



*TOMORROW  
starts here.*

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# Accelerate and Assure Collaboration Deployments with Cisco Prime Collaboration

BRKUCC-2670

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#clmel

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# Agenda

- Introduction
  - Management Challenges
  - Unified Management
  - Packaging
- Solution Overview
  - Provisioning
  - Assurance
  - Analytics
- Takeaways
- References

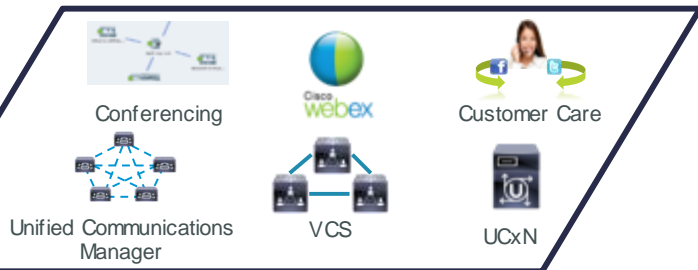


# Collaboration IT Manager's Challenge

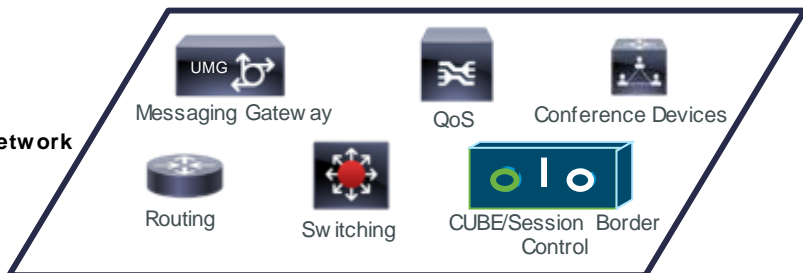
**Anytime,  
Anywhere,  
Any device**



**Multiple  
Collaboration  
Services**



**Network**



## End-users demand

Quick service rollouts and changes request action

Highly reliable service: Anytime, Anywhere with Any device

Best quality voice and video experience

## IT Managers are challenged with

- Diverse services and applications
- Continuous changes : new technologies, features and deployments
- Shortage of highly skilled IT staff to keep up with the change and to troubleshoot complex and converged network

# Cisco Prime Collaboration

## Life-Cycle Management of Voice and Video Networks



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# What is Unified Management

## Unified Simplified Management of Voice and Video Networks

1. Consolidation of multiple tools into single management system
2. Cisco Prime Collaboration becomes “the management platform” with UC 10.0 and beyond
3. Cisco Prime Collaboration comes in two edition – **Standard** and **Advanced**
1. Inclusion of Prime Collaboration Standard with every UC 10.0 order – and Prime Collaboration Advanced is available for purchase



Single pane-of-glass management

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# Packaging - Standard Included with UC 10.0+

- Cisco Prime™ Collaboration Standard is included with all Cisco® Unified Workspace Licensing and Cisco User Connect Licensing, and Cisco Prime Collaboration Advanced is available for upgrade.
- **Standard** is available and compatible only with Cisco Unified Communications 10.X. Advanced supports Cisco Unified Communications 8.0 through 10.X.
- **Standard** enables provisioning of all voice and video services purchased and fault monitoring across voice and video for a single cluster environment.
- **Advanced** is available for multicluster scale, additional automation, deeper diagnostic capabilities, and long-term reporting.

Advanced  
modules  
available for  
purchase

(supports UC 8.x+)

Analytics

Contact Centre Assurance

Advanced  
Provisioning

Advanced  
Assurance

Standard  
Included with  
UC 10.0+

Standard  
Provisioning

Standard  
Assurance

# Cisco Prime Collaboration Standard and Advanced Feature Highlights

## > Provisioning

### Standard - Included

- Single cluster
- Provisions collaboration services
- Three levels of RBAC for delegation
- Audit log across multiple services
- Single cluster batch

### Advanced - Optional

- Includes all Standard features, plus:
- Multi-cluster in a single instance
  - APIs for integration
  - Process workflow
  - Advanced RBAC
  - Infrastructure templates

## > Assurance

- Single cluster
- Voice and video fault
- Performance metrics
- Email notifications
- Simple RBAC

- Includes all Standard features, plus:
- Multi-cluster in a single instance
  - Detailed endpoint monitoring
  - Deep video session monitoring
  - Multi-level RBAC and grouping
  - Diagnostic tests and more

## > Analytics

**Not available – advanced offer only**

- Long-term reporting and analysis:
- Technology usage
  - Traffic analytics
  - Capacity planning
  - Asset usage
  - Quality of service



A nighttime city street scene with a pedestrian bridge and light trails from cars. The scene is illuminated by city lights and traffic signals. The text is overlaid on a dark horizontal band across the middle of the image.

# Cisco Prime Collaboration Provisioning

Accelerate The Cisco Collaboration Deployments

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Design

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# Various Aspects of Design

- **User provisioning setup**

- Domains
- Service Areas (sites)
- User Roles (policy)
- Service Templates
- Automatic Service Provisioning

- **Greenfield setup**

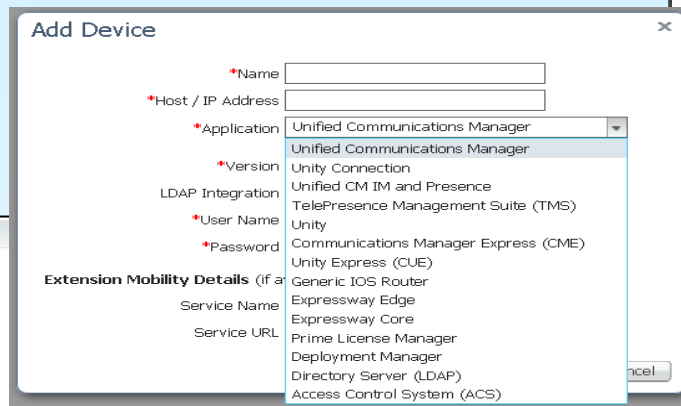
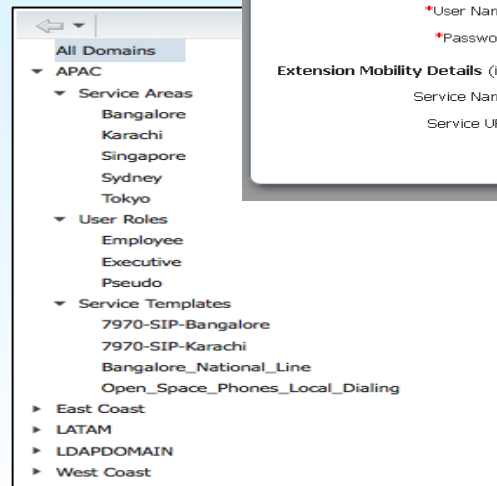
- Getting Started Wizard

- **Infrastructure setup**

- Add devices, media servers, routers, TMS,
- LDAP servers, ACS servers etc.
- Import discovered devices from Assurance

- **Brownfield setup**

- Synchronise to an existing UC network



# Provisioning Concepts

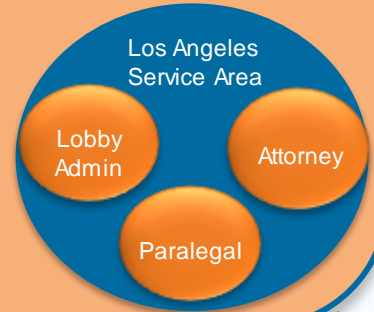
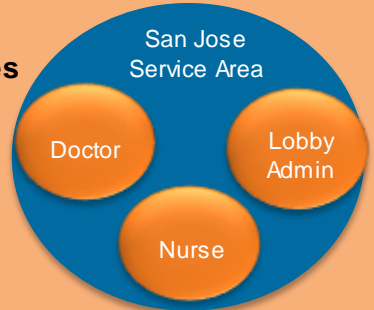
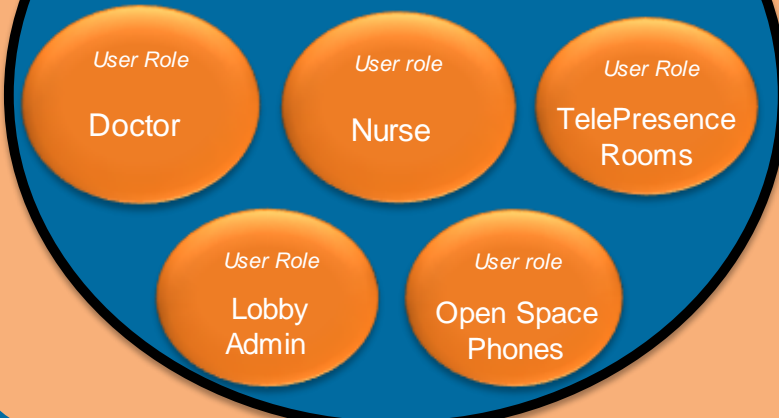
- **Domain** is a collection of users to be managed together and/or assigned to an administrator
- **Service Area** is a site or location
- **User Role** defines rules and policy for end user services

## West Coast Domain

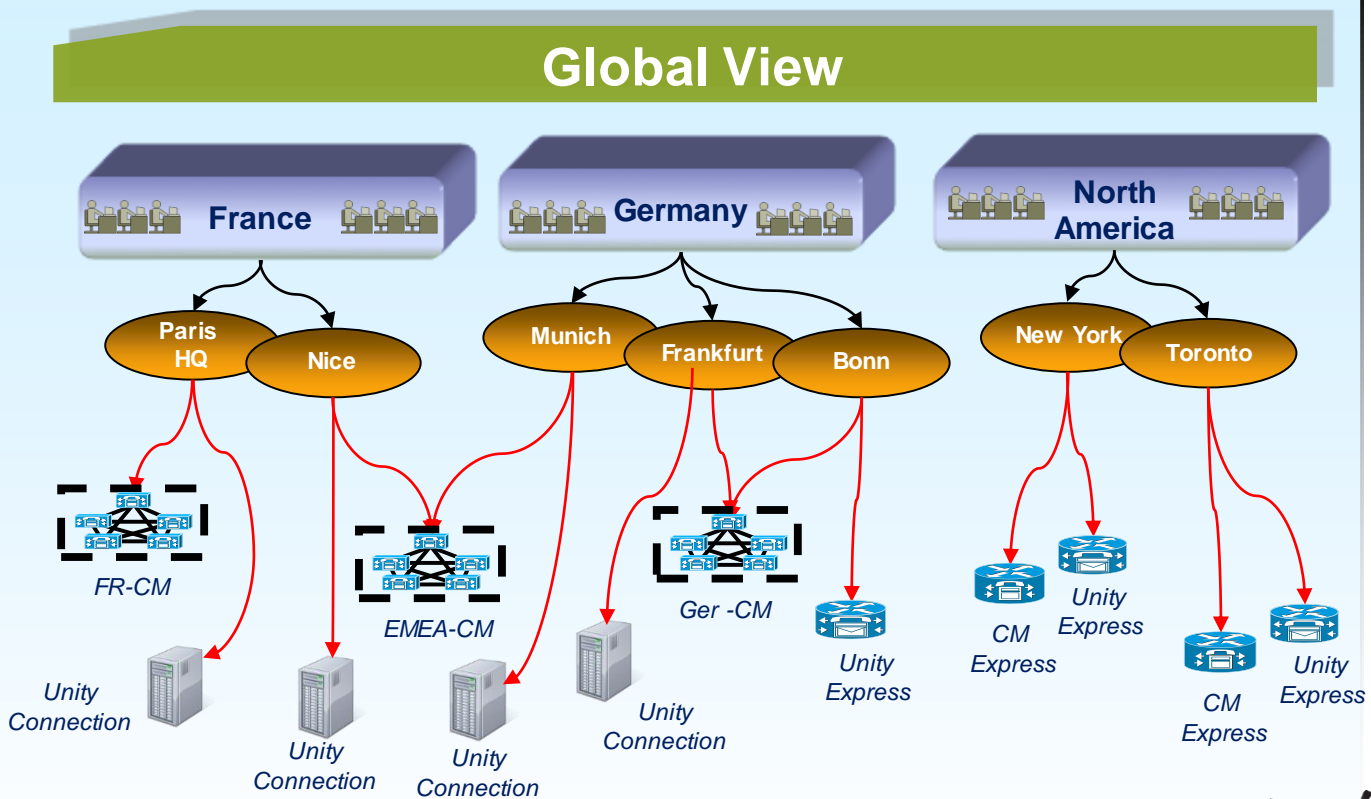
- Group of users
- UC app associations
- UC and LDAP sync rules and policies
- Domain admin delegation – RBAC
- Authentication source

### San Francisco Service Area

- Site settings
- DN blocks defined



# Mapping with the Collaboration Deployment



# Service Templates

- Map to specific User Roles and Service Areas
- Defined service settings/attributes, selected and applied at order time
- Default templates applied if admin does not choose a custom one

## West Coast Domain

### San Francisco Service Area

- Site settings
- DN blocks defined

User Role

Doctor

User role

Nurse

User Role

TelePresence Rooms

User Role

Lobby Admin

User role

Open Space Phones

Template	Maps To Role
EP_DX650	Doctor
EP_9971	Doctor, Nurse, Admin
EP_7821	Open Space and TP Room
EP_SX10	TP Room
VM_Enhanced	Doctor
VM_Standard	Nurse, Admin
SNR_Standard	Doctor, Nurse
Line_Standard_International CSS set to international Line labels set to first/last name	Doctor
Line_Standard_Long_Distance CSS set to long distance Line labels set to first/last name	Nurse, Admin
Line_Corp_Local CSS set to local Line labels set to company name	Open Space

# Keyword Support

- Significant improvement in provisioning line, endpoint and voicemail text/DN fields, in Service Templates, and during wizard based ordering
- Less info to enter when provisioning user services
- Consistent naming in display fields
- Automatic truncation controls text length
- Keywords:

FIRSTNAME, LASTNAME, USERID, EXTENSION, COMPANY, MIDNAME, DEPT, EMAIL, EMPID, MANAGER, COUNTRY, TITLE, CITY, STATE, ZIP, and CORPEMAIL

