

# Imagicle Collaboration Solution 12.5 v1 for Cisco Unified Communications



Last Updated: 11 July 2019

## About This Demonstration

This guide for the preconfigured demonstration includes:

[About This Demonstration](#)

[Requirements](#)

[About This Solution](#)

[Topology](#)

[Session Users](#)

[Get Started](#)

[Session Save](#)

[Scenario 1. Cisco Unified Communications and Imagicle Attendant Console and Customer Service Solution](#)

[Scenario 2. Cisco Unified Communications and Imagicle Call Recording Solution](#)

[Scenario 3. Cisco Unified Communications and Imagicle Billing Solution](#)

[Scenario 4. Cisco Unified Communications and Imagicle IP Fax Server Solution](#)

[Scenario 5. Cisco Unified Communications and Imagicle Hospitality Services & Attendant Console](#)

[Conclusion](#)

[What's Next?](#)

## Limitations

There are no limitations associated with this demonstration.

## Customization Options

There are no customization options associated with this demonstration.

## Requirements

The table below outlines the requirements for this preconfigured demonstration.

### Requirements

Required	Optional
Laptop	Router, registered and configured for Cisco dCloud
A mobile phone	Cisco Unified IP Phones 88xx Cisco DX70/80 or SX/MX Room System Devices

## About This Solution

Combine communications into a single solution to help your employees, customers, suppliers, and partners communicate quickly and easily. Use Cisco Unified Communications (UC) to connect teams and information, and help enable comprehensive and effective collaborative experiences. Your organization can:

- Connect co-workers, partners, vendors, and customers with the information and expertise they need
- Access and share video on the desktop, on mobile devices, and on demand, as easily as making a phone call
- Facilitate better team interactions, dynamically bringing together individuals, virtual workgroups, and teams
- Integrate collaboration and communications into applications and business processes

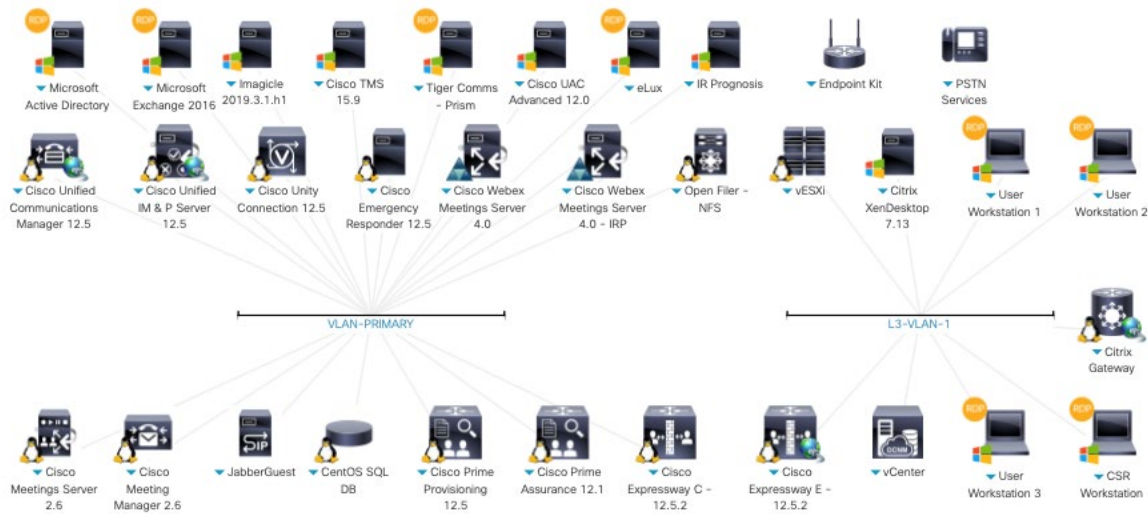
For additional information about **Cisco Voice and Unified Communications**, visit <http://www.cisco.com/go/uc>.

**Imagicle Application Suite for Cisco UC** offers an all-in-one suite of must-have applications empowering Cisco Unified Communications and Collaboration for enterprises as well as small- to medium-size businesses. The Imagicle Application Suite addresses the needs of organizations by providing a complete set of UC applications. This grants an exceptional, easy experience to all users from their IP phones, Jabber desktop-mobile clients, browsers, and mobile devices.

## Topology

This demonstration includes several enterprise server VMs. Most of the servers are fully configurable using the administrative-level account. Administrative account details are included in the script steps where relevant and in the Equipment Details table.

### dCloud Topology



### Equipment Details

Application	Version	URL	Username	Password
Microsoft Active Directory Server	2012 R2	198.18.133.1	DCLLOUD administrator	C1sco12345
Microsoft Exchange Server	2012 R2 with Exchange 2016	198.18.135.52	DCLLOUD administrator	C1sco12345
Cisco TelePresence Management Suite	15.9	<a href="https://tms1.dcloud.cisco.com">https://tms1.dcloud.cisco.com</a>	administrator	C1sco12345
Cisco TelePresence Management Suite Extension for Microsoft Exchange	5.9	198.18.135.36	DCLLOUD\administrator	C1sco12345
Cisco Expressway - Controller	X12.5.2	<a href="https://vcsc.dcloud.cisco.com">https://vcsc.dcloud.cisco.com</a>	admin	dCloud123!
Cisco Expressway - Expressway	X12.5.2	<a href="https://vcse.dcloud.cisco.com">https://vcse.dcloud.cisco.com</a>	admin	dCloud123!
Cisco Unified IM and Presence Server	12.5.1.10000-22	<a href="https://cup1.dcloud.cisco.com">https://cup1.dcloud.cisco.com</a>	administrator	dCloud123!
Cisco Unified Communications Manager	12.5.1.21900-22	<a href="https://cucm1.dcloud.cisco.com">https://cucm1.dcloud.cisco.com</a>	administrator	dCloud123!

<b>Cisco Emergency Responder</b>	12.5.1.20000-7	<a href="https://cer1.dcloud.cisco.com">https://cer1.dcloud.cisco.com</a>	administrator	dCloud123!
<b>Cisco Jabber Guest Server</b>	11.1.2	<a href="https://jabberguest.dcloud.cisco.com">https://jabberguest.dcloud.cisco.com</a>	admin	dCloud123!
<b>PostgreSQL Message Archiving Server</b>	CentOS 7.1.1503	<a href="http://198.18.134.29">198.18.134.29</a>	Root	dCloud123!
<b>Cisco Meeting Server</b>	2.6.1	<a href="https://198.18.134.175:445">https://198.18.134.175:445</a>	admin	dCloud123!
<b>Cisco Unified Attendant Console Standard</b>	12.0.5.3752	N/A (Installed locally on Wkst1)	N/A	N/A
<b>Cisco Unified Attendant Console Advanced</b>	12.0.4.4123	<a href="https://cuaca1.dcloud.cisco.com">https://cuaca1.dcloud.cisco.com</a>	ADMIN	dCloud123!
<b>Cisco Prime Collaboration Assurance</b>	12.1	<a href="https://cpa1.dcloud.cisco.com">https://cpa1.dcloud.cisco.com</a>	globaladmin	dCloud123!
<b>Cisco Prime Collaboration Provisioning</b>	12.5	<a href="https://pcp.dcloud.cisco.com">https://pcp.dcloud.cisco.com</a>	globaladmin	dCloud123!
<b>Cisco Unity Connection Server</b>	12.5.1.11900-57	<a href="https://cuc1.dcloud.cisco.com">https://cuc1.dcloud.cisco.com</a>	administrator	dCloud123!
<b>Cisco WebEx Meetings Server</b>	4.0.1.19.D-AE	<a href="https://meetingsadmin.dcloud.cisco.com">https://meetingsadmin.dcloud.cisco.com</a>	amckenzie@dcloud.cisco.com	C1sco12345!
<b>UnifiedFX Migration FX Server</b>	7.0.1.1339	<a href="http://198.18.1.39:8181/AutomationFX/#/app/parameters">http://198.18.1.39:8181/AutomationFX/#/app/parameters</a>	administrator	dCloud123!
<b>Imagicle</b>	2019.3.1.h1	<a href="http://198.18.135.54/fw/frame/login.asp">http://198.18.135.54/fw/frame/login.asp</a>	admin	dCloud123!
<b>Citrix Xen Desktop</b>	7.13	<a href="http://xendesktop.dcloud.cisco.com/citrix/storeweb/">http://xendesktop.dcloud.cisco.com/citrix/storeweb/</a>	DCLOUD\ <username&gt;< td=""> <td>dCloud12345!</td> </username&gt;<>	dCloud12345!
<b>VMware ESXi (on Workstation 1)</b>	6.0.0	<a href="http://198.18.1.36">198.18.1.36</a>	DCLOUD\amckenzie	dCloud12345!
<b>Tiger Prism Server</b>	2017.3.001.6098	<a href="https://tiger">https://tiger</a> (from Workstation 1)	DCLOUD\administrator	C1sco12345
<b>Open Filer Server</b>	ESA 2.99.1	198.18.135.39	openfiler	dCloud123!
<b>Cisco Meeting Manager</b>	2.6.0.339	198.18.135.56 or <a href="https://cmm.dcloud.cisco.com">https://cmm.dcloud.cisco.com</a>	administrator	C1sco12345
<b>Bucher + Suter Connects for Salesforce</b>	4.0	N/A (Installed locally on Wkst1)	N/A	N/A
<b>Workstation 1</b>	Windows 10 Pro	<a href="http://198.18.1.36">198.18.1.36</a>	DCLOUD\amckenzie	dCloud12345!
<b>Workstation 2</b>	Windows 10 Pro	<a href="http://198.18.1.37">198.18.1.37</a>	DCLOUD\aperez	dCloud12345!
<b>Workstation 3</b>	Windows 10 Pro	<a href="http://198.18.1.38">198.18.1.38</a>	DCLOUD\mcheng	dCloud12345!
<b>CSR Workstation</b>	Windows 10 Pro	<a href="http://198.18.1.39">198.18.1.39</a>	DCLOUD\chegarty OR DCLOUD\wwhitman	dCloud12345!

## Session Users

The table below contains details on preconfigured users available for your session.

## User Details

User Name	ROLE	User ID	Password	Endpoint Devices	Self-Provisioning ID / Phone Extension
<b>Adam McKenzie</b>	CEO	amckenzie	dCloud12345!	Workstation 1 Jabber for Windows <i>or</i> Any of the devices listed in Requirements table	6016
<b>Monica Cheng</b>	Sales Engineer	mcheng@dcloud.cisco.com	dCloud12345!	Workstation 3 Jabber for Windows <i>or</i> Any of the devices listed in Requirements table	6020
<b>Walt Whitman</b>	Customer Service	wwhitman	dCloud12345!	CSR Workstation with Cisco Jabber for Windows <i>or</i> Any of the devices listed in Requirements table	1083

## Get Started

### BEFORE PRESENTING

Cisco dCloud strongly recommends that you perform the tasks in this document with an active session before presenting in front of a live audience. This will allow you to become familiar with the structure of the document and content.

