



D A M O V O

Intuitive Manager/ Assistant
functionality for Cisco UC Solutions



Change Driver

Despite the variety of features of a Cisco UC solution, certain extra functionalities are required.

This is also the case with modern IP telephony solutions – some of the traditional telephony functions are no longer available – even though the demand is still there for them.

With the deployment of their new Cisco Unified Communications Manager, a large corporation had the challenge of maintaining the existing administrative support structures. They were looking for a solution that would allow a Manager/Assistant function to be deployed in a user-friendly way across both the end user devices and the Cisco Jabber.





Damovo Approach

With the Damovo "Manager/Assistant" app, the well-known features of a Manager/Assistant solution could be deployed on the new IP telephony system.

The Cisco Unified Communications Manager's existing capabilities have been enhanced to enable employees to easily establish a Manager/Assistant function.

The call control group can be easily established from multiple devices – including mobile/desktop device or hardware client.

Integration with Cisco Jabber is also possible.



Customer Value

DAMOVO

This is how the **employees** benefit

Users benefit from simple and user-friendly operation.

The Busy Lamp Field (BLF) is used to visually display if the Manager/Assistant setting is active and can be turned on or off immediately.

The call routing, black/whitelist, and on hold functions are managed by the employees themselves.

The functionalities on the Cisco Phone, Jabber or Jabber mobile (iOS/Android) are identical – making it incredibly easy to use.

This is how the **IT-Manager** benefits

Since the configuration of the Manager/Assistant routing is done directly on the end devices by the users themselves, the IT Manager does not have to maintain or store all call forwarding changes in the CUCM.