

## Products That Enable Cisco Solutions

### **Cisco Unified Mobile Communicator: Collaboration Capabilities on Mobile Handsets**

An easy-to-use software application for mobile handsets, Cisco® Unified Mobile Communicator lets mobile agency employees access the same collaboration applications on their smartphones or Nokia dual-mode phones as they can in the office. No longer are mobile employees limited to voice, voicemail, and e-mail. Instead, they can use their mobile device to access powerful unified communications applications such as employee directories, colleagues' presence information, unified messaging, secure text messaging, and conferencing. Employees save time every day because they can check a single voice mailbox instead of separate voice mailboxes for their office phone and mobile device.

For more information, visit [www.cisco.com/go/mobilecommunicator](http://www.cisco.com/go/mobilecommunicator).

### **Cisco Unified Personal Communicator: Easier, Richer Collaboration – From a Single Interface**

An application for desktop computers and laptops, Cisco Unified Personal Communicator empowers workers to collaborate more easily by giving them a single, easy-to-use interface for all of the agency's collaboration applications, including voice, video, instant messaging, Web conferencing, voicemail, and presence information. Employees save time and provide better service to their constituents when they can instantly see which experts on a certain topic are currently available, click to ask them a question by phone or instant messaging, and click again if necessary to escalate a chat session into a phone call, video conference, or multimedia collaboration session that includes sharing documents and Webpages.

For more information, visit: [www.cisco.com/en/US/products/ps6844/index.html](http://www.cisco.com/en/US/products/ps6844/index.html).

### **Cisco Unified Contact Center: More Personalized Service Without More Agents**

Cisco Unified Contact Center empowers government employees to more quickly answer citizen and employee requests. Contacts initiated by phone, real-time chat, or e-mail are routed to the most appropriate person based on agent skills, availability, and queue length. Self-service options such as interactive voice response (IVR) save time for callers and agents alike, improving citizen satisfaction with government. When agents need to escalate a call, they can consult other employees' presence information to find a resource who is currently available, and connect with a single click. Agencies can even integrate Cisco Unified Contact Center with caller databases so that agents can view caller information to help them resolve the issue.

For more information, visit [www.cisco.com/go/unifiedcc](http://www.cisco.com/go/unifiedcc).

## Cisco Unified MeetingPlace: Multimedia Collaboration for Faster Decision Making

Cisco Unified MeetingPlace® enables government employees in different locations to collaborate effectively from any workspace, using voice, video, and Web conferencing. Employees easily schedule meetings from Microsoft Outlook, and one click simultaneously launches the voice, video, and Web aspects of the conference. The ability to share documents and Webpages during the conference helps participants accelerate decision making. Government organizations are using Cisco Unified MeetingPlace for collaborative meetings, training sessions, and presentations.

For more information, visit [www.cisco.com/go/meetingplace](http://www.cisco.com/go/meetingplace).

## Cisco Unified Presence Server: Identification of Expert Resources Who are Currently Available

Cisco Unified Presence Server empowers government employees to get answers more quickly by helping them reach each other on the first try, on the right device. It collects information about agency employees' availability and communications capabilities, including whether they are currently using the phone or have Web collaboration or video conferencing enabled on their PC. Employees can view each other's presence information on their Cisco IP phone, Cisco Unified Personal Communicator, smartphone or Nokia dual-mode (cellular/Wi-Fi) phone. Employees can augment the presence information with their preferences, such as when they want to be contacted, and how: phone, mobile phone, e-mail, instant message, and so on.

For more information, visit [www.cisco.com/go/presenceserver](http://www.cisco.com/go/presenceserver).



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