

## **Agenda**

### **Contact Center Minnesota/IPT-Hosted User Group**

1. Welcome.....Kathleen Johnson  
OET
2. Open Issues from IPT Infrastructure Upgrade .....OET and Cisco
  - Training
  - CCMUser Webpage Documentation
  - Call Appearances Out of Order on Webpage
  - Dropped Calls
  - Directories
3. Future Topics – Suggestions
  - Headset update with vendors
  - New features after upgrade
  - What else?
4. Cisco IP Phone Update.....Cisco

### ***December Meeting Planned for Wednesday, Dec. 15, 2010***

- A busy week due to holidays? Cancel meeting?
- Next date is Wednesday, Jan. 19, 2011

### ***Web Archive Reminder***

The User Group documents are archived at <http://www.mnet.state.mn.us/voice/user-group/> after the recap notice goes out.

### ***Thank You***

Beth Eisen, Agriculture, for help with agenda planning and hosting.

## **Recap of CCM/IPT-Hosted User Group November 2010**

Hello, everyone. Thanks for attending the user group on Wednesday, November 17, 2010. We covered:

- Open issues related to the upgrade
- Other miscellaneous topics
- Cisco IP phones – current models

### **The next two dates for your calendar are:**

- December meeting cancelled – (Wednesday, December 15) – have a great holiday season.
- January meeting (Wednesday, January 19) – headsets and related information from Graybar and Plantronics. Watch for the detailed announcement.

This message and the meeting handouts will be published soon in the user group archive at <http://www.mnet.state.mn.us/voice/home/index.php>

### **Open Issues and Miscellaneous Topics**

**Training** – open training topics are CUIC (reports for call centers/IVR applications), CCMP (agent re-skilling) and CUPM (provisioning for IPT stations). The topics for the new training dates (stated below) are in development.

1. Several customers have received training on CUIC (reports for call centers/IVRs).
2. We have additional sessions planned for the week of November 29-December 3, as well as the week of December 13-17. We will have more details about the subjects for the training timeslots.
3. For the CUIC training, you and your call center supervisors are welcome to attend again even if you came to training before.
4. For those call centers that do their own re-skilling, we will have training on this topic.
5. Contact [Janean Hebl](#) or 651.201.1088 to sign up, or for more information on training topics.

**CCMUser Webpage Documentation** – we talked about the importance of documentation. OET is working on updating the user documentation and will communicate when it is available. We also discussed the potential of doing WebEx sessions on the CCMUser Webpage for customers after we have completed the documentation.

**Call Appearances Out of Order on the CCMUser Webpage** – this issue is with Cisco. We have communicated the importance of fixing and are awaiting an update.

**Dropped Calls** – this is a Cisco ticket at the highest priority level. OET has put multiple trace and logging tools in place to aid in debugging. We ask you to continue to submit incident tickets to OET's Service Desk. At a minimum, please provide the called and calling number, the date and time and other information pertinent to the situation (shared appearance, three-way call, etc.) We will keep you updated on the status.

**Directories** – OET is still working through the clean-ups of the directory entries. We did an update on Tuesday, November 23 and now have new site directories available through the IP phones. We have gotten feedback on these new directories from some customers. Please continue to provide us your comments by opening an incident ticket with the OET Service Desk.

**Phone Loads** – some phones that are older may need OET to do a phone load update for you. A symptom of an old phone load can be non-functionality (can't be used at all), or incorrect or non-operational directories. OET must complete the update at our site. Please open an incident ticket and ask for an OET phone load update. We will ask you to drop off the phone(s) at OET.

**Double Ring on Call Transfers** – when an IVR application menu does a call transfer to the IPT station, the station gets a double ring. This is a behavior related to how the infrastructure is set up and we are unable to change it.

**Device License Units (DLUs)** – we talked about process and pricing for DLUs. OET is working on finalizing and documenting the DLUs.

- For FY11, the rate per DLU (one-time) is \$28 and is charged using two separate product codes.
- In FY12, we will make a single published one-time rate for a DLU.
- For repair issues (replace a broken phone with a new phone), no new DLU purchase is required.
- For new phone purchases, OET will purchase the DLUs on your behalf so we can configure the licenses in the infrastructure.
- For addition of phones that you owned prior to the upgrade, OET will work with you to ensure you don't pay twice and get credit for existing licenses.

