



Cisco Support Community Expert Series Webcast:

Cisco Smart CallConnector

CTI, Collaboration and Desktop Integration

Shahryar Talukder
Product/Development Lead

Date July 10th, 2012

Cisco Support Community – Expert Series Webcast

- Today's featured expert is Cisco CallConnector **Expert**
- Ask him questions now about Cisco Smart CallConnector, CTI and Collaboration for UC500 platform



Shahryar Talukder

CTI, Collaboration, Communication,
Applications, Unified Communication

Thank You for Joining Us Today

Today's presentation will include audience polling questions

We encourage you to participate!



Thank You for Joining Us Today

If you would like a copy of the presentation slides, click the PDF link in the chat box on the right or go to

<https://supportforums.cisco.com/community/netpro/small-business/voiceandconferencing/sbcs-uc500>

Or, <https://supportforums.cisco.com/docs/DOC-25954>



Polling Question 1

What areas would you like this talk to cover in greater detail?

- a) Overview of the CallConnector Suite and UC500 CTI**
- b) More details on UC500 CTI interface**
- c) Demo of CallConnector Advanced Client.**
- d) Demo of CallConnector Operator Console.**
- e) How to setup and configure the CallConnector Solution**

Submit Your Questions Now!

Use the Q&A panel to submit your questions. Experts will start responding those





Cisco Support Community Expert Series Webcast:

Cisco Smart CallConnector – CTI, Collaboration and Desktop Integration

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Agenda

- UC500 CTI & Smart CallConnector Suite Overview
- Smart CallConnector helps improve pull-through UC500 revenue
- Key productivity benefits gained from Smart CallConnector Operator and Advanced Clients
- Delivering the SCC Solution – Pricing, Downloads, Resources
- Operator Console, Advanced Client and Server Configuration Demo

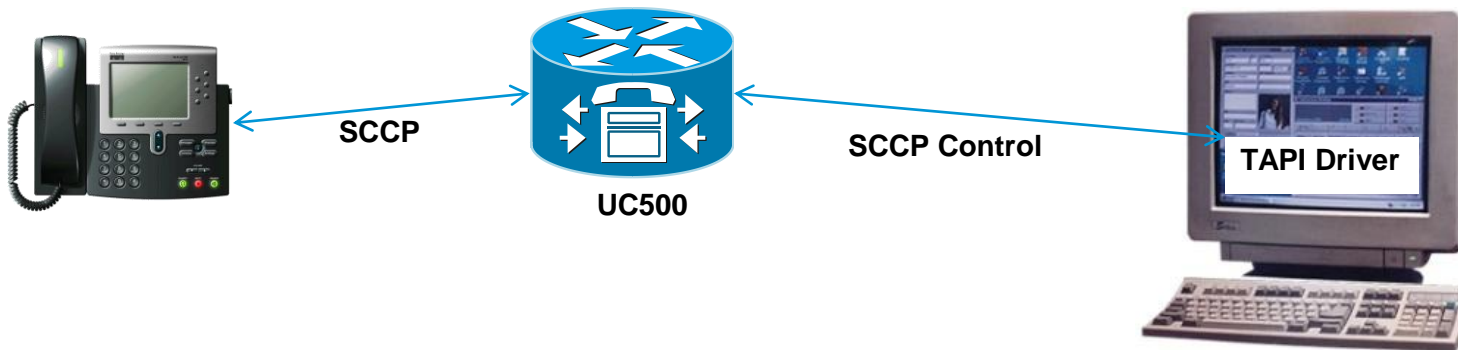


UC500 CTI Interface

Providing Desktop integration

UC500 CTI Interface

- UC500 provides an external (3rd party) control interface for SCCP phones
(No Control Interface is available for SIP Phones; CSTA is possible option)
- Only one connection allowed per phone
- Driver available for applications in Windows



UC500 TAPI Driver

- TAPI is the Window Telephony API that allows Windows applications to access telephony functionality in a uniform manner.
- UC500 TAPI Driver for Windows
Available for x32 and x64-bit OSs
Download from:
<http://www.cisco.com/cisco/software/release.html?mdfid=277641082&flowid=5337&softwareid=283451126&release=8.1&rellifecycle=&relind=AVAILABLE&reltype=latest>
- Applications supporting TAPI include:
SCC Toolbar, MS Outlook, ACT!, TapiCall, MS Dialer, Salesforce/MS Dynamics etc



Smart CallConnector Suite

Using UC500 CTI Interface

Cisco Smart CallConnector for UC500

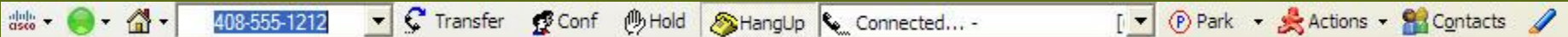
Integrated Unified Communications at the Desktop

Presence

QuickSearch

Call Control

Collaboration

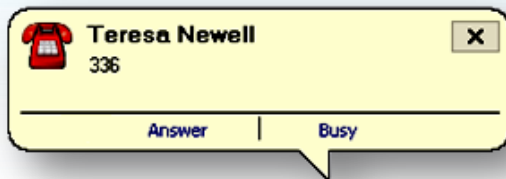


Cisco® Smart CallConnector Toolbar Client with Every Cisco Unified Communications 500

Basic click to call, dial, hold,
and resume with toolbars for
Outlook and IE

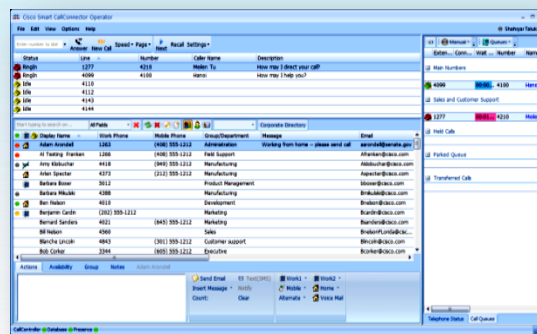
Click to call from any
application by highlighting the
number, then double-clicking
the Cisco SCC phone icon in
the system tray

Screen pop on inbound calls



Cisco Smart CallConnector Operator Console

Full-featured operator console
with directory search, call
queues, phone status,
presence, and messaging, all
through mouse or customizable
keyboard



Cisco Smart CallConnector Advanced Client with Server

Unified communications Windows
application and toolbars for call
control with dial, answer, transfer,
park, and pickup

