



NWN Communications Easy to integrate, easy to scale, easy to buy Hosted Collaboration Solution

Telephony and collaboration made easy

Converged VoIP is a Cisco-powered and certified solution that delivers a broad range of Unified Communications solutions via a hosted and flexible pay-by-the-device service model. This offering gives your organization the same user experience, flexibility, and collaborative tools as an enterprise architecture without having to make a significant investment in your own data center or staff.

Easy to integrate

Choosing NWN Communications from NWN means you don't have to eliminate your existing investment. Our Cisco-powered and certified solution is open and scalable, ready to integrate with your infrastructure, software, and management tools.

Easy to scale

Create a new collaboration experience for your users combining social, mobile, multimedia, and virtual communications. From smaller organizations to enterprise deployments, the NWN Communications solution is built to fit and expand or contract with your specific needs.

Easy to buy

NWN has created both standard configurations and practical options that align with the most common public sector solutions requested.

Eliminate the hassle of guesswork. NWN teams are experienced, local, and responsive. With our dedicated team, we've made it easier than ever for you to procure and deploy your VoIP systems.

Core Features

The following components are bundled into the core user package.

- **IP communications service:** Provides IP-PBX call control functionality for VoIP and video telephony, using Cisco Unified Communications Manager platform.
- **Voice and integrated messaging service:** Deliver voicemail and integrated messaging using Cisco Unity Connection system.
- **Presence and instant messaging service:** Enable enterprise-level presence and instant messaging using Cisco Unified Presence.
- **Mobility and client desktop applications:** Provide mobility capabilities and mobile applications through the Cisco suite of mobility applications.
- **Contact Center:** Tap into multiple applications and services on one smooth platform for small and large contact centers. Provision rapidly, control costs, scale easily, and increase customer loyalty.

Architecture

NWN's Converged VoIP solution leverages the highest quality hardware and software products, delivering unparalleled performance and capabilities to address



current and emerging unified communications needs. Converged VoIP provides these capabilities while maintaining high availability (HA), quality of service (QoS), and the greatest level of security.

NWN's environment is built on a best of breed data center platform:

- Cisco's Unified Computing System
- Cisco's Nexus Switching
- EMC Storage
- VMware Virtualization
- Tier III and IV Geo-redundant SAS 70 Hosted Facilities with 100% SLA

Benefits

The NWN Communications hosted delivery model creates an opportunity for public sector organizations to deploy unified communications and collaboration together across your environment. The benefits of deploying Converged VoIP include:

- **Pay as you use:** Purchase collaboration services as needed and pay one predictable monthly payment
- **Increased service and support levels:** NWN proactively manages and monitors the solution 24x7, allowing your organization's IT staff to focus on projects that are core to its business
- **Simplified data center:** Reduce your data center's space, power, and cooling costs
- **Scalable architecture:** Add new users, features and locations quickly
- **Operational expense:** Hosted collaboration converts capital expenses into a predictable operational expense
- **E-Rate P1 service:** The NWN Communications hosted subscription service qualifies for P1 funded E-Rate funding.
- **On-Premise cost avoidance:** Reduce your data center footprint and energy costs by using hosted voice, video and other collaborative applications
- **Productivity advantage:** Provide seamless collaboration tools for your employees to work as an efficient team
- **Investment protection:** Existing infrastructure and collaboration systems can be utilized with a hosted solution

Bundled options

NWN's Converged VoIP Solution offers your organization options based on the functionality and collaboration applications that best fit your environment.

Standard VoIP packages

NWN Communications offers six standard VoIP handset packages to choose from. All packages include a phone, local and long distance services, as well as basic call package features.

- **Standard Converged VoIP Handset:** A basic IP phone that provides the following features: single line, LCD Display, Full Duplex Hands-Free Speakerphone, Shared call / bridged line appearance, Visual message waiting indicator, Ring volume control, Minimum six (6) Programmable function keys or a soft key interface, Single 10/100 Ethernet port, Power over Ethernet and is ADA Compliant section 508 compliant.
- **Midrange Converged VoIP Handset:** Includes all of the features included with the standard handset and allows for 3 lines with intercom feature, 3-way conferencing, and a User Configurable Contact Directory.
- **Executive Converged VoIP Handset:** Includes all of the features included with the mid-range handset, plus support for up to 4 lines, as well as two-10/100/1000 Mbps ethernet ports.
- **Attendant Converged VoIP Handset:** Includes all of the features included with the executive handset, plus up to 6 lines with expansion module capability and XML API functionality.
- **Standard Conference Room Converged VoIP Speakerphone:** IEEE 802.3af functionality, IEEE 1329 full duplex standards, RFC 3261 & companion RFCs (SIP), IEEE 802.1 p/Q tagging, Expansion microphone compatible, Audio compression standards: G.711, G.729, G.722, Ethernet 10/100Mbps connection, Visual Time display, Lightweight Directory Access Protocol LDAP corporate directory integration and Layer 3 Type of Service (ToS) and Differentiated Services Code Point (DSCP)