### **Cisco Phones**

Bill Bleckwehl of the State's Cisco account team demonstrated several new models and walked through some of the important features and benefits of the current phones. The attached handout shows the current supported phone models and the number of DLUs for each model.

The two vendors on State contract for Cisco equipment were at the meeting – Tim Gainor of CDW-G and Michael Claypool of Qwest. We have attached an updated vendor information sheet for the Cisco contract. Please contact our vendors for your phone needs or to answer questions.

Thanks, Bill for the information and your work to prepare the hands-on demo.

Again, thank you to Beth Eisen of Agriculture for hosting the meetings, and to everyone for your feedback and patience as we work through the remaining open issues from the upgrade. May everyone have a good Thanksgiving and holiday season.

# Cisco Unified IP Phones

Model	7911G	Wireless 7921G	Wireless 7925G	7931G	Conference Station 7937G	7942G	7945G	7962G	7965G	IP Communicator	Expansion Module 7915	Expansion Module 7916	Personal Communicator
													
List Price (USD)	\$225	\$525 (Battery/PS not included)	\$675 (Battery/PS not included)	\$325	\$1,295	\$370	\$465	\$470	\$595	\$90 (including CUVA Camera)	\$395	\$495	\$50
MN Price (USD)	\$129	\$302	\$388	\$187	\$745	\$213	\$267	\$270	\$342	\$52	\$227	\$285	\$29
License (RTU)	3 DLU	4 DLU	4 DLU	4 DLU	3 DLU	4 DLU	4 DLU	4 DLU	4 DLU	3 DLU			5 DLU
Integral Switch	10/100	N/A	N/A	10/100	No	10/100	10/100/1000	10/100	10/100/1000	N/A	N/A	N/A	N/A
Display	4" (10.2 cm), graphical, 192x64, monochrome	2.0" (5.1 cm), graphical, backlit, 176x220, color	2" (5.1 cm), graphical, backlit, 176x220, color	4.3" (10.8 cm), graphical, backlit, 192x64, monochrome	Pixel-based	Monochrome (320x222 pixels, 4-bit grayscale depth)	Monochrome (320x240 pixels, 16-bit color depth)	Monochrome (320x222 pixels, 4-bit grayscale depth)	Color, Backlit (320x240 pixels, 16-bit color depth)	PC settings	4.3", high-resolution (480x272), graphical monochrome 4-bit grayscale	4.3", high-resolution (480x272), 16-bit color	PC Settings
Touchscreen	No	No	No	No	No	No	No	No	No				
Speakerphone	Yes (listen only)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes				
Number of Line Keys	1 line (0 line keys)	N/A	N/A	24	1 line (0 line keys)	2 - lighted	2 - lighted	6 - lighted	6 - lighted	8	24 (12 buttons, 2 display pages)	24 (12 buttons, 2 display pages)	N/A
Programmable (soft) Keys	4	2	2	4 soft keys, 22 line keys for use as lines, speed dials or PLKs.	4	4 (+2 speed dial/line)	5(+8 speed dial/line)			N/A			
Fixed Feature Keys	2	5	5	3	look in conference room	8	8	8	8	8			N/A
Advanced Features		Push-to-Talk via XML	Bluetooth v2.0, Push-to-Talk via XML	Join across lines, Transfer across lines	Optional wired microphone kit	Higher-resolution	Higher-resolution	Additional line keys with expansion module 7915 or 7916	Additional line keys with expansion module 7915 or 7916	Software application	Expansion module	Expansion module	Software application
Handsfree	Yes (call monitoring and group listen)	Yes	Yes	Yes	Yes Speakerphone	Yes, Wideband support	Yes, Wideband support	Yes, Wideband support	Yes, Wideband support	Yes			Yes
Message Waiting Indication	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes			Yes
Third-Party XML Support	Audio and text only	Yes	Yes	Text XML only	Yes	Yes	Yes	Yes	Yes	Yes			Yes
Headset Port	No, but 3rd party headset amplifiers available	Yes	Yes	Yes	No	Yes, Wideband support	Yes, Wideband support	Yes, Wideband support	Yes, Wideband support	Required on PC			Required on PC
Signaling Protocol	SCCP/SIP	SCCP	SCCP	SCCP/SIP	SCCP	SCCP/SIP	SCCP/SIP	SCCP/SIP	SCCP/SIP	SCCP	SCCP/SIP	SCCP/SIP	SIP
Other Protocols Supported		802.11a/b/g	802.11a/b/g		None								
802.3AF	Yes	N/A	N/A	Yes	Cisco inline power, power cube	Yes	Yes	Yes	Yes	N/A			N/A
Cisco Power	Yes	N/A	N/A	Yes	Yes	Yes	No	Yes	No	N/A			N/A
PoE Classification	Class 2	N/A	N/A	Class 3	Class 3	Class 2	Class 3	Class 2	Class 3	N/A			N/A
DHCP	Yes	Yes	Yes	Yes	Yes + Static	Yes	Yes	Yes	Yes	Yes			Yes
802.1p/q	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Yes	N/A			N/A
CODECS					G.711, G.711a, G.722, G.729a, G.729b, G.729ab								
SRTP/TLS													
User Connect License					Enhanced								
UC Manager Encryption support (TLS/SRTP)	Yes	Yes	Yes	Yes (SCCP only)	No	Yes	Yes	Yes	Yes	Yes	N/A	N/A	No