Presence and phone status of
all users

Outlook (Personal) plus
Corporate directory with presence

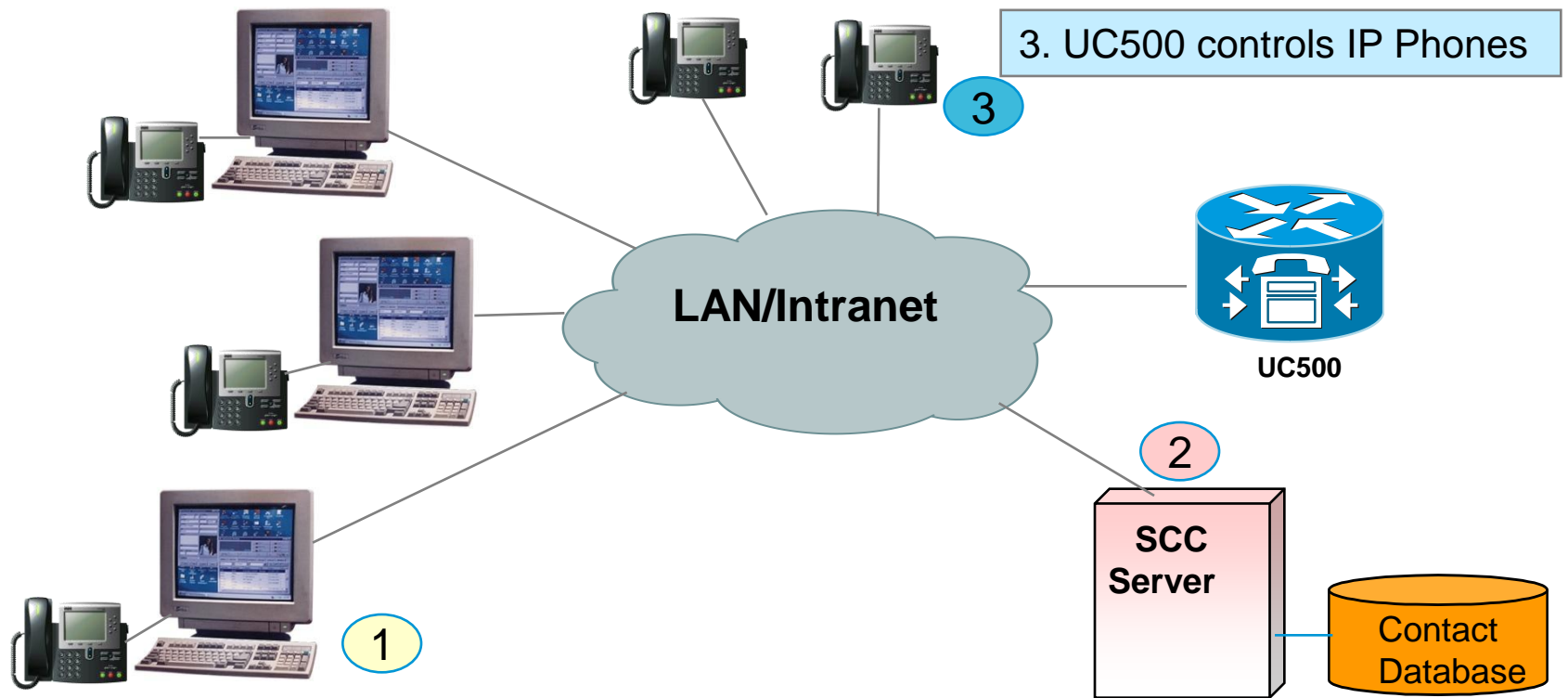
Jabber-based IM client with
support for IM federation

Visual voicemail to view, play, and
click to return calls

Communications history for calls
and instant messages

SCC System Overview Diagram

for Operator and Advanced Clients



1. SCC Clients (Advanced Client and Operator Console) connect to SCC Server

2. SCC Server connects to UC500 to control IP Phones on behalf of clients

Smart CallConnector Solution Components

What Do We Sell?

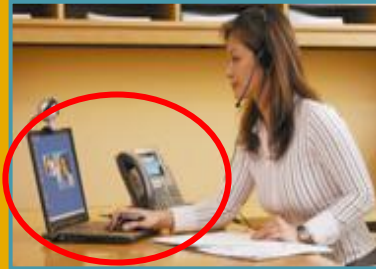
Sell the Value Propositions

Benefits to the users

1. CallConnector Advanced Client

Unified Communication at Desktop

- Directory Services
- Unified Messaging
- IM & Presence
- Click to Dial
- Outlook Integration
- Integration with Phone



Benefits to the Organization

2. CallConnector Operator

Fully Featured Operator Console

- Advanced Call Control
- Directory Search/Presence
- Call Queue, Recall Unanswered
- Telephone Status
- Instant Messaging



With the Enabling Technology

3. CallConnector Server



- Manages Operator Console and Advanced clients
- Provides Presence, Centralized Directory
- License control and Configuration Management

Cisco Smart CallConnector Suite Benefits

- Delivers quick and **easy access to unified communications from desktop PCs** and integration with Cisco® IP phones
- Helps provide **productivity gains for every employee**, with the option to click to dial contacts from Outlook or any Windows application, including web pages
- Shows information about **who is calling**, with a screen pop that draws information from the user's personal Outlook directory; users can easily create details about important calls or for bill-back
- Saves time by showing **who is in the office and available**, using presence availability, location, and phone status
- Includes an **instant messaging client for quick connections**, including with external users through Facebook and Google Talk
- Provides **access to voicemail** through an Advanced client for quick and easy playback or call return
- Enables the user to **view recent and missed calls** and IM history, for faster response

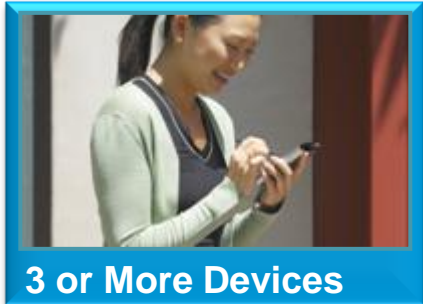




Using Cisco Smart CallConnector to sell more UC500s

Communications Technology Has Improved Productivity... Yet Added Complexity

Communications devices and apps are **proliferating...**



Employees are **increasingly mobile...**

...so it's hit or miss for reaching coworkers when needed...



...coworkers must **guess how to contact each other...**

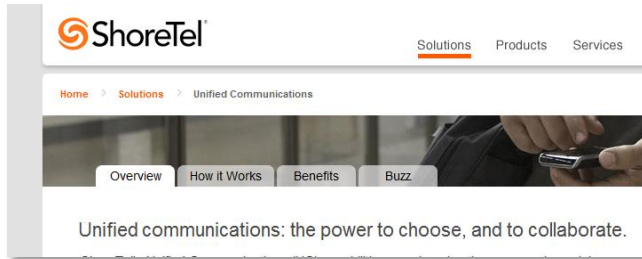


...resulting in **delays and lost productivity.**



Affecting Profitability

Competitors are going with the application-first strategy



- Web-site leads with Unified Communication as the top-most solution value “simplifies communication with fully integrated video, *instant messaging, advanced mobility and presence/collaboration*”.
- Product Page provides equal billing to “Platform Hardware” and “Platform Software – unified communication apps”



- CEO on Analyst Call Summer 2010 “*Communciation Manager is our strategic advantage*”. **Peter Blackmore** in Q42011 focus is on Mobilizing the Workforce – “*such we are tripling our spend on Mobility R&D. The world is going mobile. So the big push here on Mobility will enhance the relevance of our entire ShoreTel unified communications solutions*”



“We are now a collaboration’s company”