- **Executive Conference Room Converged VoIP Speakerphone:** Includes all of the features included with the standard conference room speakerphone and adds Integration with video conferencing systems, High Definition Voice functionality, 255x128 pixel display, Multi-unit connectivity and 2 expansion microphones are included

Basic call package features

The basic call package features include the following:

- **900 Blocking:** No calls from 900-xxx-xxxx will be processed to any subscribers
- **Account Codes:** This feature enables the tracking of calls made outside of the location by prompting for an account code.
- **Authorization Codes:** This allows users to be prompted for an Authorization Code.
- **Auto Attendant:** A service that automatically answers incoming calls within a predefined number of rings without assistance from a live attendant. It prompts callers with a series of choices and actions to perform.
- **Call Forward – Busy Don't Answer:** Allows a station End-User to choose to reroute incoming calls to another specified telephone number.
- **Call Forward – All Calls:** Allows the station End-User to choose to reroute all incoming calls to another specified telephone number.
- **Call Hold:** Allows the called party to put a caller on hold and retrieve them from the hold state.
- **Call Notify:** Enables a subscriber to define criteria that causes certain incoming calls to initiate an email notification.
- **Call Transfer:** Allows a station End-User to transfer any call in progress to another telephone number without the assistance of an operator.
- **Call Pickup:** Allows a subscriber to answer any calls directed to another station line within his or her own predefined call pickup group.
- **Call Park:** Allows a call to be parked at a subscriber's number for retrieval by another subscriber line.
- **Conference:** Allows a voice station End-User to establish a multiparty conference connection of a minimum of three conferees including themselves without attendant assistance.
- **Call Waiting:** When a second call is received while a subscriber is engaged in a call, the subscriber is informed via an audible tone.
- **Caller ID:** Phone number of the calling party is displayed on the terminal equipment.
- **Class of Service:** The CoS configured on the transport required for the proper operation of the service.
- **Conference Bridge:** Allows callers from diverse locations/platforms to dial in to a specified telephone number to participate in a conference call.
- **DID:** Direct inward dial phone number including Single Line appearance.
- **Directory Phone Display:** Directory of VoIP subscribers via the phone display.
- **Four/Five/Six digit Extension Dialing:** All 'on-net' numbers can be reached by dialing the 4/5/6-digit extension from 'on-net' phones.
- **Group Pickup:** Allows an incoming call to be picked up from any one of a predefined group of phones.
- **Hunt Groups:** Route inbound calls to a predetermined sequence of telephone numbers until it is answered.
- **Message Waiting Indicator:** Visual indication on phone that a message is in queue for review.
- **Multi-Line Appearance:** Provide the ability for multiple line appearances on a subscriber's phone.
- **Redial:** Allow a station End-User to automatically originate a call to the last number dialed from the station End-User's phone.
- **Speed Dial:** Allows abbreviated digit dialing capability on a per station basis.

If your organization has different requirements beyond the six standard VoIP packages, NWN has created additional user packages that cover all current Cisco IP phone models.

VoIP voice mail services

- **Voice Mail Services:** Voicemail box for a single users. Includes all licenses, software, design, implementation, on-going administration, maintenance and upgrades.
- **Email Integration:** Integration with Microsoft Exchange, Microsoft 365 and Lotus Notes. This feature adds unified messaging functionality which delivers voice mail messages to a user inbox and delete voice mails through a user's inbox or phone.
- **Additional Voice Mail Storage:** Add on additional voice mail storage in increments of 15 minutes.

- **Voice Mail - Speech Connect:** Allows people to quickly connect with their colleagues using only their voice.
- **iDivert:** Allows immediate diversion of a call to a voice-messaging system.
- **Voice Mail - Messaging Assistant Web Tool:** Allows user to customize how callers interact with the voicemail system by phone.

Add-On Features for the Standard VoIP Package

These can be purchased individually or as a complete package.

Mobility features

- **Single Number Reach:** Enables a number to ring both a desktop IP phone and a remote or mobile phone.
- **Extension Mobility:** Allows users to temporarily configure any Unified IP Phone as their own.
- **Mobile Device Mobility:** Allows calls from user's mobile device back to the user's phone device via a softkey.
- **Mobile Voice Access:** Allows users to manage in-progress calls between the desktop phone and cellular phone.

