

CISCO *Live!*

ALL IN

#CiscoLiveAPJC



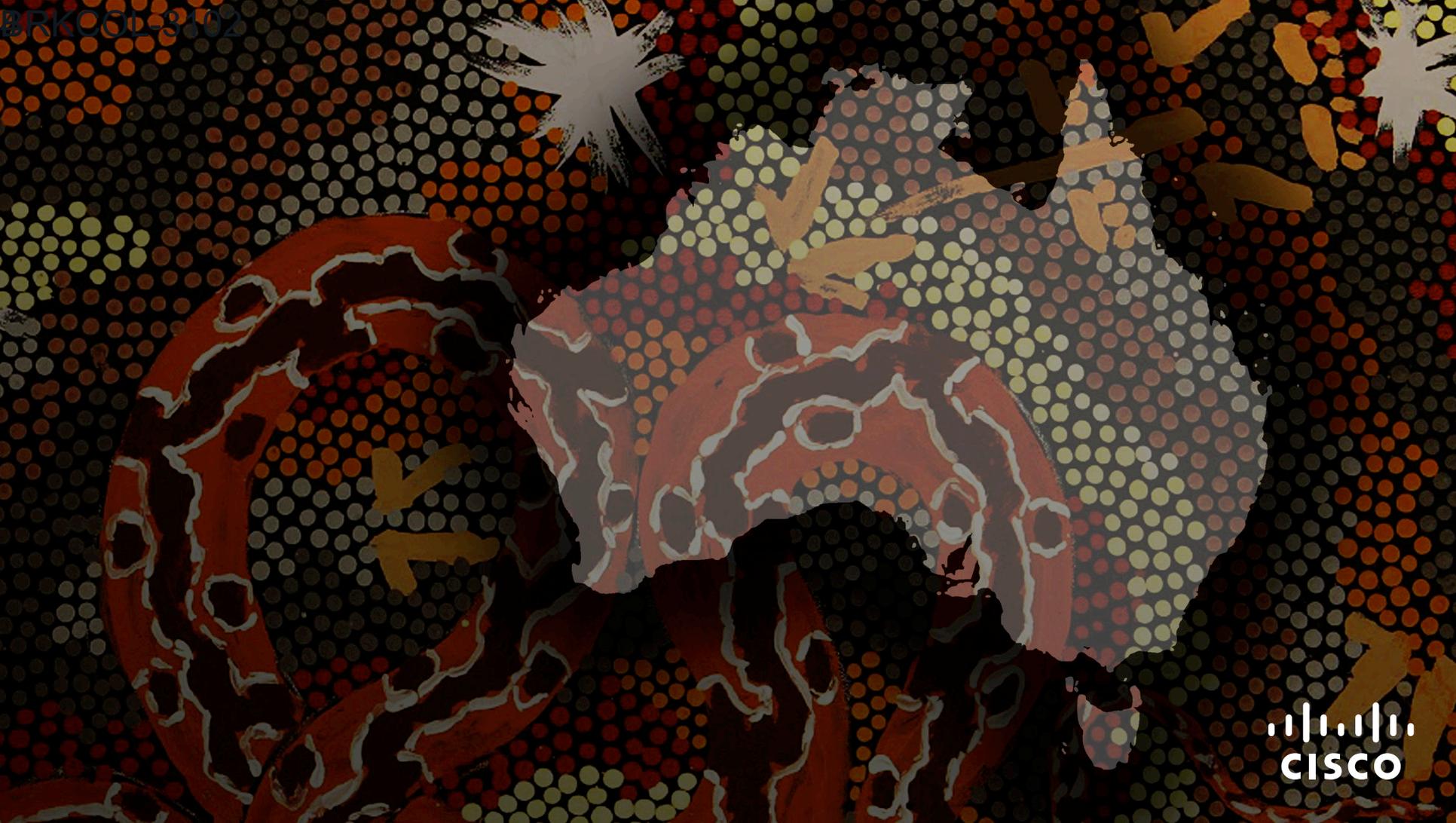
The bridge to possible

Migrating Communications Manager into the Cloud

Amy Ryan, Principal Sales Architect
@AmyRyan24677
BRKCOL-3102



#CiscoLiveAPJC



Cisco Webex App

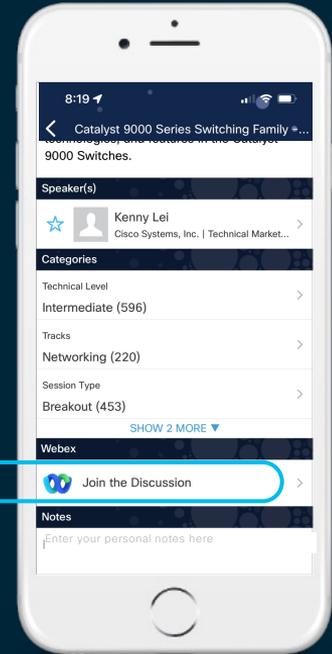
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until Thursday 22 December, 2022.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-3102>



Agenda

- Introduction
- Cloud Calling overview and Design Decisions directly related to migrating
- Discuss Migration Readiness
- Describe the high-level migration journey and key activities within each step
- Understand the migration process and resources available
- Understand other options available to help

Why Cloud Calling?

5 reasons why organisations consider the cloud



Increase agility

Simplicity, scalability, flexibility, and speed



Stay current

Secure, always up to date



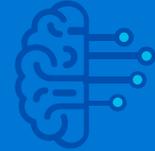
Reduce TCO

Lower CAPEX and optimize OPEX



Raise productivity

Enhance mobility and team collaboration



Add intelligence

Integrated cognitive collaboration experiences

Reduces complexity so you can focus resources on your core business

Webex Calling



Enterprise-grade calling features



Easy-to-use and secure



Centralised management and administration



Hybrid deployment & Flexible migration



Mobile First & AI led innovation

Innovation for workers everywhere

The office



At home



Call transcription
Live translation
Noise removal
Webex Go
Apple CarPlay
Hot desking

Webex devices for every space
Device/app interplay
Headsets

Remote office



On the go





Calling features you need, available anywhere

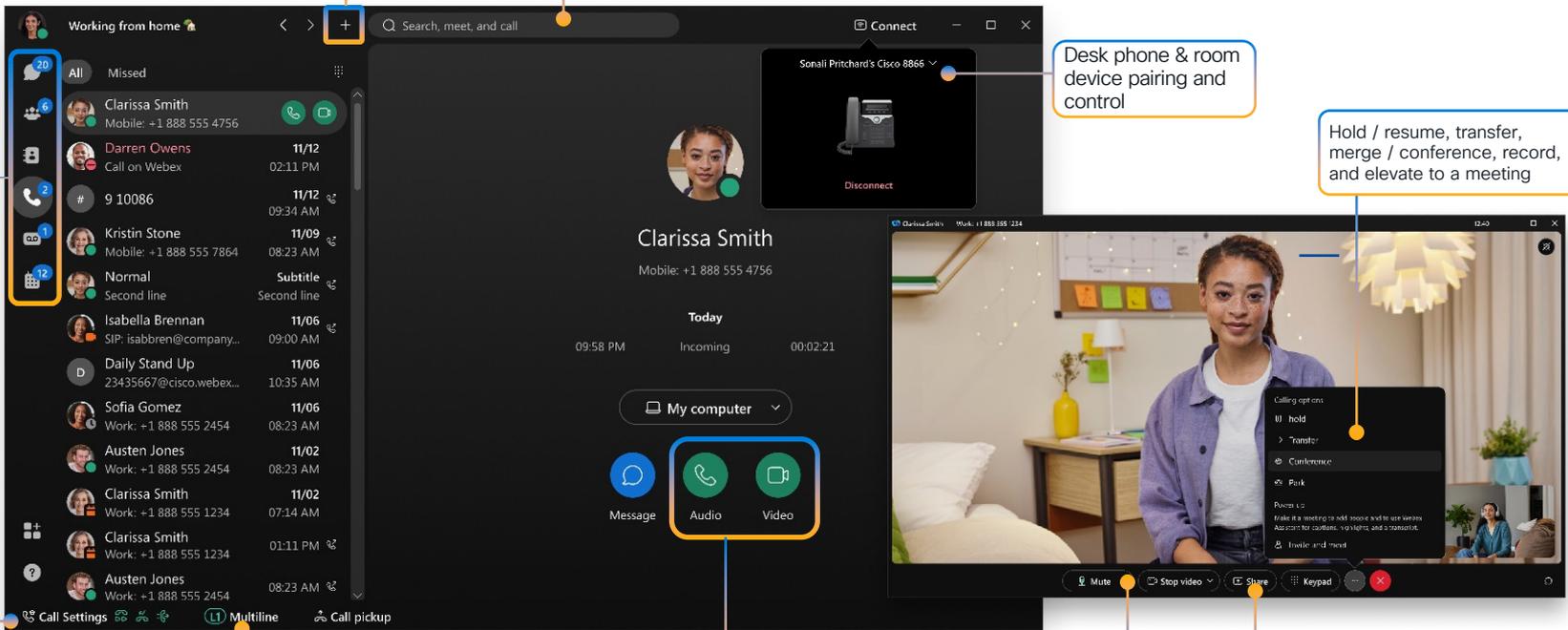
Call, text, message, meet with one click

Directory search

- Instant access to:
- Call history
 - Visual voicemail
 - Transcriptions
 - Recordings*
 - Contacts
 - Messaging
 - Spaces
 - Meetings

Desk phone & room device pairing and control

Hold / resume, transfer, merge / conference, record, and elevate to a meeting



Call preferences, forwarding, single number reach

Select line, group, queue, shared line

Call on Webex or PSTN with video or audio

AI-powered Audio Intelligence: Noise removal, optimize for my voice

Share content during a Webex Call

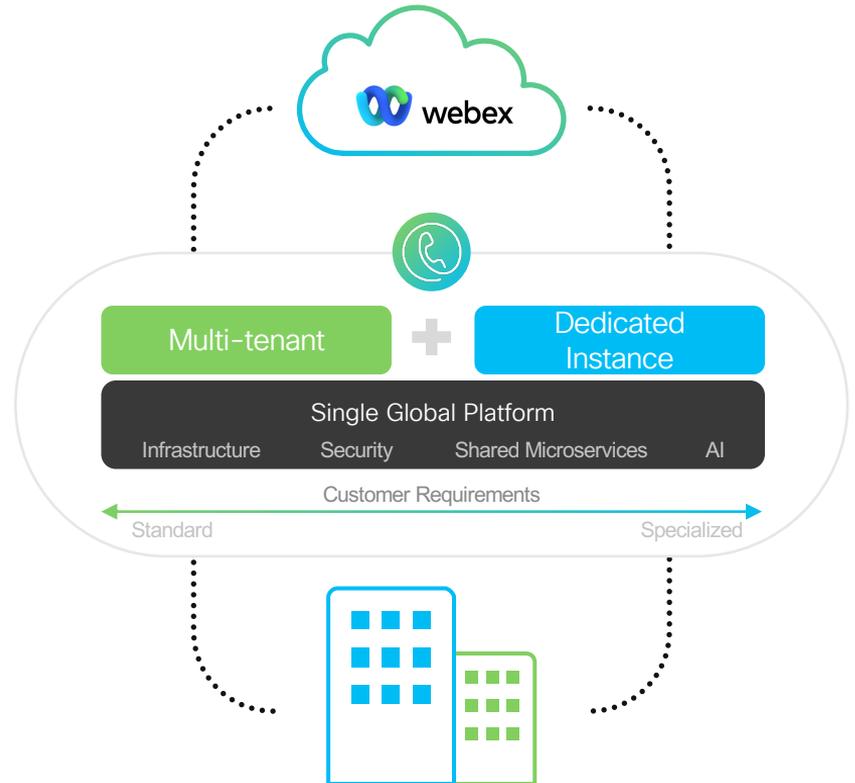
Webex Calling - Architecture



- Global cloud calling platform
- Centralized administrative experience from the cloud
- Public Cloud Multi-tenant platforms
- Flexibility to provision users to best address cloud calling business needs
- Flexible PSTN options
- OTT and Private network connectivity options to fit enterprise of various sizes
- Webex App for a unified end-user experience

Dedicated Instance for Webex Calling

- Dedicated cloud instance
- Based on CUCM
- Integrated into Webex Calling leveraging Webex platform services
- Delivers cloud innovation / enhanced experience for customers who need
 - Support for older Cisco endpoints
 - Local survivability
 - Existing business integrations and workflows
- Extends familiar features and calling capabilities for customers who want to preserve their UCM experience



Why Webex Calling is the best answer

Webex Calling advantages

- Continuous innovation
- Simple management experience
- Enterprise feature set
- Rapid deployment
- Unlimited scale
- Global coverage
- Cisco managed upgrades
- Single integrated platform
- Migrate at your own pace
- End-to-end security

with Dedicated Instance

- Smooth transition
- Familiar user experience
- Re-use existing Cisco phones
- Retain current app integrations
- Control of upgrades and integrations
- UCM Based Administration

Dedicated Instance

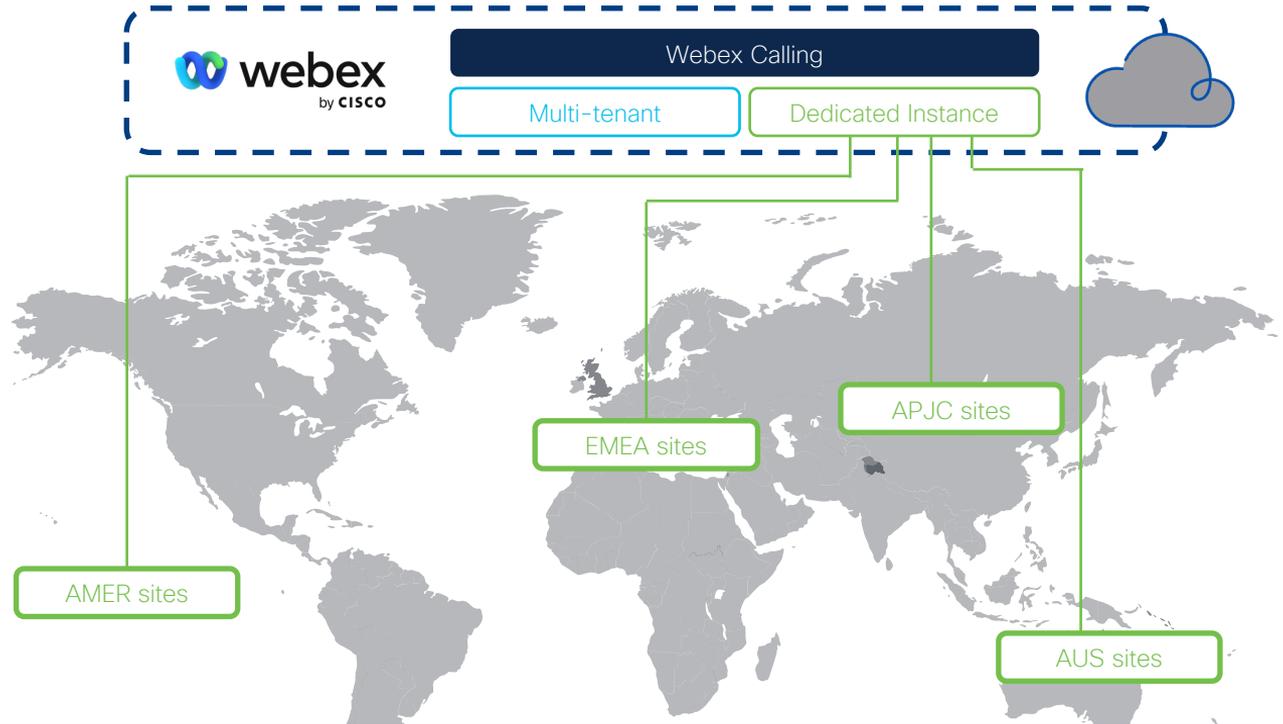
What UCM customers can expect when moving to the cloud

-  **No disruptions** supports the same rich set of UCM features
-  **Robust API platform** for deep third-party app integrations
-  **Compatible with** Cisco's full endpoint portfolio
-  **Familiar user experience** facilitates swift employee migration
-  **Cisco contact center** interoperability
-  **Security built in** supporting all employee workflows



Webex Calling: Global coverage

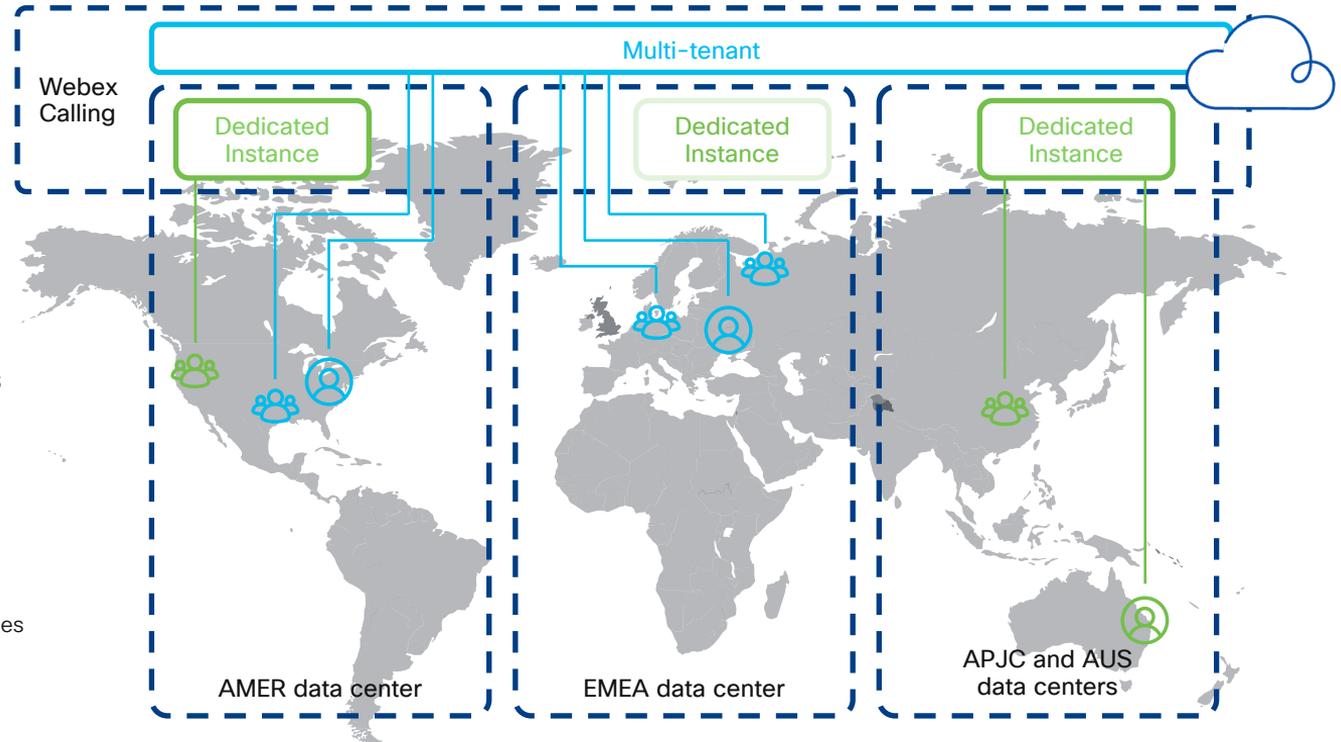
- A multi-national Webex® Calling customer can span the globe with multi-tenant and up to four Dedicated Instances covering the four WW regions of the AMER, EMEA, APJC and AUS sites
- Separate, redundant data centers are included within each geo of a Dedicated Instance
- Different connectivity options (Webex Edge Connect or OTT) are possible, depending on customer's requirements
- Knowledge workers can be assigned to multi-tenant or Dedicated Instance, depending on their work



Customer can have a Dedicated Instance in each region (differs from Multi-tenant which is one regional platform for all global locations)