Wake up to Better
Collaboration and
Reduced Costs

Going Mobile with IP
Office Helps Scott & Scott
Realize Big Savings

Official Avaya Site | avaya.com  

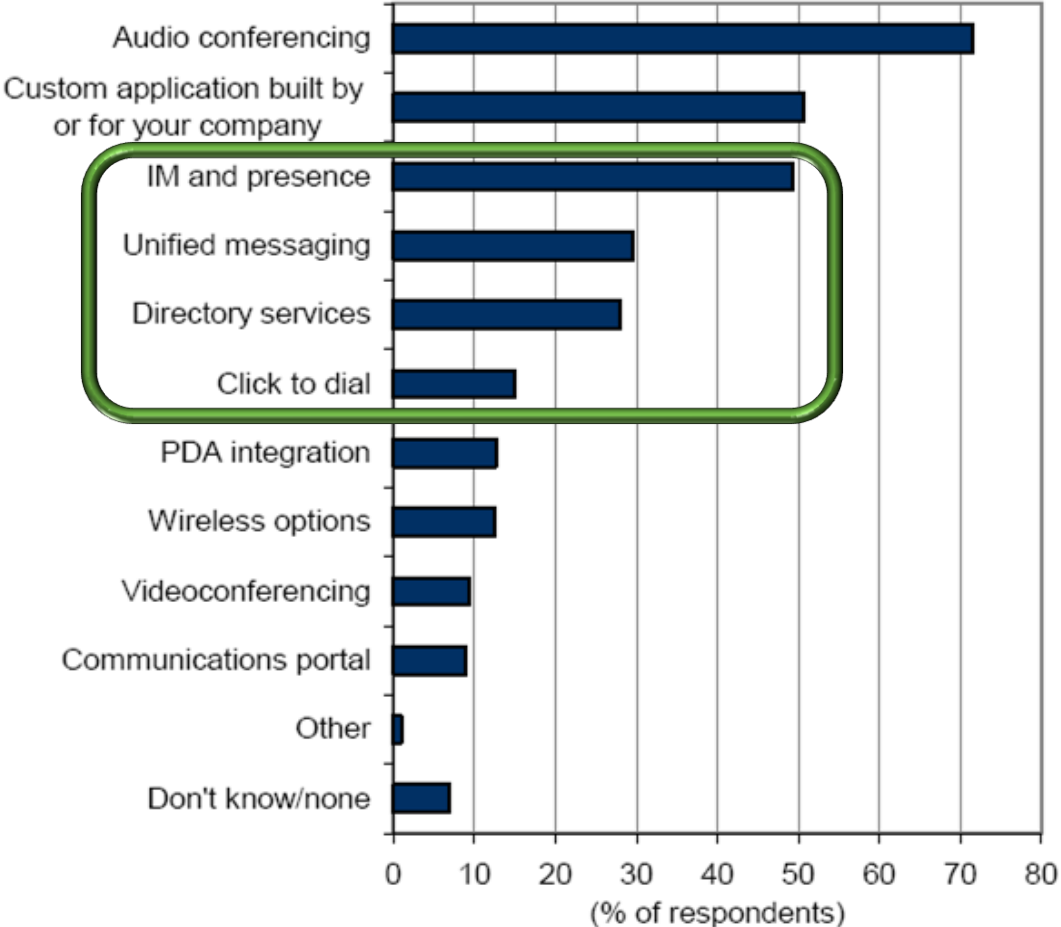
www.avaya.com

Unleash The Power of We™ & Make Collaboration More Natural.

Collaboration across any device -
desktops and mobile devices is
key value proposition offered
to customers

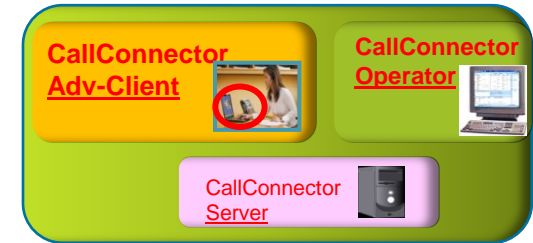
Most-Used Voice Apps/Services

Features Used with IP PBX

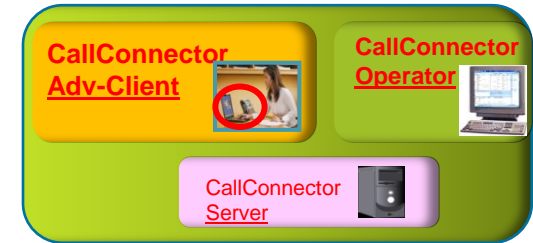
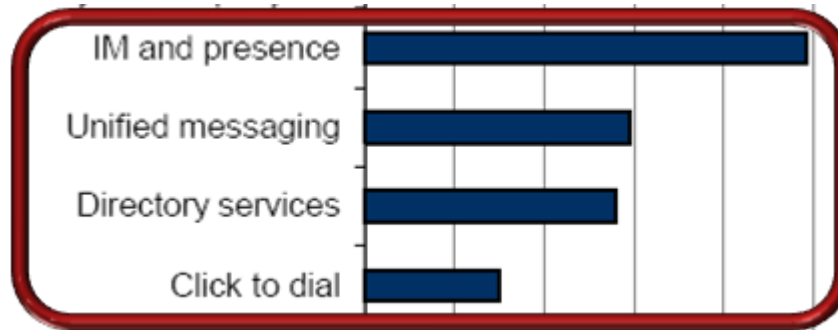


Yet More Reasons to Lead With the Apps

- **It generates significant extra revenue and profit:**
 - Not just for the Software but also for Services and Support
- **If you don't make the apps the issue, then competitors will:**
 - Shoretel, Avaya etc and then you will be perceived as reactive and not proactive
- **Competitive lockout**
 - When users get comfortable with the interface it becomes difficult to for competitors to enter the account
- **Accelerates sale to users of older technology**
 - Can provide a “tipping point” to persuade users of older phone technology to move forward faster
- **Rounds out “Unified Communications” story**
 - Makes the whole UC argument more powerful



You can lead the sale with the apps that customers want!



- **IM and Presence:** Cisco Smart CallConnector Advanced client
Customizable Windows client delivers presence-enabled directories, IM with federation, visual voicemail and call control, and Outlook integration, plus toolbars in Outlook and Internet Explorer.
- **Unified Messaging:** Cisco Smart CallConnector Advanced client
Provides visual voice mail to view and listen to voice mail messages.
- **Directory Services:** All Cisco Smart CallConnector
Directory Services are at the core of both the Smart CallConnector Client and the Operator Console
- **Click to Dial:** All Cisco Smart CallConnector
Click to Dial, Drag-n-Drop from any Windows application as well as from Outlook Contacts

Unified Communication for UC500 = Cisco Smart CallConnector Suite





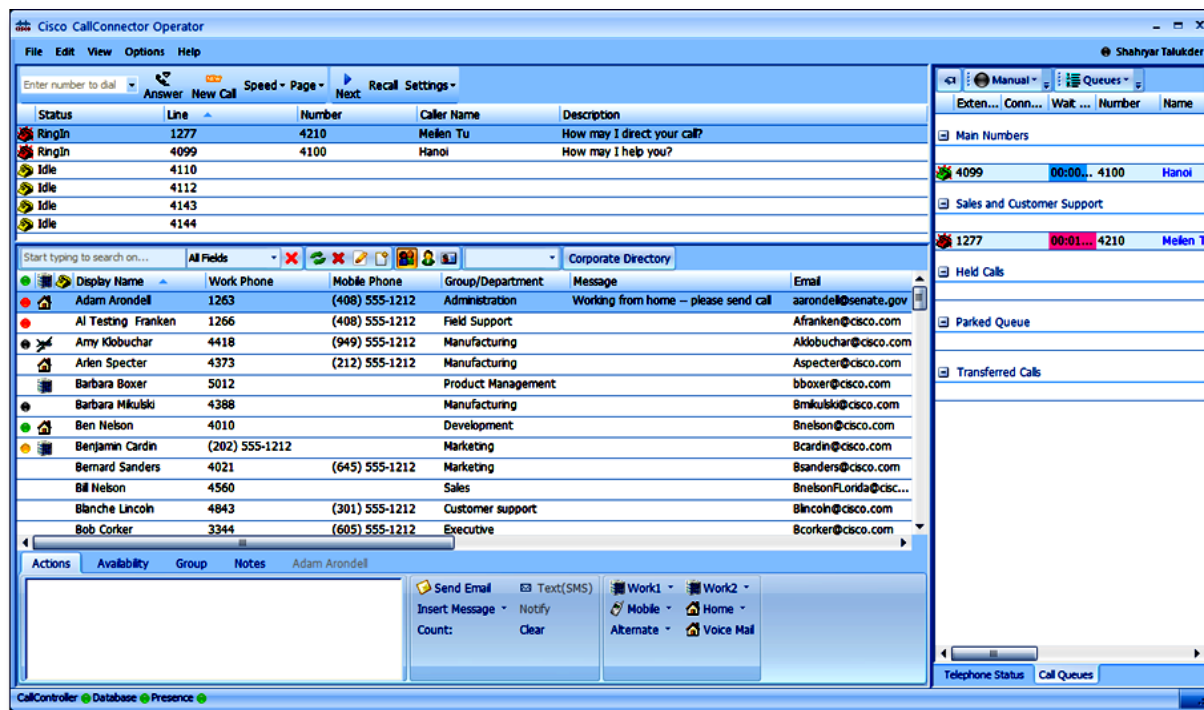
Cisco Smart CallConnector Operator

Cisco Smart CallConnector Operator

- Operator console for Cisco® Unified Communications 500 Series
- Specifically designed for fast call handling, messaging, and contact management for attendants or administrators

