Cloud Intelligence for UCM

Cisco Unified Communications Manager (UCM) is the market-leading calling platform, trusted by over 30 million users worldwide across mission-critical industries including financial services, manufacturing, healthcare, and government.

Known for its reliability, comprehensive feature set, and enterprise-grade security, Cisco is committed to the future of UCM as the premises platform of choice for business-critical communications where performance and dependability matter most.

With Cloud Intelligence for UCM, an industry-first solution, Cisco brings the full Webex Calling feature set to Cisco UCM. It enables businesses to continue leveraging UCM infrastructure while seamlessly unlocking our latest cloud innovations, including AI-powered capabilities like AI Receptionist and Customer Assist, as well as Cloud PSTN and administration. Cloud Intelligence for UCM enables customers to maintain the stability and reliability of Cisco UCM while providing the flexibility to adopt cloud-powered features, on your terms, and on the timeline that best fits your business requirements.

Benefits



On-premise confidence and stability: Continue leveraging your existing investments in Cisco UCM with confidence, backed by Cisco's ongoing commitment and continued investment in the platform.



Cloud innovation on your terms: Access the latest cloud-powered innovations — including AI-driven capabilities — at your own pace and only when it makes sense for your business.



Future-proof collaboration: With Cisco's continued investment in UCM and Webex Calling, you can build a long-term calling strategy that's reliable, stable, and flexible, ensuring your collaboration platform evolves with your business.

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UCM ADD-ON

Cloud Intelligence for UCM

The foundation for flexible modernization

PROTECT EXISTING INVESTMENTS

- Build on your existing UCM estate while maintaining control and business continuity

MODERNIZE CALLING

- AI-powered assistance, administration, troubleshooting, and analysis
- Access to cloud roadmap of innovation
- Reduce operating costs
- Webex Calling Professional feature set

FUTURE-PROOF FLEXIBILITY

- Move to cloud by region, country, site, or user
- No forced migration timeline

Cloud Intelligence Enhancements

Add services that maximize value

ADD-ON

AI Receptionist for UCM

LICENSE

Customer Assist for UCM

ADD-ON

Cisco Attendant Console

ADD-ON

Cisco Calling Plans

Cisco's cloud-connected PSTN service.

ADD-ON

Cloud PSTN

Cloud Connected PSTN for UCM with 40+ providers.

Future-proof calling with Cloud Intelligence for UCM

With Cloud Intelligence for UCM, customers can build a long-term calling strategy that maximizes the value of existing investments while providing seamless access to the latest cloud innovations. UCM customers can enable Cloud Intelligence for UCM through flexible add-on licenses, without committing to a cloud migration. Key capabilities include:

- **UCM Modernization:** Add cloud capabilities and the full Webex Calling feature set to UCM users.
- **AI Receptionist**: Enhance customer satisfaction and operational efficiency with our always-on, AI-powered virtual receptionist that can answer calls, respond to customer questions, and handle tasks like scheduling and transferring calls. Learn more.
- **AI Assistant**: Make every interaction more efficient with live, shared, and post-call summaries, notes, and action items. Learn more.
- **Webex Calling Customer Assist**: Equip employees with AI-powered tools directly in the Webex app, enabling them to assist customers more effectively and deliver better experiences. Learn more.
- **Cloud PSTN**: Simplify infrastructure and improve agility with PSTN delivered by Cisco and our partners.
- **Cloud Administration:** Control Hub-based licensing, provisioning, monitoring, analytics, and hybrid management.
- **Lifecycle Management:** Simplify UCM operations and helps reduce administrative and operating costs.
- **AI-Powered Troubleshooting:** Anomaly detection, centralized alerts, and AI Canvas to identify issues and guide root-cause analysis.
- **Flexibility:** Modernize by user, site, or region with the ability to add-on features where they provide the most value.

To learn more about Cloud Intelligence for UCM, schedule a personalized demo. →

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