Line Description	`\${USERID}`-\${COMPANY}(3)`-\${TITLE}(4)
Alerting Name	
ASCII Alerting Name	`\${USERID}`-\${DEPT}`
ASCII Display (Internal Caller ID)	

Endpoint Template	RDP Template	User Services Template	Domain Rules
Device Description	Device Description	Self-Provisioning User ID	LineDisplayString
			DescriptionString

Line, RDP Line and Extension Mobility Line Templates	Voicemail Template	Core attribute fields: Line, RDP Line, Extension Mobility Line	Core Voicemail fields
Line Description	Voicemail Corporate Email Address	Display (Internal Caller ID)	Voicemail Alias
Alerting Name	City	Alerting Name	Voicemail Display Name
ASCII Alerting Name	State	ASCII Alerting Name	Initials
ASCII Display (Internal Caller ID)	Postal Code	ASCII Display (Internal Caller ID)	Title
Line Text Label	Country		Employee ID
ASCII Line Text Label	Department		
External Phone Number Mask	Manager		
	Billing ID		

# Getting Started Wizard

## Initial setup of CUCM and PC Provisioning\*

- Define CUCM, Unity Connection, IM&P, Exchange, LDAP
- Integrates applications
- Sets up a Domain (user group), a Service Areas (site) and a User Role (policy)
- Sets up Prime Collaboration Automatic Service Provisioning

## Creates an initial site

- Provisions site related settings (device pool, partition, CSS, DN blocks, etc.)
- Imports basic dial patterns from CSV file or CUCC application
- Builds a site in UC applications

## Reentrant

- Can export the settings as a PC Provisioning batch file
- Batch file can be modified and fed back into the Setup Wizard to prepopulate settings for the next installation
- Batch file can be broken up into separate tasks and/or modified and fed into the PC Batch Provisioning system

\*Designed for BE6000/single cluster environments

Getting Started With Prime Collaboration  
Welcome Step 1 of 6

Prime Collaboration Provisioning enables you to quickly enable services and provision users across your entire Unified Communications system

This wizard will assist you in:

- Unified Communications Product Deployment
- Unified Communications Service Configuration
- User and Endpoint Deployment

Before you begin:

- ✓ Install Unified Communication Manager
- ✓ Install Unity Connection (optional)

Getting Started With Prime Collaboration Provisioning Step 2 of 6

Infrastructure Setup

Enter IP addresses and administrative credentials to the Call Processors that you have installed. For a clustered Communications Manager deployment, provide only the credentials for the first node in the cluster (publisher).

Additional Call Processor can be added by visiting the Design > Device Management Screen at the end of the wizard.

Unified Communications Processors

▼ Unified Communications Manager

- \* Name
- \* Host / IP Address
- \* Username
- \* Password

Test Connection

▼ Unity Connection (Optional)

- \* Name
- \* Host / IP Address
- \* Username
- \* Password

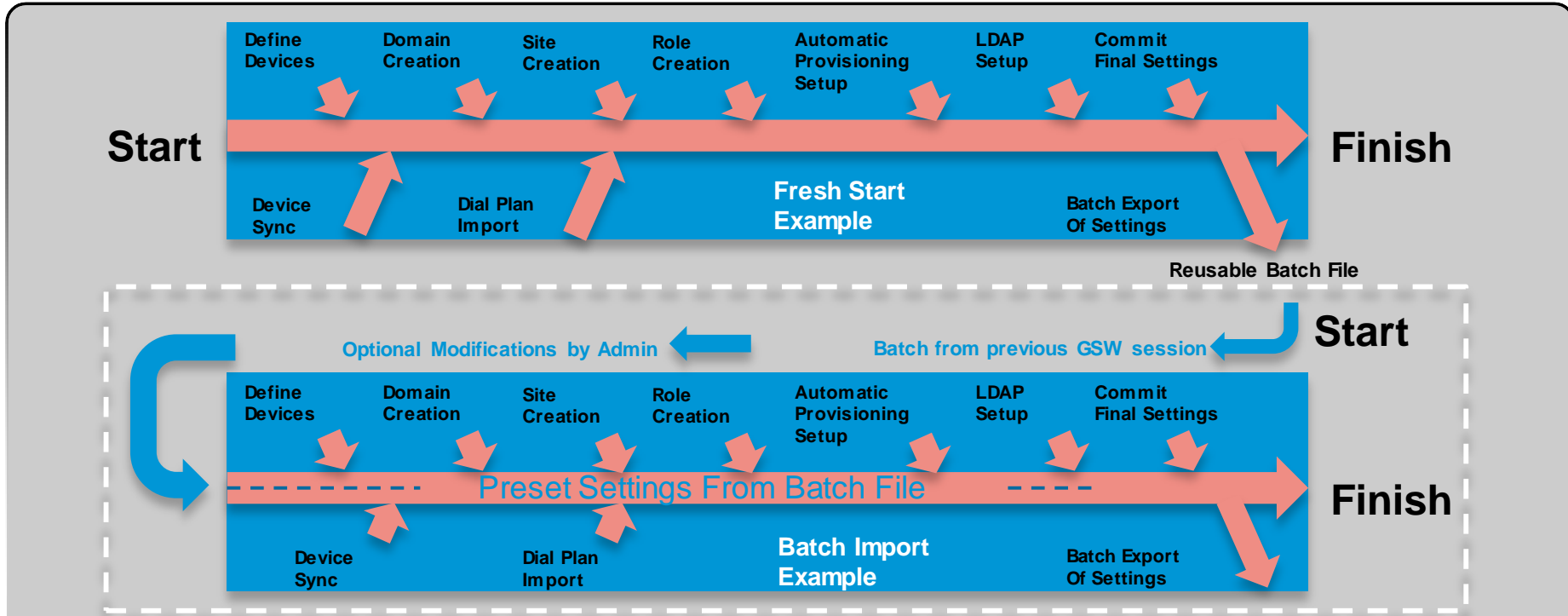
Test Connection

Enable Unified Messaging (requires Exchange Server Information)



# Getting Started Wizard

- Guides the admin through a fresh configuration of PCP, CUCM, Unity Connection and IM&P
- Sets up integration with LDAP and Exchange
- Sets up Prime Collaboration's automatic service provisioning feature
- Designed for greenfield single cluster environments



# Users and User Roles

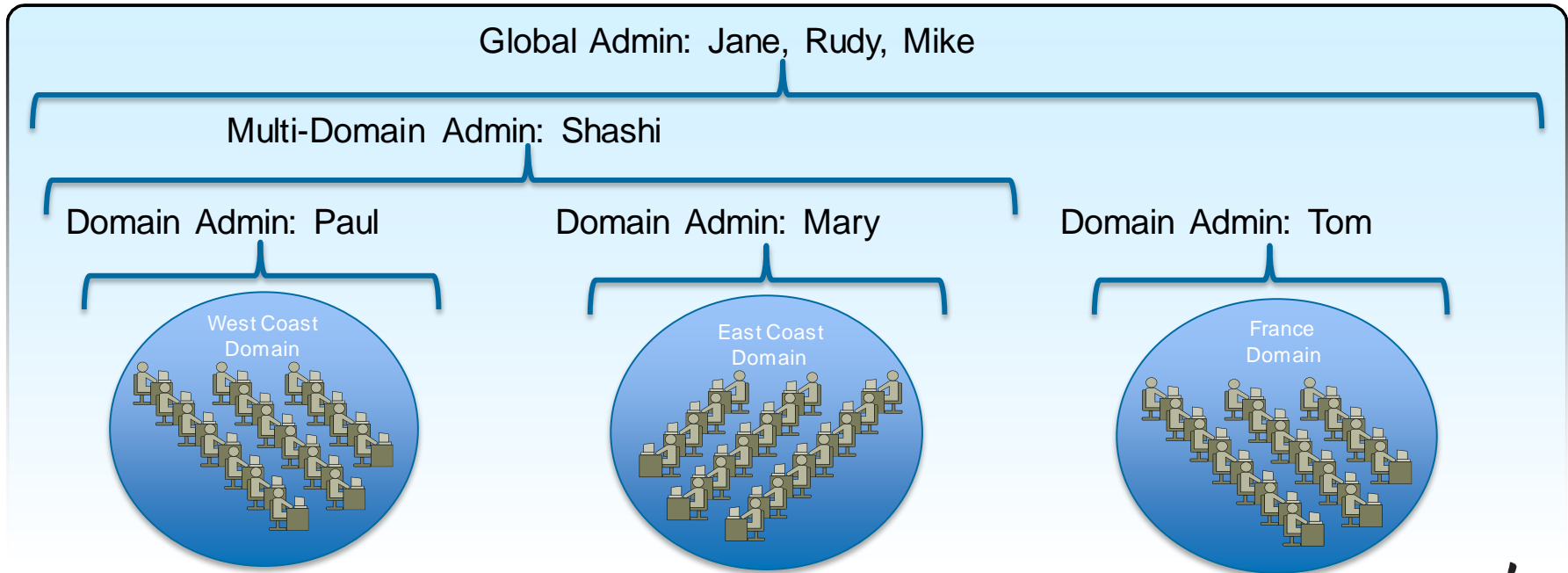


- A user can be:
  - A person (bsmith / Bob Smith)
  - Collection of endpoints (B3\_open-space\_phones or SparePhones)
  - A location (wizard\_conf\_room or elevator4)
- User roles control which products and services a domain admin can order for a user
  - Only applicable endpoints or services will appear at order time
  - User roles are mapped to Service Areas (sites) so only sites that can have a role are available
  - User roles also contain the service settings for Automatic Service Provisioning
- The default user roles are:
  - Employee or Executive – Default roles assigned to new users
  - Pseudo – Used to provision endpoints that cannot have an associated user in CUCM
- User roles exist in each domain
  - Each set of user roles may be customised in each domain by adding, removing, or changing the predefined endpoint and service settings
- Global level admins can create additional user roles
  - Includes roles for open space areas, conference rooms and TelePresence rooms. This makes it easy to reference the endpoints by common names (Iron conference room) instead of by MAC address

# Administration Levels



- **Domain groups** can be defined to allow delegation of user provisioning
- **Domain administrators** can be defined to manage one or more domain groups
  - Domain Administrators do not need to have accounts on call processors or voicemail processors in order to manage users



# Additional Domain Admin Roles

- **Advanced Ordering role**

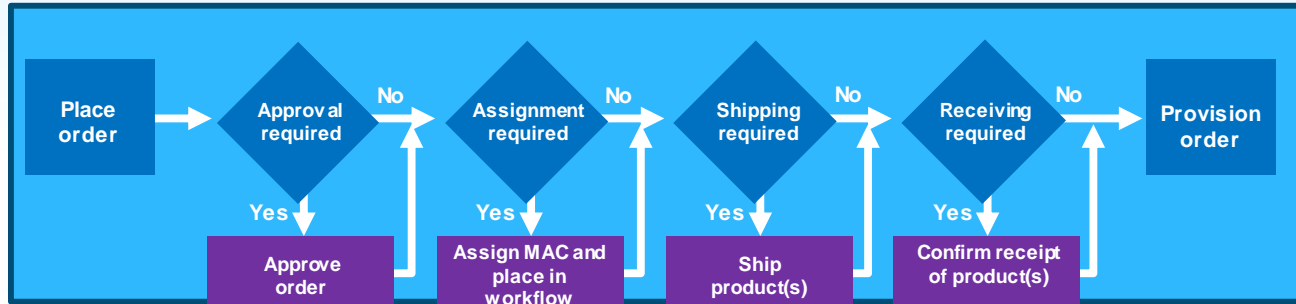
- Allows access to all individual attributes/settings at order time

- **Infrastructure Management roles**

- Created by global admin level admins
- Provides access to one or more dial plan objects, such as call pickup group or hunt groups
- Can be given to higher-level order admins or technical support admins (no order access)

- **Workflow admins**

- Order approval role
- MAC address assignment role
- Shipping role
- Receiving role



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Deploy

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# Various Aspects of Deploy

- **Day 1 activities**

- Infrastructure configuration
- Unified communications services
- Batch provisioning

- **Day 2 activities**

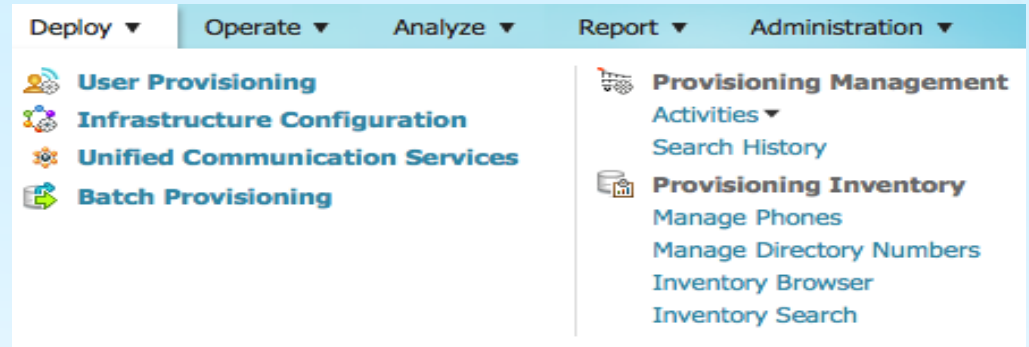
- User provisioning
- Self-care portal

- **Provisioning management**

- Manage activities

- **Provisioning inventory**

- Manage phones, directory numbers
- Inventory browser and search



# Day 1 Services Infrastructure

- **Infrastructure Configuration**
  - Manage system and dial plan related objects
- **Template-based infrastructure configuration**
  - Push dial plan components and other ‘common’ constructs to end systems
- **Batch processing of total ‘services’ for users**
  - Bulk-create initial users and provision their services
- **Unified Communications Services setup**
  - Enable Jabber or UDS, and choose TMS scheduling groups



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# Infrastructure Configuration

## Infrastructure Configuration

Infrastructure Configuration

Schedule Configuration

Calling Search Space

Selected 0 | Total 4

Add Edit Copy

Show All

Name	Operational Status	Provisioning Status
<input type="radio"/> Mexico_National_CSS	Active	
<input type="radio"/> Mexico_local_CSS	Active	
<input type="radio"/> Brazil_National_CSS	Active	
<input type="radio"/> Brazil_local_CSS	Active	

