



# Enterprise Directory

for Cisco Unified Communications

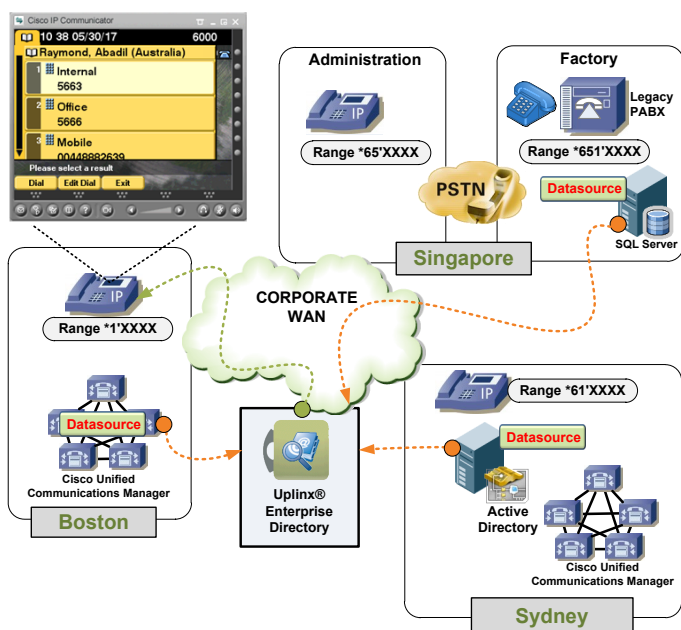
## Product Overview

The Uplinx® Enterprise Directory is a comprehensive solution for consolidating an enterprises numerous sources of contact information into a single source available to all Cisco IP phones in the enterprise.

Contact information previously unavailable to an IP handset can now include details such as:

- ◆ Mobile phone numbers
- ◆ Alternate office numbers
- ◆ Home phone numbers
- ◆ Emergency numbers

The powerful Enterprise Directory consolidation engine makes it possible from a single application for collected contact details to be filtered, manipulated, grouped and sorted to meet an enterprises requirements.



Core features of the Uplinx® Enterprise Directory for Cisco Unified Communications Manager include:

- ◆ Support for various data sources
- ◆ Full customisation of collected data
- ◆ Regionalisation of directory information
- ◆ Graphics and text support
- ◆ Foreign language support
- ◆ Web based phone directory with "click to dial" support

## Features

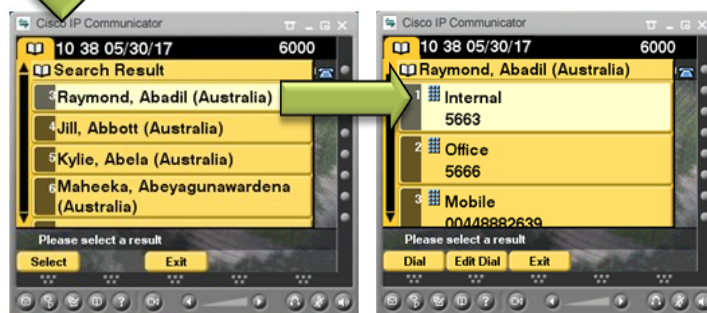
### Support for various data sources

The Uplinx® Enterprise Directory system supports data sourcing from Microsoft Active Directory, CUCM, Microsoft SQL, files and permanent static entries (ie Emergency numbers) added via the WebGUI.

### Customisation of Directory Information

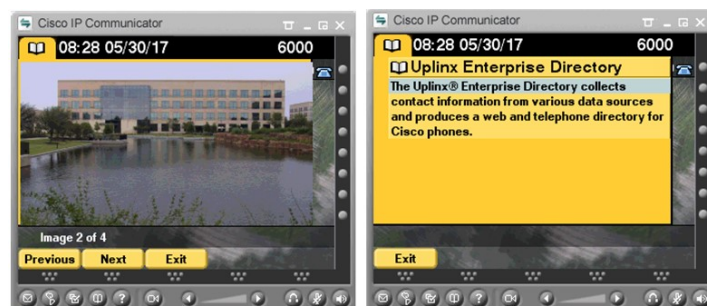


Directories can be customised such that the data can be presented in a hierarchical logical structure. Contact details can be organised according to geographical areas, business units, departments or service sections such as emergency or security functions at specific locations.



### Images and Text

The Uplinx® Enterprise Directory for Cisco Unified Communications Manager Text boxes and image galleries can also be included in the directory structure. This might be useful for organisation to include text and images in the directory for help, emergency procedures or even location maps.



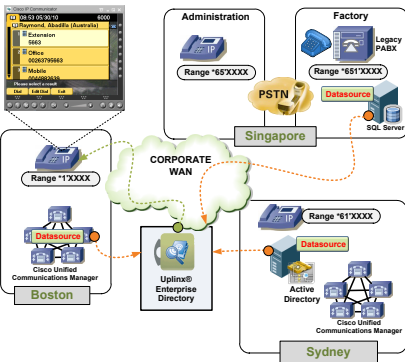


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### Designed for large heterogeneous enterprises

In environments where there are multiple CUCM clusters deployed, the Uplinx® Enterprise Directory allows for all contact details across clusters to be consolidated such that all cluster users can lookup



other cluster user details and place calls without having to know trunk access codes.

A multitude of filter and translation options in the system allow for all available contact information to be massaged such

that it provides all the necessary contact information required to improve a user's productivity when using their Cisco CUCM system.

### Scalability and High Availability

UPLINX Enterprise Directory has been tested up to 200,000 contract entries and can sustain up to 110 directory requests per second. Standard HTTP/S load balancers can be used to provide highest availability for directory services on the phone and web. Also, directory servers can be distributed across different regions to improve availability and performance.

