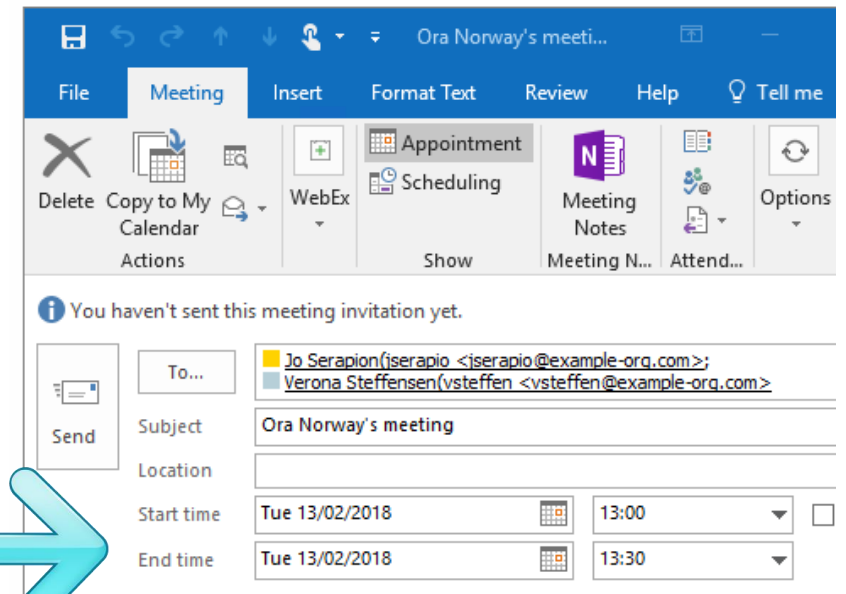
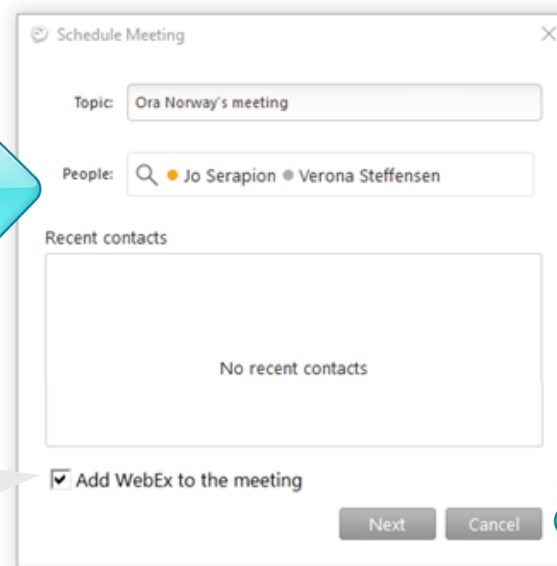
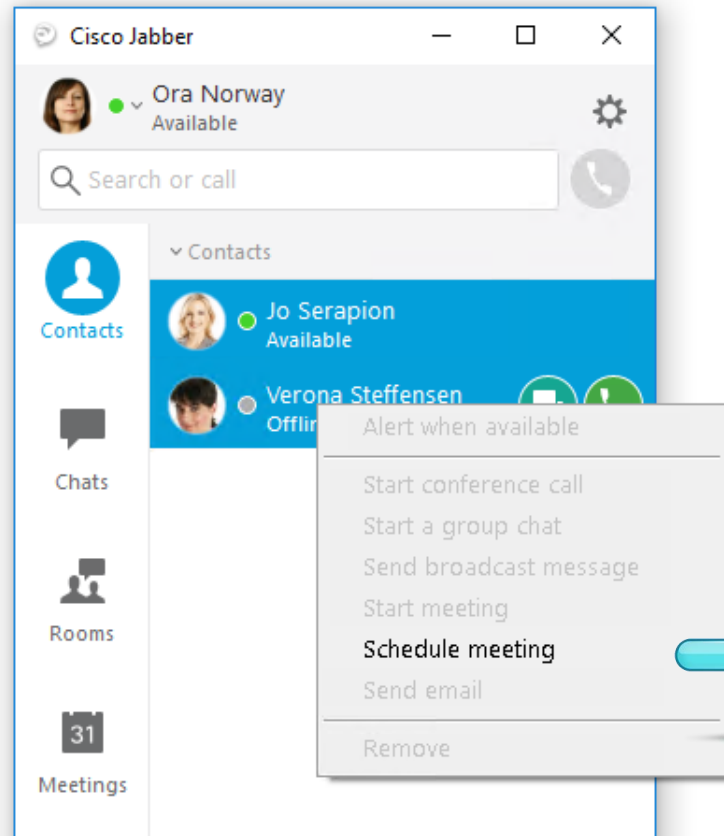
Search for Mac
“Contacts” and add to
Jabber as a personal
contact




Contacts

Windows Meetings

- Schedule meetings from Jabber
- “Schedule Meeting” available in main hub view and conversation view



 Tight integration with WebEx productivity tools

In Summary



- Over 50 Million users and growing...
- Jabber 12.0 delivers many customer driven features
- Cisco Jabber product team are currently planning the next Jabber release with new features and functionality
- UC Manager team are working on new Jabber related features
- Jabber continues to be Cisco's On Premise client offering.

Call to Action

- Go to: dcloud.cisco.com
- dCloud for demo, lab, PoC, etc.
- Live support 24x5... chat, email, Phone