Key features:

- Can be deployed in single or multiple attendant positions
- Highly customizable GUI and keyboard
- Configurable graphical call queues
- Easy search across all directory fields, with results showing IP phone status
- Unique action bar that allows for easy call transfer to phone numbers or voicemail, or sending messages via IM or SMS



Cisco Smart CallConnector Operator

- Windows-based application that controls the IP phone, with directory, call queues, and telephone status
- Definable call queues, with priority call handling, greeting text, and a visual display showing calls on hold or waiting to be answered
- One button or key press to answer the longest-waiting call or to choose a call to answer
- Easy search across all fields or one field in a directory for easy lookup; option to import contacts into a directory
- Directory that shows phone status (idle, ringing, or in use) plus presence status and location for call-handling decisions
- Unique action bar that allows for easy call transfer to contact phone numbers or voicemail, or the option to send IM or SMS to phone
- Customizable user interface, including the keyboard; or you can drag and drop with the mouse for easy call handling



Cisco Smart CallConnector Operator

The screenshot displays the Cisco Smart CallConnector Operator interface. It features a menu bar (File, Edit, View, Options, Help) and a toolbar with options like 'Enter number to dial', 'Answer', 'New Call', 'Speed', 'Page', 'Next', 'Recall', and 'Settings'. A 'Call Control Window' is highlighted, showing a table of call status:

Status	Line	Number	Caller Name	Description
Ringin	1277	4210	Mellen Tu	How may I direct your call?
Ringin	4099	4100	Hanoi	How may I help you?
Idle	4110			
Idle	4112			
Idle	4143			
Idle	4144			

A 'Directory Window' is also highlighted, showing a search bar and a list of contacts:

Display Name	Work Phone	Mobile Phone	Group/Department	Message	Email
Adam Arondell	1263	(408) 555-1212	Administration	Working from home -- please send call	aaron@senate.gov
Al Testing Franken	1266	(408) 555-1212	Field Support		Afranken@cisco.com
Amy Klobuchar	4418	(949) 555-1212	Manufacturing		Aklobuchar@cisco.com
Arlen Specter	4373	(212) 555-1212	Manufacturing		Aspecter@cisco.com
Barbara Boxer	5012		Product Management		bboxer@cisco.com
Barbara Mikulski	4388		Manufacturing		Bmikulski@cisco.com
Ben Nelson	4010		Development		Bnelson@cisco.com
Benjamin Cardin	(202) 555-1212		Marketing		Bcardin@cisco.com
Bernard Sanders	4021	(645) 555-1212	Marketing		Bsanders@cisco.com
Bill Nelson	4560		Sales		BnelsonFLorida@cisc...
Blanche Lincoln	4843	(301) 555-1212	Customer support		Blincoln@cisco.com
Bob Corker	3344	(605) 555-1212	Executive		Bcorker@cisco.com

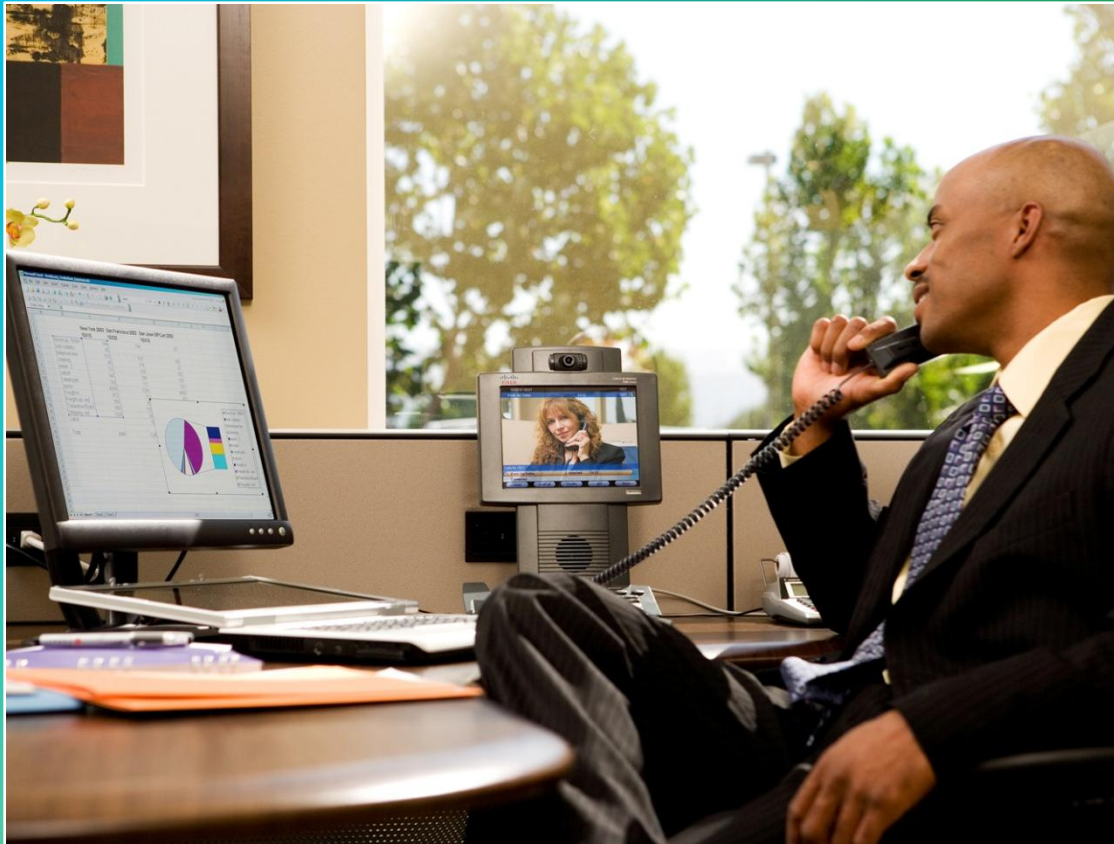
Other highlighted areas include the 'Call Control Toolbar' at the top, the 'Directory Toolbar' above the directory list, and the 'Action Bar for Call Handling' at the bottom left, which contains options like 'Send Email', 'Text(SMS)', 'Work1', 'Work2', 'Mobile', 'Home', 'Alternate', and 'Voice Mail'. On the right side, a 'Call Queues/Telephone Status' window is visible, showing a list of queues and their current status.

