

**Cisco Unified Communications Manager (CUCM)** formerly Cisco Call Manager (CCM), is an enterprise-class IP telephony call-processing system that provides traditional telephony features as well as advanced capabilities, such as mobility, presence, preference, and rich conferencing services. This powerful call processing solution can help:

Simplify your voice systems by replacing old PBX (private branch exchange) and key systems with unified communications, you can cut costs and dramatically streamline provisioning and maintenance.

Build productivity with feature-rich unified communications that help workers spend less time chasing people, and more time being productive.

Enable mobility with software that has embedded unified mobility capabilities so mobile workers can remain productive wherever they are.

Improve collaboration with a click; start an IM session, initiate a phone call, and establish a videoconferencing call more easily.

CUCM tracks all active VoIP network components; these include phones, gateways, conference bridges, transcoding resources, and voicemail boxes among others. CallManager often utilizes the Skinny Client Control Protocol (SCCP) as a communications protocol for signaling the hardware endpoints of the system, such as IP Phones. H.323, Media Gateway Control Protocol (MGCP) or Session Initiation Protocol (SIP) is used to pass call signaling to gateways.

Cisco Unified Communications Manager creates a unified workspace that supports a full range of communications features and applications with a solution that is highly:

**Scalable:** Each Cisco Unified Communications Manager cluster can support up to 30,000 users.

**Distributable:** For scalability, redundancy, and load balancing.

**Available:** Support business continuity and improve collaboration with high availability that provides a foundation for multiple levels of server redundancy and survivability.

[Contact Us](#) today for more information on how Cisco Call Manager can benefit your business.