It may be necessary to schedule a new session after following this guide in order to reset the environment to its original configuration.

### PREPARATION IS KEY TO A SUCCESSFUL PRESENTATION

Follow the steps below to schedule your demonstration and configure your demonstration environment.

1. Initiate your dCloud session. [[Show Me How](#)]

**NOTE:** It may take up to 60 minutes for your session to become active.

2. Connect your router and laptop. [[Show Me How](#)]
3. If you are connected from behind a Cisco dCloud router, please continue to the next step. For best performance, connect to the workstation with **Cisco AnyConnect VPN** [[Show Me How](#)] and the **local RDP client on your laptop** [[Show Me How](#)].
  - **Workstation 1:** 198.18.1.36, Username: **dcloud\amckenzie**, Password: **dCloud12345!**
    - Cisco Jabber should auto-login on the demonstration workstations. If it does not, double-click the **Cisco Jabber** icon on the desktop to log in.
  - **Workstation 3:** 198.18.1.38, Username: **dcloud\mcheng**, Password: **dCloud12345!**
    - Cisco Jabber should auto-login on the demonstration workstations. If it does not, double-click the **Cisco Jabber** icon on the desktop to log in.
    - Open Imagicle Blue's Attendant Enterprise from the shortcut on the desktop and log in with the following credentials:

- Agent: **mcheng**, Password: **dCloud12345!**
- **CSR Workstation: 198.18.1.39**, Username: **dcloud\wwhitman**, Password: **dCloud12345!**
  - Cisco Jabber should auto-login on the demonstration workstations. If it does not, double-click the **Cisco Jabber** icon on the desktop to log in.

**NOTE:** You can also connect to the workstation using the Cisco dCloud Remote desktop client [[Show Me How](#)]. The dCloud Remote Desktop client works best for accessing an active session with minimal interaction. However, many users experience connection and performance issues with this method.

4. **Optional:** This demonstration uses Cisco Jabber for Windows as the default device. If you would like to provision an IP Phone or Cisco TelePresence device for the demonstration, use the **auto-provisioning** feature in Cisco Unified Communications Manager [[Show Me How](#)].
  - **Monica Cheng** will use **Extension 6020** and any of the devices in the Requirements table.
  - **Walt Whitman** will use **Extension 1083** and any of the devices in the Requirements table.
5. **Optional:** Cisco has physical meeting rooms located in various geographical locations reserved for customer-facing presentations. If you would like to run this demonstration as if you are presenting in one of these locations below, you can assign your endpoint to the room itself, as if it were a meeting room phone. This is a virtual instance of a physical meeting room to use for your session. Simply plug your device into a Cisco dCloud router and follow the Self-Provisioning steps listed above, using the appropriate Self-Provisioning ID listed in the following table.

## Preconfigured Meeting Room Phones

Data Centers	Room Location	Device Name / User Name	Phone Number	Self-Provisioning ID
AMERICAS	New York - George Washington Bridge	USANYC	+19725556051	6051
AMERICAS	RTP - Little House on Prairie	USARTP	+19725556052	6052
AMERICAS	SJC - Johnnie Walker	USASJC	+19725556053	6053
AMERICAS	Toronto - NIPISSING	CANTOR	+19725556054	6054
AMERICAS	Vancouver - Hornby	CANVAN	+19725556055	6055
EMEAR	London - Piccadilly	UKLON	+19725556056	6056
EMEAR	Berlin - Brandenburger	GERBER	+19725556057	6057
EMEAR	Dublin - Galway	IREDUB	+19725556058	6058
EMEAR	Stockholm - Berzelius	SWESKM	+19725556059	6059
EMEAR	Madrid - Mulhacen	SPAMAD	+19725556060	6060
APJC	Singapore - Outram Park	SINORP	+19725556061	6061
APJC	Beijing - Great Wall	CHIBJG	+19725556062	6062
APJC	Shanghai - Gui Zhi Xiang	CHISHG	+19725556063	6063
APJC	Tokyo Rhode Island	JAPTOK	+19725556064	6064

6. **Obtain the DID numbers** assigned to your session and record for future use. For example, when a step states to call the dial number (DN) **6023**, call the appropriate translated DID phone number assigned for your session. [[Show Me How](#)]

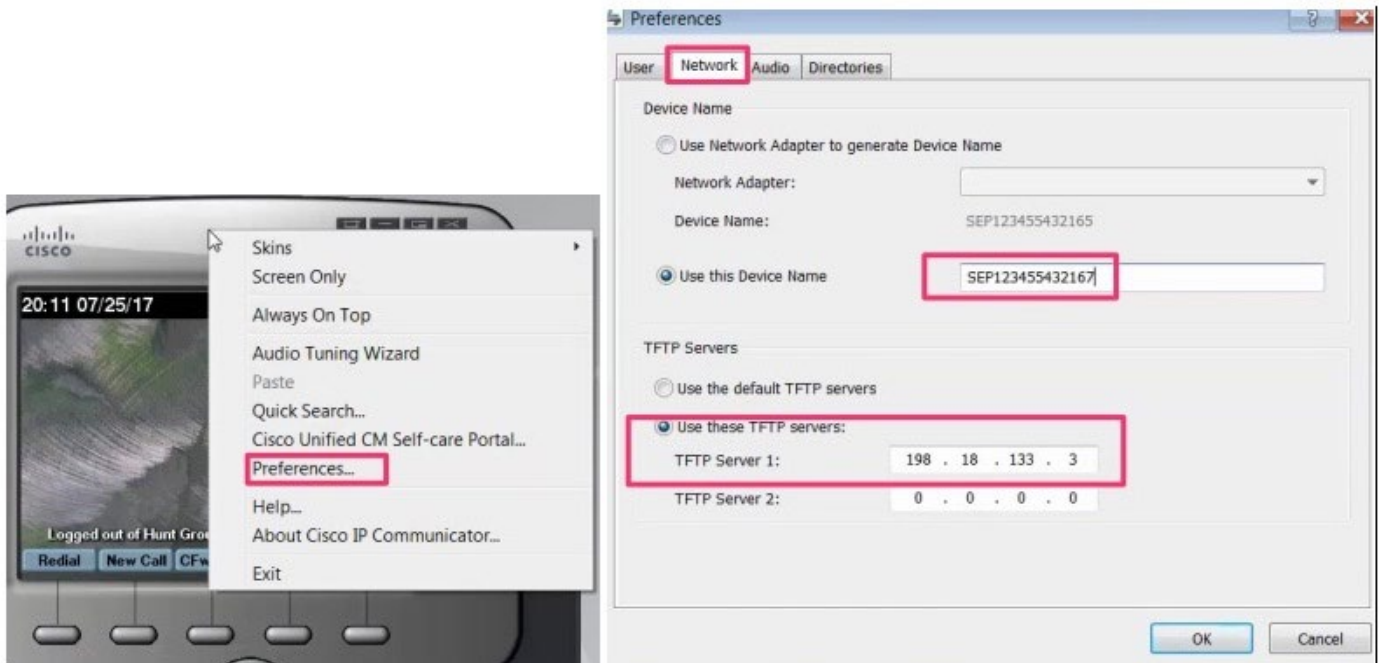


7. For international dialing, refer to the **Dialing Patterns** help file. [[Show Me How](#)]
8. **Required for Scenarios 2 and 5:** Install and Configure Cisco IP Communicator (IPC) on your physical laptop:
  - On your physical laptop, click the following link and enter your Cisco credentials to proceed with the installation:  
[https://software.cisco.com/download/release.html?mdfid=278468661&flowid=&softwareid=282074237&release=8.6\(6\)&relinv=AVAILABLE&relicycle=&reltype=latest](https://software.cisco.com/download/release.html?mdfid=278468661&flowid=&softwareid=282074237&release=8.6(6)&relinv=AVAILABLE&relicycle=&reltype=latest)
  - Once the Cisco IPC is installed, launch the application as Administrator. Right-click the application desktop shortcut and click **Launch as administrator**. (See figure below illustrating the following steps.)
  - Right-click anywhere on the Cisco IPC and choose **Preferences**.
  - Click the **Network** tab.
  - For **Scenario 2 (as Walt Whitman)**: Click the radio button for **Use this Device Name** and enter the following MAC address: **SEP123455432166**
  - For **Scenario 5 (as Monica Cheng)**: Click the radio button for **Use this Device Name** and enter the following MAC address: **SEP123455432167**

**NOTE:** You have to come back to this step and reset the Cisco IPC to the new MAC address once Scenario 2 is complete and before starting Scenario 5 if you used IPC instead of an IP phone for Scenario 2.

- Click the radio button for **Use these TFTP servers** under TFTP servers and enter the TFTP Server 1 address as **198.18.133.3**
- Click **OK**.

## Install and Configure Cisco IP Communicator



- Once the phone registers, observe that the phone displays “Room Vacant – Phone Locked.”

## Session Save

To create a custom save of this demonstration, you will need to follow these steps below. Please follow these steps when you conduct a custom save. **DO NOT** perform this as part of the demonstration setup, only when you are done with your session.

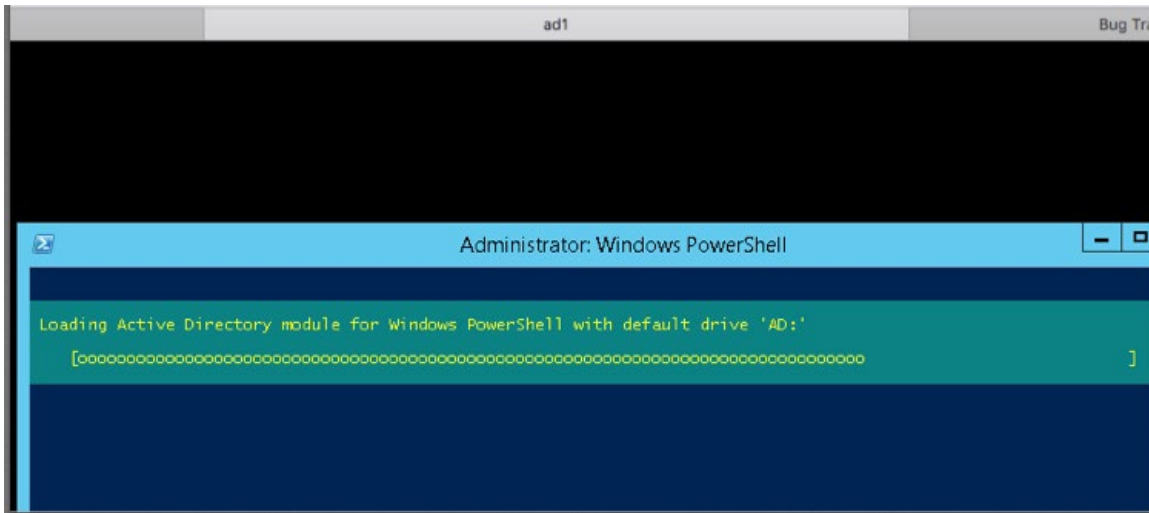
Because of the dynamic assignment of the publicly routable IP and address for each demo session, it is very likely that when you save the demo and spin up a new instance you will be assigned a domain and IP different from the ones you got earlier. For this reason, each time you want to save a demo you need to go through the procedure described below, which is required in order to reset the collaboration edge related configuration and prepare the demo for being properly saved.