Users Can Choose Window Size and Locations Plus Font Size

Cisco Smart CallConnector Operator Deployment Options

- Single install with one backup per Cisco® Unified Communications 500 Series (540 and 560 models)
- Multiple operator positions allowed with SCC Server
- Single install includes SCC Server components plus client on Windows XP, Vista, or Windows 7 (32- or 64-bit)
- Backup SCC Operator client connects to primary Operator client (requires an additional license)
- SCC Operator x64-bit available for Outlook 2010 x64
- Software can be downloaded from Cisco.com
- Software licensing is controlled through e-delivery
- Operator IP phone has to be Cisco 7940, 7960, or 7970 Series, or SPA 525G
- PC can be used for other applications





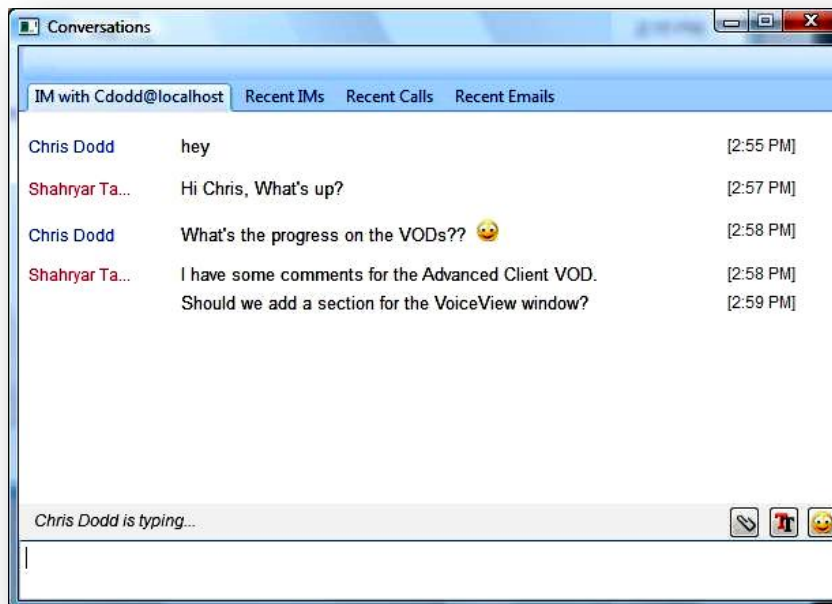
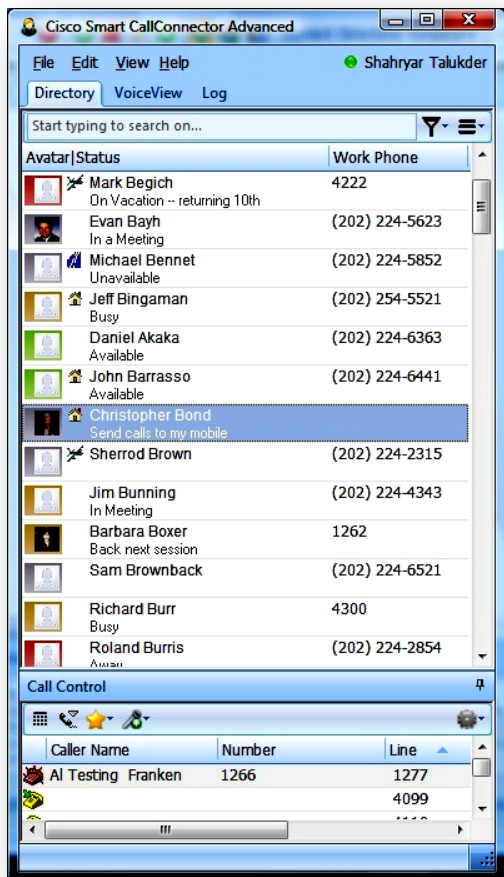
Cisco Smart CallConnector Advanced Client and Server

Cisco Smart CallConnector Server

- Provides presence with telephone status, call control of IP phones, IM, central directories, and centralized licensing management
- Clients: Advanced client and Operator Console clients; all licensing for servers and clients is through e-delivery
- Installation includes wizard guides for configuration plus import of users into directories (including from Active Directory); Cisco[®] Configuration Assistant friendly; no command-line interface required
- Support for 1 to 5 sites; 250 users maximum
- Compatible with Windows XP, Vista, Windows 7 (32- or 64-bit), VMware and Microsoft Virtual PC



Cisco Smart CallConnector Advanced



From instant message window, users can chat, escalate to calls or group chat, send files, and view recent communications

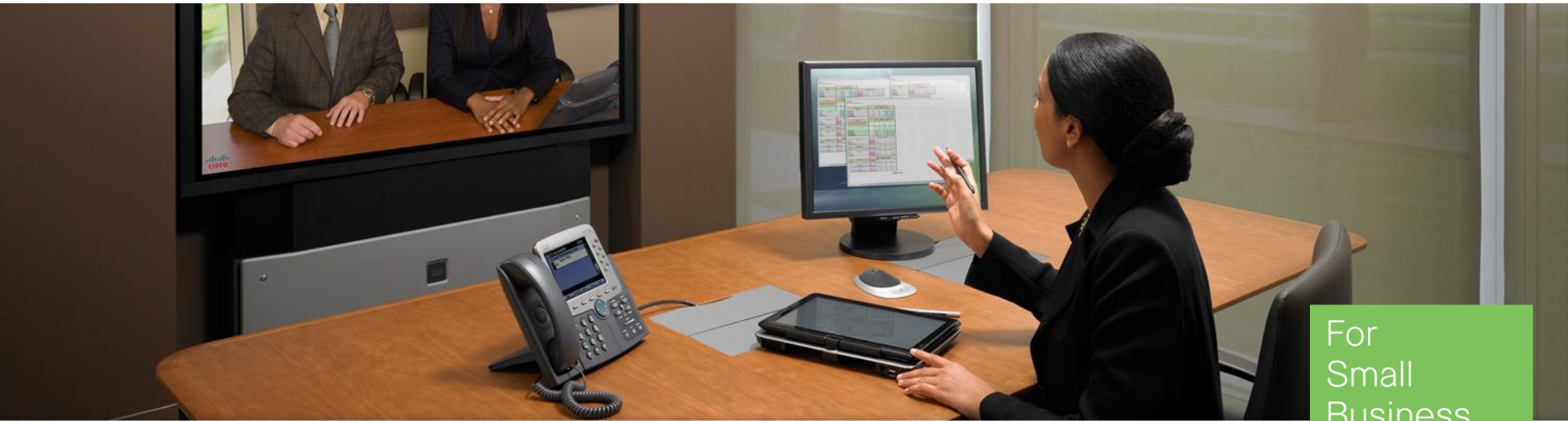
Advanced client window show contacts, with photo/avatars, presence, and telephone status

Users Can Click to IM, Call, Play Voicemail, View Presence and Phone Status

Cisco Smart CallConnector Advanced Client

- Windows application plus Outlook and IE toolbars, providing easy and quick access to unified communications services
- Four directories: Corporate, External, Personal and Outlook, with integrated presence and telephone status, click-to-send, click-to-call
- Ability to make and answer calls and access telephone features from desktop PC; popup notification of incoming calls
- Visual voicemail to view messages and play back or return calls
- Rich internal messaging to internal employees and external partners on XMPP-compatible servers (Facebook, Google Talk)
- Outlook integration includes toolbars and synchronization of calendar with presence; lookup in Personal folder
- History of calls and instant messages, with ability to click to call back or send messages





For
Small
Business



Delivering the SCC Solution

Cisco Smart CallConnector Pricing

SKU	Description	USD List	Pro Service
N/A	Free click-to-dial client for download/on CD	\$ 0	None
L-SW-SCC-OPERATOR	SCC Operator console	\$ 995	CON-SBS-SVC3 @\$149
L-SW-SCC-SERVER	SCC Server option with 8 seats of Advanced client	\$1695	CON-SBS-SVC4 @\$499
L-SW-SCC-8ADVANCED	8 additional seats of SCC Advanced client for use with Server	\$ 995	CON-SBS-SVC3 @\$149