Webex Calling: Global deployment example

International logistics company



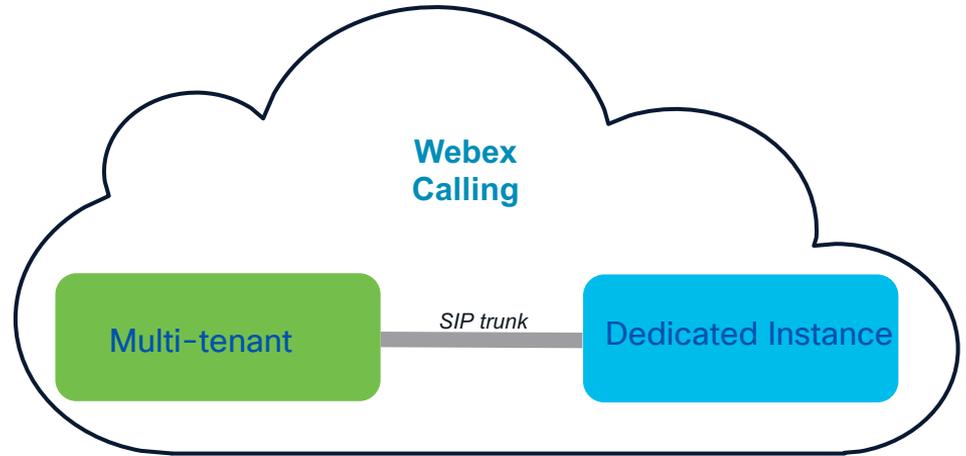
Locations on multiple continents

- HQ: Dedicated Instance
- Sales: Multi-tenant
- Support: Dedicated Instance
- Shipping: Dedicated Instance
Requires integrations for specialized devices

Multi-tenant and Dedicated Instance

Pre-configured to work together

- Flexibility to use best persona for different knowledge worker type
- No external hardware or configuration required by partners or customers
- No additional license requirement to integrate call flows across Webex Calling multi-tenant & Dedicated Instance
- Easy dial plan integration that helps customers use their existing enterprise dial plans



Webex Calling - Call Routing (Cisco pre-configuration at activation)

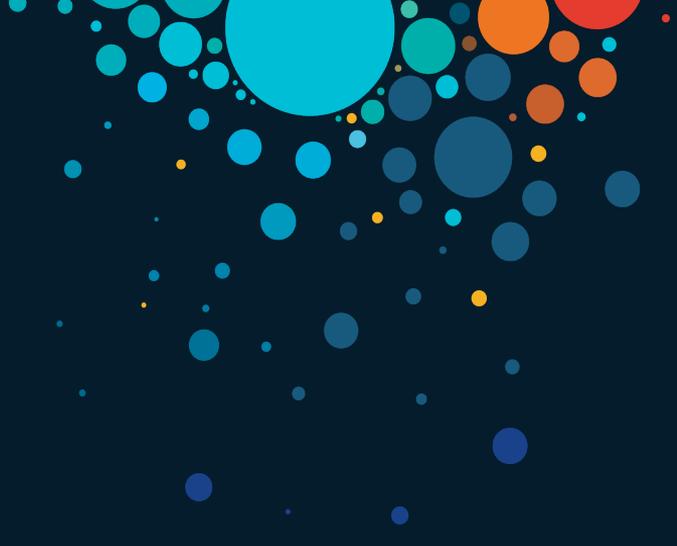


Multi-tenant pre-configuration

- Unique Location configured for interop
- Gateway (Provisioned in Dedicated Instance Regional DCs) registered to multi-tenant
- Route Groups configured in multi-tenant pointing to Dedicated Instance trunk

Dedicated Instance pre-configuration

- Gateways provisioned in each regional data center
- SIP trunks configured on Unified CM with gateway as the destination
- Route Pattern, Route List and Route Groups pre-configured in Unified CM pointing to the multi-tenant trunk



*If I would have known that,
I would have done things differently.*

Migration Hurdles



- Do I have the best offer?
- Are there any Tools?
- What are my migration options/paths?
- Am I able to plan and execute migration
- Do I have the Right data
- **Architecture decisions:**
 - PSTN options
 - Local GW scale
 - 3rd party devices and integrations
 - Analog devices
 - Survivability

The Value to Start Now



- Enable **new** and **modern** Webex capabilities now
- Enhance Collaboration solution to **SIMPLIFY** administration and make a **BETTER** user experience
- Control Hub **Centralized** Management
- Remove **BIG** blockers that impact the flow of the migration
- Shorten the migration window for a **smoother** transition

Cisco CUCM is over 20 years old, and so are some of our customers setups, dial-plans, and databases!



Alarm Trace Tools Application Help

Cisco CallManager Serviceability
For Cisco IP Telephony Solutions

Cisco CallManager 4.1 Serviceability

Details

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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:
<http://www.cisco.com/wai/wwa/crypt/cryptohtml/stea.html>
If you require further assistance please contact us by sending email to export@cisco.com.



Cisco Unified Operating System Administration
For Cisco Unified Communications Solutions

Show Settings Security Software Upgrades Services Help

Cisco Unified Operating System Administration
System version: 7.1.2.10000-4



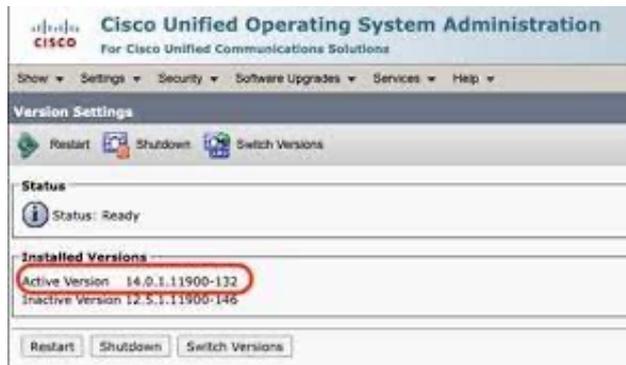
Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System Call Routing Media Resources Advanced Features Device Application User Management Bulk Administration Help

Cisco Unified CM Administration
System version: 8.5.1.10000-26

Upgrade Windows
Download Cisco Unified Communications Manager - Phone - 8000-10000-10000-10000
Please visit the License Report Page for more details.

VMware Installation: 1 vCPU Intel(R) Core(TM) i7 CPU 860 @ 2.80GHz, disk 1: 100Gbytes, 4096Mbytes RAM



Cisco Unified Operating System Administration
For Cisco Unified Communications Solutions

Show Settings Security Software Upgrades Services Help

Version Settings

Restart Shutdown Switch Versions

Status
Status: Ready

Installed Versions

Active Version	14.0.1.11900-132
Inactive Version	12.5.1.11900-146

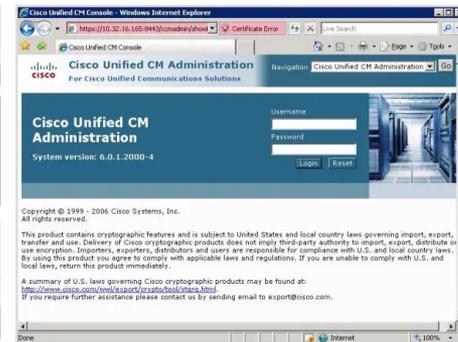
Restart Shutdown Switch Versions



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration Go, Cisco Unified Reporting, Cisco Unified Serviceability, Disaster Recovery System, Cisco Unified Serviceability, Cisco Unified OS Administration

Cisco Unified CM Administration
System version: 9.1.2.10000-28



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

Navigation: Cisco Unified CM Administration

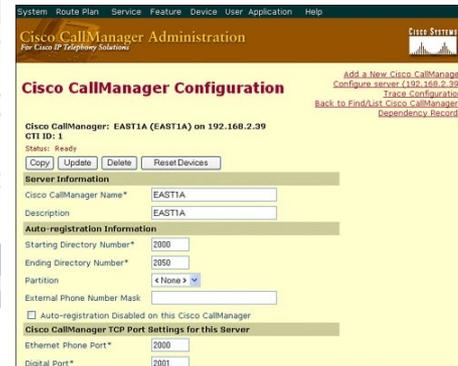
Cisco Unified CM Administration
System version: 6.0.1.2000-4

Username
Password
Login Reset

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This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

A summary of U.S. laws governing Cisco cryptographic products may be found at:
<http://www.cisco.com/wai/wwa/crypt/cryptohtml/stea.html>
If you require further assistance please contact us by sending email to export@cisco.com.



Cisco CallManager Administration
For Cisco IP Telephony Solutions

Cisco CallManager Configuration

Add a New Cisco CallManager
Configure server (100, 100, 200)
Trace Configuration
Back to Find/List Cisco CallManagers
Dependency Records

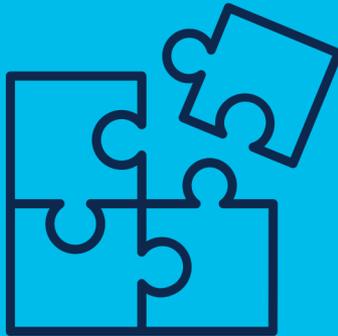
Cisco CallManager: EAST1A (EAST1A) on 192.168.2.39
CTI ID: 1
Status: Ready
Copy Update Delete Reset Devices

Server Information
Cisco CallManager Name* EAST1A
Description EAST1A

Auto-registration Information
Starting Directory Number* 2000
Ending Directory Number* 2050
Partition < None >
External Phone Number Mask
 Auto-registration Disabled on this Cisco CallManager

Cisco CallManager TCP Port Settings for this Server
Ethernet Phone Port* 2000
Digital Port* 2001

What does “Migration Ready” Mean?

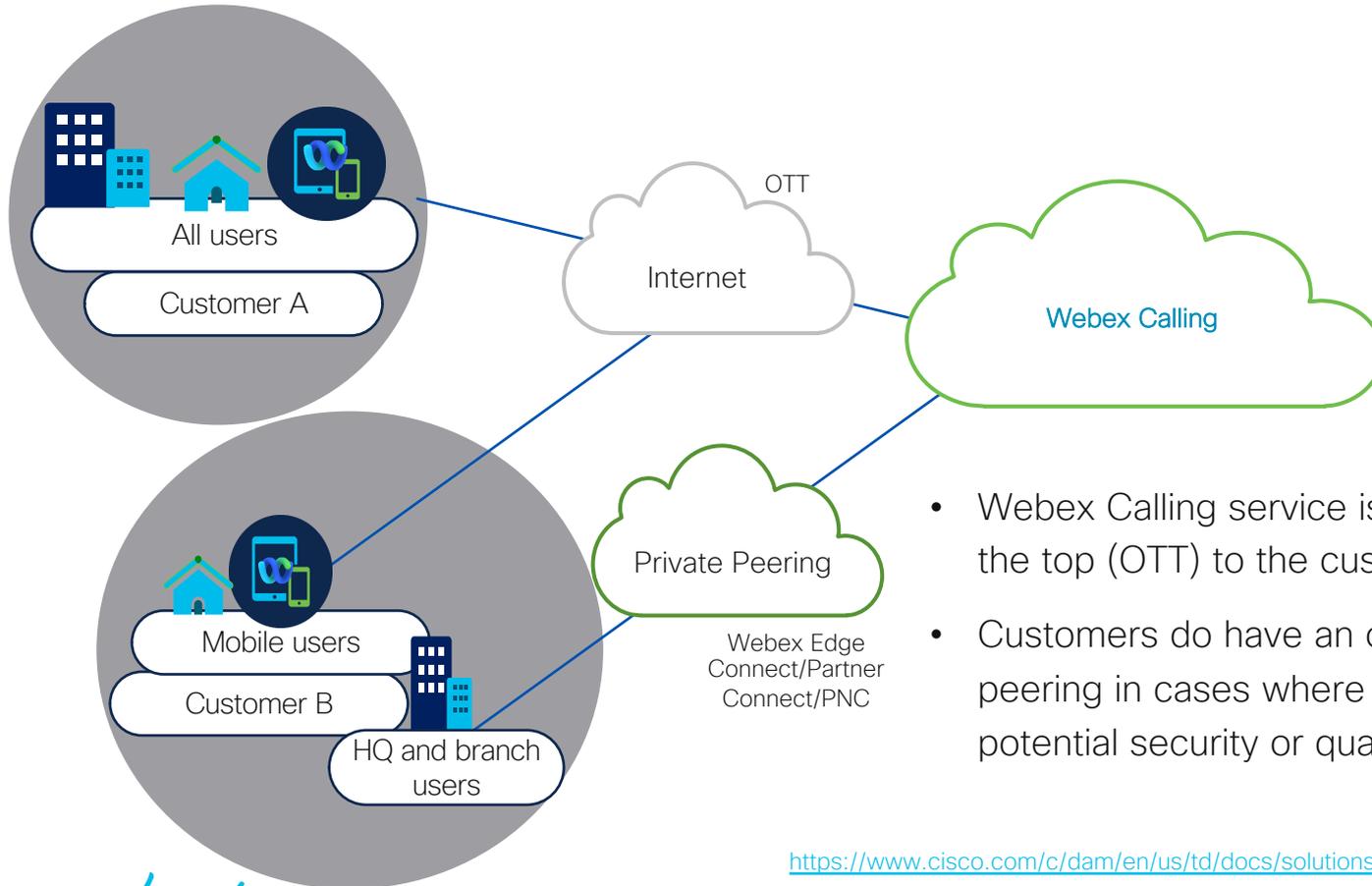


- There is **NO** 80/20 rule
Every customer situation is different and needs to be assessed individually
- Understand view of “**Readiness**”
The scenery will vary
 - Self discovery... learn current environment
 - Discovery... understand key requirements
 - Functionality... highlight benefits
- Focus on activities to prepare for cloud migrations

Peering Considerations Cloud Calling Design



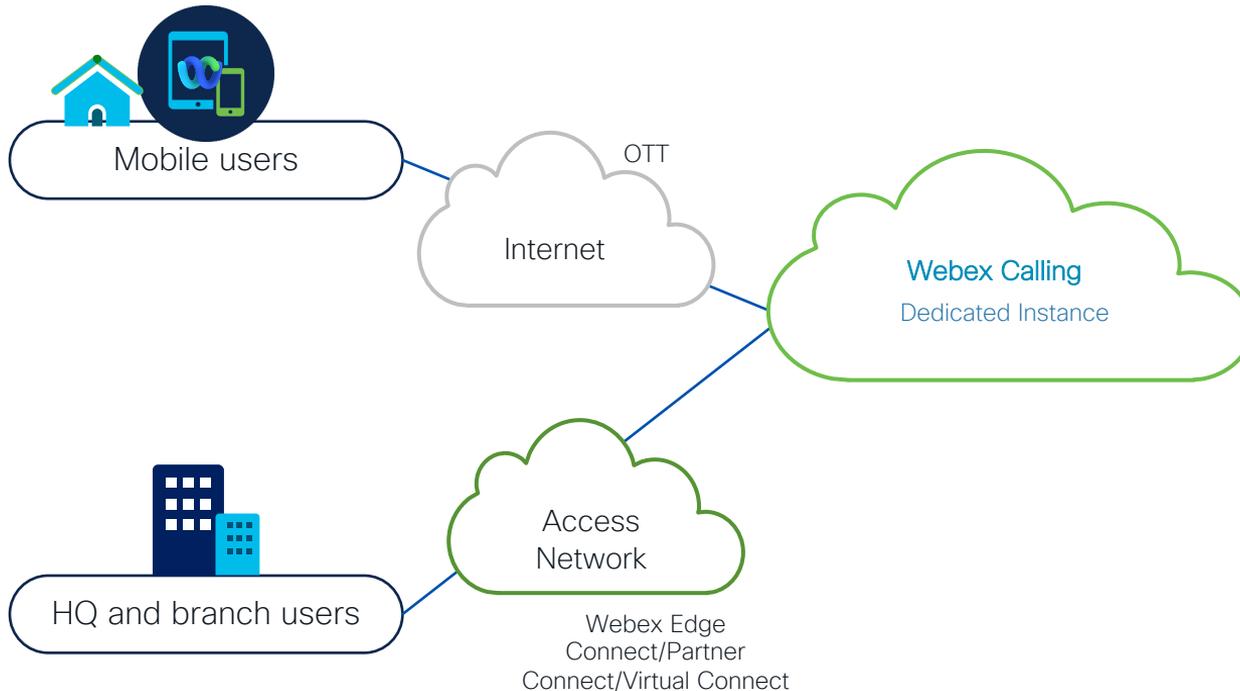
Webex Calling - Connectivity



- Webex Calling service is primarily delivered over the top (OTT) to the customer
- Customers do have an option to go a private peering in cases where they want to address potential security or quality concerns

<https://www.cisco.com/c/dam/en/us/td/docs/solutions/CVD/Collaboration/cloud/PA-PNC.pdf>

Dedicated Instance - Connectivity



- Dedicated Instance service is primarily delivered over a private connection to the customer premises
- Connection requires peering via Webex® Edge Connect, or Partner Connect, or Virtual Connect
- OTT access is included to service mobile and remote workers (MRA)
- Peering is required in each geographic region where service is provided to customers

Edge Connect – Equinix Fabric (ECX)



Benefits

- Private circuit (not over internet) 
- Deterministic network path 
- Predictable and stable latency and jitter 
- Guaranteed bandwidth 
- Speed options: 200M, 500M, 1G, 2G, 5G, 10G 

Available Services

- Webex Calling (MT and DI) *
- Webex Meetings
- Webex app, Devices and Video Mesh media **
- Webex Edge Audio

* DI requires separate Equinix Fabric VCs (until single VC is supported)

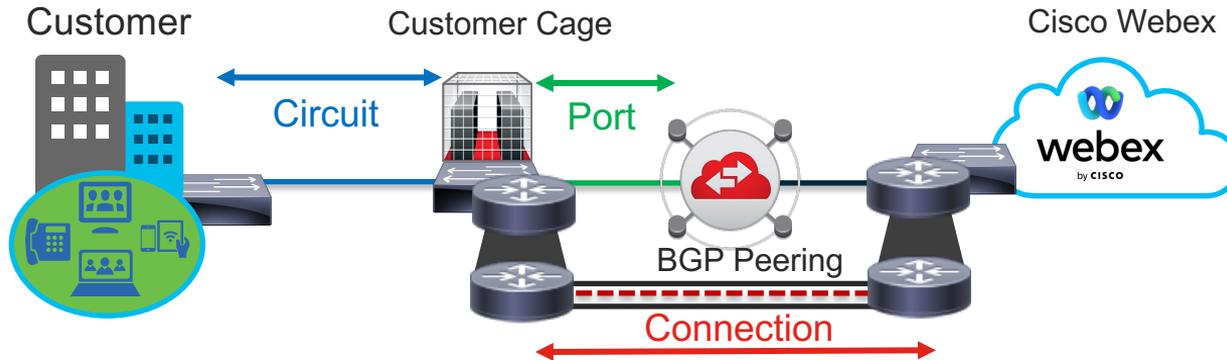
** Webex app, Webex Devices and Video Mesh require internet access for signaling

Equinix Fabric



Customer needs to connect to Equinix Fabric
Equinix responsible for layer 1 (cross connects) and layer 2 (Equinix Fabric VC to Webex)
Cisco responsible for Webex side of layer 3 BGP peering

- **Physical Circuit:** Network circuit between Customer and Equinix. May have traffic to multiple cloud providers.
- **Equinix “Port”** – A port is the physical port that was ordered in Equinix Fabric that is connected from Equinix Fabric backbone to the customer equipment in the cage (router/switch).
- **Equinix “Connection”** – This is where a customer uses the Equinix Fabric portal to submit a request to connect to a Cloud Provider. This submission contains the BGP and routing information required for the peering.