**IMPORTANT:** Failing to follow the below steps will lead to a broken saved demo, which will not have working Collaboration Edge functionality. In such a scenario, you cannot repair the saved demonstration and all your changes/customization would be lost.

**NOTE:** If you have made any modification to Workstation2, other than the ones described in the demo guide, the saving process may fail. A corrupted session as such is irreparable.

1. Access demonstration **Workstation 2** (198.18.1.37) using your **local RDP client on your laptop**. [[Show Me How](#)] Log in as Username: **dcloud\aperez** and Password: **dCloud12345!**.
2. Open a CMD console window and type **ResetCerts**.
3. Resetting the Collab Edge certificates takes 15-20 minutes. Do not do anything before it ends; in particular do not interact with Workstation 2 until the script is concluded.
4. Reset AD script: RDP to the AD1 server at **198.18.133.1**. Log in as **DCLLOUD\administrator** with password: **C1sco12345**.
5. Open file explorer from task bar and go to **C:\dcloud**.
6. Right click the file **resetUPN.ps1** and click **Run with PowerShell**. The figure below is what it will look like while running. When finished, the window will close itself and then you can continue to the next step.



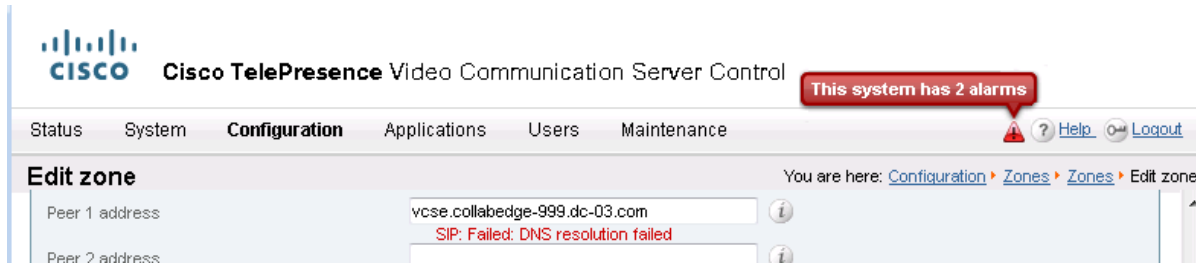


7. Reset Exchange Email script: RDP to the Exchange server at **198.18.135.52**. Log in as **DCLLOUD\administrator** with password: **C1sco12345**.
8. Open file explorer from task bar and go to **C:\dcloud**.
9. Right-click the file **reset\_exchange.ps1** and click **Run with PowerShell**. The figure below is what it will look like while running. When finished, the window will close itself and then you can continue to the next step.



10. From Workstation 2, open a Firefox browser session and go to **Collaboration Admin Links > Cisco Expressway - Control**. Log in as Username: **admin** with Password: **dCloud123!**. Accept any security message you may be shown.
11. Click **Configuration > Zones > Zones** tab and click any of the two **Traversal client** zones. Confirm the configuration details show SIP status is **Failed**.
12. The **Peer 1 address** should be **vcse.(collabedge- or cb)999.dc-YY.com**. YY depends on the data center, 01 is AMER, 02 is EMEAR, and 03 is APJ.

## Zone Configuration



13. You can now continue with the normal demonstration save process. See the Cisco dCloud [help page](#) for more information.

## Scenario 1. Cisco Unified Communications and Imagicle Attendant Console and Customer Service Solution

**VALUE PROPOSITION:** This solution helps deliver an ideal customer experience.

In this scenario, ABC Corporation would like to greet Customers calling into the Company. The required solution should be able to put Customers through to Sales or Technical Departments, and eventually get them through to an Operator. To this end, the CEO decides to deploy Imagicle Attendant Console and Customer Service Solution.

The adopted solution features a fully customizable voice menu welcoming Customers' incoming calls and gives them three options:

- Talk to the Sales Department
- Talk to the Support Department
- Talk to the Operator

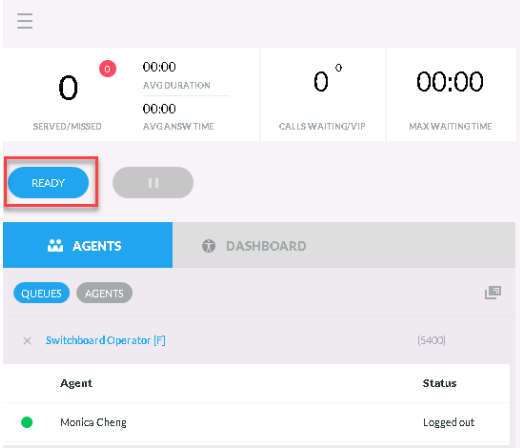
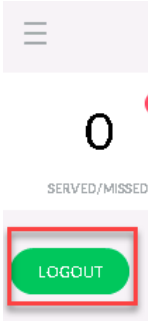

After the caller makes a choice, Imagicle Customer Service transfers the call to the Agent(s) defined in the group, based on their availability, and provides in-queue messages, as appropriate. This ensures an ideal Customer experience.


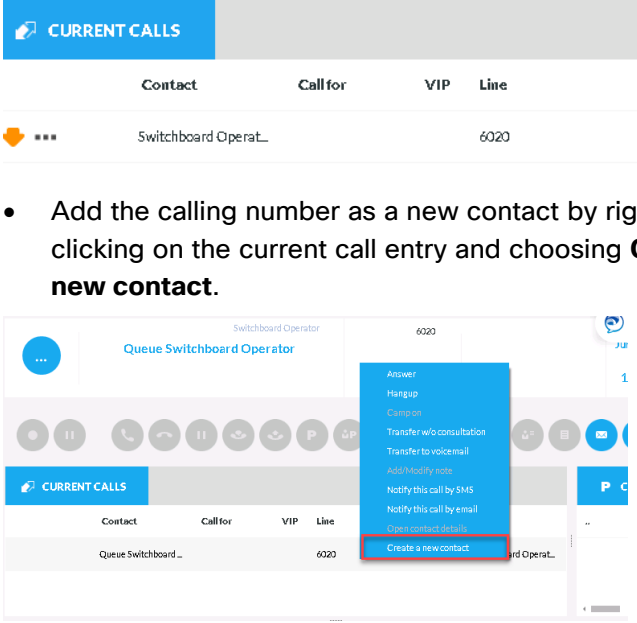
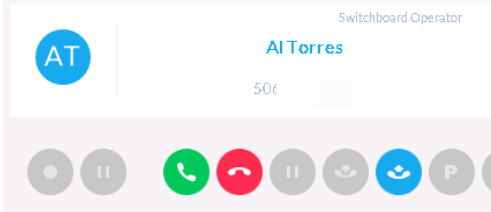
Operators can also leverage Imagicle Attendant Console to better handle a large amount of received calls. In fact, thanks to the Imagicle Attendant Console's capability to show the colleagues' real-time status at a glance, they can ensure call transfers are appropriately accomplished.


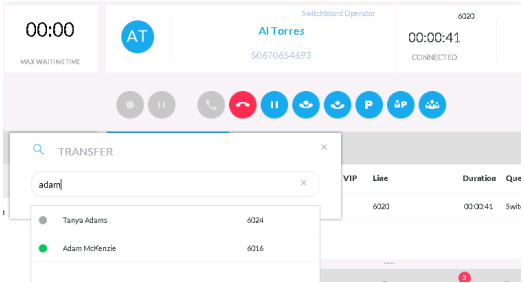


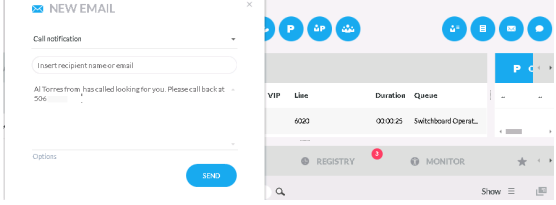
The CEO wants to regularly check incoming calls statistics, verify waiting times and number of abandoned calls, and be informed about overall customer service performance. To this end, he logs in to the Imagicle Web Portal and views the information in a graphical, easy-to-view, and effective way.

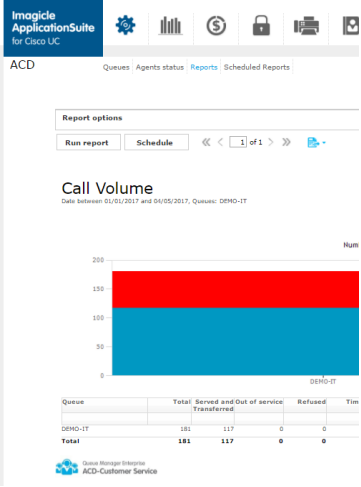
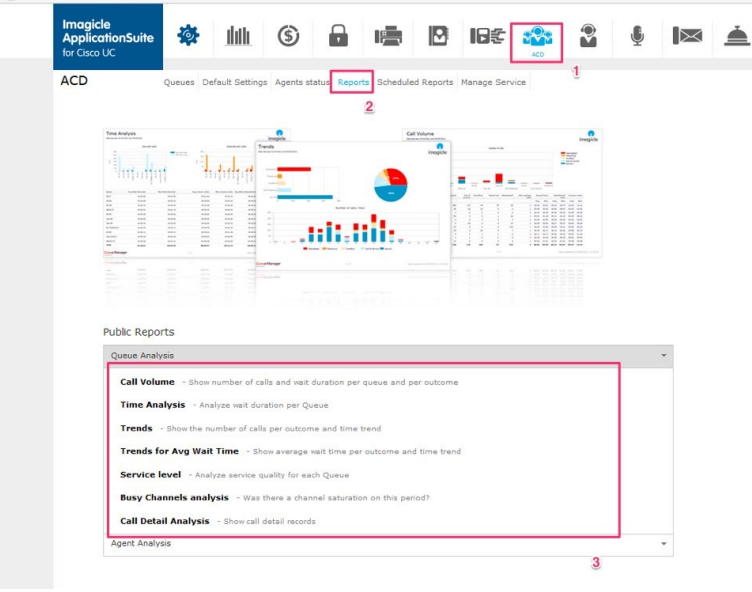
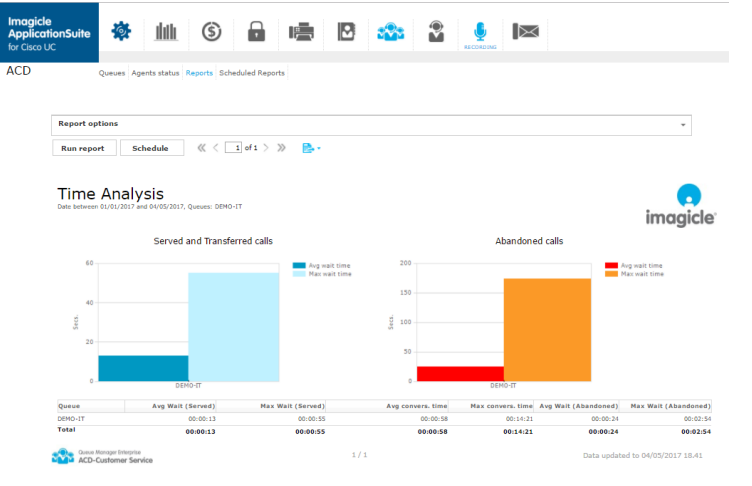
### Steps