Devices defined in the Infrastructure Setup UI appear in the device explorer on the left



Clicking on this icon will open a local interface for provisioning attributes for an object

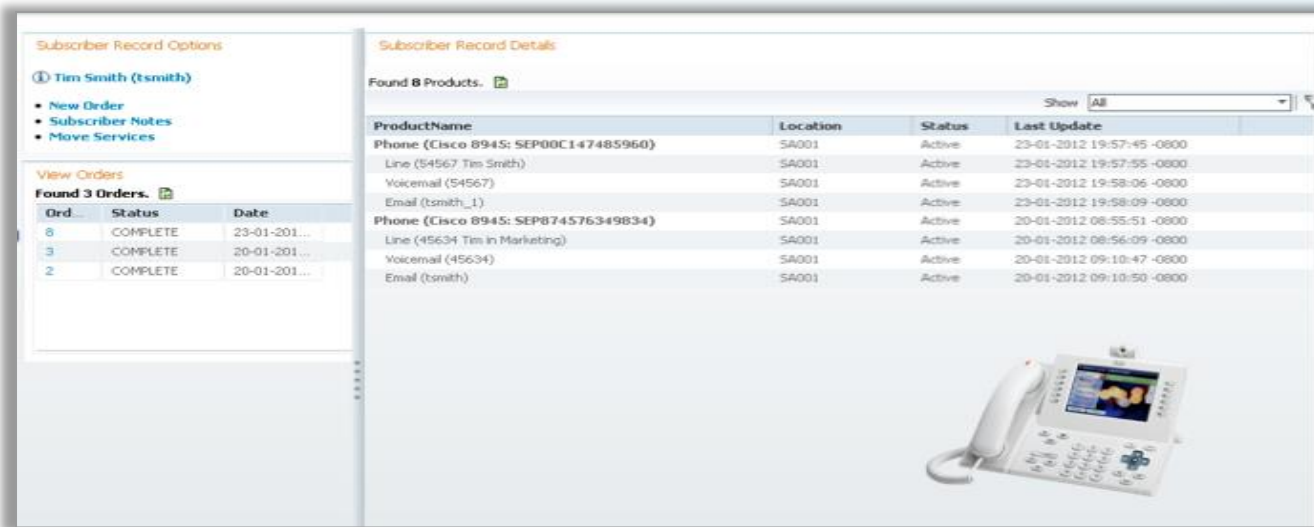


Clicking on this will cross-launch the native interface where you can configure the attribute directly.



# Day 2 Services

- Manual or Automatic ordering processes
- MACD (Move, add, change, and delete functions)
- Workflow-oriented



The screenshot displays a web-based interface for managing subscriber records. It is divided into two main sections: 'Subscriber Record Options' on the left and 'Subscriber Record Details' on the right.

**Subscriber Record Options:**

- Subscriber: Tim Smith (tsmith)
- Actions: New Order, Subscriber Notes, Move Services
- View Orders: Found 3 Orders.

Ord.	Status	Date
8	COMPLETE	23-01-201...
3	COMPLETE	20-01-201...
2	COMPLETE	20-01-201...

**Subscriber Record Details:**

Found 8 Products.

ProductName	Location	Status	Last Update
Phone (Cisco 8945: SEP00C147485960)	SA001	Active	23-01-2012 19:57:45 -0800
Line (54567 Tim Smith)	SA001	Active	23-01-2012 19:57:55 -0800
Voicemail (54567)	SA001	Active	23-01-2012 19:58:06 -0800
Email (tsmith_1)	SA001	Active	23-01-2012 19:58:09 -0800
Phone (Cisco 8945: SEP874576349834)	SA001	Active	20-01-2012 08:55:51 -0800
Line (45634 Tim in Marketing)	SA001	Active	20-01-2012 08:56:09 -0800
Voicemail (45634)	SA001	Active	20-01-2012 09:10:47 -0800
Email (tsmith)	SA001	Active	20-01-2012 09:10:50 -0800

An image of a Cisco IP phone is shown in the bottom right corner of the interface.

# Automated Service Provisioning

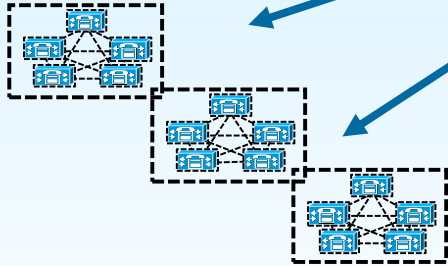
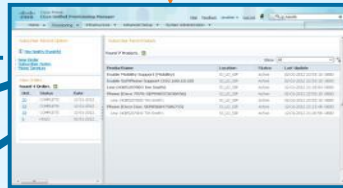


Request for Service

Service Active



Order Tracking System



Cisco® Unified Communications Manager clusters



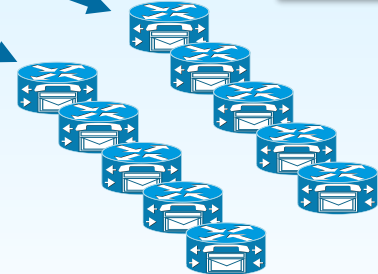
Cisco Unity® and Unified Communications voicemail systems



Cisco Presence systems



Cisco TMS



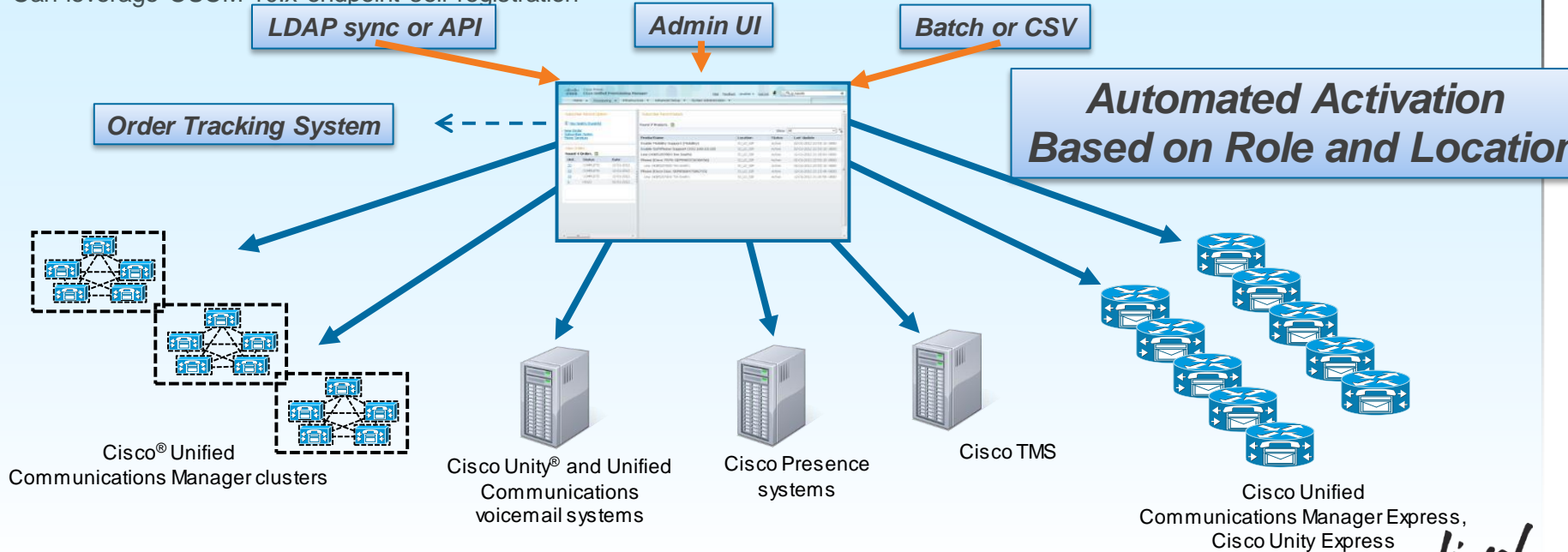
Automated Activation

Cisco Unified Communications Manager Express, Cisco Unity Express

Native Interface Provisioning	Cisco Prime™ Collaboration Provisioning
Multiple interfaces	Unified: One interface
Admin decides process	Simplified: Business process- and user-oriented
Service activation is more than 20 minutes	Rapid: Less than one minute for activation
Manual and duplicate entry errors	Accurate: Reduce manual and duplicate entry errors
No centralised tracking for changes	Tracking: Unified audit trail

# Automatic Service Provisioning

- Add new user to a Domain group, with a user role
- PC Provisioning looks up entitled services based on group and role then creates services automatically
- Service creation tracked in order tracking system, and tagged as automatically created services
- Can leverage CUCM 10.x endpoint self registration



# Automatic Service Provisioning

Automatically provisions services for new users

- New users synced in from LDAP
- CSV file or batch loading new users
- When adding new users individually through Add User UI
- When added through the Northbound API

Easy to configure

- Configure as part of Setup Wizard (settings appear in User Role automatically)
- Manual configuration and modification
- LDAP sync settings and filter can be set during Setup Wizard

Works with CUCM 10.0 user endpoint self provisioning (BYOD)

- PC Provisioning can create a line and templates in CUCM so user can attach phone
  - PC Provisioning does LDAP sync if AD environment
  - PC Provisioning can setup self provisioning if customer does not have AD/LDAP environment
- Prime Automatic Service Provisioning expands coverage providing voicemail and endpoint provisioning
- LDAP sync for new users moved from CUCM to PC Provisioning

*Now part of User Role setup*

Adds an Extension Mobility device profile, line and voicemail.

Jabber Service  
Add one or more Jabber clients.

**Automatic Service Provisioning**

Enable auto-provisioning for this role when user is created or synchronized

**Unified Communication Services Endpoint**

Self-Provisioned Endpoint  
Max Number of Endpoints

Default Endpoint  
Endpoint Model

Line

Self-Provisioned Single Number Reach

IM & Presence

Voicemail

Extension Mobility Line

Extension Mobility Access

Jabber

Directory URI

Pseudo User

Roles

- Employee
- Jabber
- Mobile-Users
- Self\_Provision

**Can choose to auto provision when adding new users**

**Auto-Provisioning Parameters**

Auto-Provision based on

Endpoint Cisco 7975

Line

Presence Service

\*Service Area

\*Line Type



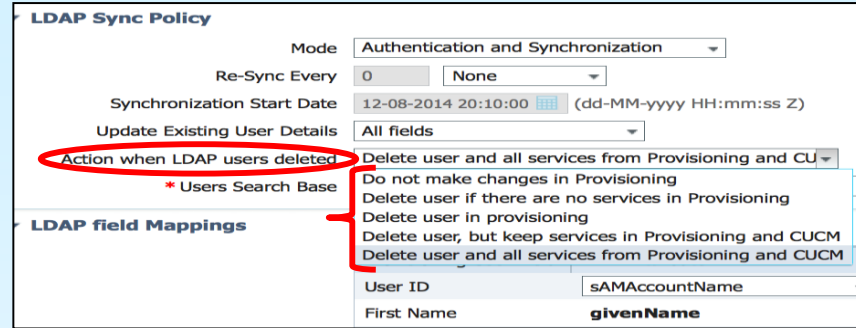
Demo

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# Service De-Provisioning

- **Automatic**

- Feeds off LDAP sync process
- Five choices of what to do when a user is removed/disabled in AD
- Provisioning can completely remove user, services and return DNs back to the DN pool (default hold on DNs is 7 days)



**LDAP Sync Policy**

Mode: Authentication and Synchronization

Re-Sync Every: 0 None

Synchronization Start Date: 12-08-2014 20:10:00 (dd-MM-yyyy HH:mm:ss Z)

Update Existing User Details: All fields

Action when LDAP users deleted: Delete user and all services from Provisioning and CU

\* Users Search Base

LDAP field Mappings

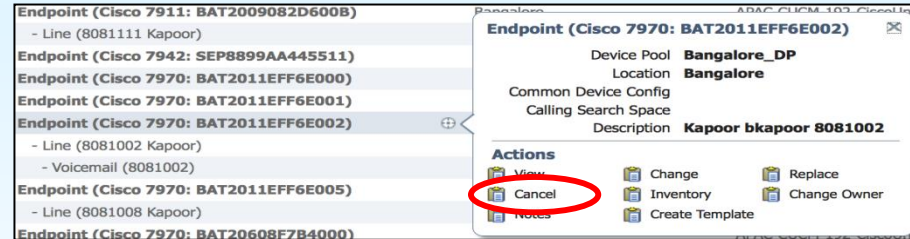
User ID: sAMAccountName

First Name: givenName

Do not make changes in Provisioning  
Delete user if there are no services in Provisioning  
Delete user in provisioning  
Delete user, but keep services in Provisioning and CUCM  
Delete user and all services from Provisioning and CUCM

- **Manual**

- Admin can cancel an individual service
- Admin can cancel an endpoint and leave behind the line, or cancel the endpoint and remove all lines and services associated to the endpoint



Endpoint (Cisco 7911: BAT2009082D600B)

- Line (8081111 Kapoor)

Endpoint (Cisco 7942: SEP8899AA445511)

Endpoint (Cisco 7970: BAT2011EFF6E000)

Endpoint (Cisco 7970: BAT2011EFF6E001)

Endpoint (Cisco 7970: BAT2011EFF6E002)

- Line (8081002 Kapoor)
- Voicemail (8081002)

Endpoint (Cisco 7970: BAT2011EFF6E005)

- Line (8081008 Kapoor)

Endpoint (Cisco 7970: BAT20608F7B4000)

Endpoint (Cisco 7970: BAT2011EFF6E002)

Device Pool: Bangalore\_DP

Location: Bangalore

Common Device Config

Calling Search Space

Description: Kapoor bkapoor 8081002

Actions

- Cancel
- Change
- Inventory
- Replace
- Create Template
- Change Owner

## Cancel Service

**Note:** Canceling this endpoint will also cancel dependent services (lines and voicemail) that are selected. Deselect any lines you do not wish to cancel.