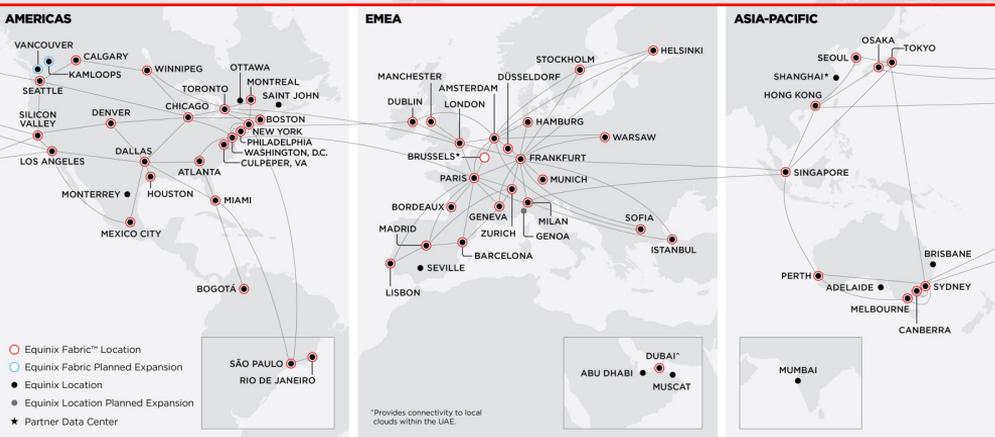


Webex Edge Connect Data Center locations

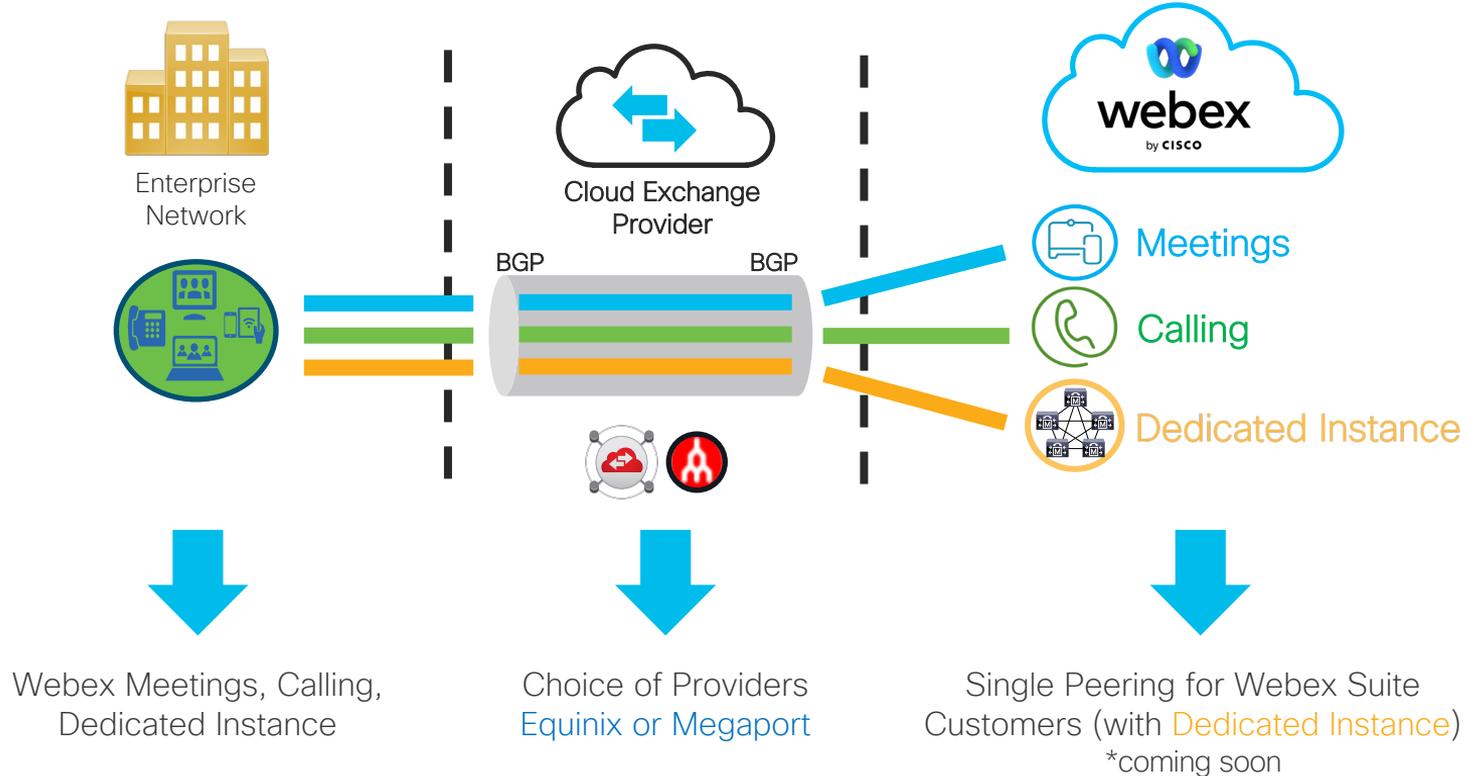
Webex Cloud Exchange Connectivity
 E Equinix Fabric



Equinix Fabric extended locations

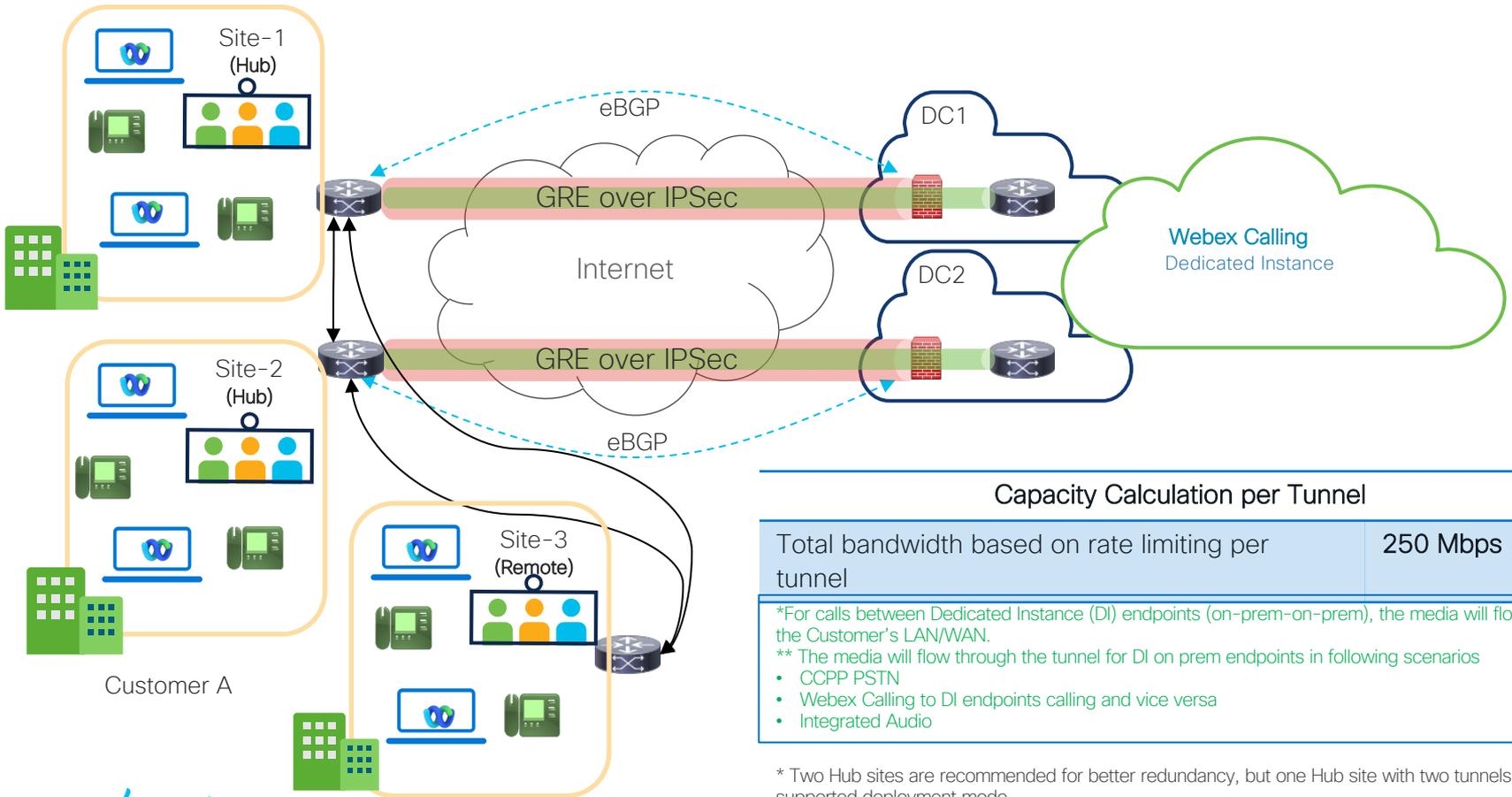


Edge Connect - New Connectivity Offerings



**** BRKCOL-2096 - Understanding Webex Edge ****

Dedicated Instance Virtual Connect



Capacity Calculation per Tunnel

Total bandwidth based on rate limiting per tunnel	250 Mbps
<p>*For calls between Dedicated Instance (DI) endpoints (on-prem-on-prem), the media will flow within the Customer's LAN/WAN.</p> <p>** The media will flow through the tunnel for DI on prem endpoints in following scenarios</p> <ul style="list-style-type: none"> • CCPP PSTN • Webex Calling to DI endpoints calling and vice versa • Integrated Audio 	

* Two Hub sites are recommended for better redundancy, but one Hub site with two tunnels is also a supported deployment mode

PSTN Considerations Cloud Calling Design



What is PSTN connectivity



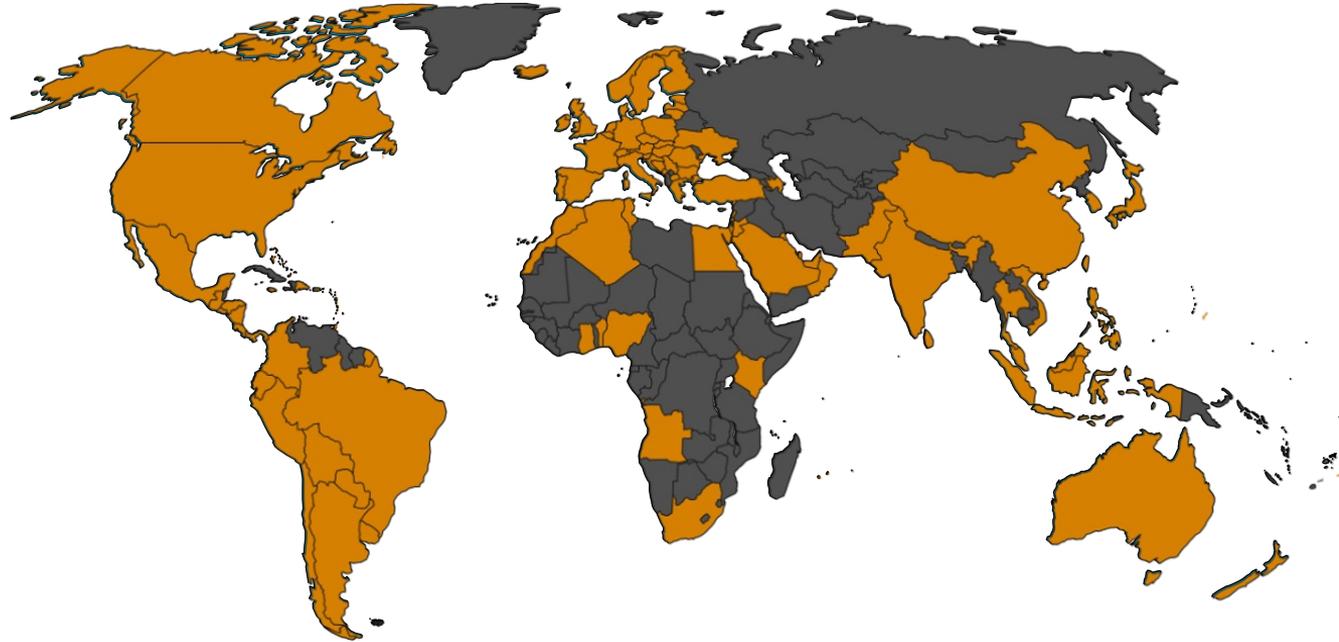
- Make local, long distance, international, and emergency calls
- Register and maintain your emergency services address
- Receive incoming calls through unique telephone number
- Port over an existing telephone number

Flexible PSTN options

Cisco Calling Plans
19 countries with more coming soon

Cloud Connected PSTN
65+ countries Cisco-certified providers

Local gateway
117+ countries BYOC



<https://help.webex.com/en-us/article/nousk9ab/Get-Started-with-the-Cisco-Calling-Plan>
<https://www.webex.com/products/calling-global-availability.html>

Integrated and flexible calling plans

Customers can consume the way they want



Premises Based PSTN

Use the customer's local equipment with customers calling solution

Cloud Connected Calling Provider

Buy direct calling solutions from a cloud-connect PSTN/calling provider that is Cisco-approved

Service Provider (Cisco Cloud Calling + PSTN)

Service Provider offer that bundles their Calling solution with Webex services

Cisco Calling Plans*

- Cisco provided Cloud Calling integration into our Webex services
- Easy automated setup & centralized management in Control Hub
- Single offer from Cisco through partners
- Support for Toll Free number in 1HCY23

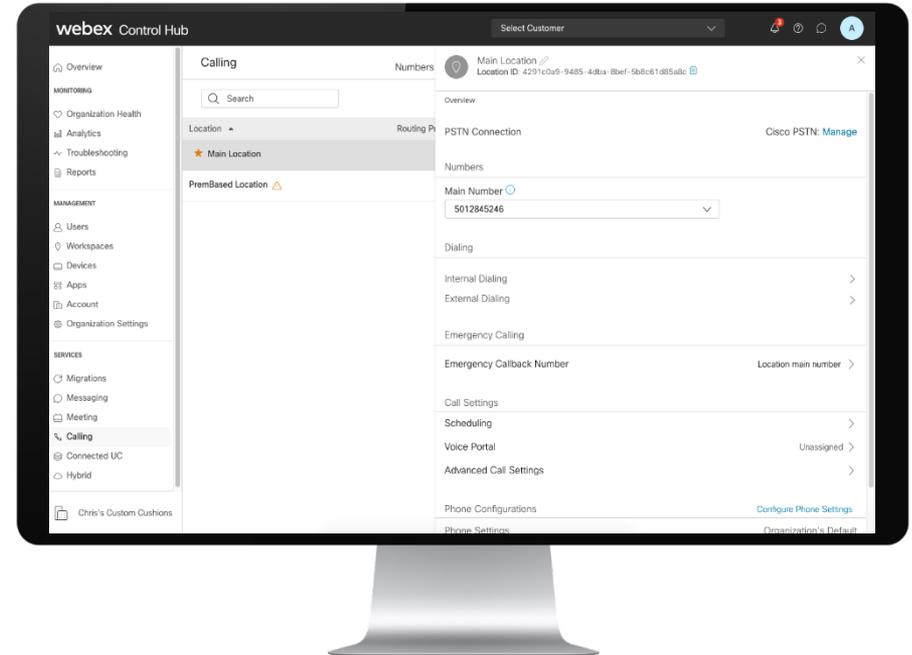
Partner Calling Plans

Cisco Calling Plans

PSTN flexibility

Global coverage, optimized for cost and quality

- Support multiple PSTN providers
- Define PSTN providers at the location level
- Centralized management with Control Hub

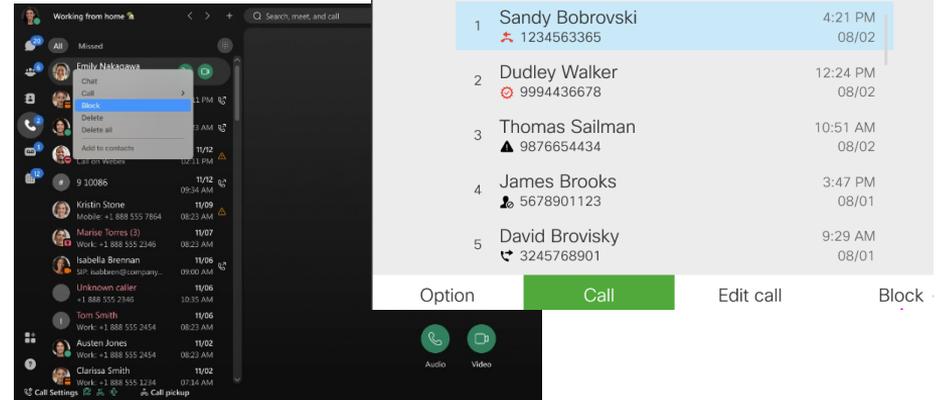
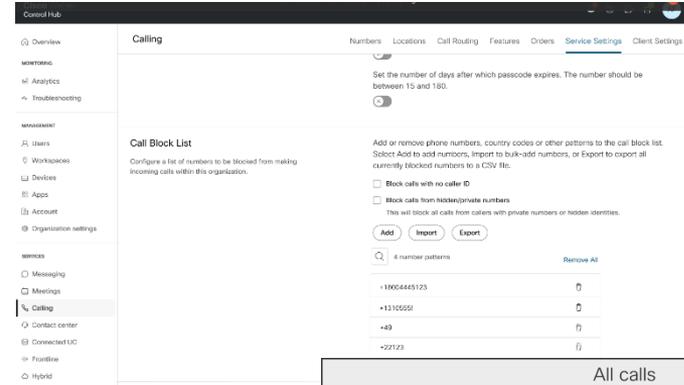


Anti-Spam for Webex Calling – Block Call

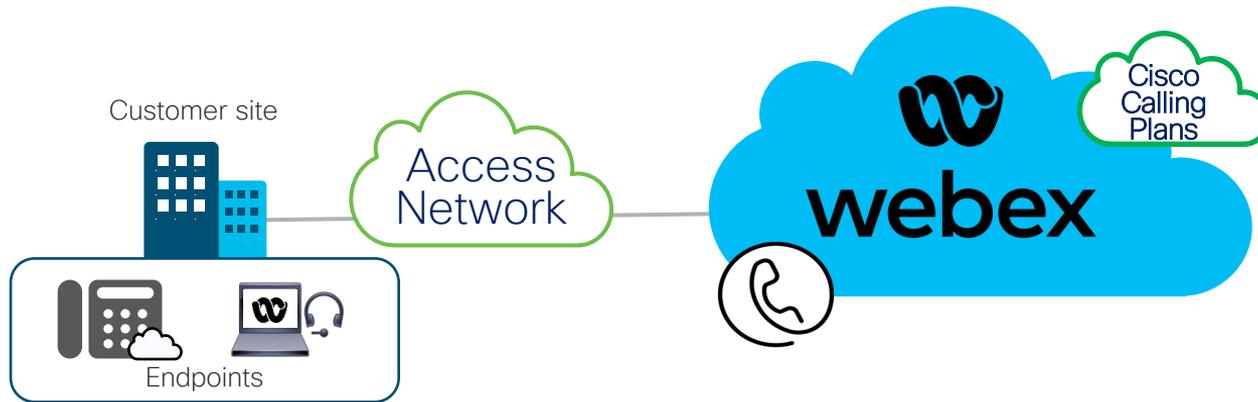
Enables Webex Calling admins and users to manage SPAM / harassment calls

Webex Calling admins and **users** can block inbound calls originating from PSTN

- Admins can create a list of number patterns at the organization level
- Users can create and manage a personal call block list by blocking numbers from the Call History view in Webex App
- Users can block the call in the devices (Future)



Webex Calling PSTN: Cisco Calling Plan



- Webex Calling Multi-Tenant only
- PSTN access integrated in the Webex® Calling cloud
- Single offer thru Cisco or Partner and simply provisioned in Control Hub
- Coming Soon to AUS, Q1FY23* [Link to current availability](#)

Webex Calling PSTN: Cloud Connected PSTN (CCPP)

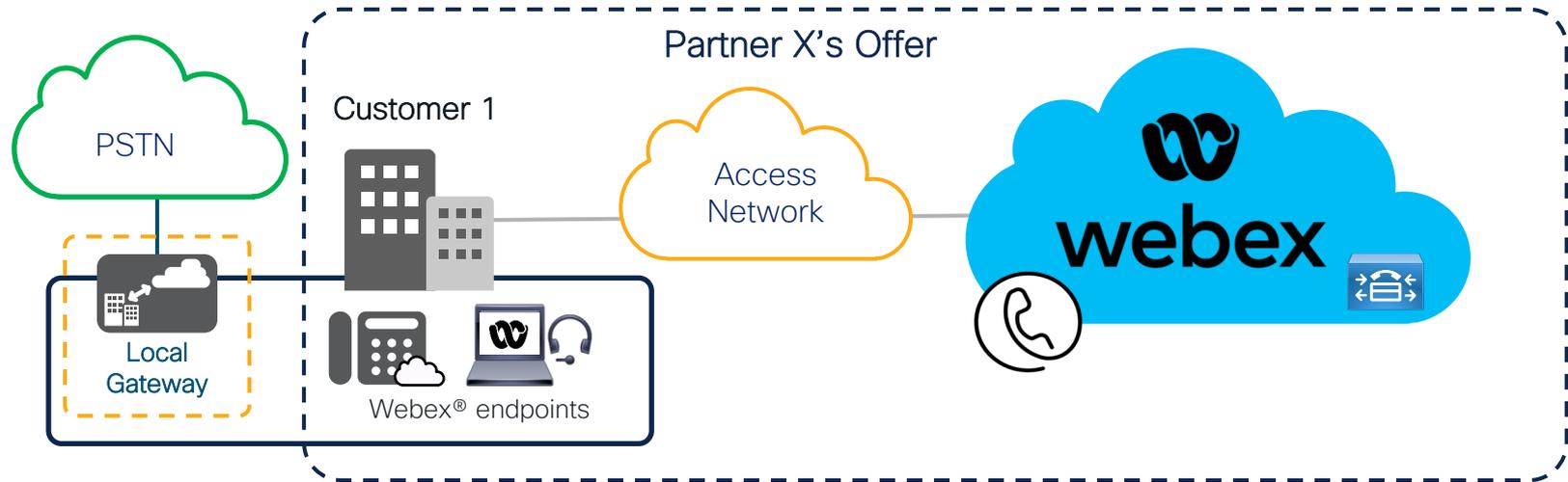


- PSTN access through peering with a selection of Cloud Connected partners integrated into the Webex® Calling cloud
- Partner helps enterprise procure and provision PSTN
- Available to service providers who serve customers with locations outside of their PSTN footprint