Step	Dialog	Demonstration Steps
1.	Hi, my name is Monica Cheng. Every morning I log in to the Operator's queue by either calling the log in number using my phone or by clicking the Ready button on the console. My login status on the console turns green.	<p>On <b>Workstation 3 (as Monica):</b></p> <ul style="list-style-type: none"> <li>• Cisco Jabber should auto-open and log in. If it does not, double-click the shortcut on the desktop to sign in.</li> <li>• Open the <b>Imagicle Blue Attendant Console</b> from the desktop and log in using <b>Monica's credentials</b>, which are automatically filled in.</li> </ul>

Step	Dialog	Demonstration Steps
		<ul style="list-style-type: none"> <li>The Attendant Console interface appears. Click <b>Ready</b> to set yourself as ready to accept incoming calls for the operator's queue.</li> </ul>  <ul style="list-style-type: none"> <li>If you are already in the Ready state, you should see only the <b>Logout</b> option and the <b>User Icon</b> at the top left will be green.</li> </ul> 
<p><b>2.</b></p>	<p><b>As Monica Cheng:</b></p> <p>A Customer call arrives to ABC Corporation. The Customer listens to the Voice menu and chooses Option 0 to speak with an Operator.</p> <p>The call is transferred to me and I add the Customer's mobile phone number to the contacts. This is a very quick, easy, and helpful operation that can be done in the Imagicle Console and will help in recognizing this contact for future calls. I then answer all the</p>	<ul style="list-style-type: none"> <li>Call from a mobile phone to the translated DN <b>6023</b> [<a href="#">Show Me How</a>]. Listen to the Voice Menu, then choose <b>Option 0</b>.</li> </ul> <div style="background-color: #fff9c4; padding: 5px; border: 1px solid black; margin: 10px 0;"> <p><b>NOTE:</b> If the call fails the first time, try the number again.</p> </div> <p>On <b>Workstation 3 (as Monica):</b></p> <ul style="list-style-type: none"> <li>Confirm the call shows in the Queues tab on the left.</li> </ul> 

Step	Dialog	Demonstration Steps
	<p>Customer inquiries and the Customer is satisfied.</p>	<ul style="list-style-type: none"> <li>• <b>Answer</b> the call by clicking the <b>Phone</b> handset icon.</li> </ul>  <ul style="list-style-type: none"> <li>• Add the calling number as a new contact by right-clicking on the current call entry and choosing <b>Create a new contact</b>.</li> </ul>  <ul style="list-style-type: none"> <li>• Enter the Name and Last name of the contact. In the <b>Imagicle Directory</b> drop-down at the bottom, choose <b>Shared Contacts</b> and click <b>OK</b>.</li> <li>• <b>End</b> the call.</li> <li>• Call again from the same mobile phone to the translated DN <b>6023</b>. Listen to the Voice Menu, then choose <b>Option 0</b>.</li> </ul>
<p><b>3.</b></p>	<p>The same customer calls again. I answer and can see the customer and company name on my console and Jabber client.</p> <p>I cover some of the Customer's basic questions and try to transfer the call to Adam, as he is the most appropriate person to cover this particular Customer's enquiries.</p> <p><b>Adam</b> is not available, so I retrieve the call and send an email notification to him instead.</p>	<p>On <b>Workstation 3 (as Monica)</b>:</p> <ul style="list-style-type: none"> <li>• Confirm the incoming call appears in the Queue tab and that the called number is resolved with the customer name and company name, both shown in the Current Calls window.</li> </ul> 

Step	Dialog	Demonstration Steps
		<ul style="list-style-type: none"> <li>• Hover the mouse over the call in the Current Calls window, then click the down arrow that appears [  ]. Click <b>Transfer with consultation</b> from the menu that appears.</li> <li>• Enter <b>Adam</b> in the search field that appears, click his name in the search results, and click the <b>Call</b> icon.</li> </ul>  <ul style="list-style-type: none"> <li>• Do not answer the call on Workstation 1. Since <b>Adam</b> is not available, click the down arrow on the <b>Customer</b> call in the Current Calls window, and choose <b>Retrieve from hold</b>.</li> <li>• Send an email to Adam by clicking the email icon at the top of the console [  ]. A prepopulated window opens. Start typing <b>Adam</b> in the recipient field. Click Adam's contact when it appears then click the <b>Send</b> icon [  ]. This opens an Outlook message. Click <b>Send</b> in Outlook to complete the action. <b>End</b> the call.</li> </ul>  <p><b>NOTE:</b> You can enter the email address manually to use an external address. After clicking the Send icon, you must enter this address manually a second time when the Outlook message appears. If Adam's email does not contain a CollabEdge domain (cbXXX.dcYY.com), wait for Exchange to sync and try again.</p>

Step	Dialog	Demonstration Steps																																	
<p><b>4.</b></p>	<p>Hi, my name is <b>Adam McKenzie</b>, and I am the CEO of ABC Corporation. My organization uses Imagicle Attendant Solution to manage incoming calls.</p> <p>Beyond providing a very flexible and efficient solution for all the Operators, the Imagicle Attendant Console also allows me to log in to the Imagicle Web Portal, where I can launch statistical reports with a complete view on overall ACD performance.</p>  <table border="1" data-bbox="324 1197 625 1260"> <thead> <tr> <th>Queue</th> <th>Total Served and Out of service Transferred</th> <th>Refused</th> <th>Tim</th> </tr> </thead> <tbody> <tr> <td>DEMO-IT</td> <td>181</td> <td>117</td> <td>0</td> </tr> <tr> <td><b>Total</b></td> <td><b>181</b></td> <td><b>117</b></td> <td><b>0</b></td> </tr> </tbody> </table>	Queue	Total Served and Out of service Transferred	Refused	Tim	DEMO-IT	181	117	0	<b>Total</b>	<b>181</b>	<b>117</b>	<b>0</b>	<p>On <b>Workstation 1 (as Adam McKenzie)</b>:</p> <ul style="list-style-type: none"> <li>In <b>Firefox</b>, go to <b>Collaboration Admin Links &gt; Imagicle</b>.</li> <li>Log in to the Portal as <b>admin</b> with Password: <b>dCloud123!</b></li> <li>Click the <b>ACD menu</b>, then <b>Reports</b>. Click any report and click <b>Run</b>. Time Analysis and Call Volume are a few options.</li> </ul>   <table border="1" data-bbox="787 1669 1453 1711"> <thead> <tr> <th>Queue</th> <th>Avg Wait (Served)</th> <th>Max Wait (Served)</th> <th>Avg convers. time</th> <th>Max convers. time</th> <th>Avg Wait (Abandoned)</th> <th>Max Wait (Abandoned)</th> </tr> </thead> <tbody> <tr> <td>DEMO-IT</td> <td>00:00:13</td> <td>00:00:55</td> <td>00:00:58</td> <td>00:14:31</td> <td>00:00:24</td> <td>00:02:54</td> </tr> <tr> <td><b>Total</b></td> <td><b>00:00:13</b></td> <td><b>00:00:55</b></td> <td><b>00:00:58</b></td> <td><b>00:14:31</b></td> <td><b>00:00:24</b></td> <td><b>00:02:54</b></td> </tr> </tbody> </table>	Queue	Avg Wait (Served)	Max Wait (Served)	Avg convers. time	Max convers. time	Avg Wait (Abandoned)	Max Wait (Abandoned)	DEMO-IT	00:00:13	00:00:55	00:00:58	00:14:31	00:00:24	00:02:54	<b>Total</b>	<b>00:00:13</b>	<b>00:00:55</b>	<b>00:00:58</b>	<b>00:14:31</b>	<b>00:00:24</b>	<b>00:02:54</b>
Queue	Total Served and Out of service Transferred	Refused	Tim																																
DEMO-IT	181	117	0																																
<b>Total</b>	<b>181</b>	<b>117</b>	<b>0</b>																																
Queue	Avg Wait (Served)	Max Wait (Served)	Avg convers. time	Max convers. time	Avg Wait (Abandoned)	Max Wait (Abandoned)																													
DEMO-IT	00:00:13	00:00:55	00:00:58	00:14:31	00:00:24	00:02:54																													
<b>Total</b>	<b>00:00:13</b>	<b>00:00:55</b>	<b>00:00:58</b>	<b>00:14:31</b>	<b>00:00:24</b>	<b>00:02:54</b>																													



## Scenario 2. Cisco Unified Communications and Imagicle Call Recording Solution

**VALUE PROPOSITION: Imagicle Call Recording** is the Imagicle new solution for centralized call recording for Cisco UC platforms.

It's easy to use, reliable, and flexible and at the right price for any company that needs to record calls either for critical services with legal requirements, for operator training or just to keep track of important calls.

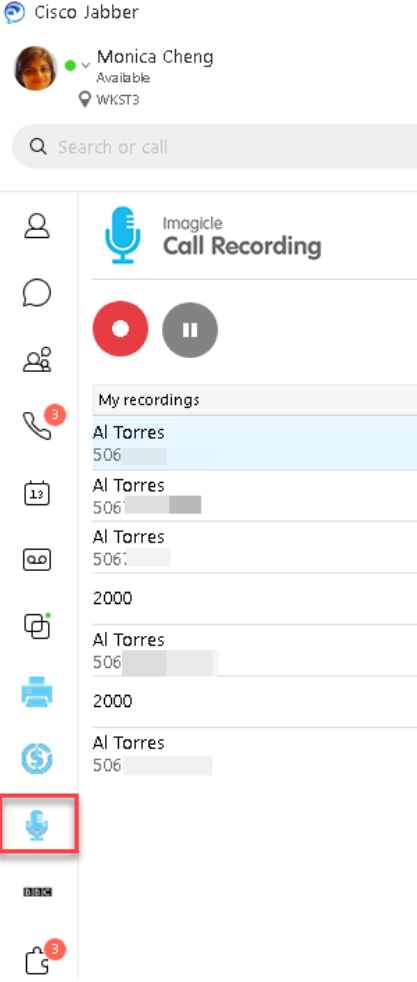
It offers two recording modes: Always On, where every call is automatically recorded with no user intervention, and On Demand, for only the conversations that need to be recorded.