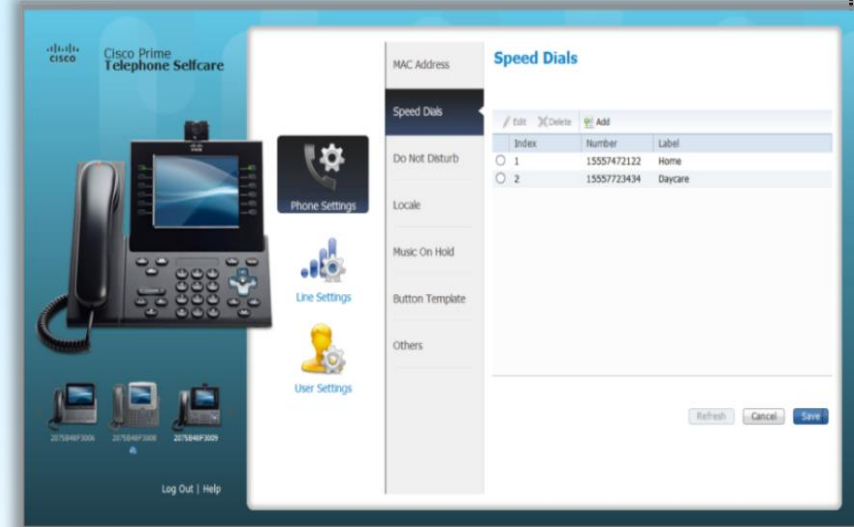
Services to Cancel :

- Endpoint Cisco 7970 ( BAT2011EFF6E002 )**
- Line 8081002 Kapoor ( Line )**
- Voicemail 8081002**

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# Self-Care Portal

- Provides end-user self-care for pre 10.0 CUCM environments
- Can enable the end user to set individual attributes and personal preferences:
  - Phone—Options for the phone, such as speed dial, music when a person is placed on hold, extension mobility and single number reach
  - Line—Options for a specific line on the phone, such as call forwarding, caller identification, and notifications
  - Voicemail—Options such as unlock voicemail, and change voicemail PIN and web password
  - User—Options for the user, such as last name, passwords and personal identification numbers (PINs)
- Settings to enable/disable specific tabs to customise features available to end-users
- Self-care portal supports SSO\* or Domain by Domain authentication sources



Self-Care Feature Access					
<input checked="" type="checkbox"/> <b>Endpoint Features</b>	<input checked="" type="checkbox"/> <b>Line Features</b>	<input checked="" type="checkbox"/> <b>Extension Mobility Features</b>	<input checked="" type="checkbox"/> <b>RDP Features</b>	<input checked="" type="checkbox"/> <b>RDP Line Features</b>	<input checked="" type="checkbox"/> <b>User Setting Features</b>
<input checked="" type="checkbox"/> General	<input checked="" type="checkbox"/> Call Forward	<input checked="" type="checkbox"/> Speed Dials	<input checked="" type="checkbox"/> Do Not Disturb	<input checked="" type="checkbox"/> Call Forward	<input checked="" type="checkbox"/> Information
<input checked="" type="checkbox"/> Speed Dials	<input checked="" type="checkbox"/> Caller ID	<input checked="" type="checkbox"/> Do Not Disturb	<input checked="" type="checkbox"/> Locale	<input checked="" type="checkbox"/> Caller ID	<input checked="" type="checkbox"/> Password
<input checked="" type="checkbox"/> Do Not Disturb	<input checked="" type="checkbox"/> Notification	<input checked="" type="checkbox"/> Locale	<input checked="" type="checkbox"/> Music On Hold	<input checked="" type="checkbox"/> Caller ID	<input checked="" type="checkbox"/> PIN
<input checked="" type="checkbox"/> Locale	<input checked="" type="checkbox"/> Music On Hold	<input checked="" type="checkbox"/> Music On Hold	<input checked="" type="checkbox"/> Alternate Numbers	<input checked="" type="checkbox"/> Music On Hold	
<input checked="" type="checkbox"/> Music On Hold					
<input checked="" type="checkbox"/> Others					

\* Self-care SSO support for standalone Provisioning server only.

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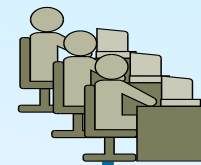


# Reports



# Unified Tracking

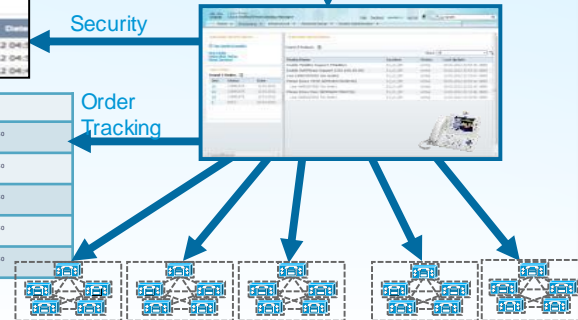
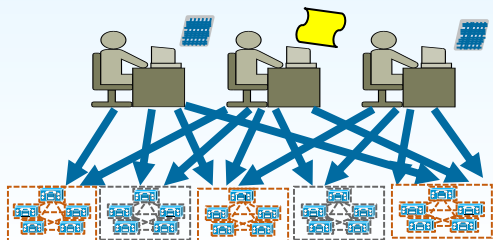
- Centralised tracking not available from individual applications
- Single point for ordering allows single point for order tracking
- Order tracking is important for:
  - Change tracking
  - Troubleshooting
- Security audit trail is important for:
  - Administrator login and logout tracking
  - Password change tracking
  - Security audits



**Audit Trail Report**  
Produced by: Cisco Unified Provisioning Manager  
Date: Thursday, 26-Jul-2012 04:58:03 PDT

Action	Performer	Performer Domain	Subscriber	Subscriber Domain	Processor	Date
Client Login	globaladmin	CISCOUS	globaladmin	CISCOUS	10.21.76.128	26-Jul-2012 04:58:03 PDT
Client Login	globaladmin	CISCOUS	globaladmin	CISCOUS	10.21.76.128	26-Jul-2012 04:58:03 PDT
Client Login	globaladmin	CISCOUS	globaladmin	CISCOUS	10.21.76.128	26-Jul-2012 04:58:03 PDT

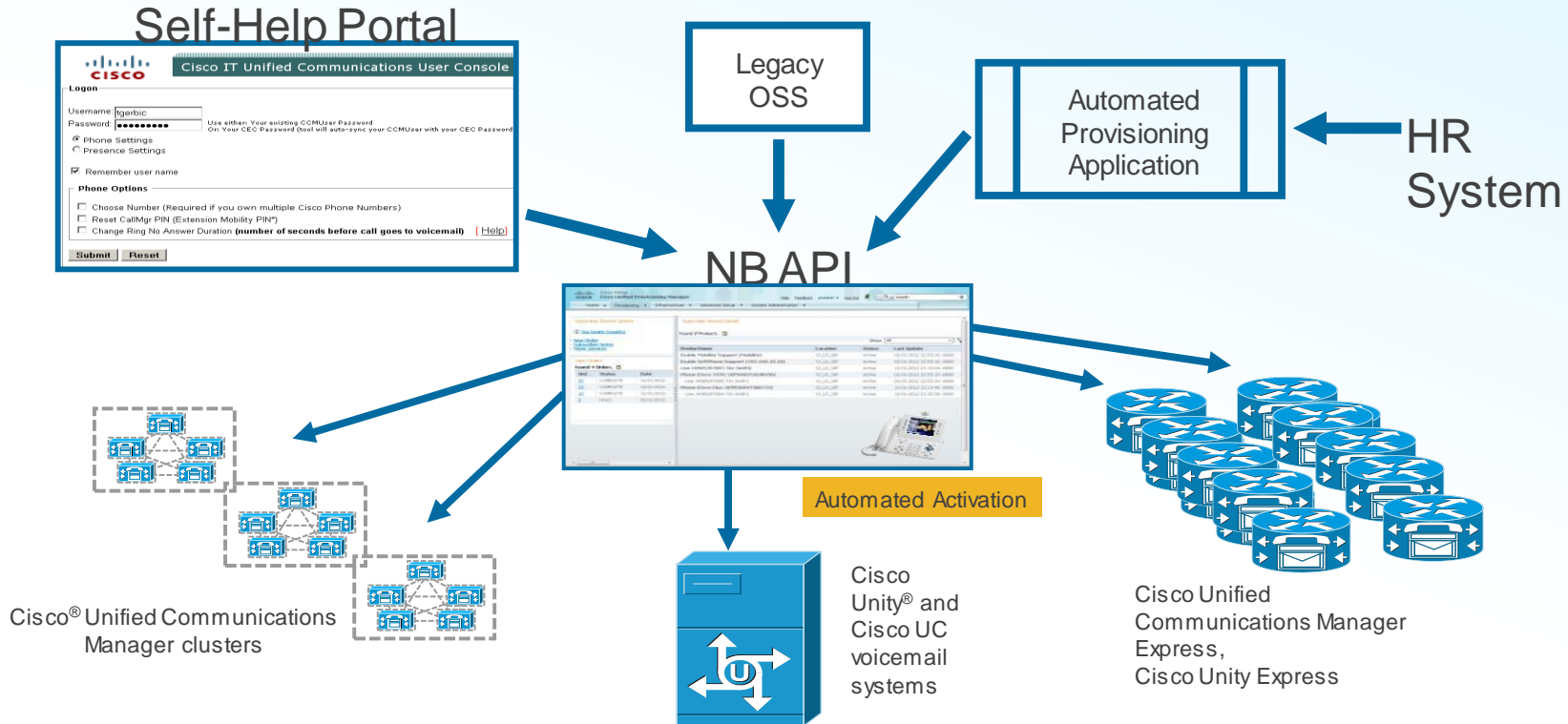
Order	Subscriber	Order Date	Admin	Product	Product Description	Type
234	spetric	22/20110200	admin	phone	bulletlog-D4ai	type-Csa-780
235	bsmch	22/20110200	nyadmin	phone	ultrablog-D4ai	type-Csa-780
236	csharp	22/20110200	stadmin	phone	ultrablog-D4ai	type-Csa-780
237	dlat	22/20110200	stadmin	phone	ultrablog-D4ai	type-Csa-780
238	dlat	22/20110200	stadmin	phone	ultrablog-D4ai	type-Csa-780



A long-exposure photograph of a city street at night. The foreground is dominated by vibrant, multi-colored light trails from moving vehicles, creating a sense of motion and energy. In the background, a modern pedestrian bridge with blue lighting spans across the street. Tall buildings with illuminated windows and signs are visible, contributing to the urban atmosphere. The overall scene is a blend of light and shadow, capturing the dynamic nature of city life.

# Administrative Settings

# Integration Examples



# Multilingual Support

## Concurrent Language Support

Subscriber Record Options

Tim Smith (tsmith)

- New Order
- Subscriber Notes
- Move Services

View Orders

There were no Orders found.

Order Entry

Select Product

Orderable Products [Step 2]

- Enable Mobility Support**  
Enables mobility for this subscriber on a Call Processor.
- Enable Presence**  
Enables presence messaging updates by enabling the
- Line on a Shared Phone**  
Add a new line to a shared phone.
- Phone**  
Adds a new phone for a subscriber.
- Phone Service**  
Adds a new phone and line.
- Remote Destination Profile**  
Add a new Remote Destination Profile for a subscriber
- Remote Destination Profile Service**  
Adds a Remote Destination Profile and line.
- Single Number Reach Service**  
Adds single number reach capability and enables mobi

Continue Previous Cancel

Sélectionner le produit [Étape 2]

Produits disponibles pour la commande

- Activer la prise en charge de la mobilité**  
Active la mobilité de cet abonné sur un serveur d'appels.
- Activer Presence**  
Active les mises à jour de Presence Messaging en activant la licence Unified Presence Server (UPS) de l'abonné sur un serveur d'appels.
- Ligne sur un téléphone partagé**  
Ajoutez une ligne à un téléphone partagé.
- Téléphone**  
Ajoute un nouveau téléphone d'un abonné.
- Service téléphonique**  
Ajoute un nouveau téléphone et une nouvelle ligne.
- Profil de destination distante**  
Ajoutez un nouveau profil de destination distante à un abonné.
- Service de profil de destination distante**  
Ajoute une ligne et un profil de destination distante.
- Service à numéro d'appel unique**  
Ajoute une fonctionnalité de numéro unique d'appel et active la mobilité. Permet de configurer la ligne et un profil de destination distante.

Précédent Annuler

Produkt auswählen [Schritt 2]

Bestellbare Produkte

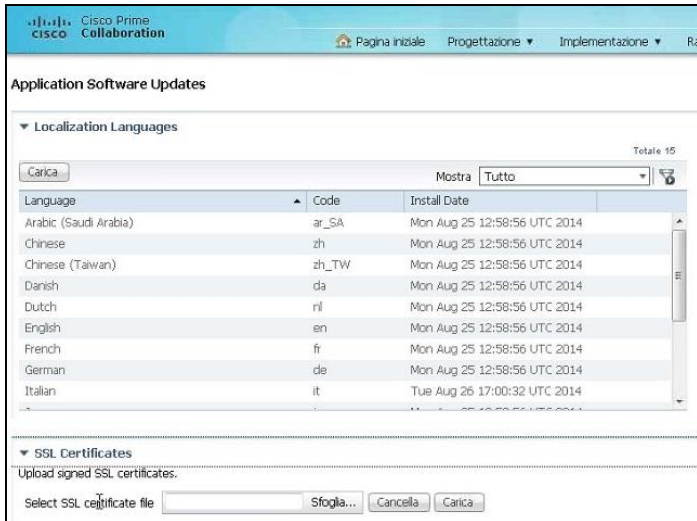
- Mobilitätsunterstützung aktivieren**  
Aktiviert Mobilität für diesen Teilnehmer auf einem Anrufprozessor.
- Presence aktivieren**  
Aktiviert Updates für Presence-Messaging durch Aktivieren der Unified Presence Server (UPS)-Lizenz auf einem Anrufprozessor.
- Leitung auf einem gemeinsam verwendeten Telefon**  
Eine neue Leitung zu einem gemeinsam verwendeten Telefon hinzufügen.
- Telefon**  
Fügt ein neues Telefon für einen Teilnehmer hinzu.
- Telefondienst**  
Fügt ein neues Telefon und eine neue Leitung hinzu.
- Remote-Ziel-Profil**  
Ein neues Remote-Ziel-Profil für einen Teilnehmer hinzufügen.
- Remote-Ziel-Profil Dienst**  
Fügt ein Remote-Ziel-Profil und eine Leitung hinzu.
- Dienst Erreichbarkeit unter einer Telefonnummer**  
Fügt die Funktion Erreichbarkeit unter einer Telefonnummer hinzu und aktiviert Mobilität. Ermöglicht die Konfiguration eines Remote-Ziel-Profiles und einer Leitung.