[Link to current availability](#)

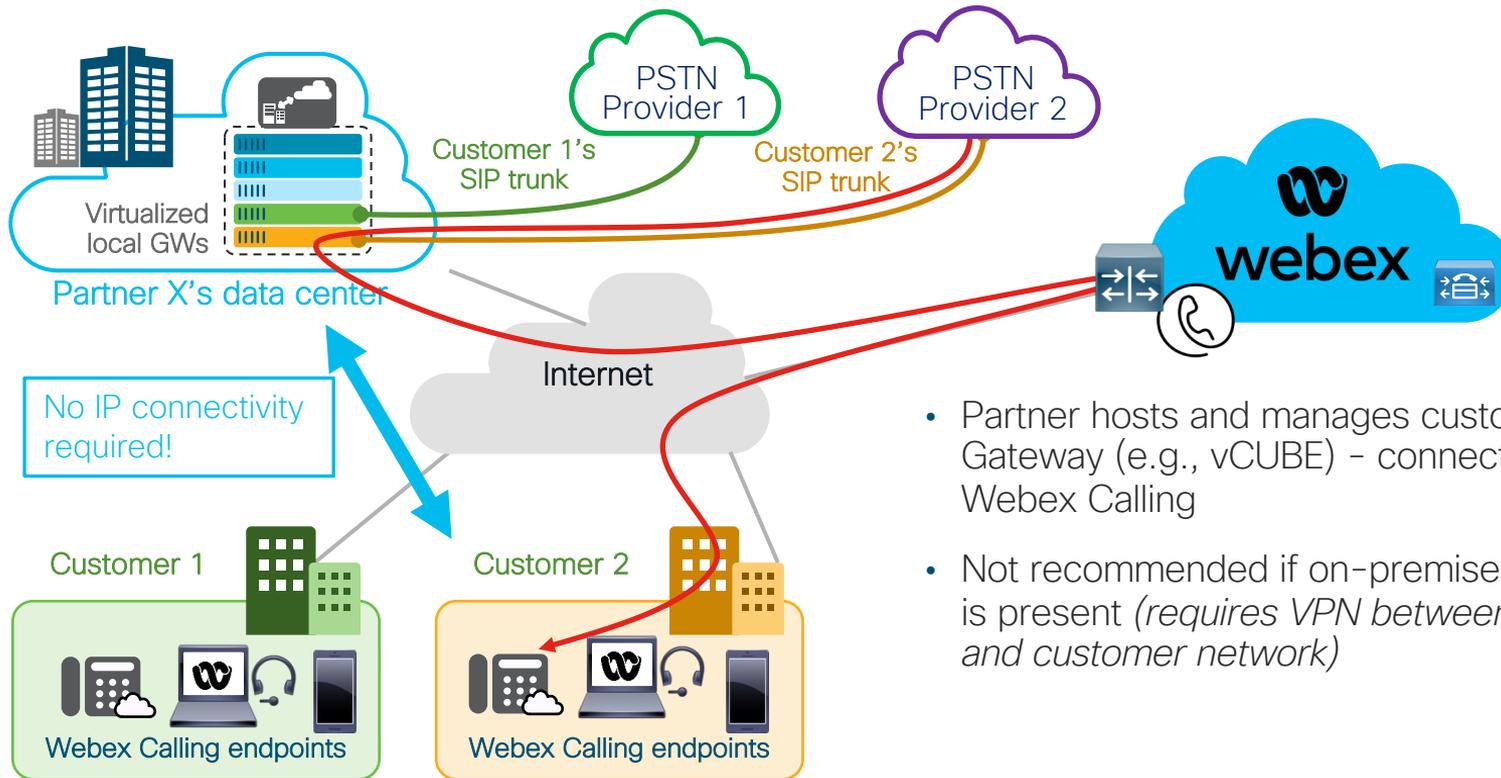
Webex Calling PSTN option:

Local Gateway PSTN through customer premises



- PSTN access through a **Local Gateway** device at the customer site and the customer's PSTN service (SIP Trunk, PRI, etc.)
- PSTN service **decoupled** from Webex Calling service

Webex Calling PSTN option: Partner hosted Local Gateway



- Partner hosts and manages customer's Local Gateway (e.g., vCUBE) - connected OTT to Webex Calling
- Not recommended if on-premises PBX or SBC is present (*requires VPN between Partner DC and customer network*)

Survivability Multi-Tenant



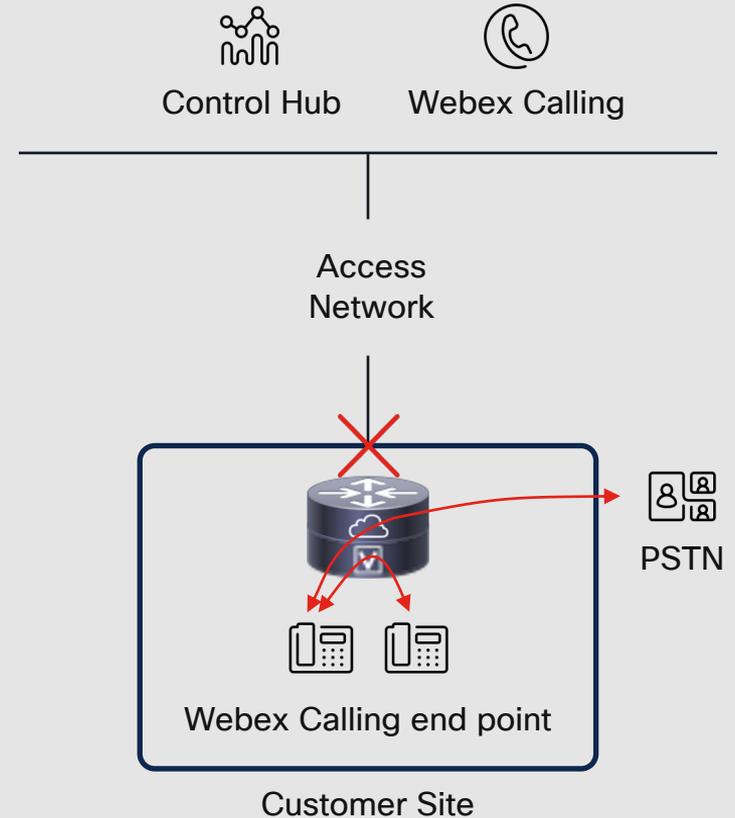
Solution Overview

Webex Calling Site Survivability

(GA January 2023)

- A Survivability Gateway is installed on site
- Gateway is managed, gets configuration details from Control Hub
- In the event of a network outage:
 - Internal/external calls routed via the gateway
 - Emergency calls are routed via the gateway
 - Integrated apps continue to function

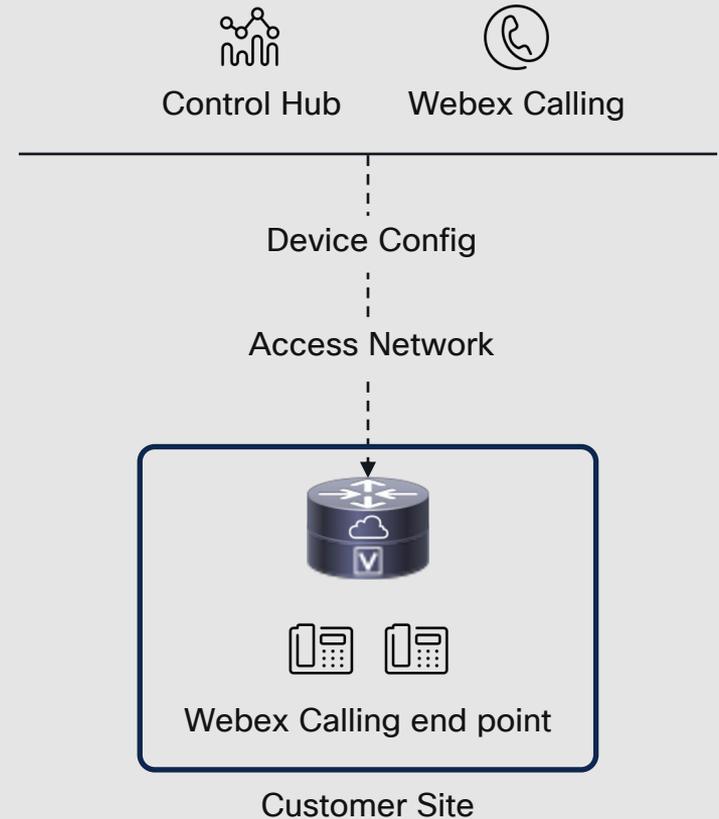
The Survivability Gateway is built on the IOS XE Survivable Remote Site Telephony (SRST) solution, allowing customers to migrate existing hardware, licensing and configurations to their Webex Calling solution. (On the ISR or Virtual Routers)



How it works

The Webex Calling Survivability Gateway

- The Survivability Gateway is provided with a set of user account details in advance
- A connector agent connects the gateway with Control Hub, to ensure config data is always up to date
- Authentication and extension number mapping details are automatically downloaded from Control Hub, to validate device connectivity

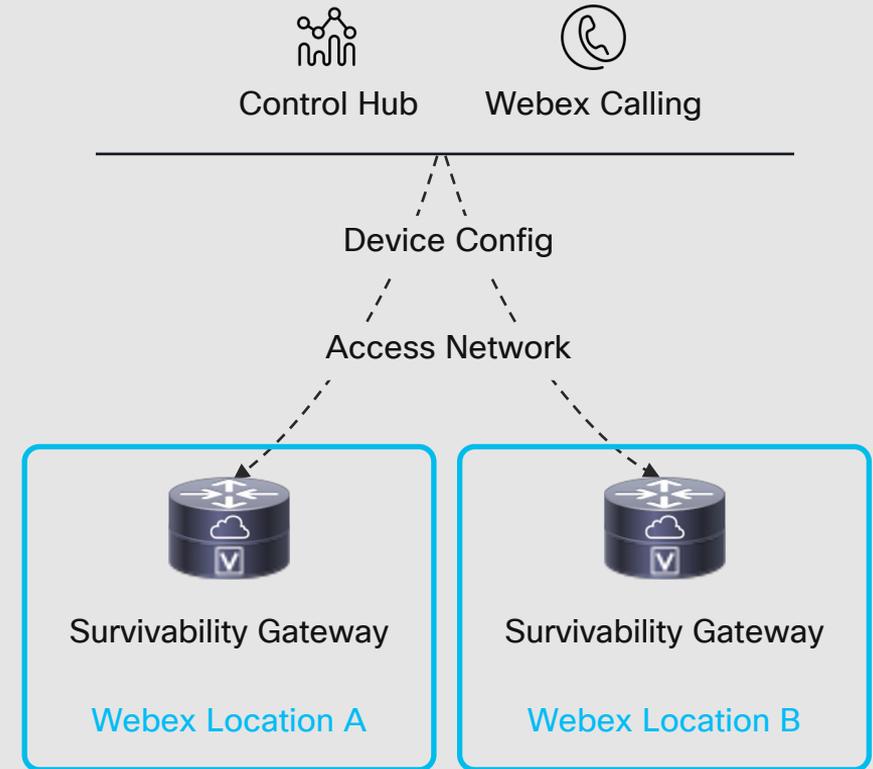


Survivability zones

Phase 1, survivability sites are aligned with “locations” in Webex Calling

- Each Survivability Gateway is associated to a specific location (1:1)
- All supported devices added to that location are configured to use that gateway, in the event of an outage
- The Survivability Gateway is automatically provisioned with registration details for users/devices for its location
- No manual assignment of users to survivability zone is required

In a future release, our plan is to allow a Survivability Gateway to serve multiple locations.



Supported call features

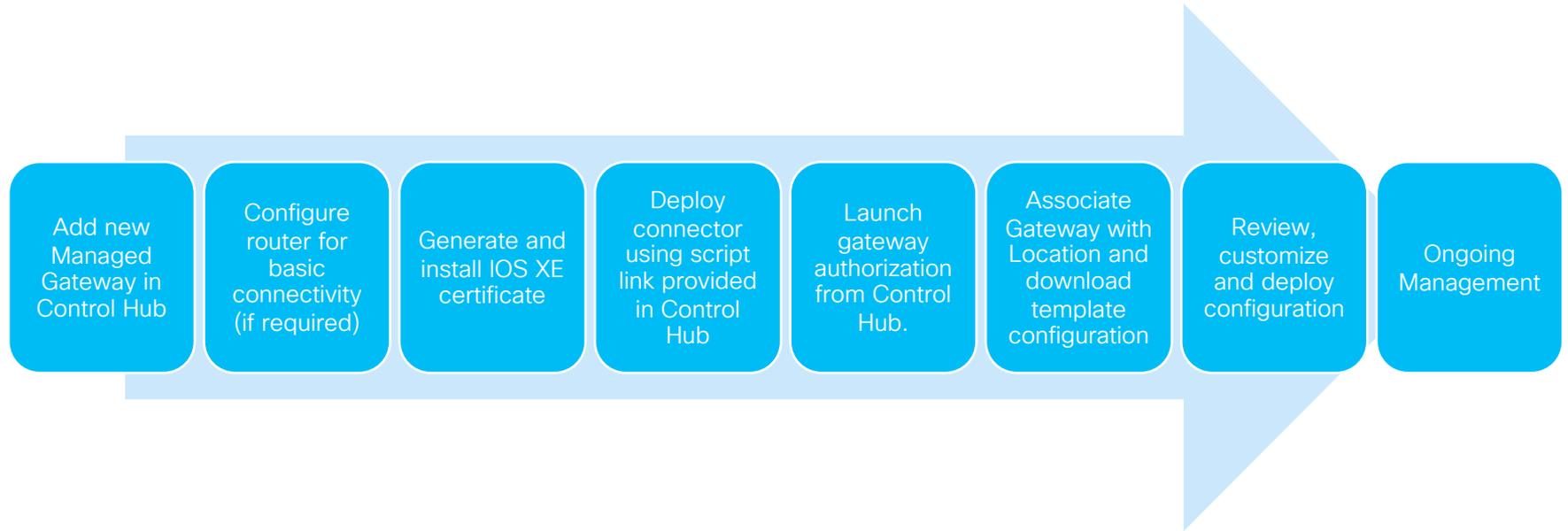
Feature	Comments
Intra-site extension calling	For supported endpoints. Alternate numbers & virtual extensions not supported
PSTN Calling Inbound/Outbound	Using either a direct PSTN circuit or SIP trunk
E911 Call Handling	Calls use specific registered ELIN for defined ERLs with Operator callback
Call Hold and Resume	MOH files manually provisioned on the SGW
Call Transfer Attended	Fully Supported
Call Transfer Blind	Fully Supported
Inbound Caller ID (Name)	Fully Supported
Inbound Caller ID (Name & Number)	Fully Supported
Three way Calling	Supported if phone can bridge calls. (App cannot bridge calls)
Shared Call Appearance	Primary use case to support Webex App + Desk Phone

Endpoint support

Type	Model	Launch	Roadmap
Desk Phones	6821, 6821, 6841, 6851, 6861, 6861 Wi-Fi, 6871	✓	
	7811, 7821, 7841, 7861	✓	
	8811, 8841, 8851, 8861	✓	
	8845, 8865	✓	
Conference Phones	8875		✓
	7832, 8832		✓
Wireless Phones	840, 860		✓
ATA	ATA 191, ATA 192		✓
VG400	VG400, VG420		✓
DECT	DECT 6800 Series		✓
Room OS Devices	Webex Calling Registered devices		✓
Webex App	Windows, Mac	✓	
	iOS, Android		✓
Webex Calling App	All		✗
Third Party Devices	Various		✓

Local Survivability Gateway Configuration

Starting from Managed Gateways context

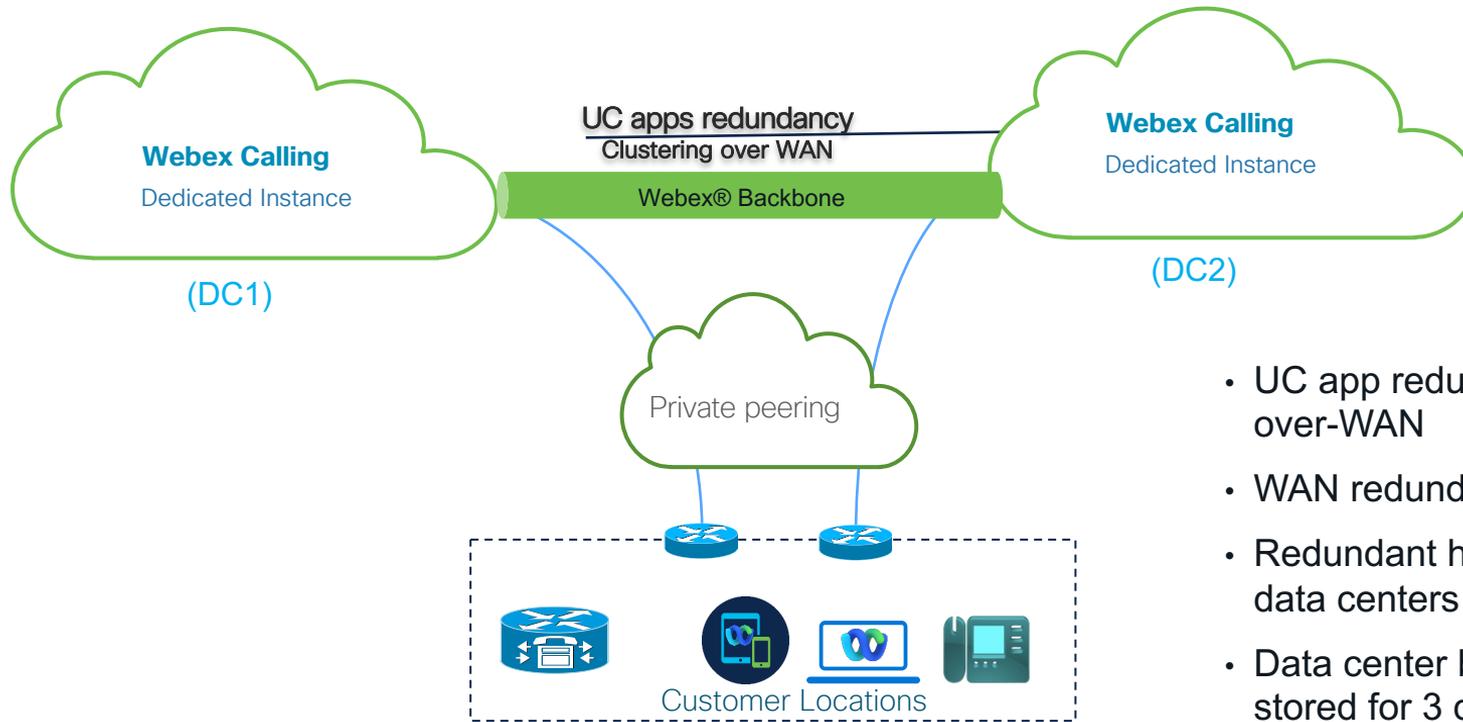


Survivability Dedicated Instance



Dedicated Instance

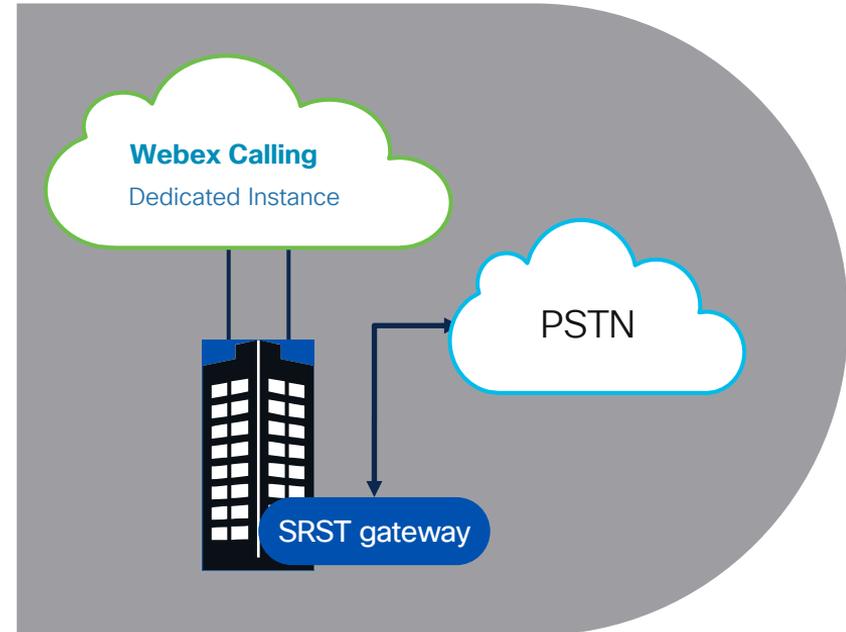
Data center redundancy within each region