Imagicle Call Recording can be integrated with Cisco platforms in three ways: On Premises, Hybrid Cloud, or Cloud only, making it perfect for hosted environments.

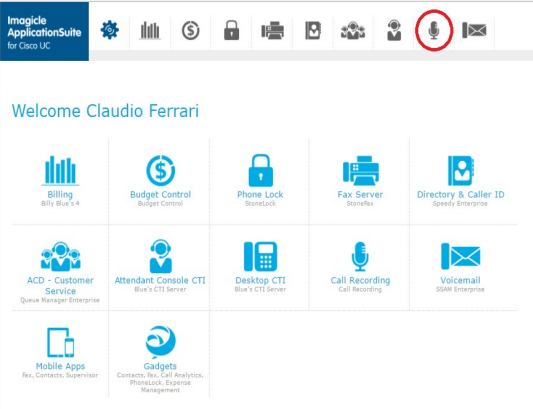
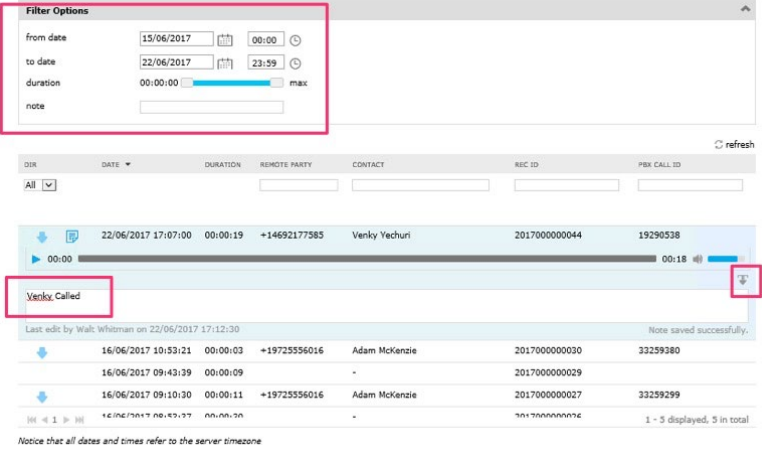
In this scenario, we follow two ABC Corporation employees who need to record their incoming and outgoing calls. Based on the operator, ABC Corporation enables recording for the entire call or just part of the conversation. Once the call is recorded, the employees use the simple search and play tool to consult and listen to recorded calls.

### Steps

Step	Dialog	Demonstration Steps
<p><b>1.</b></p>	<p>Hi, my name is <b>Monica Cheng, and I am the switchboard operator</b> at ABC Corporation. My organization uses Imagicle Call Recording to record all my phone conversations.</p> <p>Every time I place or receive a call, I have it recorded and can easily retrieve it directly from my Cisco Jabber Client via the Imagicle Call Recording Gadget.</p>	<p>On <b>Workstation 3 (as Monica Cheng)</b>:</p> <ul style="list-style-type: none"> <li>• Open the Imagicle Blue Attendant Console and <b>log in</b> using Monica's credentials, which are automatically filled in.</li> <li>• The Attendant Console interface appears. Click <b>Ready</b> to set yourself ready to accept incoming calls.</li> <li>• Call from a mobile phone to the translated DN <b>6023</b>. Listen to the Voice Menu, then choose <b>Option 0</b>.</li> <li>• <b>Answer</b> the call. Leave it on for a few minutes and <b>speak some dialog</b> into the phone. Auto-recording is enabled.</li> <li>• <b>Check</b> that the recording tone is played every 15 seconds.</li> <li>• <b>Hang</b> up the call and open Cisco Jabber</li> </ul>

Step	Dialog	Demonstration Steps
		<ul style="list-style-type: none"> <li>Click <b>More &gt; Call Recording Gadget</b> on the left side. If prompted, log in as <b>mcheng</b> with Password: <b>dCloud12345!</b></li> </ul>  <ul style="list-style-type: none"> <li>A list of recent recordings appears, including last call on top.</li> <li>Click <b>Search Options</b> and apply different types of filters as required, such as date, time, and length. <b>Click</b> the last call and play the recording.</li> <li><b>Double-click</b> the last call to view the details, add a text note, and download the recording locally as standard mp3 file.</li> </ul>
<p><b>2.</b></p>	<p>Hi, my name is <b>Walt</b>, and I am an Inside Sales Representative at ABC Corporation. My organization uses the Imagicle Call Recording solution to</p>	<p>On <b>CSR Workstation (as Walt Whitman)</b>:</p> <ul style="list-style-type: none"> <li><b>If using Cisco IPC [Setup]</b>: Skip directly to the section <b>Continue Required Steps</b> at the bottom of this step.</li> </ul>

Step	Dialog	Demonstration Steps
	<p>selectively record my phone conversations.</p> <p>Every time I place or receive a call, I can decide to trigger recording when needed, by clicking on the relevant softkey on the IP Desk Phone.</p> <p>At any time, I can easily retrieve my recordings directly from the Imagicle web portal.</p>	<ul style="list-style-type: none"> <li>• <b>If using an IP phone:</b> Connect the phone to the dCloud router. It will auto-register with temporary extension 11XX. Provision the device as Walt Whitman [<a href="#">Show Me How</a>].</li> <li>• Open Internet Explorer from the task bar and browse to <b>Collaboration Admin Links &gt; Cisco Unified Communications Manager</b>. You will log into Cisco UCM automatically. Ignore any warnings and continue to the site by clicking <b>More &gt; Go to Website</b>.</li> <li>• Go to <b>Device &gt; Phone</b>.</li> <li>• Find Walt's phone by entering key words: description contains Walt. Click <b>Find</b>.</li> <li>• Click the <b>MAC address</b> of the phone.</li> <li>• Find the <b>Soft key template</b>, use the drop-down menu to choose <b>dCloud-Softkey-Template</b>.</li> <li>• Click <b>Save</b> and then click <b>Apply Configuration</b>.</li> <li>• Click the directory number <b>+1972551083</b> on the same page.</li> <li>• Scroll down toward bottom and set the following values:             <ul style="list-style-type: none"> <li>○ Recording Profile - Imagicle Call Recording Profile</li> <li>○ Recording Option - Selective Call Recording Enabled</li> <li>○ Recording Media Source - Phone Preferred</li> </ul> </li> <li>• Click <b>Save</b> and then click <b>Apply Configuration</b>.</li> </ul> <p><b>Continue Required Steps:</b></p> <ul style="list-style-type: none"> <li>• Open the Imagicle Blue Attendant Console and log in using Walt's credentials, which are automatically filled in.</li> <li>• The Attendant Console interface appears. Click <b>Ready</b> to set yourself ready to accept incoming calls.</li> </ul>
<p><b>3.</b></p>	<p>I get a call and answer it on my Imagicle Blue Console.</p> <p>After the call is complete, I click the Recordings icon to view the call recordings and listen to the conversation again. This helps me to improve my customer service as well as make sure I</p>	<p>For this step, again use either <b>Cisco IPC</b> or an <b>IP phone</b> only.</p> <p>On <b>CSR Workstation (as Walt Whitman):</b></p> <ul style="list-style-type: none"> <li>• Call from a mobile phone to the translated DN <b>6023</b>. Listen to the Voice Menu, then choose <b>Option 2</b> for Support.</li> <li>• Answer the call on Walt's phone. While the call is ongoing, press the <b>Record</b> key on the <b>IP phone</b> to start recording. Verify a "Recording" message appears on the phone</li> </ul>

Step	Dialog	Demonstration Steps
	<p>entered everything I needed in the customer account notes.</p>	<p>display and an audible tone alert is played every 15 seconds.</p> <ul style="list-style-type: none"> <li>• Leave the call going, speak some dialog, and then hang up.</li> <li>• In Firefox, go to <b>Collaboration Admin Links &gt; Imagicle</b>.</li> <li>• Log in as <b>wwhitman</b> with Password: <b>dCloud12345!</b></li> <li>• Click the <b>Call Recording</b> icon from the main menu. A list of recent recordings appears, including call details.</li> </ul>  <ul style="list-style-type: none"> <li>• Click <b>Search Options</b> and <b>apply</b> different types of filters, such as date, time, and length.</li> <li>• Click the last call (top of the list) to play the recording. Add a note and download the recording as a standard mp3 file.</li> </ul> 

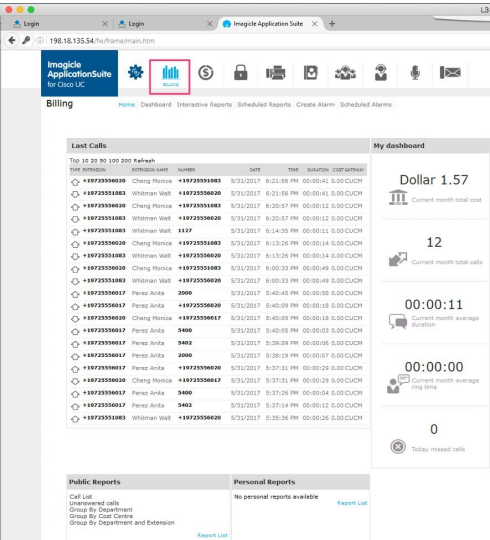
## Scenario 3. Cisco Unified Communications and Imagicle Billing Solution

**VALUE PROPOSITION: Imagicle Call Accounting Solution** is the most advanced solution for analyzing and monitoring telephone traffic for Cisco UCM, Business Edition 6000/7000, and Hosted Collaboration Solution (HCS). Complete, scalable, and ready to use, Billy Blue’s meets the needs of single- and multi-site clients, from a few extensions up to 50,000. Billy Blue’s 4 lets you perform analysis on outgoing, incoming, and internal calls, through pre-set and ready-to-use reports and dashboards that can be customized with filters and groupings. All you need is a browser to access your own or the organizations’ calls, depending on the user’s profile. You can also receive statistics via e-mail in PDF or MS Excel format, at the desired frequency.

**Imagicle Phone Lock** is the software solution that lets you lock company phones directly from the phone, via web interface, and/or from Cisco Jabber. Security, privacy, and savings are guaranteed thanks to this intuitive and irreplaceable service. People inside and outside the company can take advantage of unattended phones to make costly personal calls. With **Imagicle Phone Lock**, you can lock your phone when you are not at your desk to avoid nasty surprises when the phone bill arrives.

In this scenario, we follow Walt Whitman, the Finance Director for ABC Corporation. ABC uses Imagicle Call Accounting and Billing solution as the main application to monitor phone usage and relevant costs for all employees. This solution also offers an effective way to prevent unexpected bill shocks, thanks to the budget control module.