Name: **CCM803-CiscoUnifiedCM**  
Gerätename: **CCM803**  
Zugewiesener CUP-Name: **Keine**  
IP-Adresse: **10.77.208.23**  
Typ: **Unified CM**  
Version: **8.0(3)**  
Geräteprotokoll: **HTTPS**  
LDAP-Verzeichnisintegration: **Keine**  
Benutzername: **CCMAdministrator**  
Kennwort: **\*\*\*\*\***  
**Anschlussmobilitätdetails** (falls verfügbar)  
Dienstname:

# Localisation

- Render on the fly language allows multiple users to see provisioning UIs with different languages
- Allows delegation to local language administrators
- Language updates or new support can be loaded by a provisioning administrator



Language	Provisioning
Arabic (Saudi Arabia) <small>(Pending final testing)</small>	
English	
Chinese (Simple)	
Chinese (Taiwan)	
Danish	
Dutch	
French ( <u>European</u> or Canada)	
German	
Italian	
Japanese	
Korean	
Polish	
Portuguese	
Russian	
Spanish (European or Latin Am)	
Swedish	
Turkish	

A nighttime photograph of a city street. In the background, there are modern buildings with lit windows and a pedestrian bridge with blue lighting. The middle ground shows a road with traffic lights and light trails from cars. The foreground is dominated by long, curved light trails in yellow, orange, and red, suggesting motion or data flow.

# Cisco Prime Collaboration Assurance

Assure the Cisco Collaboration deployments

Cisco *live!*

# Assuring Collaboration Network: Challenges

## Reliability

- Ensuring services availability 24/7

## Complexity

- Limited IT staff
- Vast number of network components
- New technologies every year

## Quality

- Changing network & configurations
- Multiple types of endpoints & services

Unified  
Communications



# Prime Collaboration Assurance

Ensure high service availability and service quality

*Timely alerted Trunk down enabled us to proactively work with service provider and fix it before end-users complains about not able to make external calls*  
– Steve, Voice Engineer, Booking.com

## Complete Service Assurance

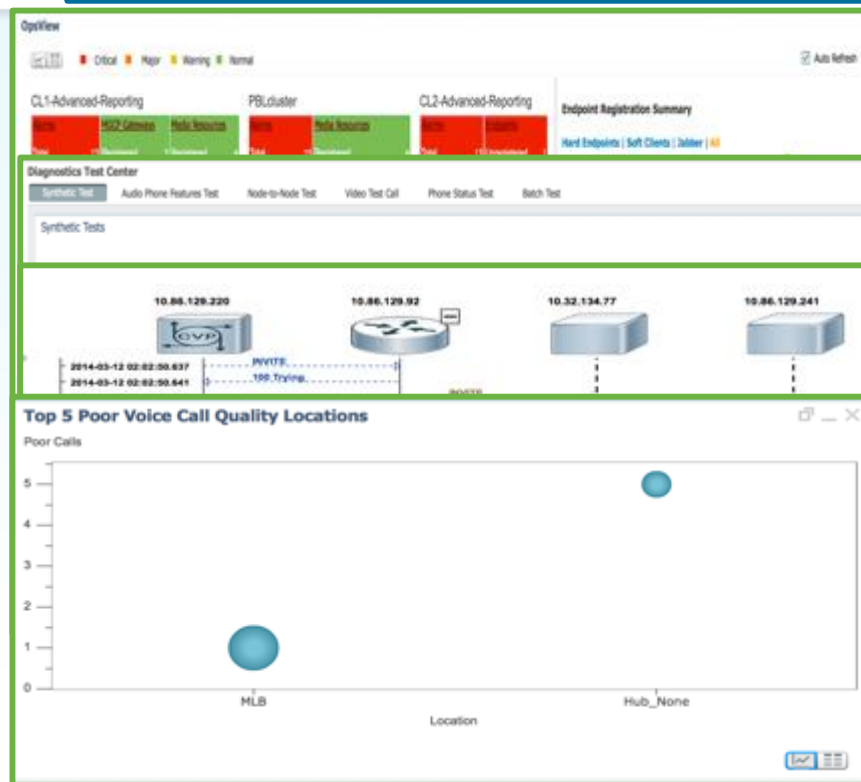
- Single pane to monitor Unified Communications, Gateways, Trunks, TelePresence and Unified Commuting System.
- Reduces recovery time with intelligent root-cause correlation.

## Optimise IT Operations and Resources

- Proactive service availability and WAN performance monitoring.
- Significantly reduces problem isolation time

## Greater End-User Satisfaction

- Service quality problems can be isolated before users are affected





# Cisco Prime Collaboration Assurance

## Detailed Features

### Full Network View

- Endpoints, servers, and infrastructure
- Cluster-level groupings and deployment topology view
- Contact centre enterprise topology

### Cluster Specific Dashboards

- View Cluster Specific Dashboards including Call Processor Health Summary, Alarms, Registered Devices and other key KPIs

### Synthetic Testing

- Run both real-time and scheduled tests.
- Check for dial tone, registration, and end-to-end communication.
- Test links with IP SLA to isolate jitter and packet loss.
- Post-roll out tests to verify phone features are working.
- Trace and analyse call path to determine which devices are causing call failures

A screenshot of the Cisco Prime Collaboration Assurance interface showing a 'Call Processor Health Summary' table. The table has columns for Name, IP Address, SIP Version, SIP Version Comparison, H323 Version Comparison, SIP Trunk Comparison, and SIP Trunk Comparison. The table contains several rows of data, each representing a different call processor or endpoint. The status of each row is indicated by a green bar (OK) or a red bar (Error).

Name	IP Address	SIP Version	SIP Version Comparison	H323 Version Comparison	SIP Trunk Comparison	SIP Trunk Comparison
CallProcessor-NDM-01	10.10.10.1	2.0.0.0	OK	OK	OK	OK
CallProcessor-NDM-02	10.10.10.2	2.0.0.0	OK	OK	OK	OK
CallProcessor-NDM-03	10.10.10.3	2.0.0.0	OK	OK	OK	OK
CallProcessor-NDM-04	10.10.10.4	2.0.0.0	OK	OK	OK	OK
CallProcessor-NDM-05	10.10.10.5	2.0.0.0	OK	OK	OK	OK

# Cisco Prime Collaboration Assurance

## Video Assurance features

### End-to-End Monitoring

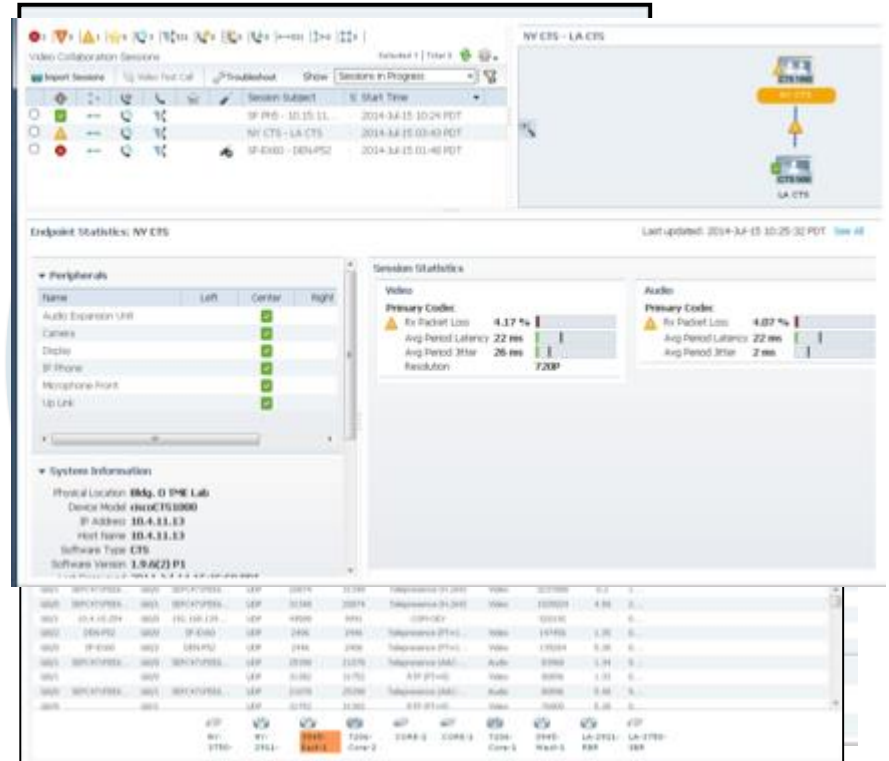
- View all sessions – scheduled, completed, or in progress.
- See each end point details

### Real-Time Diagnostics

- Conduct Path Trace to view CPU, memory, and interface statistics to locate bottlenecks in the network.
- Conduct Path Assessment to reveal potential configuration issues
- View traffic flows to see if other traffic is present

### Video Test Call

- Ensure end-to-end service experience using “Video Test” call ahead of important upcoming meeting



# Cisco Prime Collaboration Assurance

## Contact Centre Assurance - Features

*Robust monitoring and diagnostics application that helps network operators reduce Unified Contact Centre Enterprise downtime*

### Network View

- Real-time view of Contact Centre Infrastructure at site level
- Act on faults using the Device 360° View

### Intelligent Event Management

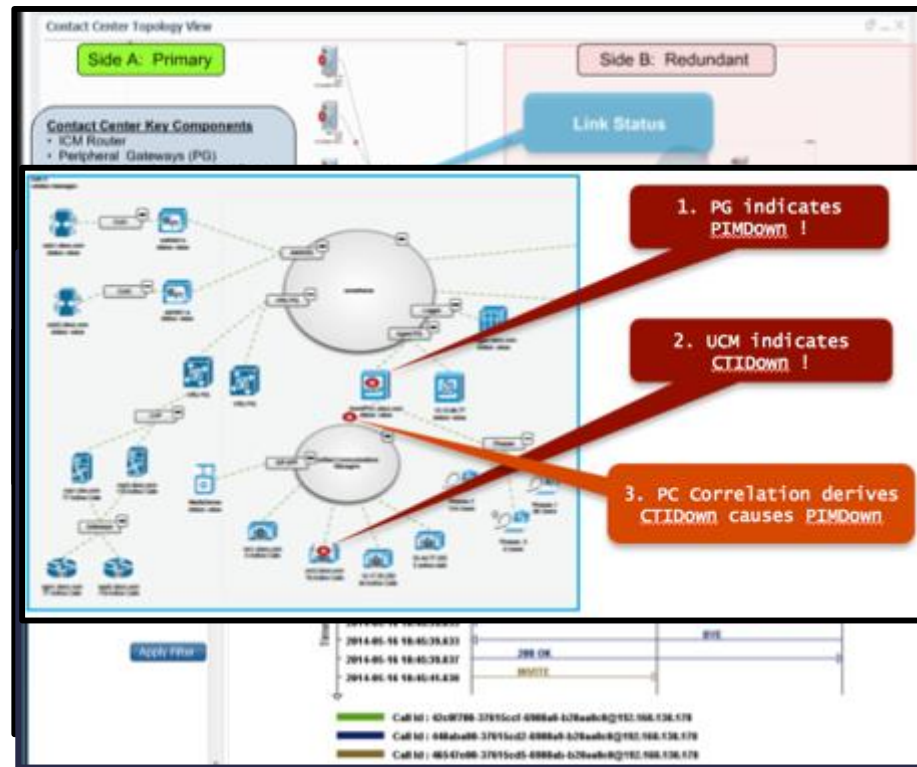
Built-in correlation rules isolate and highlight *root-cause* alarm from the symptoms.

### Performance

Detect and address performance issues with a view of critical performance metrics

### Call Path Analyser

Identify devices causing call failures using a graphic depiction of detailed call log information

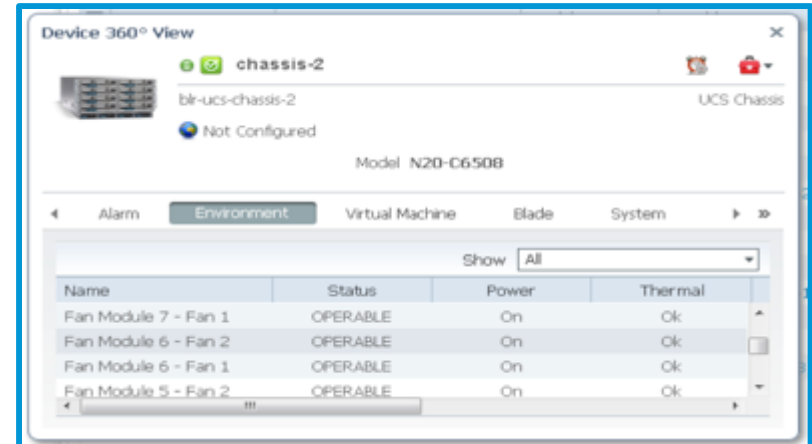
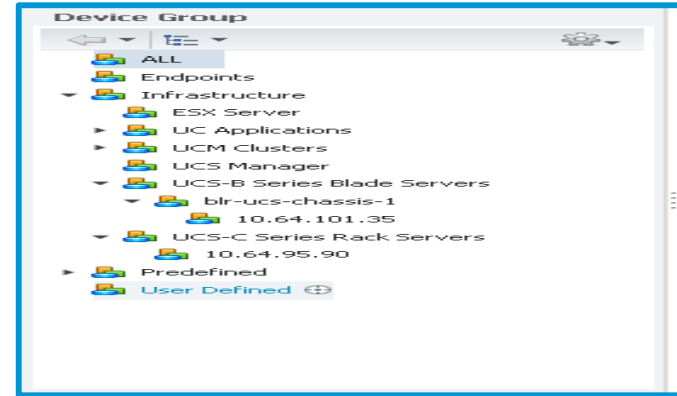


# Cisco Prime Collaboration 10.5.1

## New features (Advanced)

### UCS Hardware Monitoring [Advanced]

- Auto-discover\* VM, UCS Chassis and UCS blade using ESX Server, UCS Manager and vCenter as respective seed devices
- ESX Server – **5.x and above**
  - UCS C Series Rack Server or B-Series Blade Server managed as ESX host
  - Monitor CPU, Physical Memory and data store utilisation
  - Monitor Environment component (Fan, Power Supply and Temp Sensor)
  - 360 View
- UCS Manager – **2.x and above**
  - Monitor hardware component (Fan and Powersupply) for each UCS Chassis
  - Monitor key UCS Manager SNMP traps.
  - 360 view
- vCenter Server - **5.x and above**
  - Monitor key vCenter SNMP traps.
  - 360 view



# Cisco Prime Collaboration Assurance 10.6

## Simplified Cluster Monitoring and Diagnostics

The screenshot displays the Cisco Prime Collaboration Assurance 10.6 interface for a cluster named BLR-CUCM9.0. The interface is divided into several sections:

- Cluster Overview:** Shows the cluster name (BLR-CUCM9.0) and navigation tabs: Summary, Endpoint By Device Pool, Topology, Connected Devices, Performance, Route Pattern Summary, and Device Search.
- Topology View:** Displays a network topology diagram with various controls like Actual Size, Fit to Screen, Zoom In, Zoom Out, Circular Layout, Show Host Name, and Show devices with alarms.
- Endpoint By Device Pool:** A table showing the distribution of endpoints across different device pools. It includes columns for Name, SRST Reference, Total, and SQ Issues (Endpoints and Events).