- UC app redundancy - clustering-over-WAN
- WAN redundancy
- Redundant hardware across the data centers
- Data center backups daily, stored for 3 days

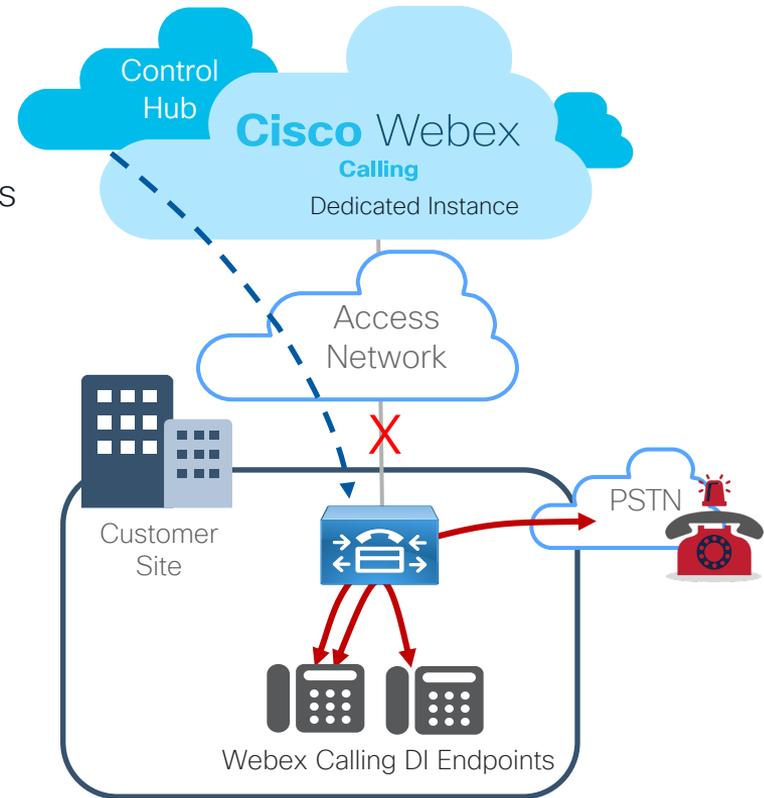
Dedicated Instance – Survivable Remote Site Telephony

- SRST take full advantage of a remote site's existing network to provide multi-feature redundancy for call-processing deployments during WAN link failures
- SRST provides telephony survivability during network outages for seamless transitions for endpoint registrations
- SRST provides Dedicated Instance with fallback support for Cisco® IP phones that are attached to a Cisco router on customer's network



Enhanced Survivability

- A virtual application deployed on-premises that connects as a remote node to Dedicated Instance UCM cluster
- Devices register to the appliance when cloud services are unavailable.
- All call control functions, and 3rd-party integrations are preserved in the failover mode
- High density survivability: support ~10K devices per node
- Up to 8 remote nodes can be connected to a DI cluster
- Managed from the cloud
- RTT time for remote nodes >200ms
- One way sync from publisher to remote node
- Remote node is the tertiary node in the CM group



ETA Early 2023

Enhanced Survivability - Onboarding Experience

Add Remote Nodes in Control Hub. This triggers a workflow

Update Network info in CH
Note:
This updates the DNS entries and the node to the pub

Install Remote Node

Workflow changes the security password on the node. Publisher now auth the remote node

Replication to the remote node is initiated from the Publisher

Workflow updates the Certificates and installs agent on the remote node

Administration



Control Hub



Integrated



Complete lifecycle



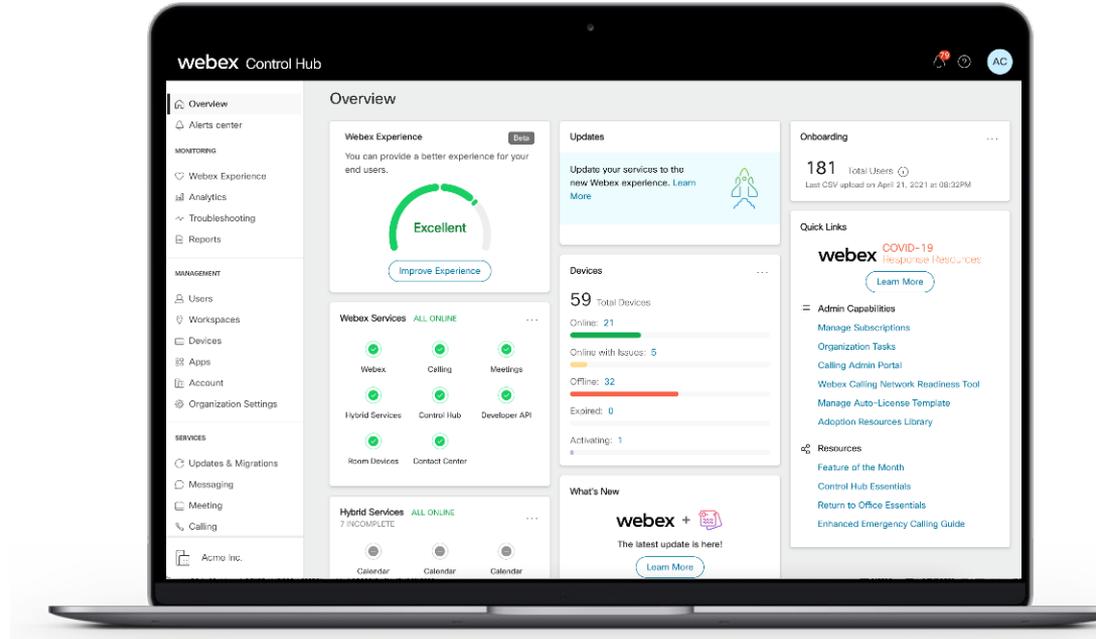
Realtime insights



Supports full Webex portfolio



Simple



Enabling exceptional control of your service

- **Calling Analytics**

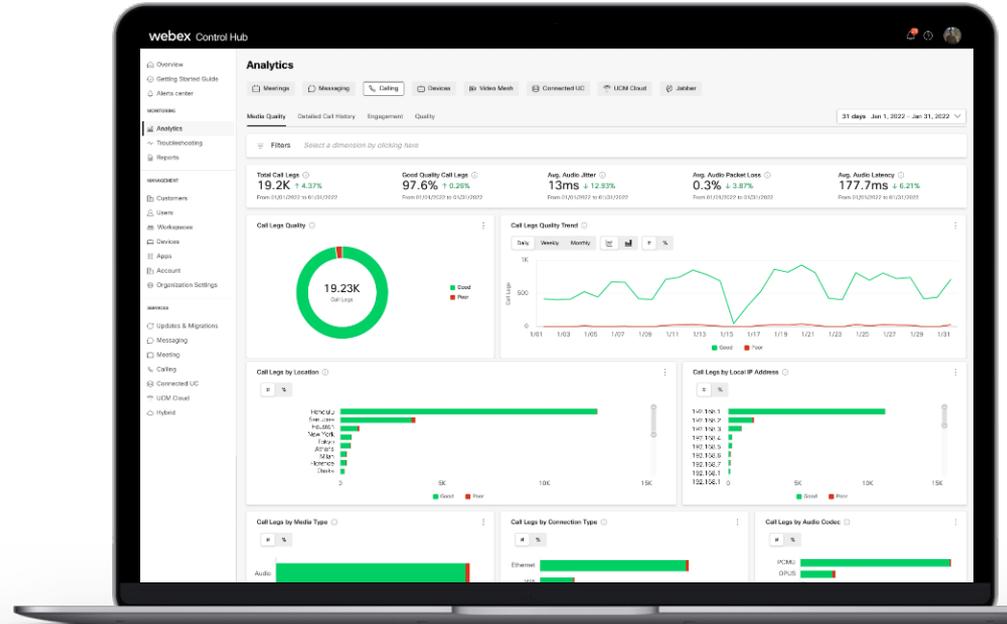
- New dashboard for insight into call quality
- View global KPIs to monitor call quality across your organization
- Live charts and graphs show call quality by location, IP, device type, codec, and more
- Apply filters to identify the root of call quality issues

- **Detailed call history**

- New dashboard for a holistic view of every call made
- Reports can be exported or accessed via API

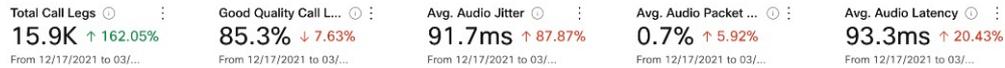
- **Call troubleshooting**

- Inspect individual calls to determine issues on call media on either end of the call



Calling Analytics

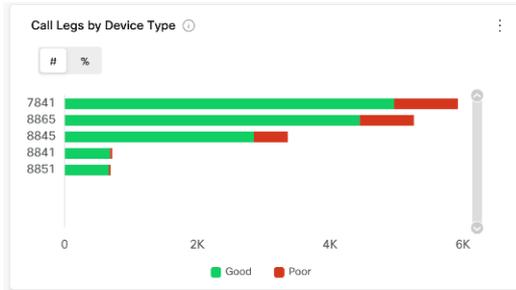
Provide a consistent, high quality calling experience across your organization



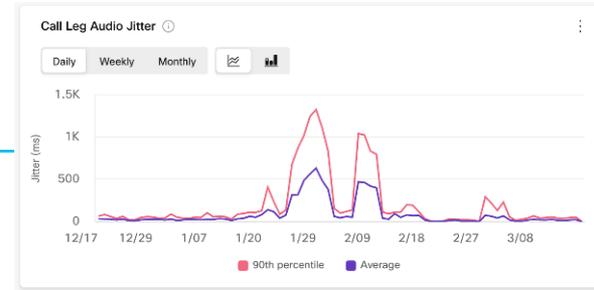
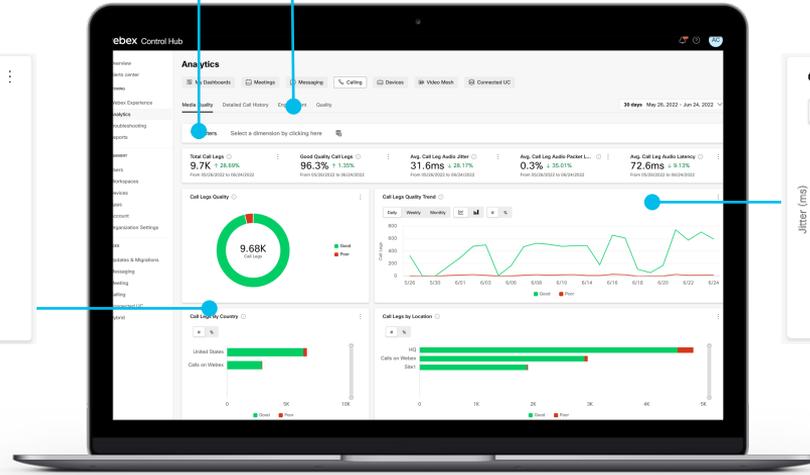
Monitor global call quality KPIs

Filters Local IP Address = 192.168.1 X Device Type = 7841 X Audio Codec = OPUS X

Easily drill down into data with filters, from the filters bar, or any chart



See call quality detail by location, IP, media, path optimization, connection, codec, endpoint, IP phone type, and country



See call quality, jitter, packet loss, latency trends over time

Call quality troubleshooting

Quickly identify and resolve call quality issues

The screenshot shows a 'Troubleshooting' interface with a search bar containing 'johndoe@acme.com' and 9 records. A call record with a 'Poor' quality status is highlighted. A callout window titled 'Hop details' provides a visual call flow and a table of network metrics.

Call Flow: John Doe (+1 884-884-8888 User) → Poor → Cloud → Good → Fariha (+1 444-444-4444 User)

	John	Metric	Fariha
Webex app (Mac)		Endpoint	Desk Phone
	N/A	Hardware	8800
BGL1		Location	BGL2
00:1A:C2:7B:00:47		MAC address	00:1C:C2:7B:00:55
67.53.58.46		Local IP	10.53.58.129
88.53.58.111		Public IP	23.53.58.143
Boston		Geolocation	San Jose
Cisco systems inc.		ISP	Cisco systems inc.
WiFi		Connection	Ethernet
G.711		Audio codec	G.711
H.264		Video codec	H.264
johndoe@acme.com		Email ID	fariha@acme.com
5f37648h-64hh-28j6-...		Call ID	ddc0d184-c541-4eb9-...

Troubleshooting tool provides admins with:

- Capability to find calls with poor-call quality
- Information about both sides of the call and the network in between

Dedicated Instance – Analytics features

Quality Metrics

- Call success, failures, quality and metrics
- Filter packet loss, jitter & latency

Feature Adoption

- Heat map for call/mid-call features and UC features

Asset Usage and Inventory

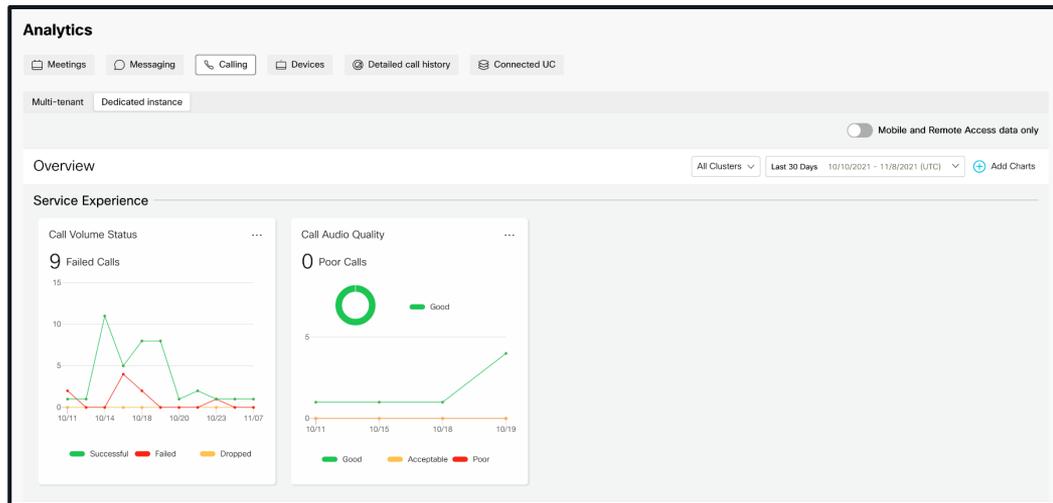
- Number of calls, talk time and messages
- Endpoint & headset usage

Engagement Analytics

- View calling across the organization, Call numbers & call minutes
- Daily, Weekly, Monthly views
- View endpoint, soft-client, and headset usage
- Region/Cluster-based filtering available for analytics

Capacity Analysis

- Trunk and route utilization



Security built-in, not bolted on

Reliability

Fault-tolerant architecture and geo-redundant deployment

Physical security

15 data centers
8 countries | SSAE 16
and ISO 27001-audited

Audit and compliance

ISO 27001:2013 and
NIST 800-5 compliance

Data protection

Program is compliant with
international regulatory organizations

Product security

Secure software development
lifecycle approach

Communications security

Demilitarized zone (DMZ), firewalls,
intrusion detection system, AATA
encryption, Transport Layer Security

Automatic updates

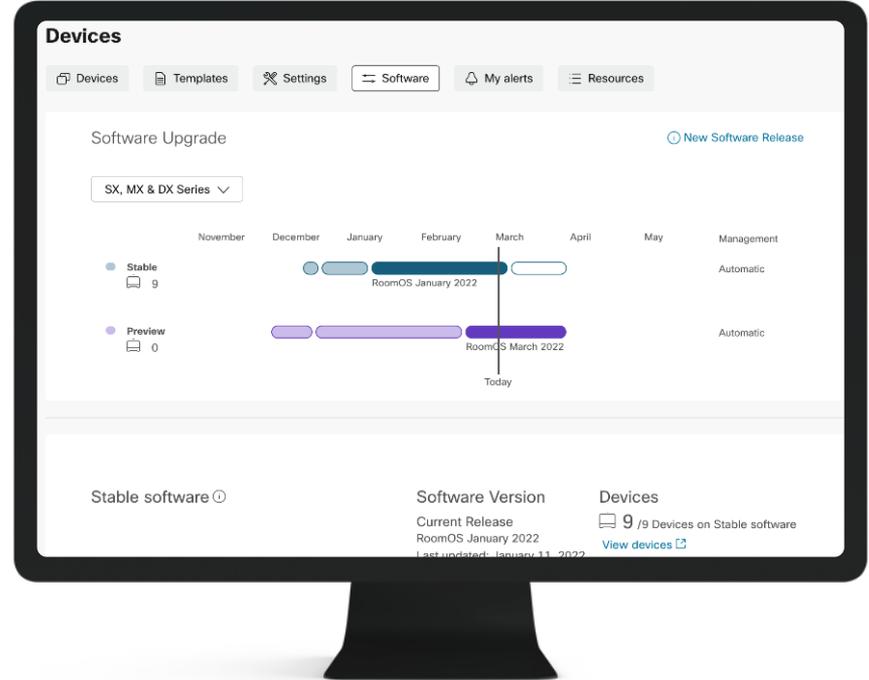
Intelligent devices automatically
updated with latest secure firmware

Fraud detection

Real-time fraud
detection mechanism

Anti-malware

Integrated anti-malware scanning in
the Webex App



Hybrid

(Phased Migrations)



Simplifying the transition to the cloud

Hybrid and advanced calling features maximize ROI and flexibility

Centralized enterprise dial plans

- Configure advanced Enterprise dial plans to optimize on-network call routing

Trunks and route groups

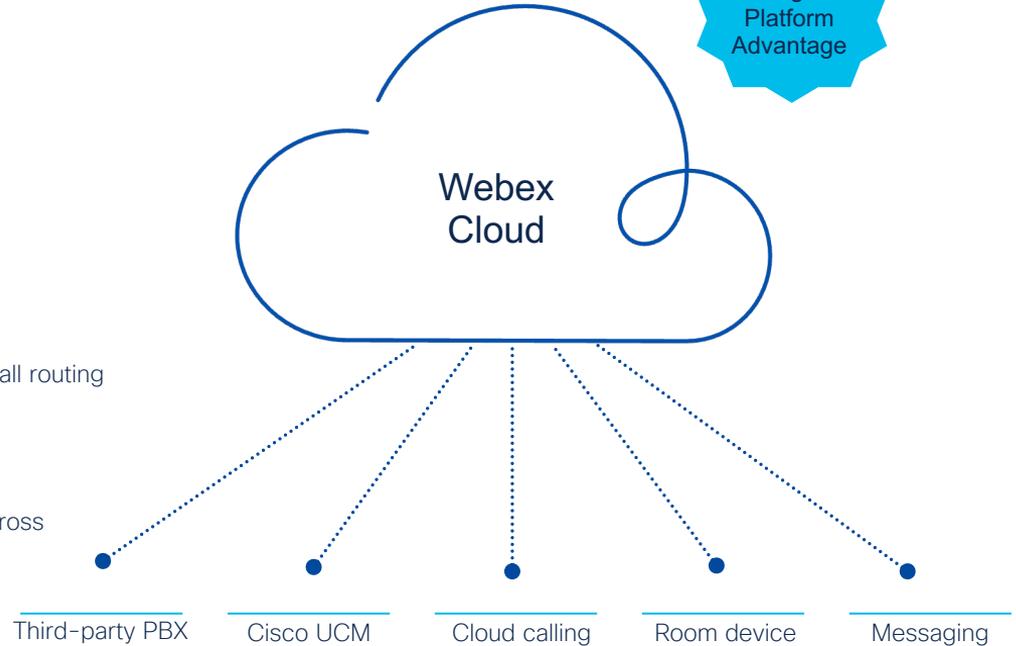
- Geo-redundant routing policies for enterprise trunks
- Scale call traffic to the PSTN using geo-redundant trunk groups across enterprise sites