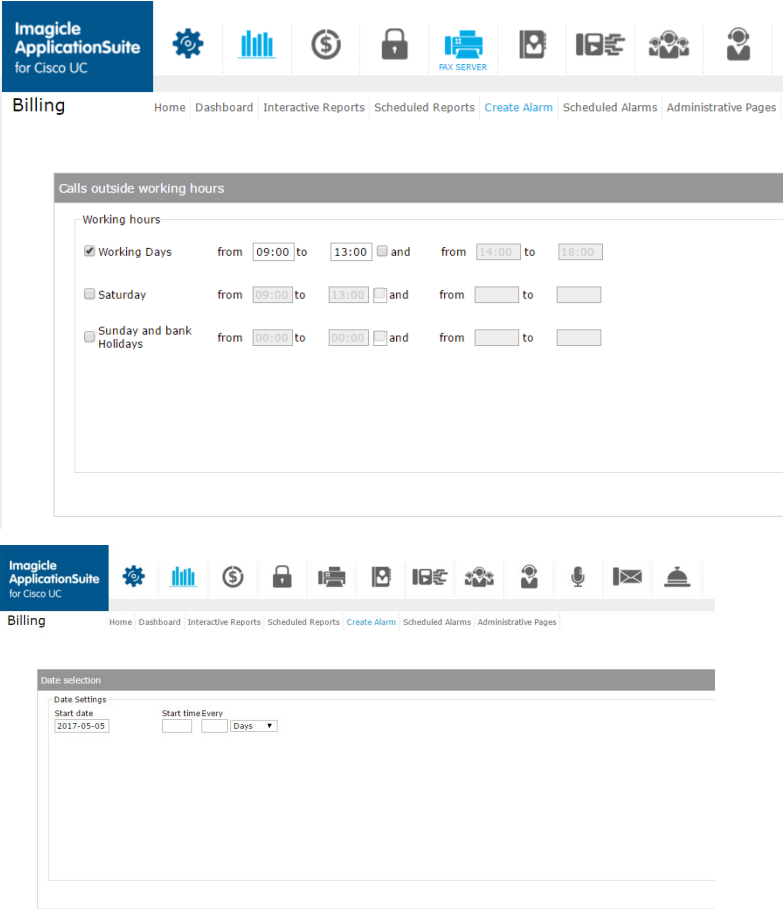
### Steps

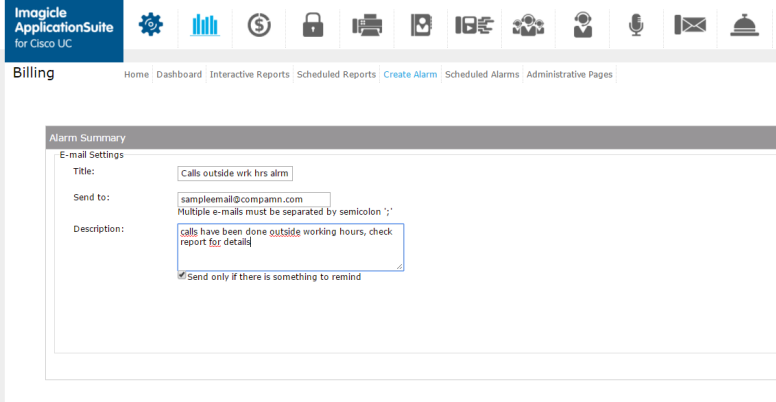
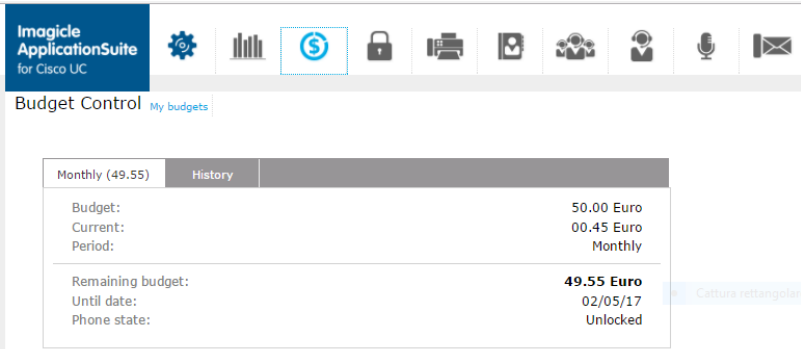
Step	Dialog	Demonstration Steps
<p><b>1.</b></p>	<p>Hi, my name is <b>Walt Whitman</b>, and I am the <b>Finance Director at ABC Corporation</b>. My organization wants to optimize call costs, because relevant expenses are higher than expected.</p> <p>I also want to understand where the costs are coming from. The Imagicle Call Accounting and Billing solution can provide an overview of company calls and a way to reduce the costs associated with voice services.</p>	<p>On <b>CSR Workstation (as Walt Whitman)</b>:</p> <ul style="list-style-type: none"> <li>Open <b>Firefox</b>, go to <b>Collaboration Admin Links &gt; Imagicle</b>.</li> <li>Log in as <b>wwhitman</b> with Password: <b>dCloud12345!</b></li> <li>Click the <b>Billing icon</b>. Billy Blue’s home page appears. He can browse the list of calls performed by his colleagues.</li> </ul>  <p>The screenshot shows the Imagicle Billing dashboard. At the top, there's a navigation bar with 'Billing' selected. Below it, a 'Last Calls' table lists recent calls with columns for extension, name, number, date, time, duration, and cost. To the right, a 'My dashboard' section displays key metrics: 'Dollar 1.57' for current month total cost, '12' for current month total calls, '00:00:11' for current month average duration, and '00:00:00' for current month average ring time. At the bottom, there are sections for 'Public Reports' and 'Personal Reports'.</p>

Step	Dialog	Demonstration Steps
		<ul style="list-style-type: none"> <li>• <b>Call</b> your mobile phone from Cisco Jabber. Be sure to use the Outbound dialing rules for your session. [<a href="#">Show Me How</a>] Answer the call, and after few seconds, hang up.</li> <li>• From a mobile phone, call DID number assigned for 7019 from Walt Whitman’s session details [<a href="#">Show Me How</a>]. Answer the call, then end it. Wait a few seconds, then see the relevant Call entries appear on billing home page.</li> </ul> <p>Billing <a href="#">Home</a> <a href="#">Dashboard</a> <a href="#">Interactive Reports</a> <a href="#">Scheduled Reports</a> <a href="#">Create Alarm</a> <a href="#">Scheduled Alarms</a> <a href="#">Administrative Pages</a></p>
<p><b>2.</b></p>	<p><b>Walt Whitman:</b> I want to generate a report to be used as a baseline for discussing call costs optimization. The Imagicle Call Accounting and Billing solution has several reports I can choose from to gather the relevant information.</p>	<ul style="list-style-type: none"> <li>• Click the <b>Interactive Report</b> submenu to get access to the rich reporting.</li> <li>• Navigate through the list of the predefined reports and click <b>4-Group Analysis &gt; Group by Cost Center</b>. Apply customized filters and click <b>Run Report</b>. Click the <b>Export formats</b> drop-down, choose <b>excel</b> or <b>pdf</b>, and click <b>Export</b>.</li> </ul>

Step	Dialog	Demonstration Steps																								
		<div data-bbox="641 277 1372 861"> <table border="1"> <thead> <tr> <th>Cost centre</th> <th>Calls</th> <th>%</th> <th>Direct</th> <th>Transferred</th> <th>Unansw.</th> <th>%</th> <th>Avg. ring time (sec.)</th> <th>Max ring time (sec.)</th> <th>Duration</th> <th>%</th> <th>Avg. duration</th> </tr> </thead> <tbody> <tr> <td>Total</td> <td>4</td> <td>100 %</td> <td>0</td> <td>4</td> <td>0</td> <td>0.00 %</td> <td>0.3</td> <td>1</td> <td>00:29:35</td> <td>100.00 %</td> <td>00:07:29</td> </tr> </tbody> </table> </div> <ul style="list-style-type: none"> <li>Once you verify the reports include all necessary information, schedule an automatic report to be sent via email to the CEO by clicking <b>Schedule</b>.</li> </ul> <div data-bbox="641 1008 1437 1438"> </div> <ul style="list-style-type: none"> <li>In the <b>Send to</b> field, enter <a href="mailto:amckenzie@dcloud.cisco.com">amckenzie@dcloud.cisco.com</a>, enter a start time, recurrence, and click <b>OK</b>. Ignore any scheduler error messages.</li> </ul>	Cost centre	Calls	%	Direct	Transferred	Unansw.	%	Avg. ring time (sec.)	Max ring time (sec.)	Duration	%	Avg. duration	Total	4	100 %	0	4	0	0.00 %	0.3	1	00:29:35	100.00 %	00:07:29
Cost centre	Calls	%	Direct	Transferred	Unansw.	%	Avg. ring time (sec.)	Max ring time (sec.)	Duration	%	Avg. duration															
Total	4	100 %	0	4	0	0.00 %	0.3	1	00:29:35	100.00 %	00:07:29															



Step	Dialog	Demonstration Steps
<p><b>3.</b></p>	<p><b>Walt Whitman:</b></p> <p>I want the system to generate an alert every time an employee calls a number outside of business hours. I can easily do this by creating an alarm in the system that sends an email with the details of the outside call.</p>	<ul style="list-style-type: none"> <li>Click the <b>Create Alarm</b> submenu. Click <b>Next</b>. Choose the <b>Calls outside working hours</b> alarm. Click <b>Next</b> and finalize the alarm using the customizable wizard as shown below:</li> </ul> 

Step	Dialog	Demonstration Steps														
		 <p><b>Imagicle Application Suite for Cisco UC</b></p> <p>Billing Home Dashboard Interactive Reports Scheduled Reports Create Alarm Scheduled Alarms Administrative Pages</p> <p>Alarm Summary</p> <p>E-mail Settings</p> <p>Title: Calls outside wrk hrs alm</p> <p>Send to: samplemail@compamr.com</p> <p>Description: Multiple e-mails must be separated by semicolon ':' calls have been done outside working hours, check report for details</p> <p><input checked="" type="checkbox"/> Send only if there is something to remind</p> <ul style="list-style-type: none"> <li>Click <b>Next</b> to advance to each new window of the Wizard and <b>Finish</b> to complete. Ignore any scheduler error messages.</li> </ul>														
<p><b>4.</b></p> <p><b>Walt Whitman:</b></p> <p>I have configured an individual calling budget for every employee working in my Department. When an employee reaches the limit of his or her own budget, he or she is automatically prevented from performing additional external outgoing calls. The only allowed calls are internal calls and emergency numbers.</p>		<p>On <b>CSR Workstation (as Walt Whitman):</b></p> <ul style="list-style-type: none"> <li>From the Imagicle web portal, click the <b>Budget Control</b> icon to verify the weekly budget and current residual credit.</li> </ul>  <p><b>Imagicle Application Suite for Cisco UC</b></p> <p>Budget Control My budgets</p> <table border="1"> <thead> <tr> <th>Monthly (49.55)</th> <th>History</th> </tr> </thead> <tbody> <tr> <td>Budget:</td> <td>50.00 Euro</td> </tr> <tr> <td>Current:</td> <td>00.45 Euro</td> </tr> <tr> <td>Period:</td> <td>Monthly</td> </tr> <tr> <td>Remaining budget:</td> <td><b>49.55 Euro</b></td> </tr> <tr> <td>Until date:</td> <td>02/05/17</td> </tr> <tr> <td>Phone state:</td> <td>Unlocked</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Call your mobile phone for a few minutes then hang up.</li> <li>Click <b>More &gt; Expense Management</b> in Cisco Jabber to verify assigned weekly budget has been reached.</li> <li>Make another call to your mobile phone and hear that a voice prompt is played to inform that your phone is locked.</li> <li><b>Call Monica's</b> extension <b>6020</b> and check that the call goes through, even with a locked phone.</li> <li>Click the <b>Budget</b> gadget in Cisco Jabber to check the residual budget amount (if any).</li> </ul>	Monthly (49.55)	History	Budget:	50.00 Euro	Current:	00.45 Euro	Period:	Monthly	Remaining budget:	<b>49.55 Euro</b>	Until date:	02/05/17	Phone state:	Unlocked
Monthly (49.55)	History															
Budget:	50.00 Euro															
Current:	00.45 Euro															
Period:	Monthly															
Remaining budget:	<b>49.55 Euro</b>															
Until date:	02/05/17															
Phone state:	Unlocked															