### Web Based Phone Directory

The Uplinx® Enterprise Directory system also provides a web based phone directory based on this consolidated data which integrates with the Cisco Web Dialer.

Users can use "click-to-dial" from a web page published by the Enterprise Directory system. The web based phone directory can be easily integrated into the enterprise Intranet to add value to all users.

Firefox - Web Phone Directory

10.51.171/webgui/phonebook.aspx?pg=45

Directory Search

Select Your Location: Australia

Department: begin with Static Search Entries Per Page: 25

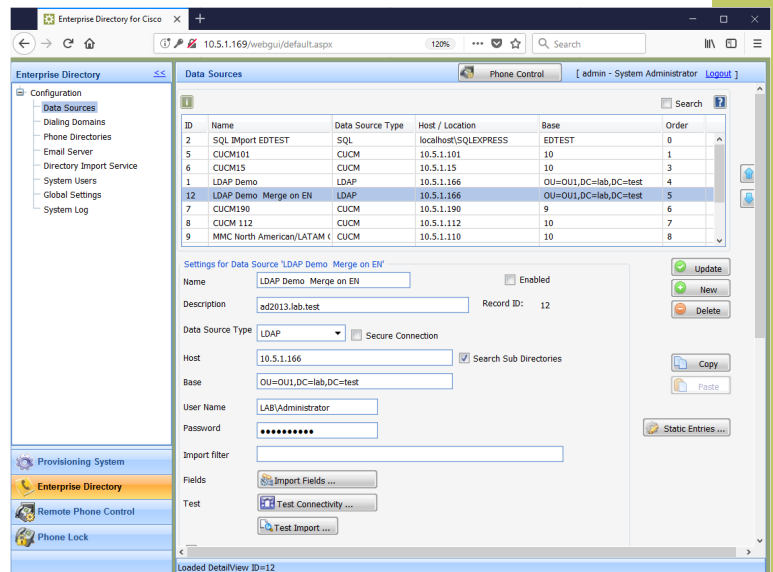
Export To Excel

First Name	Last Name	Department	Extension	Mobile	Home Number	Office	External Contact	DID
David	Babel	Static		00434980987	094332019	095450227		
Helen	Burrows	Static	7980	00430489785	095993409	095450228	00433898761	024
Peter	Curtis	Static	7988	00430409243	095993098	093873857	092126718	045
Dave	George	Static		00430498045	095943682	095450231	093572861	029
Craig	Moore	Static		00432098909	093458956	095450320		
John	Smith	Static		00441112222				
Henry	Williams	Static				095450256		

<< |< |> Page 1 of 1 Page >| >>|

### Intelligent Web Management Interface

All configuration management and monitoring is performed on the WebGUI of the Uplinx® Enterprise Directory system and can be accessed by any web browser. Multiple administration and operational users can be configured to access the system via role based administration. Every action on the system is logged and reports can be generated on performed actions.



The administrative WebGUI is a 3rd generation web interface which has been designed to be user friendly and is integrated with extensive help. Although being a web application with associated benefits like security and access from anywhere, the WebGUI appears more like a locally running application with responsiveness and asynchronous behaviour (no page refreshes). All configuration and reporting data is stored in a Microsoft SQL server.





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## Benefits

The overall benefits of the Uplinx® Enterprise Directory are:

- ◆ It is a comprehensive solution for **aggregating contact information** from multiple data sources and making it available for use with all Cisco IP phones in the enterprise.
- ◆ Displays **multiple extensions per contact**, for example *it can merge and display the Mobile number from Active Directory and the users' 1st phone extension*.
- ◆ It delivers search **hierarchical directories** to Cisco phones. For example sorted by country, organization or department.
- ◆ Provides a **customizable Intranet directory** with entries that the user can **"click-to-dial"** from his/her phone by leveraging Cisco Web Dialer.
- ◆ Provides **more contact details** and facilitating faster contact number lookups through efficient hierarchical lookups.

For **end users** it enhances CUCM by providing:

- ◆ Populates the phone directory with additional data from sources other than the CUCM directory.
- ◆ Provides a customizable Intranet directory with entries that the user can "click-to-dial" from his/her phone by leveraging Cisco Web Dialer.

For the **Enterprise** the following benefits are delivered :

- ◆ Cost savings by improved end user productivity.
- ◆ Reduced call costs due to more on-net calls as the on-net numbers can now be located within the phone directory.
- ◆ Leverage of the Cisco IP phone screens by adding additional information such as location maps and emergency procedures.
- ◆ The phone directory can be populated with additional data from alternate sources which is not available with the default CUCM directory.

For an **IT department** the following benefits are delivered :

- ◆ Contact information does not need to be manually added. Automated import of data from a multitude of sources.
- ◆ Paper based directories can be easily exported.
- ◆ Field proven system with advanced configuration options avoids internal projects to aggregate contact data.
- ◆ System provides an online phone directory which can be incorporated into a companies intranet.

## Licensing

The Uplinx® Enterprise Directory is licensed based on the number of contacts which appear in the directory. The following licenses are available:

- ◆ Up to 5000 entries
- ◆ Up to 10,000 entries
- ◆ Unlimited

## System Requirements

The Uplinx® Enterprise Directory will run on:

- ◆ Windows Server 2012 and later, 4GB RAM, 60 GB disk
- ◆ SQL Server (Express) 2012 and later
- ◆ IIS (part of Windows Server)
- ◆ Virtualised environments

The Uplinx® Enterprise Directory supports the following versions of Cisco Unified Communications Manager:

- ◆ CUCM 9 and later

## Contacts:

sales@uplinx.com

<http://www.uplinx.com>



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