Media optimization

- ICE for calling media
- Regional media for cloud connected PSTN

Centralized calling analytics

- Usage, call quality*

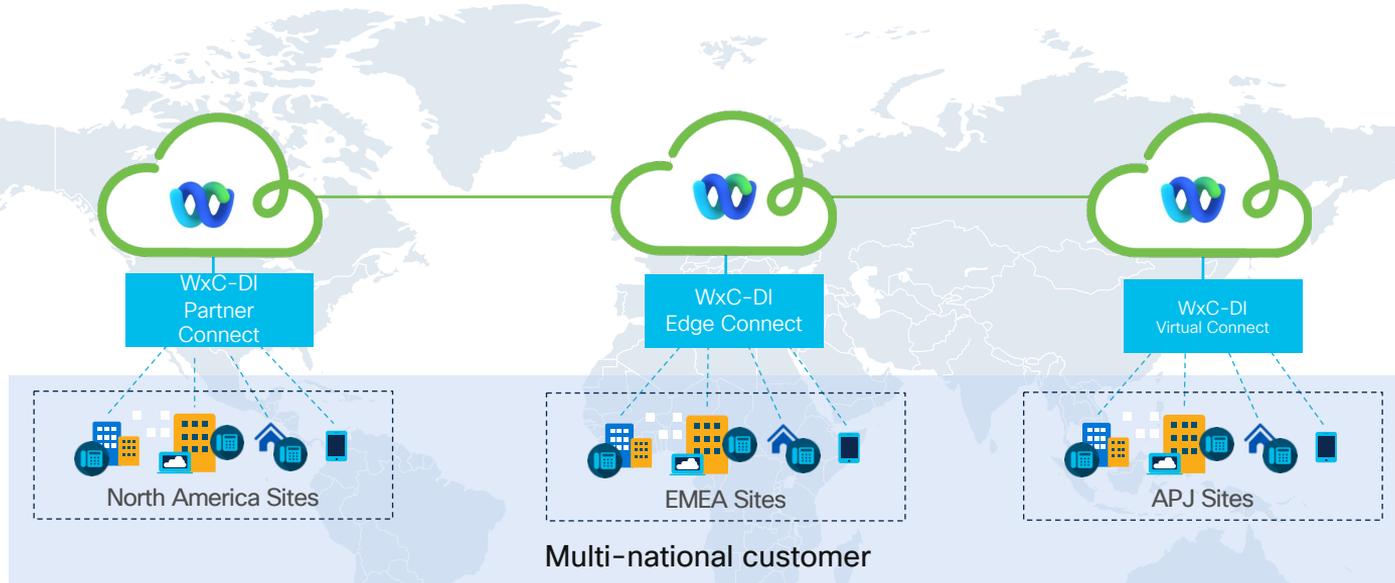


Hybrid-migration journeys from on-prem PBX to native cloud site by site, or user by user with full collaboration suite

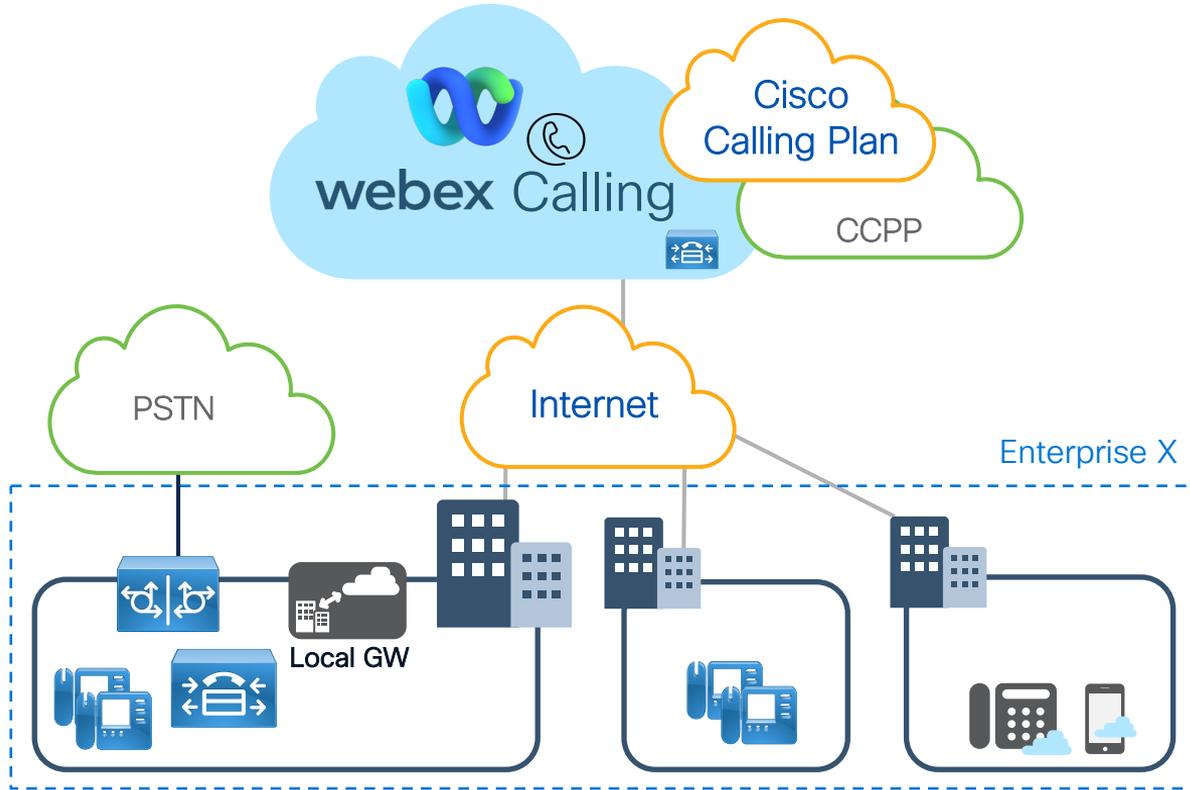
*dependent on deployment model and devices

Hybrid Connectivity

Flexibility for all deployments



Local Gateway Dial Plan Integration



- Enterprise dial plan on Unified CM needs to deterministically send Webex Calling destinations to Webex Calling via Local Gateway
- Dial plan has to support “typical” dialing habits to reach Webex Calling destinations
- Webex Calling destinations need to be regularly updated during transition period as users move to Webex Calling

Interworking: Unified CM On-Premises, Webex Calling and Dedicated Instance

- Interworking w/ on-premises Unified CM required during transition period
- Connect Unified CM to dedicated instance or multi-tenant?
- Considerations
 - Dedicated instance not meant to act as tandem (session manager)
 - Where does the majority of the users live?
 - Capabilities: SIP/SIMPLE presence, CCNR/CCBS, ...
 - PSTN: (ab)use CCPP for prem users using DI as transit? Use prem PSTN for both, Webex Calling and Di?
- Multi-tenant can route between users on dedicated instance and on-premises Unified CM using Webex Calling dial plans



Decisions, Decisions

Discover, Decide, Design, Deploy



Call Recording: yes, but which one do you need?



CDRs: got it, but what information do you need in them?



Call Center: what use case are you looking for?



Analog: what legacy or 3rd party SIP devices do you still support?

Cisco Collaboration ISV Ecosystem Outcomes



Webex App Hub for Calling

- Core ecosystem apps are available
- More coming every month!

The screenshot shows the Webex App Hub interface. At the top, there is a search bar with the text 'Search apps' and a magnifying glass icon. To the right of the search bar are links for 'Build Apps', 'Log in', and a 'Sign up' button. Below the search bar, the main heading is 'All Webex Calling Apps' with a 'Most Recent' dropdown menu. On the left side, there is a vertical list of categories: Analytics, Calendar & Scheduling, Collaboration Management, Customer Relations, Customer Support, Developer Tools, Doc Management, Education, Finance, Healthcare, Human Resources, Internet of Things, Marketing & Sales, Platform, Productivity, Project Management, and Recording & Transcriptions. The main area displays a grid of app cards. Each card includes an icon, the app name, and a brief description of its functionality. The apps shown include: Atmos by CallCabinet Compliance Recording..., Nevotek VipConnect Collaboration Management..., Shadow All In One Analytics, Kurmi Software Suite Collaboration Management..., VipConnect Healthcare Healthcare, Partner Solu..., Imagicle UC Suite Partner Solutions, Producti..., Tenfold CRM Connector Customer Support, Produc..., PEAK Analytics Analytics, Customer Relati..., Infotel Select Accounting & Finance, Ana..., Microcall CDR Reporting Analytics, Productivity, Sec..., Plenom BusyLight Collaboration Management..., Zluri Analytics, Security & Comp..., samwin Presence Calendar & Scheduling, Cu..., CoreyHealth™ Workflow App for Providers Healthcare, Government, CoreyPatient™ Patient Engagement App Education, Healthcare, Gov..., PlaceOS VirtualCare Healthcare, iCall Suite Analytics Analytics, Productivity, Call Control Devices & IoT, Security & C..., AKIXI Akixi Reporting and Analytics Analytics, Customer Support, InformaCast Partner Solutions, Security ..., Unified Messaging with Google Workspace Productivity, Other, Dubber Unified Conversational Recordin... Security & Compliance, Re..., IR Collaborate - Experience Management Collaboration Management..., Go Integrator Productivity, Developer Tools, Horizon Mobility® For SP/VAR/Enterprise Productivity, Partner Soluti..., and PEAK Peak Wallboard Productivity.

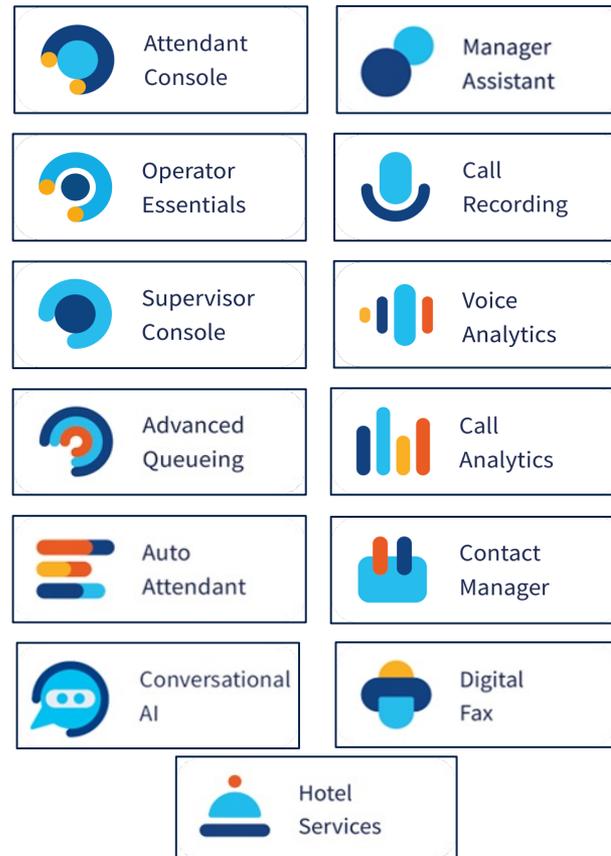


Imagicle for Webex Calling



One Suite - One Experience - One Integration - One Support from Imagicle Cloud

- Attendant Console - Simplifies and improves the handling of inbound and outbound calls for all operators. Simple Customer Service in office or remote w/ rich presence status from Webex/Jabber and Microsoft Teams.
- Digital Fax - Reliable, secure w/ HIPAA and ISO27001-compliance. Simple to use via e-mail, web, MFP, in Webex App/Jabber and Mobile App.
- Call Recording - For compliance (GDPR, MiFID II, PCI-DSS, and HIPAA), coaching, legal protection and quality management. Unique live keep recording option and unlimited storage in the Imagicle Cloud w/ flexible license models (user or channel). Available on Webex App/Jabber, Finesse, Cisco Phones.
- Voice Analytics - AI-based Multilingual voice analysis with transcriptions and sentiment analysis.
- Contact Manager - Allows you to manage company, group or personal directories smoothly, granting Click to Call and Caller ID features.
- Call Analytics - Monitor and analyze your calls, allocate costs, check resources' adoption, run reports, and make data-driven decisions.
- Available on Cisco GPL - Search for **IMAGICLE-CLOUD** on **CCW**



Call Recording

Provided by Dubber*

- Free Dubber Go included for all Professional licenses
- If admins need access to recordings, they must purchase Dubber Teams or Premier
- Recording is set at a User level

	Dubber Teams	Dubber Premier
Search Recordings	✓	✓
Download/Delete Recordings	✓	✓
Transcription	✗	✓
Sentiment Analysis	✗	✓
Keyword Notification	✗	✓
Retention Period	✓	✓
Legal Hold	✗	✓
Keyword Search	✗	✓

Critical Event Management Services for WxC and UCM

- Now integrated with Webex Calling via the Control Hub
- Supports UCM and UCM DI
- Enables organizations to detect threats, send notifications, and manage incidents in seconds
- Legislation is coming which requires silent panic button for teachers; also targeting healthcare
- Build in safety planning for unauthorized visitors, active shooter, severe weather, health emergencies, and building lockdown



Education Gov't Healthcare Manufacturing Enterprise

ONE Platform for all UC Services: On prem or Cloud Suite



MULTI-TENANCY

A single plane of glass to manage several customers with data segregation



SCALABILITY

Dedicated queue for each of your customers so you never face bottlenecks on your infrastructure



USER PROFILE TEMPLATE

Easily define user profile templates by function and/or sites. Provisioning now takes a matter of seconds.



ROLE-BASED ACCESS CONTROL

Advanced RBAC features manage administrators' profiles and delegate operations with no compromise on security.



NUMBER MANAGEMENT

Access available numbers of your DN pools across multiple locations or clusters *in real time*. No more Excel spreadsheets!



LOGS TRACKING AND ROLLBACK

Monitor the operations performed and revert any action in one click when necessary.



BULK ADMINISTRATION

Need to make a change to all users of a single site? Kurmi enables to easily perform bulk changes to users..



DIRECTORIES SYNC

Synchronize Directories with Kurmi to automate new user provisioning on Unified Communications systems.



SCHEDULING AND GROUPING

All MACD (Move, Add, Change, Delete) operations can be grouped and scheduled to be performed at a later date.



SELF-SERVICE PORTAL

Let end users perform basic MACDs by themselves to relieve support team.



DISCOVERY AUTOMATION

Kurmi automatically discovers the configuration (users, lines, devices, services, settings) for an overview of the infrastructure.



API

Easily integrate Kurmi with ServiceNow, Workday, and other ITSM applications to automate business operations workflows.



Let's go on a Journey...

The migration journey

①

Gain insights into your user base and identify its cloud readiness using Cloud Connected UC



②

Modernize the user experience with the Webex app or plugin into other apps



③

Subscribe to Webex Calling and plan the move



④

Start moving cloud ready users and devices leveraging built-in migration tools



⑤

Migrate remaining users at your own pace



CONNECT TO CLOUD

MOVE AT YOUR PACE



WebexGo for ultimate mobile experience



Growth -ready without friction



Cloud managed local survivability



Sustainability



PSTN consolidation



Workloads consolidation



Continued innovation with Cloud integrations



Modern devices



Operational efficiency with Webex APIs

THEN KEEP ADDING VALUE

Connect to Cloud

Gain insights into your user base and identify its cloud readiness using Cloud Connected UC

- 1.1 Create Control Hub org if you do not have one already
- 1.2 Establish connectivity between your premise system and your Control Hub org in the Webex Cloud by installing .cop file on all UCM cluster nodes for full telemetry and **deployment insights**
- 1.3 Enable **Cloud Connected UC add-ons** (e.g., cert management and Web RTMT) to fully utilize its capabilities



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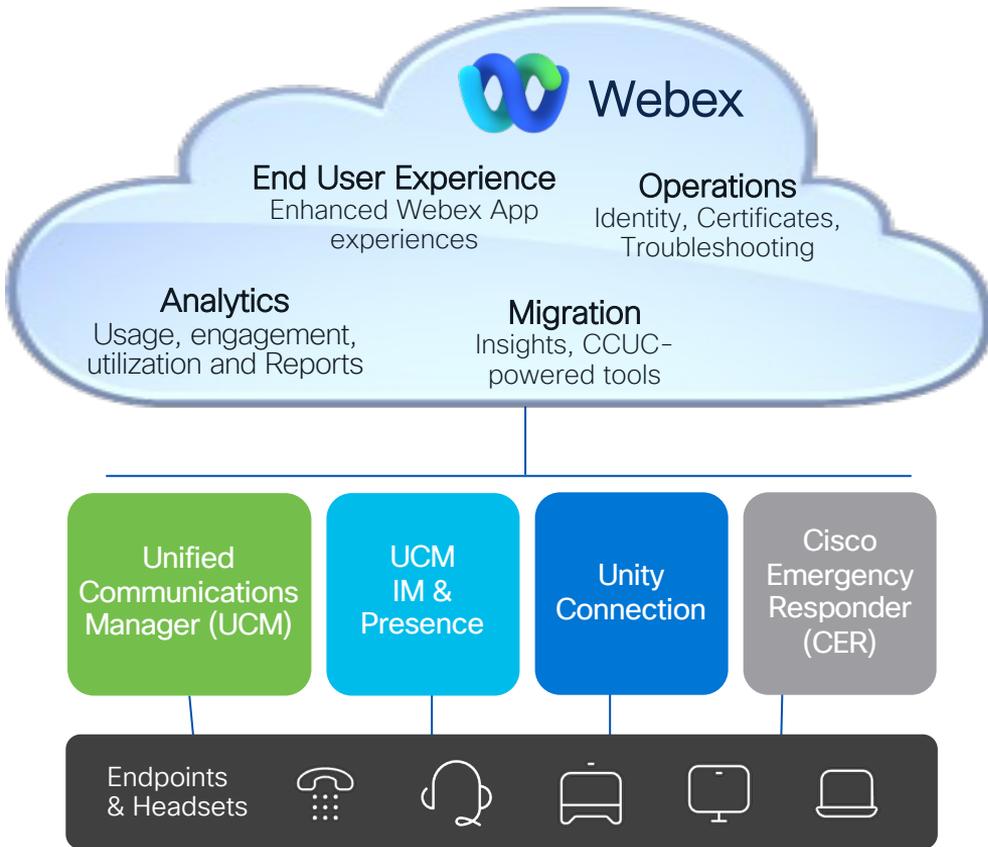


5

Webex Cloud-Connected UC



CONNECT TO CLOUD



A suite of Webex® cloud services that provide enhanced business and operational insights to improve administrative productivity

Benefits You!

Ease my journey on-prem → "hybrid" → cloud

- Centralized administrative workflow experience of the cloud, while keeping their UC services on-premises
- Single global view to manage on-premises UC, along with any Webex cloud, or hybrid services
- Desired efficient, cloud-based admin services (delivered by partner) for an on-premises CUCM deployment



Key Features

Service Management

Changes to these settings will take a short time to take effect.

- Analytics Enabled
- Directory Service Enabled
- Certificate Management Enabled
- Operational Metrics Enabled
- Webex app Provisioning for Unified CM Calling Disabled
- Deployment Insights Enabled
- Borderless CTI Enabled
- Rich Presence Enabled

Analytics
(call quality, traffic analysis, trunk usage, device usage)

Directory Service
(UCM to WxIdentity for AzureAD etc.)