Name	SRST Reference	Total	Endpoints				SQ Issues	
			IP	SRST	Other	Unknown	Endpoints	Events
PubSub	-	30	1	0	0	29	0	0
Default	-	11	0	0	0	11	0	0
SubPub	-	4	0	1	0	3	0	0

# Cisco Prime Collaboration Assurance 10.6

## Expressway core/edge support

The screenshot displays the Cisco Prime Collaboration Assurance 10.6 web interface. The top navigation bar includes options like 'Auto Discovery', 'Add Device', 'Update Inventory', 'Discovery Jobs', 'Import', and 'Export'. The main content area is titled 'Utilization Monitor' and features several tabs: 'Trunk Utilization', 'Route Group Utilization', 'Trunk Group Utilization', 'Location CAC Bandwidth Utilization', 'Conferencing Devices', 'Telepresence Endpoint', and 'License Usage'. The 'License Usage' tab is active, showing the 'Prime License Manager' and 'VCS License Usage' sections.

**Prime License Manager**

License Usage

Total 0

Show All

Status	License Type	Product	Remaining
No data available			

**VCS License Usage**

VCS Licenses

Total 4

Cluster	Traversal Usage	Non Traversal Usage	Collab-Edge Peak # Ca
bob-vcs-clust1.eta.com	0.0%	0.0%	NA
10.86.80.21	0.0%	0.0%	NA
10.64.91.121	0.0%	0.0%	NA
10.47.8.209	2.67%	4.28%	NA

# Cisco Prime Collaboration Assurance 10.6

## Track Key Shared Resources Usage

The screenshot displays the Utilization Monitor interface in Cisco Prime Collaboration Assurance 10.6. The interface is divided into several sections, with the 'Conferencing Devices' section highlighted. The 'Location CAC Bandwidth Utilization' section is also visible above it.

**Utilization Monitor**  
Trunk Utilization | Route Group Utilization | Trunk Group Utilization | Location CAC Bandwidth Utilization | Conferencing Devices | Telepresence Endpoint | License Usage

**Location CAC Bandwidth**

**Utilization Monitor**  
Trunk Utilization | Route Group Utilization | Trunk Group Utilization | Location CAC Bandwidth Utilization | Conferencing Devices | Telepresence Endpoint | License Usage

**Conferencing Devices**

Total 7

Show All

Status	Name	Type	IP Address	Video Ports/Screen License Utilization	Audio Ports Used	Master Conductor
✓	10.78.22.89	MCU	10.78.22.89	0 of 6 (0%)	0 of 6	
✓	parc-fwsm-1.cisco.com	MCU	10.86.80.102	0 of 12 (0%)	0 of 12	
✓	parc-lnx-x335-7.cisco.com	MCU	10.86.80.17	0 of 6 (0%)	0 of 6	
✓	172.23.223.82	MCU Master	172.23.223.82	0 of 15 (0%)	0 of 15	
✓	parc-nq-nv-1.cisco.com	MCU	10.86.80.101	0 of 12 (0%)	0 of 12	
✓	172.23.223.80	MSE Supervisor	172.23.223.80	Not Applicable	Not Applicable	
✓	172.23.223.81	TPS Master	172.23.223.81	0 of 12 (0%)	0 of 10	

# Cisco Prime Collaboration Assurance 10.6

## Proactively Troubleshoot Availability and Performance

The screenshot displays the Cisco Prime Collaboration Assurance 10.6 Diagnostics Test Center interface. It features a top navigation bar with tabs for Synthetic Test, Audio Phone Features Test, Node-to-Node Test, Video Test Call, Phone Status Test, and Batch Test. The main content area is divided into two sections: Synthetic Tests and Node-to-Node Tests. The Node-to-Node Tests section shows a table of test results and a trend chart for a specific test.

**Node-to-Node Tests Table:**

<input type="checkbox"/>	Test Name	Source	Destination	Operation	Details	Status
<input checked="" type="checkbox"/>	udp-import2-43-57	10.78.22.66	10.64.101.216	UDP Echo	60 min - 00:00 to 23:00 - all days	Running
<input type="checkbox"/>	udp-import2-42-57	10.64.95.161				
<input type="checkbox"/>	udp-import2-33-57	10.64.95.194				
<input type="checkbox"/>	udp-import2-32-57	10.64.95.194				
<input type="checkbox"/>	udp-import2-29-57	10.64.95.186				
<input type="checkbox"/>	udp-import2-27-57	10.64.95.133				
<input type="checkbox"/>	udp-import2-26-57	10.64.95.131				
<input type="checkbox"/>	udp-import2-25-57	10.64.95.130				
<input type="checkbox"/>	udp-import2-23-57	h323-sip-gw2.cisco.com				

**Node-to-Node Test Trend Chart:**

The chart displays the test trend for the selected test. The Y-axis represents Milliseconds (0 to 100) and the X-axis represents Time (00:00 6 Jan to 00:00 11 Jan). The chart shows a flat line at 0 milliseconds, indicating no data points are currently visible.

**URL:** <https://10.77.93.68/iptm/IPSAGraphAction.do?DeviceNames=10.78.22.66&RecordName=UDP Echo&StudyName=udp-import2-43-57>



# Cisco Prime Collaboration Assurance 10.6

On-Demand Log Collection for quicker device issues troubleshooting

The screenshot displays the Cisco Prime Collaboration Assurance 10.6 Log Collection Center interface. A modal dialog box titled "Set Trace Level To Devices" is open, showing a list of components and their current trace levels. The "Device Type" is set to "Communications Manager". The "Show" filter is set to "All".

Component Name	Trace Level
Cisco AMC Service	No Change
Cisco AXL Web Service	No Change
Cisco Audit Event Service	No Change
Cisco Bulk Provisioning Service	No Change
Cisco CAR Scheduler	No Change
Cisco CAR Web Service	No Change
Cisco CCM DBL Web Library	No Change
Cisco CCM NCS Web Library	No Change
Cisco CCM PD Web Service	No Change
Cisco CCMAdmin Web Service	No Change
Cisco CCMRealM Web Service	No Change

The background interface shows the "Log Collection Center" with a "Devices" table and a "Log Collection Jobs" section. The "Devices" table has columns for "Host Name", "Connectivity Status", and "TimeZone". The "Log Collection Jobs" section shows a table with columns for "Job Name" and "Job Start Time".

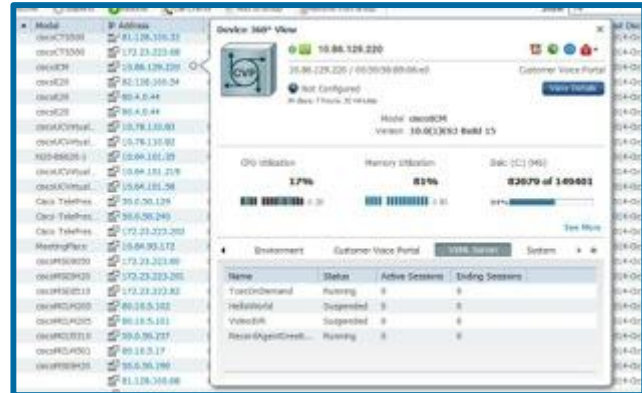
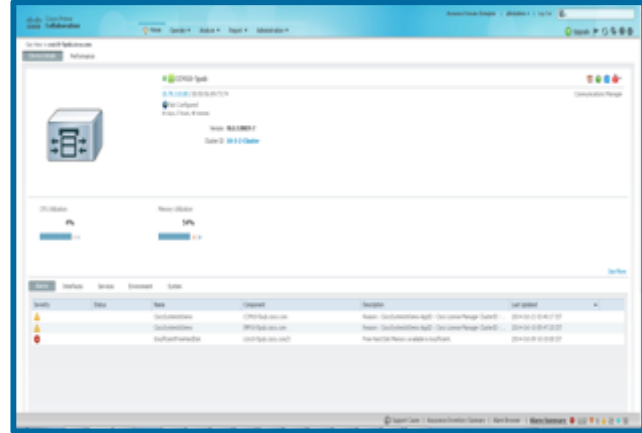
# Cisco Prime Collaboration Assurance 10.6

## New Key Features and Benefits

### More Secure - Restricted Root Access

### Miscellaneous [Advanced]

- Maximised 360 view
- CVP VXML Usage Monitoring [ [Contact Centre Assurance](#) ]
- Monitor CDR incoming rate
- NAM Scale



# Cisco Prime Collaboration Assurance 10.6

## Service to UCS hardware Correlation Use case

Four new correlation rules **VMDown**, **ESXHostDown**, **UCSChassisDown** and **NetworkDown** are added to correlate Service and UCS faults into 1 single root cause

E.g: On a UCS chassis, a Communications Manager and a Customer Voice Portal are hosted on a UCS Blade-1. Another set of Communications Manager and a Customer Voice Portal Application are hosted on a UCS-Blade-2.



When entire UCS Chassis goes down, Prime Collaboration raises 13 events

- 2 **Unresponsive** on both CUCM (based on ICMP Polling)
- 2 **Unresponsive** on both CVP (based on ICMP Polling)
- 4 **VMDown** on all the four VMs.
- 2 **BladeDown (HostConnectionFailure)** from Vcenter
- 2 **Unresponsive** for ESX
- ChassisDown** (based on trap from UCSM)

These events **correlated** to form a single root cause Alarm – **UCSChassisDown**.

# Cisco Prime Collaboration Assurance 10.6

## Call Signalling Analyser – Troubleshooting Workflow

Collection, analysis of trace files from multiple components in a UC Contact Centre Enterprise solution is a non-trivial, time consuming task. It impacts resolution time of customer reported problem

Collect device(s) Log on-demand or import already collected ones

Filter the call leg of interested to troubleshoot

Select the call leg and see call ladder diagram

Trace the SIP message failed to connect the call and get its detail

Browse detailed log for further information

The screenshot displays the 'Call Signalling Analyser' interface. At the top, there are options to 'Select a device(s)' and 'Step 2: Filter'. A table lists log files with columns for 'File Name', 'Size', 'Description', and 'Time'. Below this is a table of call legs with columns for 'Status', 'Sender', 'Receiver', 'Call ID', 'QoS', 'Calling Number', 'Called Number', 'Initial Message', 'Total Message', 'Start Time (UTC)', and 'End Time (UTC)'. A 'Call Ladder Diagram' is visible, showing a sequence of SIP messages between components. A 'Call Details' window is open, showing the details of a specific call leg, including the SIP message content.

el!