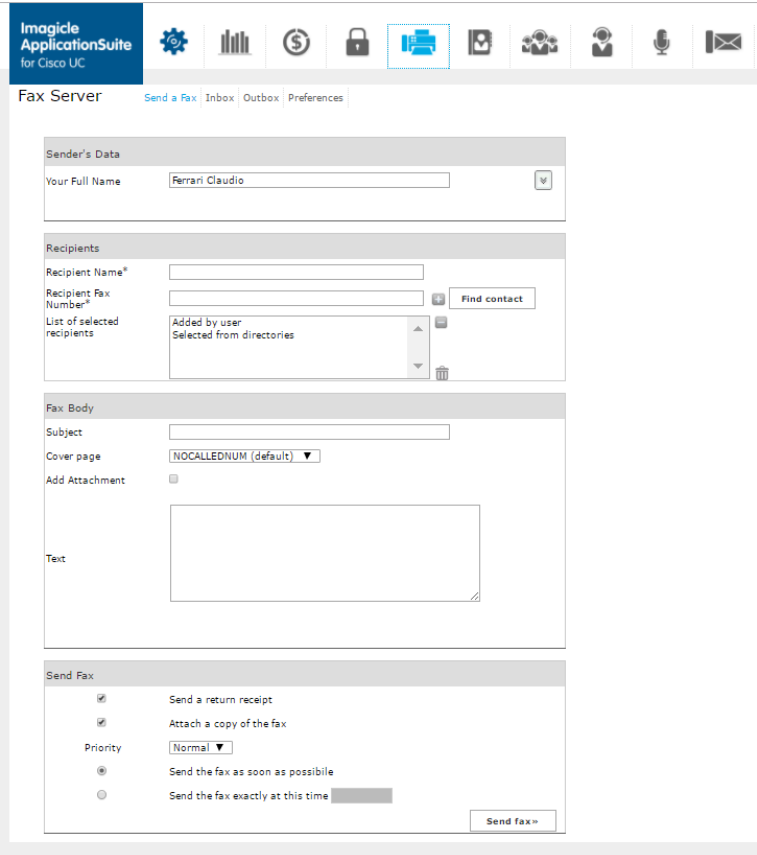
## Scenario 4. Cisco Unified Communications and Imagicle IP Fax Server Solution

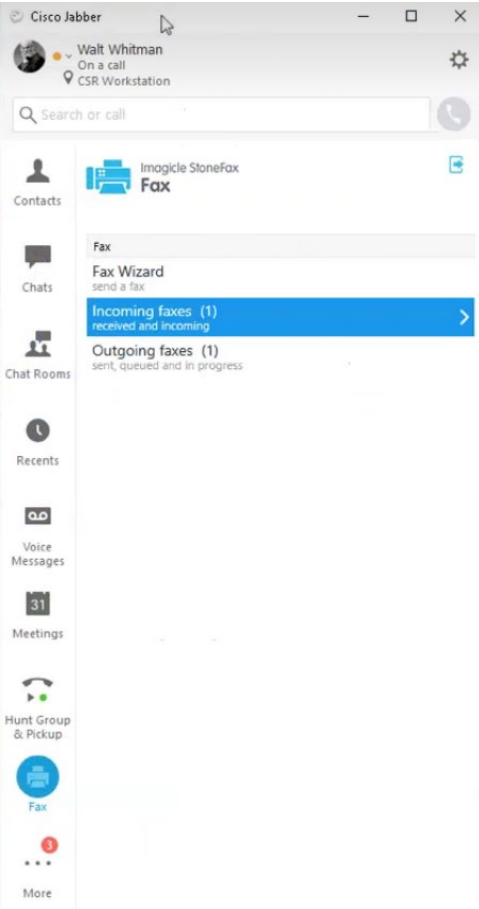
**VALUE PROPOSITION:** Imagicle StoneFax is a software-based IP Fax Server that virtualizes fax management, making it fast, easy, and safe to send and receive faxes at work. It delivers faxes directly to each user via e-mail, web, multifunction printers, Cisco Jabber, and on smartphones and tablets.

In this scenario, we follow **Walt Whitman**, a sales rep for ABC Corporation. ABC uses **Imagicle StoneFax** as the main application in their daily business to handle outgoing and incoming faxes.

Walt needs to send a daily fax to his colleague Monica to update her on ordering status. He leverages StoneFax for all fax transactions. This lets ABC Corporation streamline their overall workflow.

### Steps

Step	Dialog	Demonstration Steps
<p><b>1.</b></p>	<p>Hi, my name is <b>Walt Whitman</b> and I am an <b>Inside Sales Representative</b> at ABC Corporation. My organization uses <b>Imagicle StoneFax</b> to manage all our internal and external fax transactions in electronic format, removing the need to print on paper.</p> <p>Sending a fax is now a very quick and easy operation in ABC Corporation. In fact, I just need to log in to the Imagicle web portal, click the StoneFax icon, and complete a few required fields.</p>	<p>On <b>CSR Workstation (as Walt Whitman):</b></p> <ul style="list-style-type: none"> <li>• Open <b>Firefox</b>, go to <b>Collaboration Admin Links &gt; Imagicle</b>.</li> <li>• Log in as <b>wwhitman</b> with Password: <b>dCloud12345!</b></li> <li>• Click the <b>Fax Server</b> icon to see the Stone Fax Send page.</li> </ul> 

Step	Dialog	Demonstration Steps
		<ul style="list-style-type: none"> <li>• Enter Recipient Name as <b>Walt Whitman</b>. Click <b>Find contact</b>, enter: <b>Walt</b>, and click <b>Search</b>. Click Walt’s contact and click <b>Add</b>. Finally, fill in the subject and text fields.</li> <li>• Check the box for <b>Add Attachment</b>, scroll down and click <b>Select file</b>. Browse to <b>fax-sample.pdf</b> on the desktop.</li> <li>• Click <b>Send Fax</b>. On the next page, click <b>Track your fax status</b> to monitor the ongoing fax transaction.</li> <li>• The Outbox page appears, listing all outgoing faxes including real-time monitoring of current outgoing fax.</li> <li>• Once the fax transaction is completed, open <b>Outlook</b> to see Walt receives an email notification in his mailbox.</li> </ul>
<p><b>2.</b></p>	<p>When I log in to Cisco Jabber, I see the StoneFax gadget. This is highly valued because it informs me in real time about a fax in my inbox.</p> <p>Receiving, reading, and saving a fax locally are all very quick and easy operations now. In fact, I just need to click the StoneFax gadget, where I notice a new incoming fax just arrived. I then access the Imagicle StoneFax service page.</p>	<p>On <b>CSR Workstation (as Walt Whitman)</b>:</p> <ul style="list-style-type: none"> <li>• Open Cisco Jabber and log in to Imagicle web portal as <b>wwhitman</b> with Password: <b>dCloud12345!</b>, if prompted.</li> <li>• Note there is a new fax in the inbox. See the red “1” graphic notification displayed in the Jabber gadget icon.</li> </ul> 

Step	Dialog	Demonstration Steps
		<ul style="list-style-type: none"><li>• Click the <b>StoneFax</b> gadget button on the left and double-click <b>Incoming faxes</b>.</li><li>• Double-click the top fax entry (newest one) to display the new fax details.</li><li>• Save the received fax locally as a <b>.pdf</b>.</li><li>• Check the email inbox for a new incoming fax notification, including fax attachment.</li></ul>

## Scenario 5. Cisco Unified Communications and Imagicle Hospitality Services & Attendant Console

**VALUE PROPOSITION:** The **Imagicle Hotel Pack for Cisco UC** provides a suite of hospitality features that perfectly complements the Cisco UC platform.

Based on a huge experience in the hospitality market and on the reliable services of the Imagicle Application Suite, the **Imagicle Hotel Pack for Cisco UC** offers a complete integration with hundreds of Property Management Systems, such as Oracle Hospitality OPERA Property Management, Oracle Hospitality Cruise SPM, Infor, Protel, and Galaxy. You can manage guest call billing, check-in/check-out, wake-up calls, and more.

The **Imagicle Hotel Pack for Cisco UC** also adds extra-value services for your staff, such as professional customer service and call handling, and virtual fax.

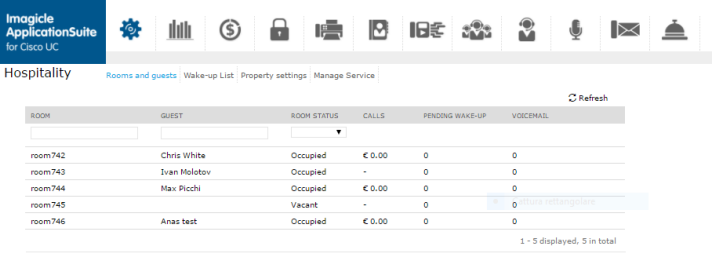
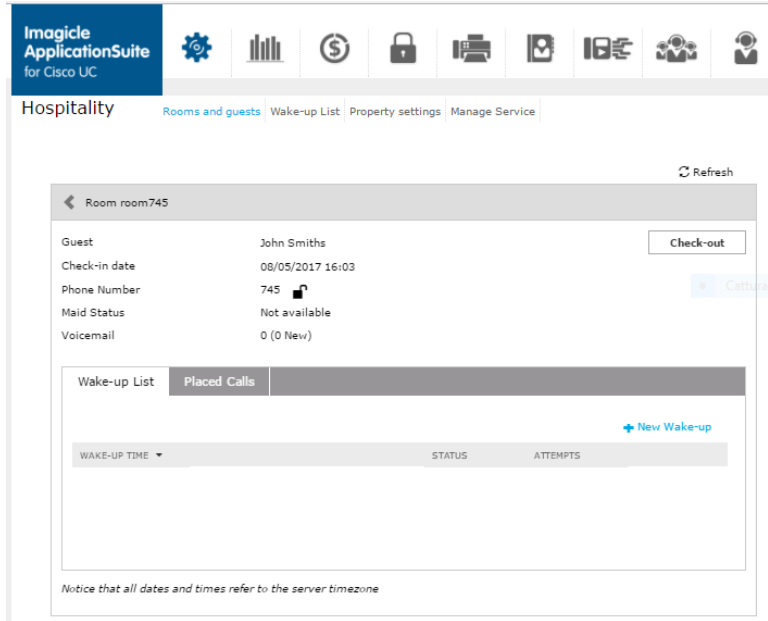
In this scenario, the ABC Hotel chain needs to empower the front desk staff to easily perform the typical guest's check-in routine. They also want to provide guests with a comfortable in-room phone interaction. To this end, the CEO decides to deploy **Imagicle Hospitality Services & Attendant Console**.