Standard 90-day Warranty for Bug Fixes and Support

Configuration Rules and Examples

Configuration	SCC Components	USD List	Pro Service
Small System - 7 users	1xL-SW-SCC-SERVER (includes 8 advanced clients)	\$1695	1xCON-SBS-SVC4
One Operator Position	1xL-SW-SCC-OPERATOR	\$ 995	1xCON-SBS-SVC3
Two Operator Positions	2xL-SW-SCC-OPERATOR	\$ 1990	2xCON-SBS-SVC3
Medium Size System - 24 users - 1 Operator Position	1xL-SW-SCC-SERVER 2xL-SW-SCC-8ADVANCED 1xL-SW-SCC-OPERATOR	\$1695 \$1990 \$995	1xCON-SBS-SVC4 2xCON-SBS-SVC3 1xCON-SBS-SVC3
Larger System - 70 users - 2 Operator Position	1xL-SW-SCC-SERVER 8xL-SW-SCC-8ADVANCED 2xL-SW-SCC-OPERATOR	\$1695 \$7960 \$1990	1xCON-SBS-SVC4 8xCON-SBS-SVC3 2xCON-SBS-SVC3

Each user has one Advanced Client installed; each receptionist has one Operator Console installed



Advanced Client and Console Demonstrations



Cisco CallConnector Server Demo

Cisco CallConnector Server

- A Set of Server Applications, Configuration Management Utility and Databases that run on Windows Server machine providing shared access and data to the clients
- Server Applications connect to the CME/ISR to download configuration data, control the IP-phones, obtain telephone status information
- Server applications maintain databases of CME Phone configuration, CallConnector User configuration and the Directory data
- Server applications maintain the user's presence and availability information make that available to the clients; obtains telephone status from router as a Radius Server
- CallConnector Clients connect to the Server for authentication, configuration data, control of phones, directory data, user presence information
- CallConnector Server manages the user's licenses and provides access to authorized applications only (**INCLUDES 8 ADV-CLIENT LICENSES**)

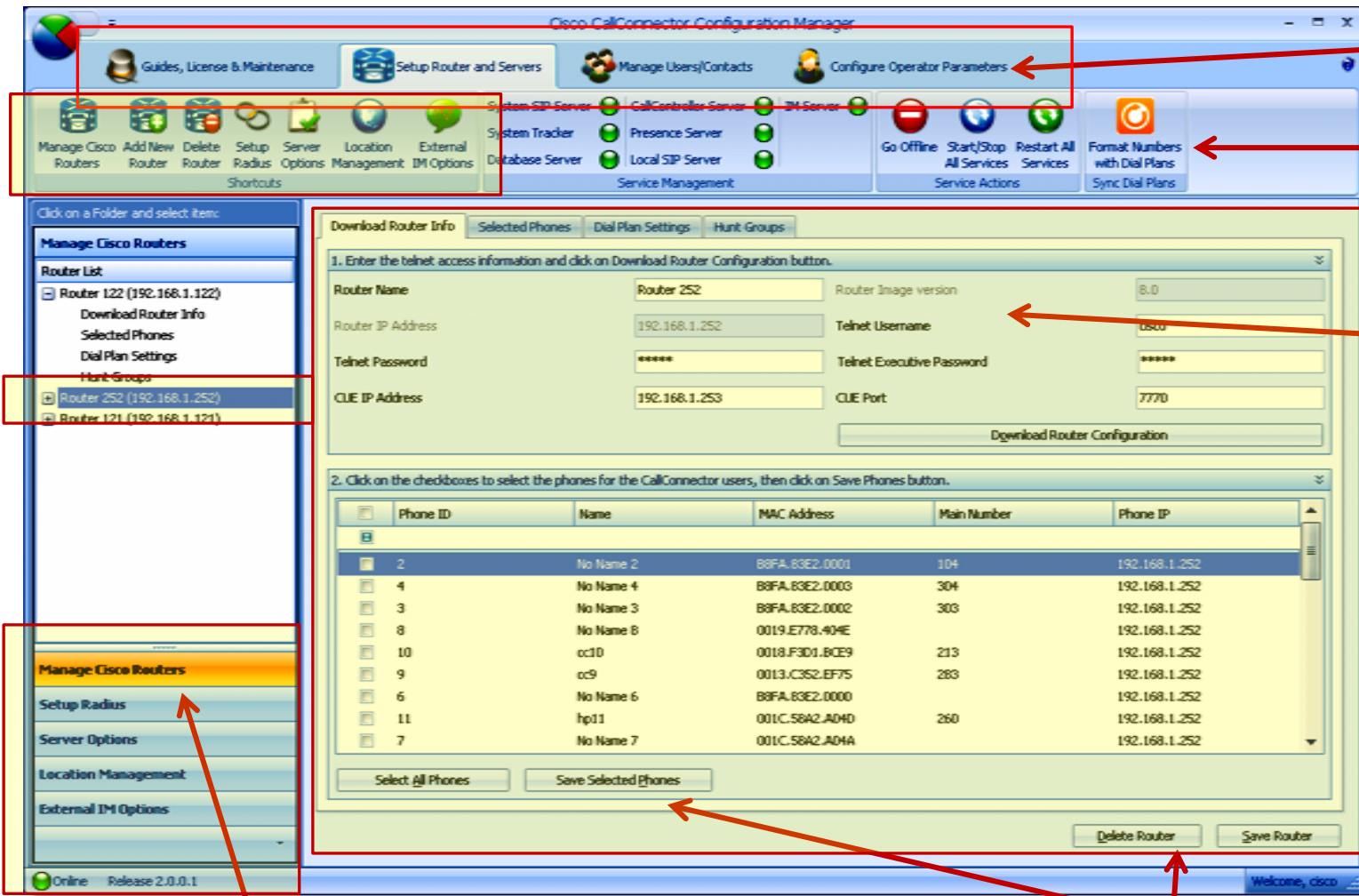
Server Applications run as Windows Services

- **Database Server** – provides SIP-based access to the user profile and configuration, directory data and read/write access to CME configuration
- **CallController Server** maintains all the UCCP connections to the CME. Clients receive call state information and can send commands to make, answer calls
- **Presence Server** includes Radius Server. It receives telephone status information from CME, maintains and broadcasts presence, location and phone status to the clients
- **Instant Message Server** enables the group chat features for clients; One-to-One IM is peer-to-peer
- **SIP Server** is a standard SIP registrar; **System Tracker** supports error recovery by notifying service up/down

Server Configuration Manager and CTI Manager Applications

- **Configuration Manager** – allows the administrator to configure the CallConnector Server.
 - Manage Server and Advanced Client Licenses
 - Download CME Phone Configuration data from the routers
 - Select which phones will be controlled by UCC Server
 - Setup the required Radius Parameters on Router
 - Configure the Dial Plan for dialing and lookup for all users
 - Configure the CallConnector Users and assign them the phones
 - Setup the Groups/Departments
 - Import and manage the Directory data for Users, Corporate and External Directories
 - Configure the Operator Parameters for Queues, Park/Page and Speed Numbers
 - Collect logs and Report Problems
- **CTI Services Manager** can be used to stop and start the CallConnector Service applications