Certificate Management
(central view/distribute across apps/clusters)

Ops Dashboard with WebRTMT
(near-real-time view in CH not thick-client of last hour's call status & audio quality for top 5 UCM clusters)

Troubleshooting
(CX CSA integration for SDL logs in CH)

Also requires Webex Serviceability Connector

Touchless WxApp (auto-)provisioning
(enduser self-provision via just login to WxApp with UCM calling)

"Migration" to Webex
(understand Jabber usage, enable wizards under CH->Migration)

Borderless CTI
(enduser controls IP phone via WxApp CTI over MRA not VPN)

Rich Presence
(UCM-registered in-call phone status synced to WxApp presence)

Connect to Cloud

Modernize the user experience with the Webex app or plugin into other apps

- 2.1 Connect your **user directory** with Webex leveraging one of the several options, and configure **SSO** for your Control Hub organization
- 2.2 Design for your **domains** and **DNS** requirements to ensure successful service discovery
- 2.3 Roll out the Webex app to users based on their Jabber usage patterns and integrations, from simple to advanced, leveraging available migration tools. If MS Teams is the app on the desktop, deploy the MS Teams integrated version
- 2.4 Leverage **App Hub** to extend the Webex app capabilities and integrations (e.g., Miro etc.)



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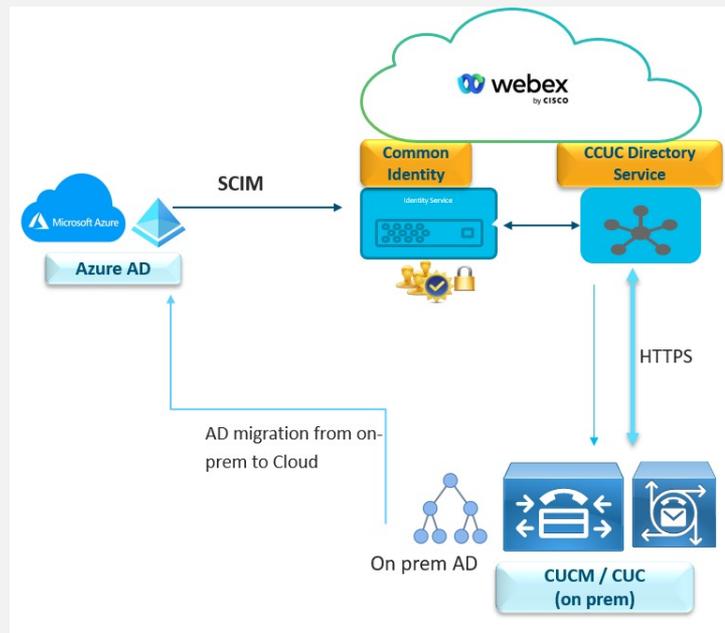
5



Webex User Provisioning Options

Method	Description
Meetings Site User Linking	Automatically link Site Admin user accounts to Control Hub
Directory Connector 	Automatic method for creating, updating and deactivating user accounts and groups via Active Directory or AD LDS
SCIM / Azure AD Wizard 	Automatic method for creating, updating and deactivating user accounts via Azure AD or Okta
SAML JIT	Automatic account creation based on SSO login
Self Registration	User can self register to create their Webex account in a claimed org
CUCM User Sync / Import	Create Webex user accounts based on CUCM endusers (via CCUC)
Social Login	Automatic account creation via sign in to third party service for claimed domain (Apple, Google, Facebook, Microsoft)
CSV file	Admin can create and update users by importing a CSV file into Control Hub
API	Admin can create, update delete and list users by using Webex API's
Manual	Admin can use Control Hub to manage user accounts

CCUC Directory Service (Azure AD integration)



Synchronize users from cloud-based directory into UCM (on-premises or Dedicated Instance)

- Webex CI integrates with Azure AD using SCIM to sync the users
- CCUC Directory Service syncs users from Webex CI into CUCM and Unity Connection
- Webex Cloud-Connected UC (CCUC) Required

Benefits

- Sync UCM with Azure AD
- Ubiquitous Identity and Access Management while moving directory to cloud
- Reduction in TCO
- Enables migration options – incremental to full cloud native



Calling features you need, available anywhere

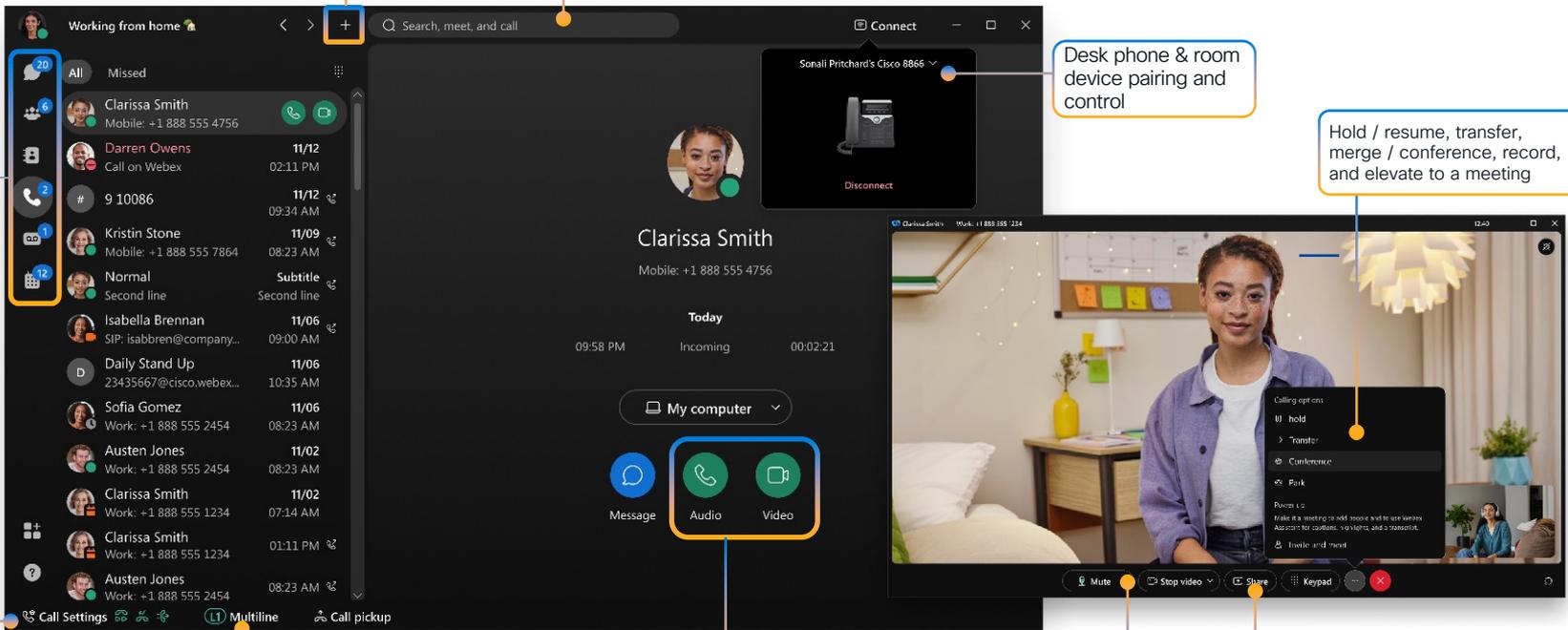
Call, text, message, meet with one click

Directory search

- Instant access to:
- Call history
 - Visual voicemail
 - Transcriptions
 - Recordings*
 - Contacts
 - Messaging
 - Spaces
 - Meetings

Desk phone & room device pairing and control

Hold / resume, transfer, merge / conference, record, and elevate to a meeting



Call preferences, forwarding, single number reach

Select line, group, queue, shared line

Call on Webex or PSTN with video or audio

AI-powered Audio Intelligence: Noise removal, optimize for my voice

Share content during a Webex Call



Migration readiness assessment

Use the [Webex Migrations - Customer Readiness Assessment](#) to check for migration readiness

- Messaging, Meeting, Webex App to Jabber (UCM Calling), and UCM to Webex Calling migrations

Identifies uncompleted pre-migration activities

- Complete during discovery phase
- Make customer's environment cloud ready
- Cloud enable on-prem solution

cisco

COLLABORATION TRANSITIONS

Customer Migration Readiness Assessment Checks

Customer:

CTG Technical Marketing Engineering Team

Initial Version: September 25, 2021 Updated Version: June 1, 2022

© 2022 Cisco - CTG TME Collaboration Transitions - Webex Migrations Readiness Assessment

Assessment and supporting documentation available in the [Migration Readiness](#) section on the [Collaboration Transition](#) page

Move at your pace

Subscribe to Webex Calling and plan the move

- 3.1 Subscribe to the Webex Suite
- 3.2 Choose your **connectivity** strategy (public internet, Webex Edge Connect, etc.) and design accordingly
- 3.3 Determine your **PSTN design**: Local Gateway (with capacity considerations), Cloud Connected PSTN Provider, Cisco Calling Plans or a mix of these can be used. Consider number porting requirements and timing.
- 3.4 CUBE/LGW design to **connect your Premise and Cloud** users during a phased migration, and/or to leverage prem PSTN
- 3.5 Design your Dial Plan, Route Groups, Locations
- 3.6 Inventory your devices to ensure forward compatibility and/or opportunity for a device refresh



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Move at your pace

Start moving cloud ready users and devices leveraging built-in migration tools

- 4.1 **Configure** Webex Calling environment based on discovery and design considerations (locations, PSTN, location services etc.)
- 4.2 **Establish** chosen connectivity model
- 4.3 Configure cloud **integrations** with 3rd parties (Call Recording, e911, Paging, etc.)
- 4.4 Migrate **existing** devices firmware leveraging the migration tool
- 4.5 Validate configurations with selected **pilot** users
- 4.6 Migrate users to Webex Calling using **export data** from UCM leveraging the migration tool
- 4.7 **Activate** numbers



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Move at your pace

Migrate remaining users at your own pace

- 5.1 Configure **analog** devices, common area phones, specialty devices
- 5.2 Leverage Webex APIs to develop specific **integrations** and **workflows**
- 5.3 Configure **advanced Call Queueing with reporting** and migrate UCCX agents for simpler call centers
- 5.4 Consume ecosystem partner solutions needed for your vertical users
- 5.x **Decommission** your premise system



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Each step brings value

Benefits to you after completing each step

CONNECT TO CLOUD



INCREMENTAL VALUE

- Certificate management
- Alerts
- Cloud based Web RTMT
- Cloud based CDRs
- Visibility on usage data and analytics



- Modern experience
- Streamlined operations
- Access to App Hub integrations
- Consistent experience across prem & cloud telephony
- One application multiple workloads

MOVE AT YOUR PACE



- Simplification by design
- Access to the Webex Suite apps (polling, webinar, events etc.)
- PSTN consolidation and optimization
- Assessment of connectivity needs



- Streamlined operations
- Cloud based location & user services
- Cloud based integrations
- Mobility
- Cloud based PSTN



- Sustainability
- Modern devices
- Ready for growth
- Continued innovation from cloud roadmap and integrations
- Global coverage

Keep improving

Migration is just the beginning of lifetime opportunities to continue adding value



WebexGo for
ultimate mobile
experience



Growth -ready
without friction



Cloud
managed local
survivability



Sustainability



PSTN
consolidation



Workloads
consolidation



Continued
innovation with
Cloud integrations



Modern
devices



Operational
efficiency with
Webex APIs



1

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5

Migration Support





MOVE AT YOUR PACE

Methods Supporting Migrations and Beyond

Control Hub Tools

Webex APIs

Control Hub Manual / Batch

Migrations

Update to the new Webex

Services

- Migrations
- Messaging
- Meeting
- Calling
- Connected UC
- Hybrid

Migrate Jabber to the new Webex

Enable Jabber users with Unified CM calling for Webex app.

How this works

- Enable messaging via Webex app. (Only applies to users with Unified CM calling)
- Auto-assign user with calling behavior and UC manager profile.
- Continue using calling on their enterprise.

Get Started

Migrate Enterprise phones to Multiplatform (MPP) firmware

Consent and assign your devices to Webex phones to existing Webex users/workspaces.

How this works

- Automate phone migration license creation and delivery.
- Enable users with Webex app for messaging and Webex Calling.
- Automate phone migration license creation and delivery.
- Auto-register your devices to Webex Calling.

Get Started

Migrate Calling from on-prem UCM to Cisco Webex Cloud

Move your users, numbers, phones and Jabber messaging to Webex.

How this works

- Transform and import your UCM configuration to Webex Calling.
- Enable users with Webex app for messaging and Webex Calling.
- Automate phone migration license creation and delivery.
- Auto-register your devices to Webex Calling.

Get Started

Unified CM upgrade utilities

User/contact synchronization

Synchronization of endusers and organizational contacts from Unified CM to Webex.

Get Started

Migration insights

Unable to load Migration insights. Try again later, and if it still doesn't load, contact Cisco TAC for assistance.

People

People are registered users of Webex Teams. Searching and viewing People requires an auth token with a scope of `spark:people_read`. Viewing the list of all People in your Organization requires an administrator auth token with `spark-admin:people_read` scope. Adding, updating, and removing People requires an administrator auth token with the `spark-admin:people_write` scope.

To learn more about managing people in a room see the [Memberships API](#). For information about how to allocate Hybrid Services licenses to people, see the [Managing Hybrid Services guide](#).

```

Method
1 GET https://
2 "id": "v21z29c6fyazovl3vz1bft1bms882tmtgnc1jnz1l1t0z2dhytthns840e1m2k1z1tyatg",
3 "email": [
4   "krohn@newell-lab.com"
5 ],
6 "phoneNumbers": [
7   {
8     "type": "work",
9     "value": "+18888888888"
10  }
11 ],
12 "displayName": "Johannes Krohn",
13 "nickName": "Johannes",
14 "firstName": "Johannes",
15 "lastName": "Krohn",
16 "orgId": "v21z29c6fyazovl3vz1b09598f050b0e1pt19m9011y3krc1jnz1z1k1t0z2dhytthns840e1m2k1z1tyatg",
17 "roles": [
18   "v21z29c6fyazovl3vz113p7e0vawrfzvs9b9h2g1pbg"
19 ],
20 "licenses": [
21   "v21z29c6fyazovl3vz1b09598f050b0e1pt19m9011y3krc1jnz1z1k1t0z2dhytthns840e1m2k1z1tyatg",
22   "v21z29c6fyazovl3vz1b09598f050b0e1pt19m9011y3krc1jnz1z1k1t0z2dhytthns840e1m2k1z1tyatg",
23   "v21z29c6fyazovl3vz1b09598f050b0e1pt19m9011y3krc1jnz1z1k1t0z2dhytthns840e1m2k1z1tyatg",
24   "v21z29c6fyazovl3vz1b09598f050b0e1pt19m9011y3krc1jnz1z1k1t0z2dhytthns840e1m2k1z1tyatg"
25 ],
26 "created": "2018-04-03T18:28:43.092Z",
27 "lastModified": "2018-04-03T18:28:43.092Z",
28 "lastActivity": "2018-04-03T18:28:43.092Z",
29 "status": "inactive",
30 "invitePending": false,
31 "loginEnabled": true,
32 "type": "person"
33
  
```

Manage Users

Active Directory

- Directory Synchronization
- tmevalidate.com

Licenses

- Auto-Assign Licenses
- Activated

Modify Users

Before continuing with assigning call service to users, make sure that you have enough licenses available for provisioning at each location. Otherwise, you cannot add users. Visit the [Locations](#) page to manage and add more licenses.

Manually Add Users

Add up to 25 users.

CSV Add or Modify Users

Add or modify users with a CSV file.

Export user list

View import history (tasks)

Claim Users

Search for users who have signed up on their own for Cisco Webex Teams and claim them into your company.

Bulk Add Devices

Bulk Add Devices

Export the current user attributes (optional), download and edit the CSV file, and then import the edited version to bulk add devices.

A minimum firmware version of 11.2-3MSE1-1 is required to onboard a device via activation code. To upgrade the firmware for a device, go to [upgrade.cisco.com](#).

Export

Export user attributes or download CSV template

File ready for import

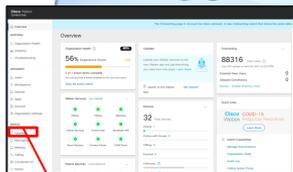
add 2 phones activation codes

Remove File



Control Hub migration tools

MOVE AT YOUR PACE



- SERVICES
- Updates & Migrations
 - Messaging
 - Meeting
 - Calling
 - Vidcast
 - Connected UC
 - Hybrid

Migration Insights 1

- Plan your move to cloud effectively
- Gain insight into the on-premises features

[View](#)

Run pre-migrate checks on my on-premises.

User/contact synchronization 2

Synchronization of endusers and organizational contacts from Unified CM to Webex.

[Get started](#)

Migrate or sync my Users & Org/Personal Contacts.

Migrate Jabber to the new Webex 3

Enable Jabber users with Unified CM calling for Webex app.

How this works

- Enable messaging via Webex app. (Only applies to users with Unified CM calling)
- Auto assign user with calling behavior and UC manager profile.
- Continue using calling on your enterprise.

[Get Started](#)

Change softclients & messaging to Webex (calling stays UCM).

Migrate Calling from on-prem UCM to Cisco Webex Cloud 4

Move your users, numbers, phones and Jabber messaging to Webex.

How this works

- Transform and import your UCM configuration to Webex Calling.
- Enable users with Webex app for messaging and Webex Calling.
- Automate phone migration license creation and delivery.
- Auto-register your devices to Webex Calling.

[Get Started](#)

Change calling, messaging and softclients to Webex. Migrate UCM users, devices, locations, numbers.

Migrate Enterprise phones to Multiplatform (MPP) firmware 5

Convert and assign your Enterprise phones to existing Webex users/workspaces.

How this works

- Automate phone migration license creation and delivery.
- Auto-register your devices to Webex calling.

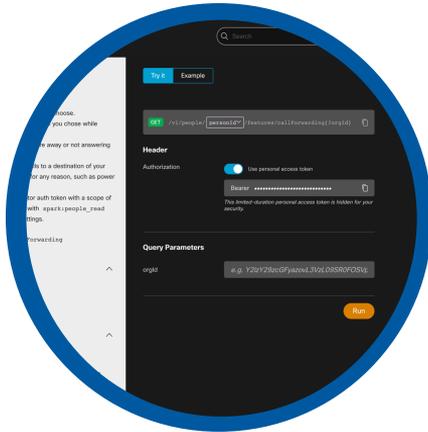
[Get Started](#)

Change phone firmware to Webex with less screens, clicks & time.



