



CUPS

CUPC

Personal Communicator

desk phone mode

soft phone mode

enable users

troubleshooting

other features

Enterprise IM

IP Phone Messenger

collects status information

Application Profiles

IPPM

- on IP phone
- read IM Messages
- send predefined IMs
- uses XML over HTTP

CUCM

- on hook
 - off hook
 - CCMCIP Service
 - SOAP
- get active devices for user

XMPP

Calendars

settings for each application

- Directory
- Voicemail
- Phone Control

assigned to users or make system default