Server 2.1 Configuration Manager



Configuration Tabs

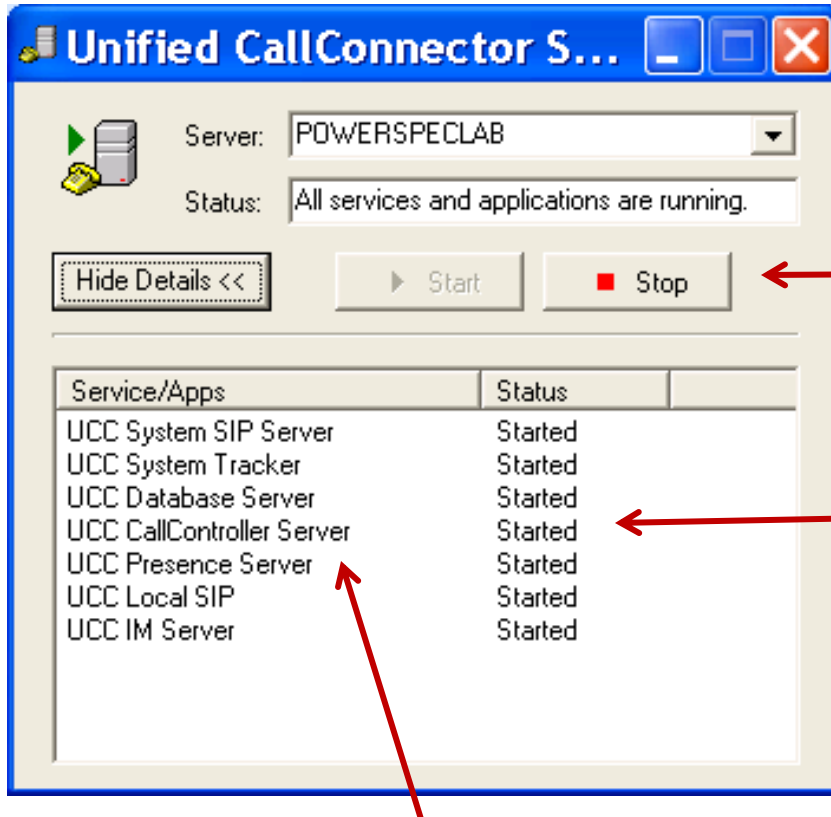
Toolbar per Tab

Configuration page (some with tabs)

Folder within each Tab to select configuration pages

Buttons to Save, Delete or Select

Server 2.1 CallConnector Service Manager



Stop and Start all CallConnector Service Applications

Status of Server Service Applications

List of the UCC Server 2.1 – Server Applications

Server Applications run as Windows Services, Have no GUI, Have to be Started/Stopped using Service Manager or Windows Services

Clients Supported by CallConnector Server

- **Advanced Client**
New Desktop client for UC500/CME-ISR users.
Requires Server 2.1; Only works in client/server mode
8 Client Licenses included with Server; Additional clients require purchase of L-SW-UCC-8Advanced for increments of additional 8 clients
- **CallConnector Operator**
Operator Console for UC500/CME-ISR
Can work in Server mode. Required for multiple operator positions, for multiple router centralized answering positions
- **Personal Clients**
Configured in the Server mode. Licensed on desktop

UCC Personal Client is a standalone application; does not require the server, however it can conflict with the Server for control of phone
UCC Clients supported by MS-TAC

Deployment Mode for CallConnector Server

Single UC500/CME-ISR- Less than 8 clients:

The CallConnector Server is installed on the Server Machine and the advanced clients installed on each of the user's PCs (One CallConnector-SERVER)

Single UC500/CME-ISR- with more than 8 clients:

The CallConnector Server is installed on the Server Machine; Additional User Licenses are added from the License Management page; Advanced clients installed on each of the user's PCs (One SERVER + (Number of Users -8)/8 L-SW-SCC/UCC-8ADVANCED)

Single UC500/CME-ISR- with both Advanced Clients and Operators:

The CallConnector Server is installed on the Server Machine; User Licenses are added from the License Management page and the advanced clients installed on each of the user's PCs; Operator clients installed on Operator's PC (One -SERVER + (Number of Users -8)/8 L-SW-SCC/UCC-8ADVANCED + L-SW-UCC-OPERATOR* number of positions)

Multiple UC500/CME-ISR:

As above, with additional routers added to the Server configuration.

CallConnector Server can be deployed (connected) to one or more routers to support Advanced-Clients and Operators

UCC Support for Multiple Routers

- One UCC Server can support Multiple Routers (Max 5 CM-ISR)
- UCC User can be configured to access a phone from any router (Overall User Max 250)
- Presence (Availability, Location and Telephone) status is displayed across all the locations
- Requires provisioning of each router and corresponding UCC Server configuration
- Single Mobility Server can support SNR/DISA features for these multiple routers

See Wiki for more details:

[http://supportwiki.cisco.com/wiki/index.php/Category:Cisco Unified CallConnector for Microsoft Office - Cisco Unified CallConnectors Support - Cisco Unified Business Communication Systems #Training .26 Labs](http://supportwiki.cisco.com/wiki/index.php/Category:Cisco_Unified_CallConnector_for_Microsoft_Office_-_Cisco_Unified_CallConnectors_Support_-_Cisco_Unified_Business_Communication_Systems#.26_Labs)



Cisco CallConnector Server Demo

Polling Question 2

What area of Server Configuration would you like to cover in greater detail?

- a) General overview of server and its configuration
- b) How to setup and add licenses for the server and clients
- c) Details of setting up the CallConnector Advanced Client.
- d) Details of setting up the CallConnector Operator.
- e) Importing Contacts from Exchange/Active Directory

Submit Your Questions Now!

Use the Q&A panel to submit your questions. Experts will start responding those





Server Configuration Demonstration

Subtopic

On-Line Resources

- Cisco Support Community
<https://supportforums.cisco.com>
- Cisco Unified CallConnector Customer Site
www.cisco.com/go/unifiedcallconnector
- Cisco Smart CallConnector Customer Site
www.cisco.com/go/smartcallconnector
- Smart Business Communications System (Partner Central)
<http://www.cisco.com/web/partners/sell/smb/products/sbcs.html#~2>
- Small Business Support Community
<https://supportforums.cisco.com/community/netpro/small-business>
- Unified CallConnector NFR Request
<https://www.myciscocommunity.com/docs/DOC-14094>

Trial and Not-for-Resale (NFR) Licensing

- UCC Solutions can be installed at the customer site on a trial basis for 45 days; just choose “Trial” during licensing activation (Internet access required during trial)
- Each partner is allowed a set of Unified CallConnector licensing for demo or in-house use
- Demo systems set up in VMware or MS Virtual PC
- Licensing number includes serial number marked as NFR; no technical support for customer installations
- To request a license, visit the Cisco Small Business Support Community, fill out the PDF, and email to Cisco <https://www.myciscocommunity.com/docs/DOC-14094>

Partner access to software and licenses

- Cisco.com download site

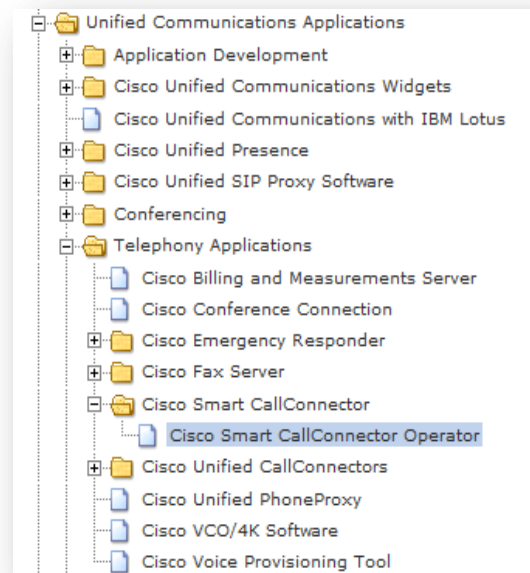
<http://www.cisco.com/go/unifiedcallconnector>

Click on Download Software link

(For SCC on UC500, go to

<http://www.cisco.com/go/smartcallconnector>

and click on Download Software link)



- If you do not have support agreement, download from:

<https://upload.cisco.com/cgi-bin/swc/fileexg/main.cgi?CONTYPES=UC500>

Use the x64-bit Installation files only when Outlook x64 installed, otherwise use x32-bit installs for both versions of Windows

Getting Support

- UCC is supported by MS-TAC for ISR and UC520
- SCC is supported by S-TAC for UC540, UC560
- Problem Reporting from Client/Server
Click on Report Problem from Help Menu in Advanced Client or from Configuration Manager Maintenance section
- Support Community
<https://supportforums.cisco.com/community/netpro/small-business>
- Support Alias for support from product team
cs-callconnector@external.cisco.com

Polling Question 3

What CTI, Collaboration and Application Integration topic are you interested in...