# Cisco Prime Collaboration Assurance 10.6

## Voice Call Quality – Troubleshooting Workflow

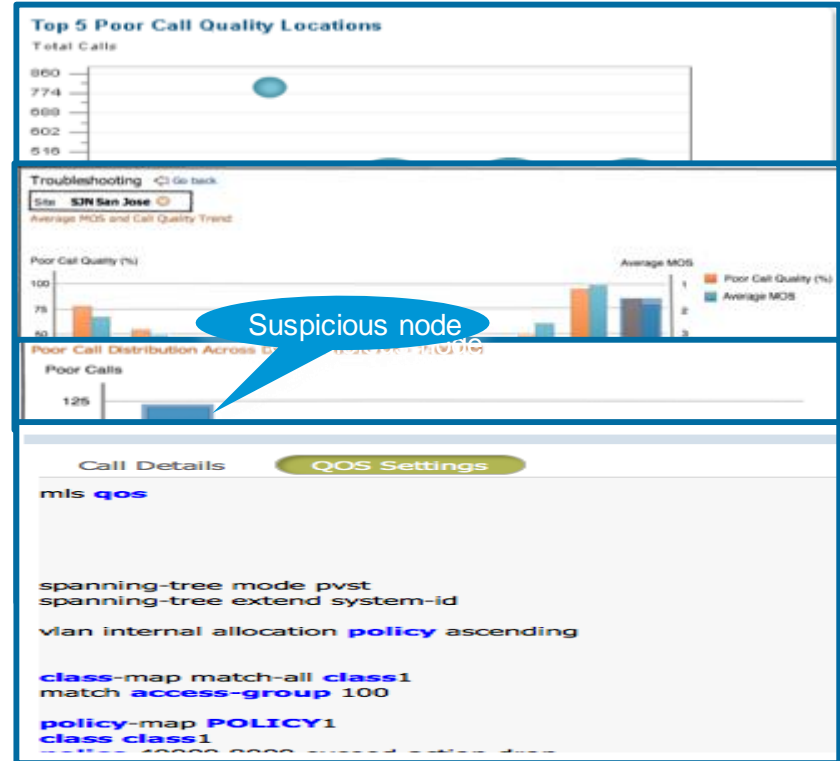
Service quality degradation: Locate and troubleshoot to identify the problem area easily

Identifies the top N poor service quality locations

Integrated best practices flow helps identify service degradation trend at a site

Drill down to network node contributing to service quality issue

QoS Settings helps to locate configuration mismatch causing service quality degradation



# Cisco Prime Collaboration Assurance 10.6

## Video Call Quality – Troubleshooting Workflow

Service quality degradation: Locate and troubleshoot to identify the problem area easily

Identifies the Video Session experiencing quality degradation

Helps to understand the Endpoint quality stats

Start the troubleshooting to know the call path

Using path assessment tool, identify the hop causing quality degradation

The screenshot displays the Cisco Prime Collaboration Assurance 10.6 interface. The top navigation bar includes 'Video Collaboration Sessions' and 'Sessions in Progress'. A table lists sessions with columns for 'Session Subject', 'Start Time', and 'End Time'. Below this, the 'Sessions Information' section shows details for a session: 'Subject: NY CTS - LA CTS', 'Session Type: Ad Hoc', 'Structure: Point-to-Point Session', 'Blased Time: 06:05:07', 'Scheduler: Not Applicable', and 'Status: In Progress'. The 'Troubleshooting' section is active, showing a 'Path Assessment' tool. A modal window titled 'Output Policy map scan for Video Traffic' is open, displaying a 'Root Cause' and 'Recommendation' for a video call quality issue. The 'Root Cause' states: 'On GIG0 to class-map found in output policy which should have all of following recommended video traffic configurations'. The 'Recommendation' lists four items: 1. Video traffic should be assigned to UQ or QNFG. 2. Shaping should not be applied to video traffic. 3. Video traffic should not be assigned to WRED. 4. The class-map which maps video traffic should match IP traffic to DSCP 32(CM) for CTS endpoints or IPFC for C-ServiceD series endpoints. The 'Actions' section includes a link to 'Cisco Support Community'. The background shows a network topology with nodes labeled 'CORE-2' and 'CORE-1'.

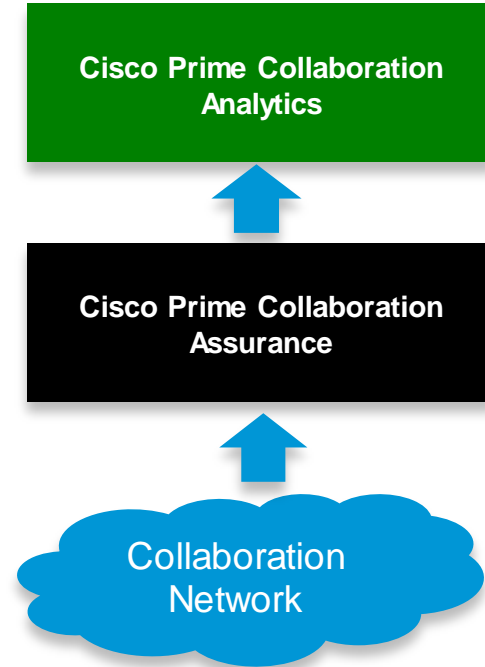
A nighttime photograph of a city street. In the foreground, there are long, curved light trails from cars, primarily in shades of yellow and orange. In the middle ground, a modern pedestrian bridge with blue lighting spans across the street. In the background, there are several tall buildings with lit windows and some flags on poles. The overall scene is illuminated by city lights, creating a vibrant urban atmosphere.

# Cisco Prime Collaboration Analytics

Optimise The Cisco Collaboration Deployments

# What is Prime Collaboration Analytics?

- UC & TelePresence customers are maturing and now looking for tools to help optimise the TCO
- Customers want to analyse
  - How end-users use the collaboration technologies
  - How to do effective capacity planning
  - What are the Collaboration traffic patterns
  - How can I distribute and optimise the network services costs
- Key users : CIOs/CEOs, IT Planners, IT Managers



Cisco *live!*



# Analysing Collaboration Network: Challenges

## Variety

- 1000's of endpoints & numerous Collaboration network components
- Varied trending and reporting needs

## Volume

- Millions of Call Detail Records
- Huge amount of Network performance data

## Velocity

- Continuous information flow
- Quick decision making based on reliable data



# Prime Collaboration Analytics

## Ensure Optimal Resource Utilisation

*Long term Trunk Group Utilisation trend helps us to ensure there is adequate capacity remaining to deal with sudden spike in Customer Call volume possibly due to natural disasters like volcano erupt.*  
– Steve, Voice Engineer, Booking.com

### Cost Savings Through Resource Optimisation

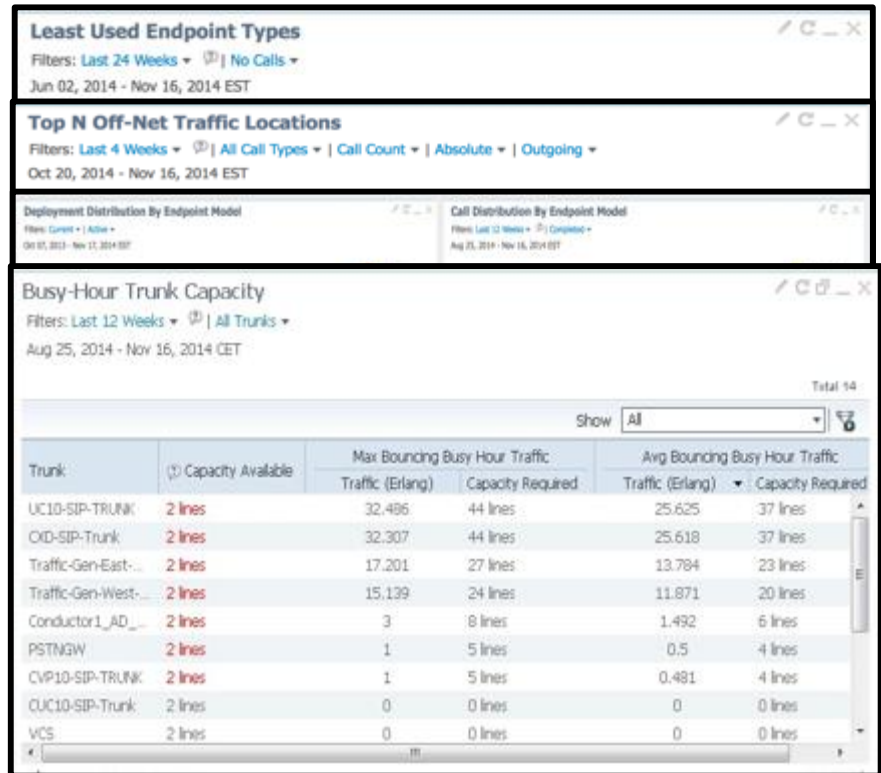
- Identifies under- and overused resources for redistribution.
- Expedites detection of off-net traffic trends for redirection on-net to reduce costs..

### Smarter Investment Decisions

- Identifies technology adoption rate to anticipate expansion needs, including heavily used (preferred) endpoint types.

### Effective Capacity Planning (forecasting Vs panic)

- Quick identification of capacity bottlenecks promotes adding capacity where its needed, improving quality of service.



CiscoLive!

# Cisco Prime Collaboration Analytics

## Features

### Technology Adoption

- Breaks down endpoints consumption/call usage by type, model

### Service Experience

- Identifies call failure trends, long-term service quality distribution and most affected endpoints

### Capacity Analysis and Asset Usage

- Tracks Trunk Busy Hour Traffic, Capacity of Conferencing (MCU), CAC location and DSP. Determines over or under used assets

### Traffic Analysis

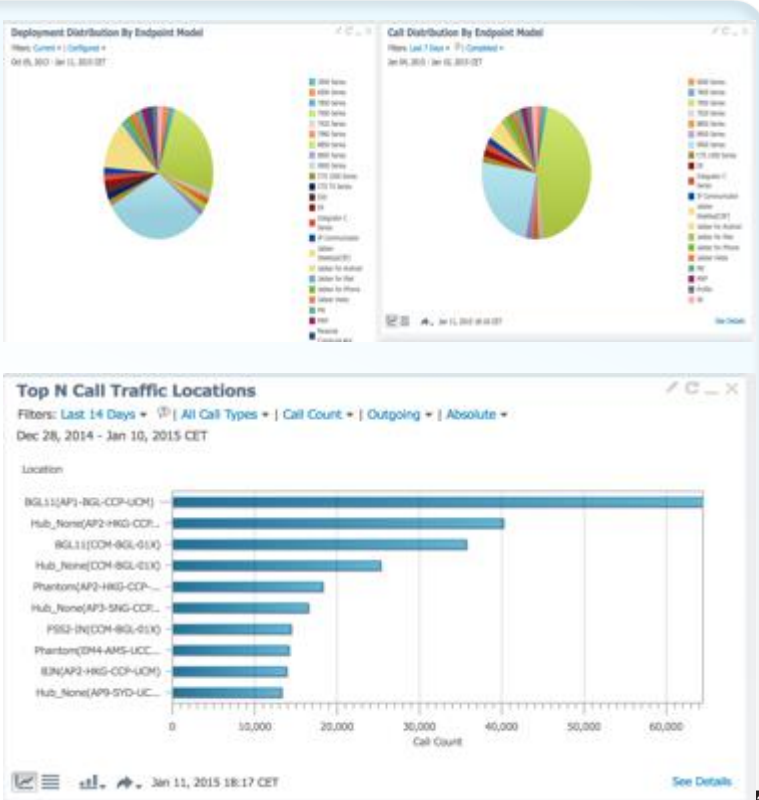
- Tracks dialed numbers, off-net calls, call traffic per location, and traffic type (external, internal, local, and more)

### UC Systems Performance

- Measures utilisation of key system resources (CPU and memory)

### Video Conferences

- Tracks Ad-hoc, scheduled, P2P, Multipoint and Multisite video conferences



# Prime Collaboration Analytics

## Reports Management

### Scheduled Reports

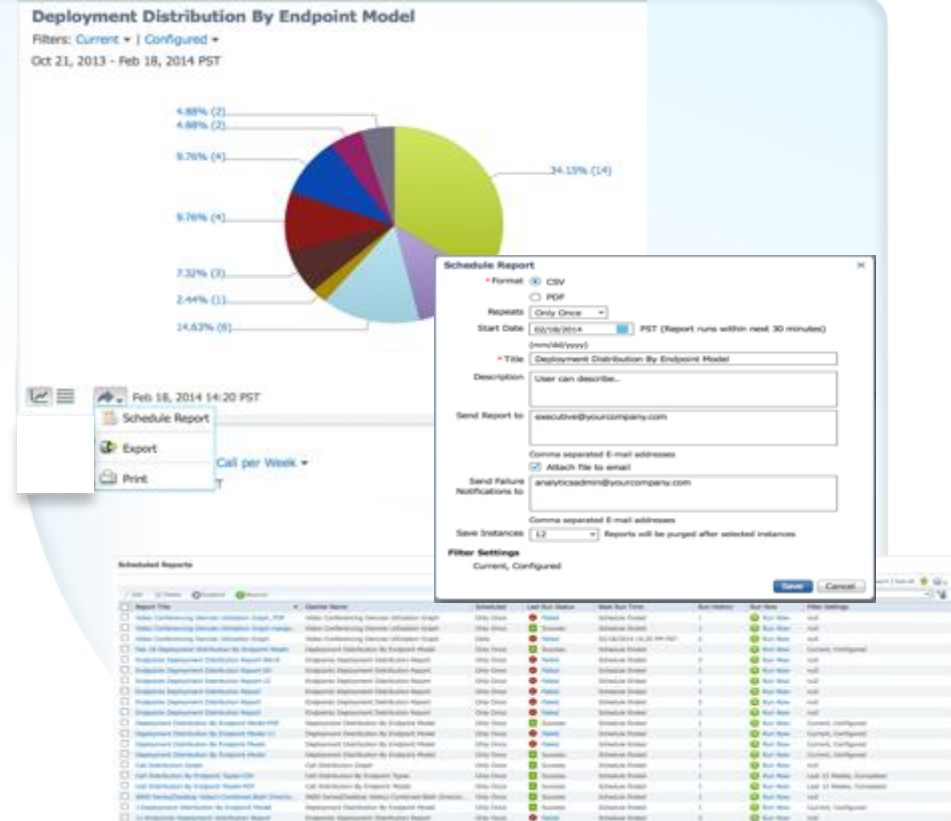
- System can automatically send the reports via email
- User can choose the day/time and frequency of the scheduled reports

### Year long intelligence

- System keeps analysed statistics data for 13 months
- Raw data stored for 30 days

### Customisation

- User can create custom reports for a variety of metrics and generate output in variety of graphical formats
- User can customise on-screen dashlets and dashboards
- Per user preference is saved



