

Unified Communications and Collaboration

Agency Update
August 25, 2010

Agenda

- Introduction
- Things Agencies Should Know
- Voicemail Status
- Voicemail Rollout & Support
- Model Office Status
- RFP 13088: purpose and use
- Randall White
- Randall White
- Randall White
- Lori Chavez
- Katie Mitchell
- Jay Coverdale

Kansas UCC

Voicemail Status

What Agencies Should Know

- Cisco Unity replaces legacy Octel system that is manufacture end-of-support (life)
- Unity offers enhanced features that enhance employee productivity
- Unity uses similar touchpad commands as Octel
- Fully redundant system for campus/remote reliability
- Unity easily scales to support all employees statewide
- Unity integrates seamlessly with the state UCC

Things to Know (cont)

- Octel messages available for 30 days after migration
- Train agency VM power users (Train-the-Trainer)
- Three methods for accessing Voicemail
 - Classical via telephone
 - web-based Unity PCA interface
<https://vmail.ks.gov/ciscopca>
 - Play voicemail messages from your Outlook email client using IMAP-based client and Unity Inbox

Unity Voicemail Status

- *Design*
- *Lab Trials in DISC*
- *Agency Power User training*
- *Migrate DISC, DofA, Healing Arts*
- *Production Deployment*
- *Decommission Octel*
- *Complete*
- *Complete*
- *Complete*
- *In progress (240+)*
- *Sept-Dec*
- *Jan 2011*

Unity Voicemail Rollout Plan

1. Subscriber Registration / Enrollment
 - Record your Name/Greetings
 - Set security codes PIN/password
 - Preferences: call transfer rules, Message Delivery Options, Contacts, Personal Distribution Lists
2. Migrate 7,000 Octel users (Sept-Dec)
 - 400 migrations per week
 - Octel messages available for 30 days after migration
3. Release Optional features
 - Voice Recognition as requested
 - PCA, and IMAP - October/November timeframe
 - IMAP should be integrated with Agency Active Directory

Unity Voicemail Support

- During Conversion
 - Coordination of Larger Agencies >100
 - Lori Chavez
 - Coordination of Smaller Agencies <100
 - Dan Glotzbach, Dave Kaspar, Tony Appelhanz, Jerry Senne
- After Conversion
 - Agency Power User Liaison or Agency Helpdesk
 - Help Guides will be posted on UCC website
 - Quick Reference cards will be made available in September
 - DISC Network Control Center - 785-296-2310

Kansas UCC

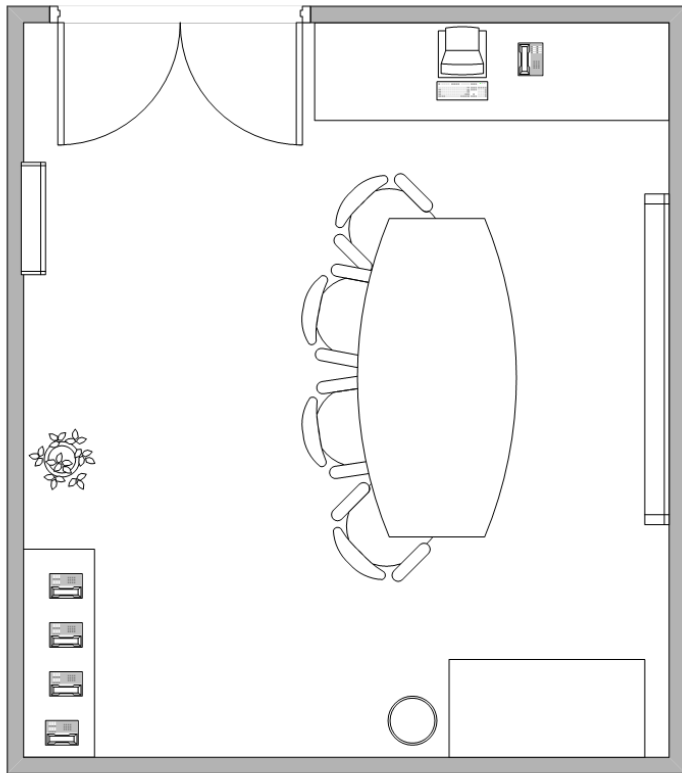
UCC Model Office Status

UCC Model Office Status

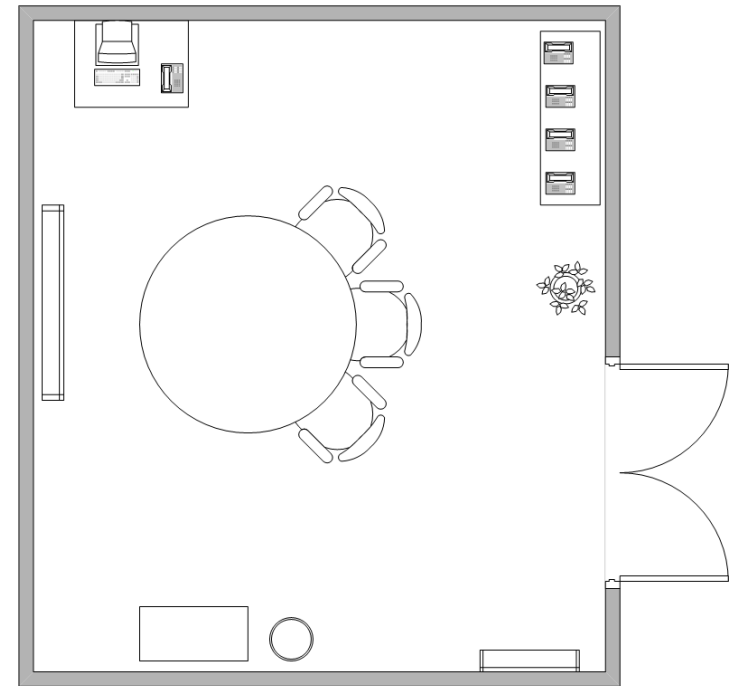
- *Develop function/specs*
- *DISC rooms prepared*
- Equipment installed
- Integration / Test
- Go-Live Demo/Training
- *Complete*
- *Complete*
- In progress
- In progress
- Sept 1

Model Office UCC Features

- Unity Voicemail and email integration
- Cisco VoIP phone-sets
- Microsoft OCS, email
- Presence, IM, Unified Messaging (UM)
- Microsoft Live Meeting
- Cisco Digital Media Suite (DMS)
- Cisco Telepresence (VTC)



Landon Room 114



Landon Room 751B

Model Office UC Products



TPS1300



Entry 7945G



Admin 7965G



TPS500



Base 6921



Camera WiFi 9971

Agenda

- Introduction
- Things Agencies Should Know
- Voicemail Status
- Voicemail Rollout & Support
- Model Office Status
- RFP 13088: purpose and use
- Randall White
- Randall White
- Randall White
- Lori Chavez
- Katie Mitchell
- Jay Coverdale