- a) More Details of setting up and using the SCC Solution
- b) Overview of Mobile Clients
- c) Setting up UC500 for the mobile clients
- d) Roadmap for CTI, Collaboration solutions

What do Cisco Smart CallConnector and the London 2012 Olympic games have in common?

Cisco Smart CallConnector applications deliver a quick and easy access to unified communication from PCs and integration with Cisco® IP phones. This allows users boost their productivity and free up time to watch and enjoy the Olympic games. You can update your colleagues with your availability and location information so that they can best route the calls to you.

Submit Your Questions Now!

Use the Q&A panel to submit your questions. Experts will start responding those



Q & A

Expert responding some of your questions verbally. Use the Q&A panel to continue asking your questions



We Appreciate Your Feedback!

Those who fill out the Evaluation Survey will enter a raffle for a free:

\$20 USD Gift Certificate

To complete the evaluation, please click on link provided in the chat or in the pop-up once the event is closed.

Ask The Experts Event (with Expert)

If you have additional questions, you can ask them to Expert He will be answering from July 10 to July 20.

<https://supportforums.cisco.com/thread/2158575>

You can watch the video or read the Q&A 5 business days after the event at

<https://supportforums.cisco.com/community/netpro/ask-the-expert/webcasts>



Expert Series Webcast in Spanish

Topic: Cisco Firewall Services Module: Configuration and Troubleshooting

Tuesday, July 17, at

7:00 a.m. San Francisco (UTC -7)

10:00 a.m New York (UTC -4)

4:00 p.m Madrid (UTC +2)



Join Security CCIE and Certified Ethical Hacker from EC-Council

Itzcoatl Espinosa from **TAC in Latin America**

Firewall Services Module (FWSM) architecture, basic configurations, types of Network Address Translation (NAT), multiple-context configuration, failover (active/standby and active/active), as well as troubleshooting tips of the most common problems.

During this interactive session you will be able ask all your questions related to this topic.

Register for this live Webcast at

http://tools.cisco.com/gems/cust/customerSite.do?METHOD=E&LANGUAG E_ID=S&PRIORITY_CODE=4&SEMINAR_CODE=S16811

Expert Series Webcast in Russian

Topic: Nexus 7000: Architecture and Features Overview

Tuesday, July 19th, at

9:00 a.m. CEST Brussels (UTC +2),
12:00 a.m. Moscow (UTC +2).



Join Cisco Support Engineer

Oleksandr Nesterov from **TAC Russia**

He will provide an overview of the architecture of the Cisco Nexus 7000 and the NX-OS operating system and discuss performance improvements on core network. He will also talk about main features

During this interactive session you will be able ask all your questions related to this topic.

Register will open July 11 at

<https://supportforums.cisco.com/community/netpro/expert-corner#view=webcasts>

Ask the Expert Events – Current Events



Topic: Integrating VCS with Microsoft OCS/Lync using B2BUA

Join Cisco Expert: **Andreas Wintervold**

Ask questions about design, best practices and troubleshooting tips for Video Communication Server and Microsoft Office Communications Server/Lync integrations using back to back user agent.



Topic: Security on IOS Router Devices (ZBFW, IPS, CBAC)

Join Cisco Expert: **Julio Carvajal**

Ask questions and learn how to make your IOS router devices (Zone-Base Firewall, Intrusion Prevention Systems, & Context-Base Access Control) more secure.



Topic: Configuring, Troubleshooting & Best Practices on ASA & FWSM Failover.

Join Cisco Expert: **Prashanth Goutham R.**

Ask questions about Cisco Adaptive Security Appliances (ASA) and Firewall Services Modules (FWSM)

Join the discussion ending **July 13th** for one or both of these Ask The Expert Events at:

<https://supportforums.cisco.com/community/netpro/expert-corner#view=ask-the-experts>

Ask the Expert Events – Starting next week English



Topic: Access LAN Switches

Join Cisco Expert: **Nikolay Karpyshev**.

Learn and ask questions about architecture and troubleshooting Access LAN Switches such as Cisco Catalyst 4500E, 3750-X, 3560-X, and 2960 with Cisco Expert Nikolay Karpyshev.



Topic: Network Embedded Automation and Programmability

Join Cisco Distinguished Engineer: **Joe Clarke**

Learn and ask questions about Embedded Event Manager, Tcl programming, NETCONF, onePK, and Python scripting available in our IOS, XE, XR, and NX-OS platforms.

Join the discussions for one or both of these Ask The Expert Events at:

<https://supportforums.cisco.com/community/netpro/expert-corner#view=ask-the-experts>

(Both events open July 16th)

Facebook forum & Ask the Expert

Topic: Catalyst 6500 Switch Architecture

Tuesday, July 17th, at

9:00 a.m. PDT - San Francisco (UTC -7)

12:00 a.m. EDT - New York (UTC -4)

3:00 p.m. CEST - Brussels (UTC +2)

9:30 p.m. IST – Bangalore (UTC + 5:30)



Join Cisco Support Engineer

Akshay Balaganur from **TAC Bangalore**

Facebook Forum is a one hr Q&A session with a Cisco expert. You'll be able to post your questions on our Facebook page during the event and our guest will respond to them in real time.

During this interactive session you will be able ask all your questions about 6500 architecture, capacity, over-subscription, copper/fiber modules, Supervisors (Sup 720 and Sup 32).

Attend the Facebook forum on

<http://www.facebook.com/events/393294577384618/>

We invite you to actively collaborate in the Cisco Support Community and social media

<https://supportforms.cisco.com>



<http://www.facebook.com/CiscoSupportCommunity>



http://twitter.com/#!/cisco_support



<http://www.youtube.com/user/ciscosupportchannel>



<https://plus.google.com/110418616513822966153?prsrc=3#110418616513822966153/posts>



<http://itunes.apple.com/us/app/cisco-technical-support/id398104252?mt=8>



https://play.google.com/store/apps/details?id=com.cisco.swtg_android



<http://www.linkedin.com/groups/CSC-Cisco-Support-Community-3210019>



Newsletter Subscription:

https://tools.cisco.com/gdrp/coiga/showsurvey.do?surveyCode=589&keyCode=146298_2&PHYSICAL%20FULFILLMENT%20Y/N=NO&SUBSCRIPTION%20CENTER=YES

We have communities in other languages

If you speak **Spanish, Portuguese, Japanese, Polish or Russian**, we invite you to ask your questions and collaborate in your language:

- Spanish → <https://supportforums.cisco.com/community/spanish>
- Portuguese → <https://supportforums.cisco.com/community/portuguese>
- Japanese → <https://supportforums.cisco.com/community/csc-japan>
- Polish → <https://supportforums.cisco.com/community/etc/netpro-polska>
- Russian → <https://supportforums.cisco.com/community/russian>

Thank You for
Your Time

Please Take a Moment to Complete the Evaluation



Thank you.