## Cisco Unified IP Phones (continued)

Model	9971	9951	8961	KEM	Cisco Unified Video Camera	CUPC 8.0
						
List Price (USD)	\$995	\$795	\$625	\$495	\$265	\$50
MN Price (USD)	\$572	\$457	\$359	\$285	\$152	\$29
License (RTU)	4 DLU	4 DLU	4 DLU	N/A	N/A	5 DLU
Integral Switch	10/100/1000 802.11 a/b/g Wi-Fi	10/100/1000	10/100/1000	N/A	N/A	N/A
Display	VGA presentation, 5.6 in. (14 cm) graphical color touchscreen, 24 bit color depth 640x480 effective pixel resolution	VGA presentation 5 in (10 cm) Graphical TFT color display, 24-bit color depth 640 x 480 effective pixel resolution	Digital, 24-bit graphical backlit TFT color, 5"	4.3 in. graphical (TFT) color display 16 bit color depth, 480 x 272 effective resolution		PC Settings
Number of Line Keys	6	5	5	2x18		N/A
Programmable (soft) Keys	4 (via touchscreen)	4	4	N/A		N/A
Fixed Feature Keys	6 lighted	5	5	Page Key		N/A
Advanced Features	Desktop Wi-Fi Ethernet XML & Midlet apps QoS reporting, KEM support / SDIO Card	XML and Midlet apps QoS reporting, KEM support	XML and Midlet apps QoS reporting, KEM support	Power save, sleep and inactivity mode line keys are programmable - Optional cable to tether KEM for limited desk space	Optional cable and clip shipped with camera to mount on Laptop - Manual Shutter	Group Chat, Presence, Directory Pictures, One Click Email - Video Call - Regular Call
Handsfree	Yes	Yes	Yes	N/A		Yes
Message Waiting Indication	Yes	Yes	Yes	N/A		Yes
Third-Party XML Support	Yes	Yes	Yes	N/A		Yes
Headset Port	Yes HD Voice	Yes HD Voice	Yes HD Voice			Required on PC
Signaling Protocol	SIP for signaling H.264 for video	SIP for signaling H.264 for video	SIP	N/A		SIP
Other Protocols Supported	WiFi / Bluetooth / 2 USB ports / Audio In-Out (GPIO)	Bluetooth / 2 USB ports / Audio In-Out (GPIO)	N/A	N/A		None
Comparable with Cisco's	N/A	N/A	N/A			
802.3AF	Yes	Yes	Yes	Yes		N/A
Cisco Power	No	No	No	N/A		N/A
PoE Classification	4	4	3	N/A		N/A
DHCP	Yes	Yes	Yes	N/A		Yes
802.1 p/q	Yes	Yes	Yes	N/A		
Codecs	G.711a, G.711u, G.729a, G.729ab, G.722, iLBC	G.711a, G.711u, G.729a, G.729ab, G.722, iLBC	G.711a, G.711u, G.729a, G.729ab, G.722, iLBC	N/A		G.711, G.729, G.722
TLS/SRTP	Yes	Yes	Yes	N/A		No
802.3 AT	Yes	Yes	No			