Collaboration features

- **Basic Instant Messaging, Presence, Chat and User Presence:** Basic Instant Messaging, Chat and User Presence includes: Instant Messaging and Chat/Group Chat; Presence Status; File transfer.
- **Full Feature Instant Messaging:** Includes Basic Instant Messaging, Chat and User Presence Features plus Desktop Sharing, Softphone capabilities, desktop/tablet video calling and Multi-device IM support.
- **Video Phone Feature:** Supports video on phone that have a video camera.

Management features

- **Web Based End User Administration Portal** Allows user to configure settings for their Phones.

VoIP features

- **Auto Answer:** Prompts your phone to automatically answer incoming calls after one ring.
- **Audio Message Waiting Indicator:** Played when a voicemail message is left.

- **Barge:** Allows a user to be added to a call that is in progress. Barge supports built in conference and shared conference bridges.
- **Call Back Busy:** Allows user to receive call-back notification when a called party line becomes available.
- **Click to Call:** Enables ability to initiate calls from Microsoft Office applications and web browsers.
- **Do Not Disturb:** When DND is enabled, all new incoming calls with normal priority will honor the DND settings for the device. High-priority calls will ring on the device.
- **Hotline Automated Ring Tone:** Extends the Private Line Automatic Ringdown (PLAR) feature.
- **Intercom:** Allows a user to place a call to a predefined target.
- **Join Across Lines:** Allows users to join callers from different lines.
- **Manager Assistant – Proxy:** Allows an assistant to handle calls on behalf of a manager.
- **Music On Hold:** Provides users placed on hold with music/message from a streaming source.
- **Multi-Device Solution:** Fully managed solution that allows user to have multiples hard phones, mobile clients or desktop agents.
- **Pause in Speed Dial:** Enables users to configure the phone speed-dial buttons.
- **Phone Presence:** Allows a user (watcher) to monitor the real-time status of another user.
- **Privacy:** Removes call information from all phones that share lines and blocks other shared lines from barging in on its calls.
- **Private-line Automated Ring Tone:** Allows user to configure phone so that the user can only dial the designated private line number.
- **Select Call Forward:** Based on the telephone number/extension of an internal and external call.
- **Time of Day Forward:** Forwards all calls based on the time of day.
- **Unified Attendant Console Premium:** Console designed for large Unified Communications Manager.
- **Web Dialer:** Allows Unified IP Phone users to make calls from web and desktop applications.

Voice mail features

- **Speech Connect:** Allows people to quickly connect with their colleagues using only their voice.
- **Messaging Assistant Web Tool:** Allows user to customize how callers interact with the voicemail system by phone.

Contact Center

With Cisco Hosted Collaboration Solution for Contact Center, you have:

- **No capital expenditures (CapEx):** There is no hardware, no software, and no data center - it is all handled by your service provider. And because you are buying less equipment, you will use less power and enjoy the benefits of “green” computing.
- **No lengthy deployment time:** There is no telephony equipment to install, so your collaboration service can be operational in a matter of weeks instead of months.
- **No additional staff required:** Limited expertise is required, meaning lower support costs.
- **No unpredictable costs:** Pay only for what you use, when you use it. We call it “pay as you go”.
- **No upgrades:** New features and upgrades are delivered on demand by your service provider, without disrupting your business or your customers’ businesses.
- **No worries:** Cloud computing transforms the way in which services are provided, enabling unprecedented agility, scalability, and profitability. You can rapidly respond to changes in the market without having to manage a lot of infrastructure.

Important Features

- IP contact center
- Intelligent contact routing with Cisco Precision Routing
- Multichannel support with Cisco Unified E-mail Interaction Manager and Cisco Unified Web Interaction Manager
- Outbound support
- Multisite support
- At-home agent support
- Support for Cisco MediaSense
- Support for global deployments
- Agent and supervisor capabilities
- Self-service
- Hold in queue until agent is available
- Prompt and collection of customer data

- Automatic speech recognition (optional)
- Text to speech
- Standard computer-telephony-integration (CTI) desktop
- Next-generation agent and supervisor desktop with Cisco Finesse® desktop software
- Customizable desktop with CTI toolkit
- Agent greeting
- Whisper announcement
- Remote silent monitoring
- Web 2.0-based reporting with Cisco Unified Intelligent Center
- Multi-customer management provisioning capabilities with Cisco Contact Center Domain Manager
- Third-party integration for recording, wallboards, workforce management, customer relationship management (CRM), and database integration