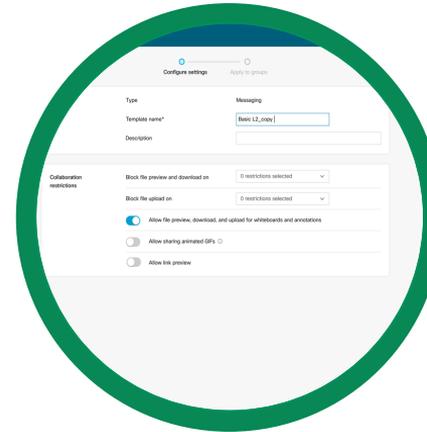
APIs, CSV and Bulk

MOVE AT YOUR PACE



- API access
- CSV access
- Control Hub updates

BULK PROVISIONING TOOLS



- Active Directory Integration
- Licensing Templates
- Calling Services Templates

CALLING CAPABILITIES WITH GROUPS

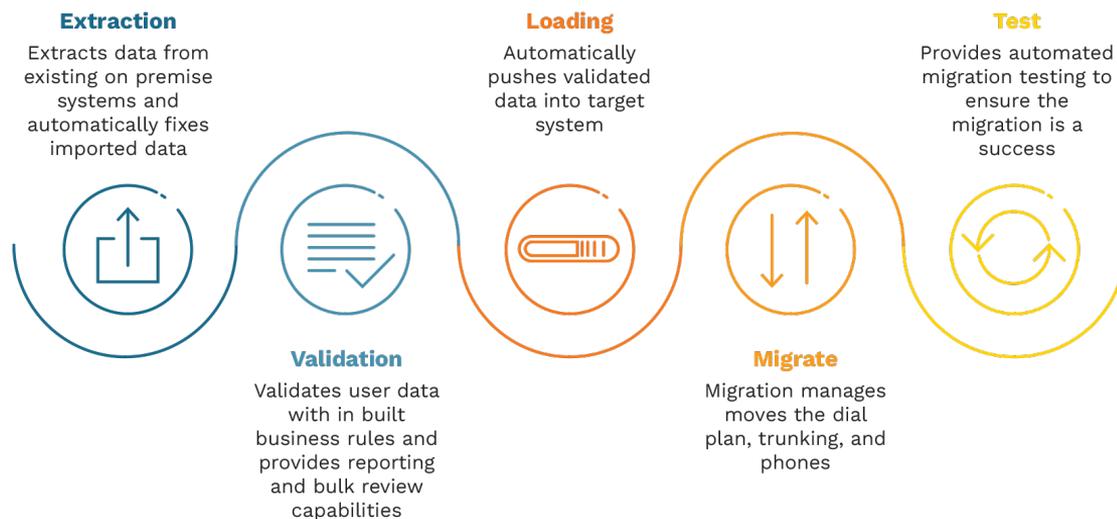
MIGRATION TOOLS - DI

FEATURE SUMMARY

- Data extraction v10.5+
- Data Validation
 - Normalization
 - Transformation
 - Correction
- Different dial plan migration types to suit customer requirements
 - Clone
 - Map
 - Template
- Data load via APIs
- Cluster Consolidation
- Phased Migration in batches
 - Inter site dependency reporting
- Dial plan analysis and connection
- Reporting

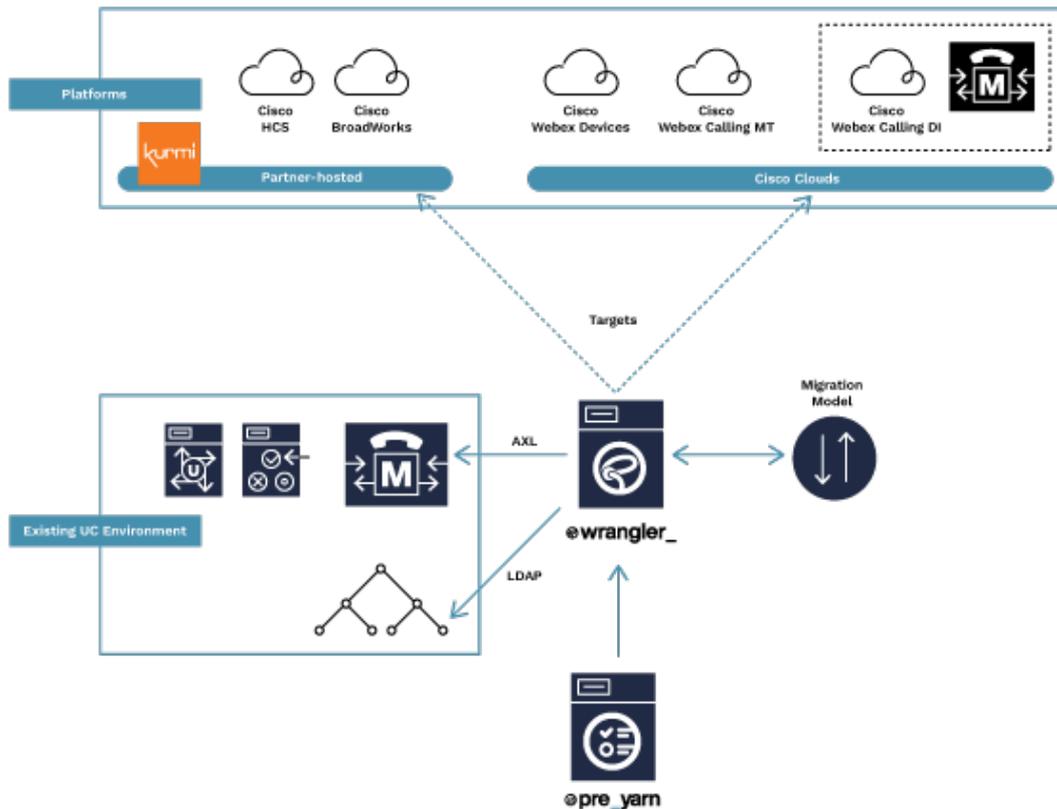
@ wrangler_

Migration Process - Automated Webex Calling Migration



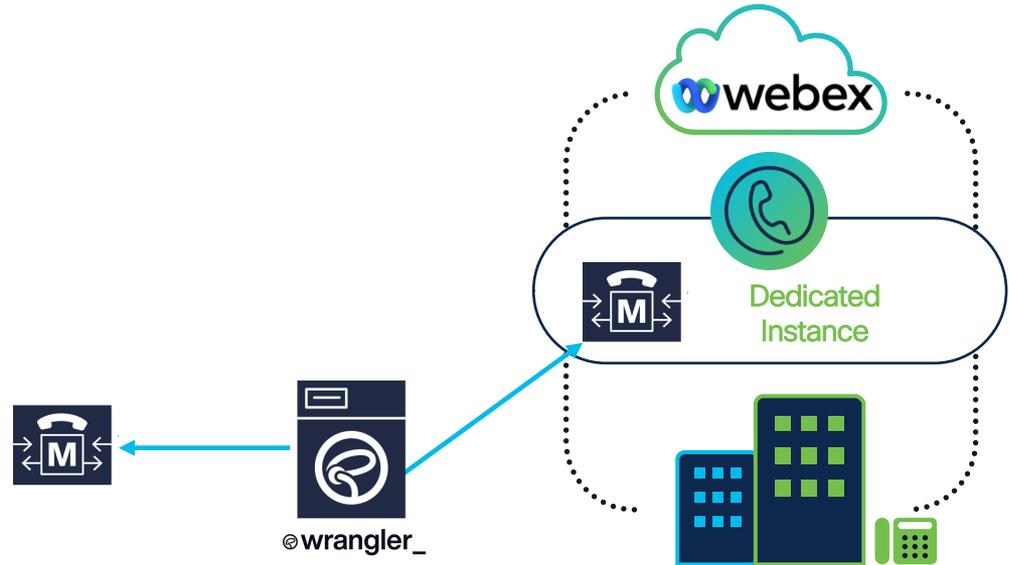
Multiple Cisco UC Target

Wrangler Support Multiple Sources and Target



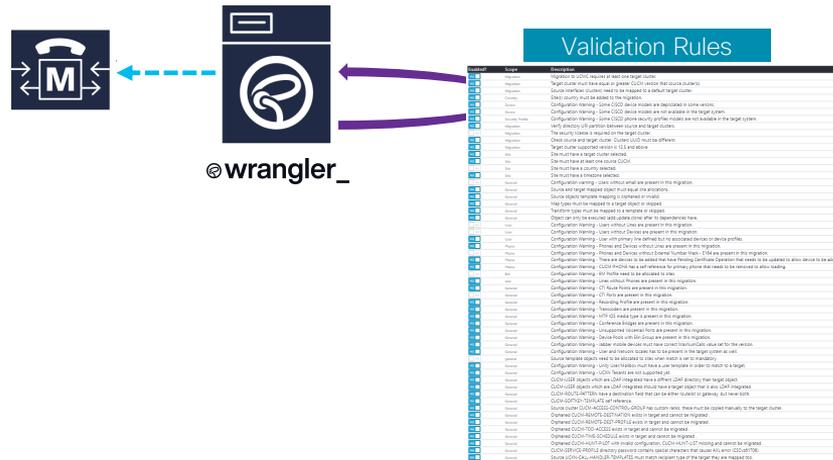
Data Extraction

- Configuration is extracted from the source and target clusters and imported into wrangler_ including all lines, devices, users and dial plan
- Configuration can be periodically rediscovered if required for **phased migrations** using change notification



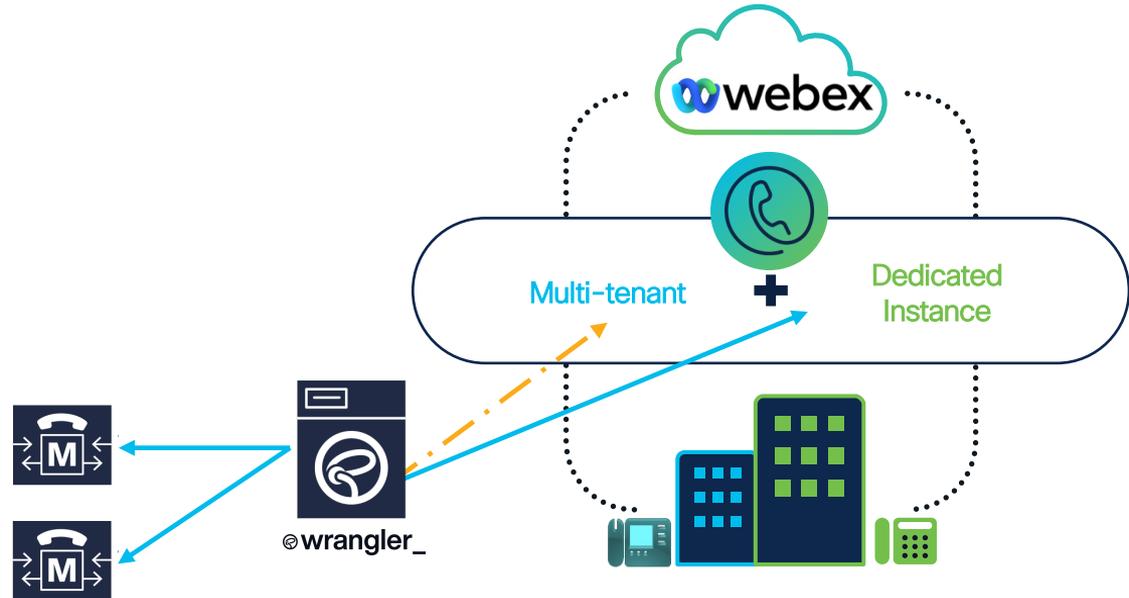
Allocation Validation and Mapping

- Objects are automatically allocated to sites and sites are used to define migration batches
- Data is validated using validation rules that detect problems with configuration and raise issues for resolution
- Target mappings are set to map hostnames, call manager groups etc between clusters



Hybrid migrations

- Multi Cluster consolidation
 - Duplicates identification and resolution
- Cluster separation
- Mega cluster sizing
- Phased migration
- Webex Calling MT (Late Q1CY23)
 - CUCM -> WxC-MT
 - CUCM -> WxC-DI + MT



Automate testing of meeting, devices and calling

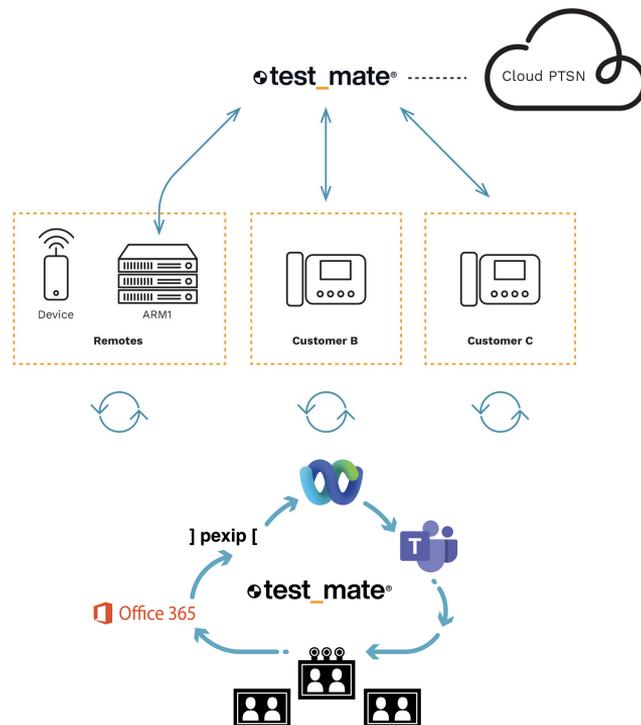
test_mate®

test_mate provides a way to remotely test the Webex suite during migrations or for assurance.

Never hear about video conferencing issues from end users again!

Periodic or ad-hoc testing of:

- Webex calling Dedicated Instance (DI)
- Webex calling Multi Tenant (MT)
- Webex scheduled and Personal Meeting Rooms (PMR)
- Microsoft Cloud Video Interop (CVI)



3rd Party Migration Tools

- [Yarn Labs](#)

- Pre-assessment - <https://www.yarnlab.io/preyarn>
- Wrangler for DI - <https://www.yarnlab.io/wrangler>

- [Kurmi](#)

- UC Provisioning and Migrations - <https://www.kurmi-software.com/en/enterprises/kurmi-migration-tool/>

- [Tuki](#) (Correnet)

- UC Migrations - <https://tuki.io/uc-migration/>

- [MIT](#)

- Voice and UC Migrations - <https://www.mit-tech.co.uk/ucentric-voice-migration/>

- [Akkadian Labs](#)

- UC Communications Provisioning - <https://www.akkadianlabs.com/tool-to-simplify-nec-to-cisco-uc-migration/>

- [Voss](#)



MOVE AT YOUR PACE

Webex Setup Assist

User migration done by the experts



Project Management

Led by PMO

- Identify stakeholders and escalation path
- Conduct internal and external recurring calls to keep project on track
- Identify risk and communicate resolution plan
- Identify dependencies and pre-requisites needed for success
- Coordinate resources
- Produce and publish tracker of action items with owners and timeline*

Migration Services

Led by Migration Team

- Provide guidance on equipment*
- Verify device compatibility with Webex Calling
- Share Webex Calling network requirements
- Extract current configuration from source system or work with Customer to gather this information*
- Transform configuration information and configure Webex Calling (pre-stage)
- Develop migration plan to fit customers business requirements

Go Live Enablement

Led by Migration Team & Partner/Customer

- Onsite resource swaps out equipment if needed*
- Cisco assists customers with firmware upgrades for existing equipment
- Numbers are ported
- Cisco validates all devices register to Webex Calling
- Customer performs Test Plan
- Cisco resolves any issues discovered during testing



MOVE AT YOUR PACE

Migration Phases

Discovery & Assessment

- Conduct Discovery Call
- Determine project milestones and timelines
- Data Gathering Workbook review
- SIP endpoint and CPE compatibility
- Network and firewall requirements

Planning Phase

- Confirm location priority and scheduling
- Migration window plan confirmed
- Validate network changes
- Confirm new equipment readiness
- Verify onsite resources are engaged

Go Live

- Deploy onsite equipment
- Perform device upgrades and reconfigurations
- Port the telephone numbers
- Perform test plan to validate configuration
- Customer confirms project is complete
- Transition to long-term support



Solution Design Phase

- Discuss Data Gathering Workbook for feature gaps
- Workshop to finalize feature configuration
- Network requirements per location
- Develop test plan

Implementation Phase

- Provision order
- Gain admin access to Control Hub or Console
- Configure Cloud Calling services
- Receive port confirmation
- Confirm test phone to validate network configuration

Migration Playbook

- Assist/Walk customers and partners through migration process
 - Overview of Webex
 - Setting up Webex Org
 - Planning the Migration
 - Migration – Initially calling focused but plans to include other workloads (Messaging, Meetings)
- Each step provides
 - Short videos
 - Key points
 - Links to additional information

Availability: Targeting 1H CY23

Webex Migration Playbook

REFRESH SCREEN

What is Webex?

Where are you working today?

The future of work is hybrid

webex by cisco

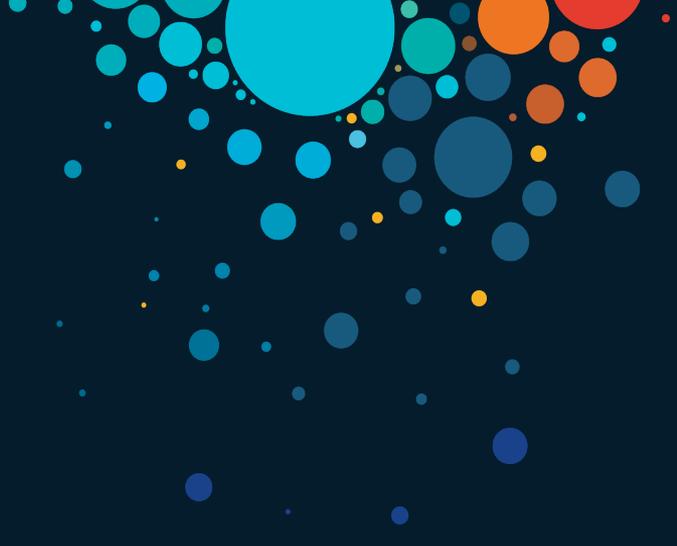
The all new Webex App is one easy-to-use and secure app you can use to call, message, meet, and get work done.

It brings everyone together to do exceptional work.

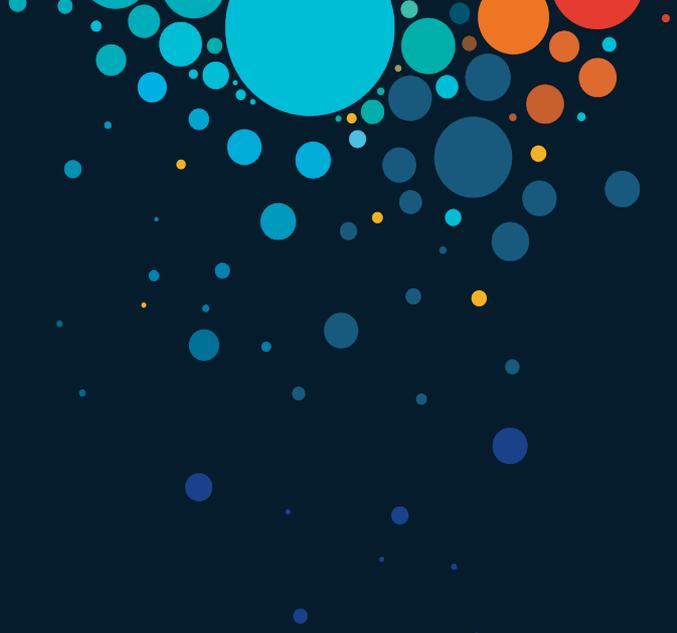
ADDITIONAL RESOURCES:

- [Webex Essentials](#)
- [Webex Help](#)
- [Access Webex Control Hub](#)
- [Download Webex App](#)

<<PREV NEXT>>



*If I would have known that,
I would have done things differently.*



I'm glad you told me that.



Migration is a process!

Add value at every step.

Understand the specific requirements, design and plan accordingly

Migration tools are built right into Webex Control Hub

Connect to the Cloud and move at your own pace

Enable new and innovative capabilities early in the process

Webex Setup Assist for a Cisco led, partner supported migration

Additional Resources

- [Webex Migration Readiness - Calling, Messaging and Meetings - BRKCOL-2245](#)
- [Successful Migrations from Unified CM to Webex Calling - Part 1 - BRKCOL-2481a](#)
- [Successful Migrations from Unified CM to Webex Calling - Part 2 - BRKCOL-2481b](#)
- [Collaboration Transitions](#) - Guides & Docs
 - [Migration Readiness](#)
 - [Calling](#)
 - [Clients](#)
- Setup Assist
 - [Service Description](#)
 - [CX Add-Ons](#)

Session Surveys

We would love to know your feedback on this session!

- Complete the session surveys in the Cisco Events mobile app. You'll earn some points in the Cisco Live Game and potentially win a prize.
- Complete a minimum of four session and the overall event surveys to claim a Cisco Live cable bag.

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Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs



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Cisco U.

IT learning hub that guides teams and learners toward their goals

Cisco Digital Learning

Subscription-based product, technology, and certification training

Cisco Modeling Labs

Network simulation platform for design, testing, and troubleshooting

Cisco Learning Network

Resource community portal for certifications and learning

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Cisco Training Bootcamps

Intensive team & individual automation and technology training programs

Cisco Learning Partner Program

Authorized training partners supporting Cisco technology and career certifications

Cisco Instructor-led and Virtual Instructor-led training

Accelerated curriculum of product, technology, and certification courses

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Award-winning certification program empowers students and IT Professionals to advance their technical careers

Cisco Guided Study Groups

180-day certification prep program with learning and support

Cisco Continuing Education Program

Recertification training options for Cisco certified individuals



The bridge to possible

Thank you

CISCO *Live!*

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CISCO *Live!*

ALL IN

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