This solution allows access to the following features:

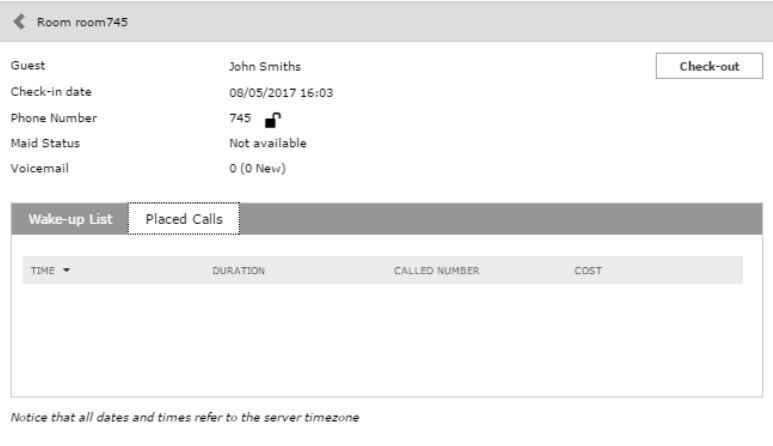
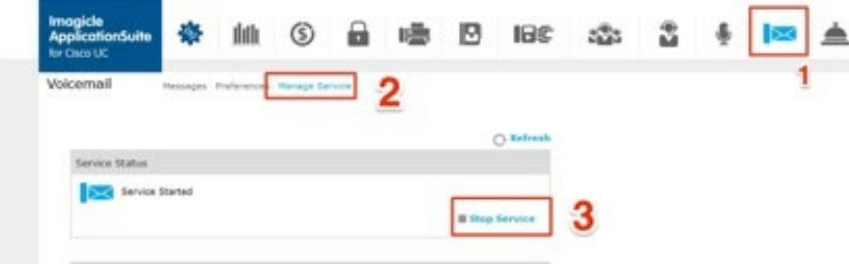
- Guest check-in:
  - Guest name on in-room phone display
  - Phone unlocked
  - Personal Voice Mail ready
- Real-time phone billing on hotel invoice
- Room maid status from in-room phone
- In-room phone wake-up call
- Guest check-out:
  - "Vacant" on in-room phone display
  - Phone locked
  - Delete any Personal Voice Mail Messages

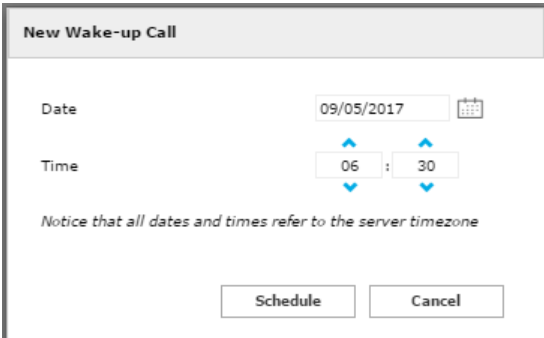
### Steps

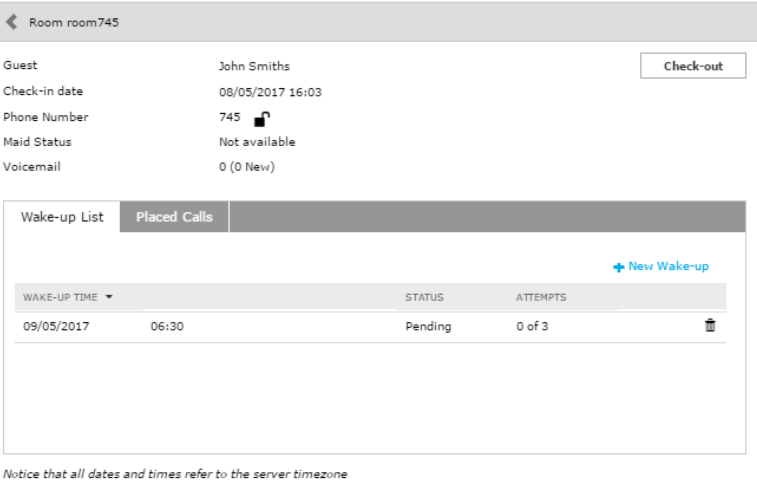
Step	Dialog	Demonstration Steps
1.	<b>John Smith</b> arrives at ABC Hotel and <b>Monica Cheng</b> checks him in from the Imagicle Web portal.	<ul style="list-style-type: none"> <li>• Launch IP Communicator from your physical laptop. See the IPC Installation <a href="#">Get Started</a> steps for instructions if you have not installed IPC. Notice that the phone is locked and the room is vacant.</li> </ul> <p>On <b>Workstation 3 (as Monica):</b></p> <ul style="list-style-type: none"> <li>• Open <b>Firefox</b>, go to <b>Collaboration Admin Links &gt; Imagicle</b>.</li> <li>• Log in as <b>mcheng</b> with Password: <b>dCloud12345!</b></li> </ul>

Step	Dialog	Demonstration Steps
		<ul style="list-style-type: none"> <li>Click the <b>Hospitality</b> icon to display the rooms list.</li> </ul>  <ul style="list-style-type: none"> <li>Double-click <b>room hoteluser1</b> (currently vacant). Click <b>Check-in</b>. Enter guest name as <b>John Smith</b>.</li> </ul> <p><b>NOTE:</b> The Room #1100 phone (IPC) is now unlocked and displays guest name with extension <b>1100</b>.</p> 
<p><b>2.</b></p>	<p>After checking in, Mr. <b>John Smith performs</b> a call from his in-room phone to a mobile phone. The room's phone bill is updated in real time.</p> <p>While out for dinner, <b>John</b> receives an external call from a mobile phone to his room phone. The call is automatically diverted to</p>	<ul style="list-style-type: none"> <li><b>Perform</b> a call from the in-room phone (IPC) to your mobile phone. <b>Answer</b> the call and <b>speak</b> for 10 seconds, then hang up.</li> </ul>



Step	Dialog	Demonstration Steps
	<p>Voice Mail and the caller leaves a message.</p> <p>When <b>John</b> comes back to his room, he notices the Message Waiting Indicator is on, and accesses to his Voice Mail to listen to the new message.</p>	<p>On <b>Workstation 3 (as Monica)</b>:</p> <ul style="list-style-type: none"> <li>From the web portal <b>Rooms and guests</b> page, double-click <b>John Smith's room</b>, and click the <b>Placed Calls</b> tab to check the call cost.</li> </ul>  <p>Notice that all dates and times refer to the server timezone</p> <ul style="list-style-type: none"> <li>Call from your mobile phone to the in-room phone (IPC) by calling DN <b>6022</b> from the session details [<a href="#">Show Me How</a>]. If you would like to call from any Cisco UC registered phone, just dial <b>1100</b>.</li> <li><b>Do not answer</b> the call, wait for voicemail to pick up, and <b>leave</b> a message. If you are not connected to voicemail, go to Workstation 3 to:             <ul style="list-style-type: none"> <li>Logout of Imagicle GUI page as mcheng and log back in as <b>admin (admin/dCloud123!)</b>.</li> <li>Click the voicemail icon and go to <b>Manage Service</b> on the Voicemail page. Ensure the Service is started, or stop and start the service.</li> </ul> </li> </ul> 

Step	Dialog	Demonstration Steps
		<p>On IP Communicator:</p> <ul style="list-style-type: none"> <li>Click the voice mail button on the in-room phone and at the Voice Guide, enter personal PIN as <b>1234</b>, if prompted, and listen to the new message.</li> </ul> <p><b>NOTE:</b> The Message Waiting Indicator (MWI) turns off as soon as you have listened to all new messages.</p>
<p><b>3.</b></p>	<p>John needs to get up at 6.30AM the next morning, so he asks the reception desk (Monica) to enable a wake-up call.</p> <p>John gets the wakeup call the next morning. It is right on time and he gets an early jump on the day ahead.</p>	<p>On <b>Workstation 3 (as Monica):</b></p> <ul style="list-style-type: none"> <li>From the <b>Rooms and guests</b> page, double-click <b>John Smiths' room</b>, and click the <b>Wake-up List</b> tab.</li> <li>Click <b>New Wake-Up</b> to enter a scheduled wake up date and time. Click <b>Schedule</b>.</li> </ul> <p><b>NOTE:</b> For the sake of the demonstration, enter a time that is only few minutes ahead of the current time on Workstation 3. The next day is automatically entered, so be sure to update.</p> 

Step	Dialog	Demonstration Steps
		<ul style="list-style-type: none"> <li>Please wait for the wake-up call on the in-room phone (IPC) and then <b>answer</b> it. Listen to the wake-up call prompt.</li> </ul> <div data-bbox="646 367 1398 865" style="border: 1px solid #ccc; padding: 5px; margin: 10px 0;">  <p style="font-size: small; margin-top: 5px;">Notice that all dates and times refer to the server timezone</p> </div> <ul style="list-style-type: none"> <li><b>Check</b> that the wakeup call status on the Imagicle Web Portal (above screen) turns from Pending to <b>Answered</b>.</li> <li>Click <b>Check-out</b> to restore the room to <b>Vacant</b> condition and the phone as locked.</li> <li>Press the <b>Maid Service</b> soft button on Cisco IP Communicator to update the room status to clean. Check that this update is reflected in the room’s detail page.</li> </ul>

## Conclusion

This concludes our TWC demo use case demonstrating how the **Imagicle Application Suite for Cisco UC** all-in-one suite of applications empowers Cisco Unified Communications and Collaboration for enterprises as well as small- to medium-size businesses.



## What's Next?

Check out the related Transform Work with Collaboration 12.5 demonstrations:

Transform Work with Collaboration

Bucher + Suter Connects for Salesforce

Tiger Prism Solution for Cisco Unified Communication

Cisco Unified Attendant Console Advanced/Standard and Cisco Emergency Responder

Imagicle Collaboration Solution for cisco Unified Communications

Cisco Prime Collaboration Provisioning and Demo as Yourself

Cisco Migration FX Solution

Cisco In-Room Control with Touch 10



---

**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)