# Cisco Prime Collaboration Analytics

## Trunk Capacity planning - Workflow

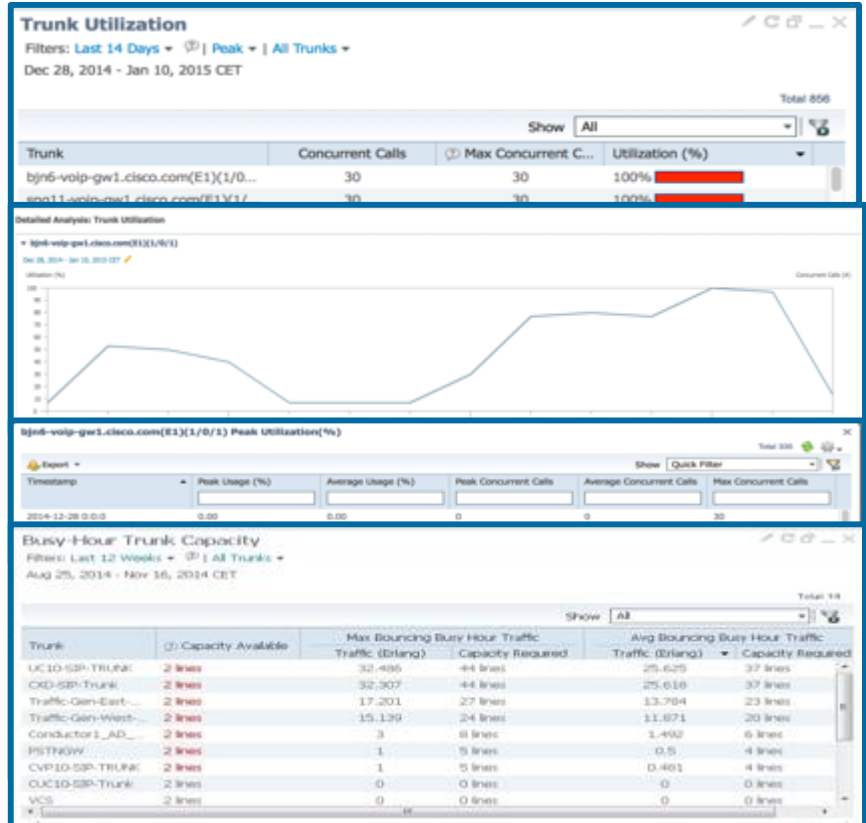
Identifies the Trunk/Route Group/Custom Trunk Group experiencing capacity bottle neck

Drill down to see the Utilisation trends for past 13 months

Export the detailed Utilisation for further analysis

Monitor the Trunk Busy Hour Traffic and Available Vs. Required capacity

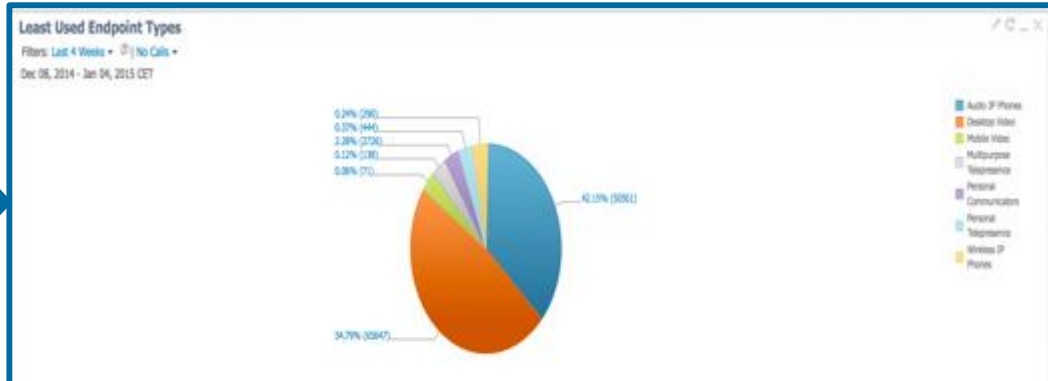
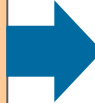
With increasing voice and video communication in my organisation, it is becoming critical for my team to understand the pattern of trunk usage and plan ahead for additional capacity to improve end-user satisfaction. – Sr. IT Manager (A large health care organisation)



# Cisco Prime Collaboration Analytics

## Asset Usage and Service Experience Use case

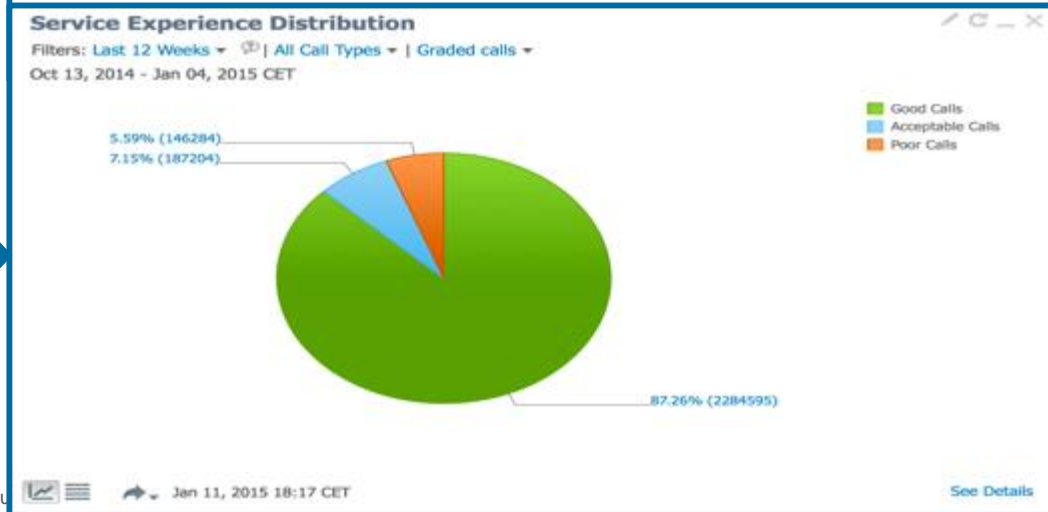
A common problem for my team is identifying which endpoints are provisioned, but are no longer in use. This issue is getting more complex as Cisco employees have multiple devices associated with their one directory number. Its becoming increasingly important for my team to gain visibility into endpoint usage. – Jim Marshal (Cisco IT)



An email from CIO:

Mr Administrator,

Its been six months since we migrated to the new Cisco IP Telephony technology. I would like to know how is our employees perceiving the new Cisco IP Phone experience. Can I get an update by tomorrow ?

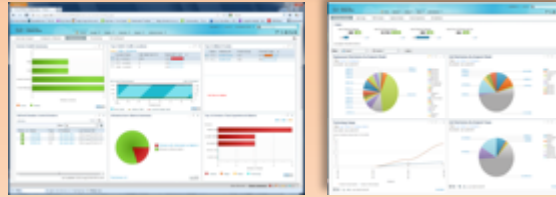




## Challenges

- Efficiently monitor large, multi-cluster, multi-site UC & Video network with 18K endpoints
- Reliably test multi-site collaboration connectivity
- Obtain immediate, actionable information about outages and service issues
- Effective capacity planning

*Jabil* is a global organisation that offers supply chain management and electronic manufacturing



### **Solution: Cisco Prime™ Collaboration (Assurance and Analytics)**

“Cisco Prime Collaboration helps us manage our UC & Video environment in multiple ways – we use Topology view to gain visibility into our UC deployment. We leverage Prime Collaboration Alerts to create tickets for faster escalations. The Trunk utilisation trends help us with better capacity planning.”

-Brent Gericke, IT Architect, Jabil

## Results

- Single management for UC & Video environment
- Extensive usage of Topology views to gain visibility into UC & video deployment
- Home dashboards and drill downs help isolate the issues faster
- 25 sites deployed and tested using Prime Collaboration remote tests
- Integrated Prime Collaboration alerts with OSS system
- Improved capacity planning using Trunk utilisation trends

# Case Study: Managing a Massive Voice & Video Infrastructure with Cisco Prime Collaboration @ Cisco IT

- **Challenges**

1. Efficiently monitor large multi cluster global UC network with 150K phones – 24X7.
2. Consolidate and centralise UC management tools.
3. Obtain immediate, actionable information about outages, including impact to endpoints.

- **Solution** – Cisco Prime Collaboration Assurance

“ We can now see voice events when they happen with visibility into the network fabric, customisable views and all the fault details we need, right at our fingertips” – *David Neustedter, Architect, Cisco IT*

- **Results**

- Increased QoS through synthetic testing without service disruption
- Quickly troubleshoot call issues and minimise end user impact
- Detect hardware and peripheral related issues that need to be fixed or replaced



A nighttime photograph of a city street. In the foreground, there are long, curved light trails from cars, primarily in shades of yellow and orange. In the middle ground, a modern pedestrian bridge with a glass railing spans across the street. The background features several tall buildings with lit windows and some streetlights. The overall scene is illuminated by city lights, creating a vibrant urban atmosphere.

# Cisco Prime Collaboration Takeaways and References

# Cisco Prime Collaboration

## Summary

### Speed deployments and reduce the time to do adds moves and changes

- Accelerate provisioning and delegate user MACD administration with control

### Monitor and Test the Entire Voice and Video Network from a Single Product

- Reduce complexity and costs

### Proactively Identify and Resolve Network Problems

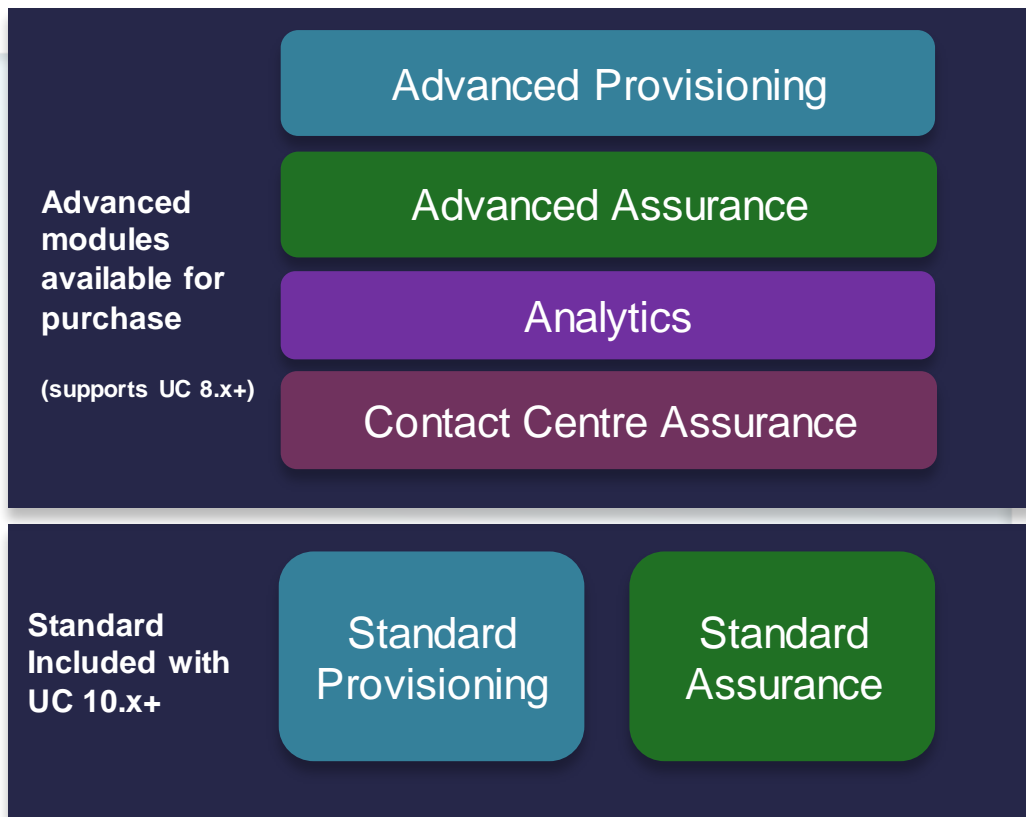
- Maintain the highest quality of service possible
- Minimise effect on services and end users

### Analytics

- Track resource and application usage over time to audit the deployment and plan for change optimally
- Identify service-affecting and user trends before they affect the user experience or the business

# Packaging – Standard and Advanced

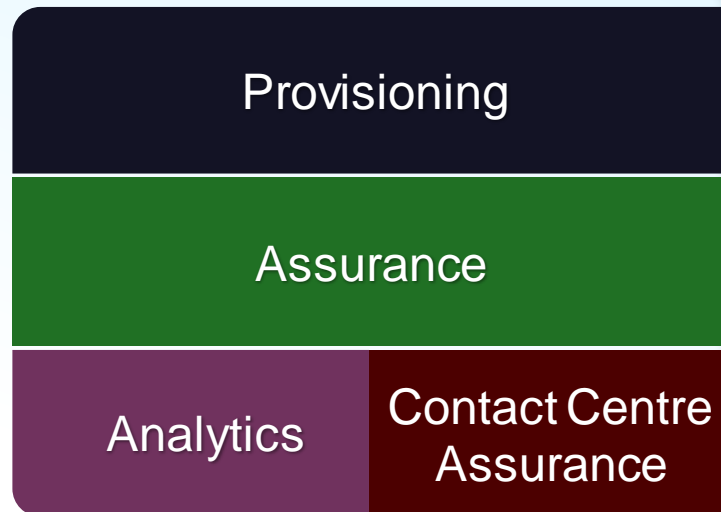
- Cisco Prime™ Collaboration Standard is included with all Cisco® 10.x Unified Workspace and User Connect Licensing and Advanced is available for purchase.
- **Standard**
  - Supports a single cluster
  - Enables provisioning of all voice and video services
  - Provides fault monitoring with basic statistics across voice and video
- **Advanced**
  - Standard features with support for CUCM 8.x through 10.x
  - Multi-cluster scale with additional automation
  - Deeper diagnostic capabilities, and Analytics



# Cisco Prime Collaboration Advanced

## Ordering Information

- Pricing is based on endpoint type and quantity or concurrent agent count.
- Licenses are stackable for later additions.
- Cisco SoftWare Support Services (SWSS) is required and includes major and minor upgrades and patches.



Note: Assurance is a pre-requisite of Analytics and Contact Centre Assurance

# Services

## Technical Training

Professional VODs that show how to install and deploy:

[http://www.cisco.com/web/learning/le31/le46/nmtg\\_training/webpages/Prime\\_Training\\_Prod\\_PCollab.html](http://www.cisco.com/web/learning/le31/le46/nmtg_training/webpages/Prime_Training_Prod_PCollab.html)

Instructor Led Training available through Applied Concepts:

<http://www.applied-concepts.net/>

## Implementation Services

Basic and Advanced services packages are available.

## Support

We offer 24-hour worldwide support.



# Advanced Services

## Prime Collaboration Service Offerings

The Software Integration and Orchestration (SIO) CoE offers services around NMS and the Cisco Prime Collaboration application.

These services include:

- **Solution Plan and Build** (also know as PDI – Plan Design Implement)
- **AS Fixed Price Offerings**
- **Application Optimisation and Integration** (Post Implementation)
- **OSS Optimisation** (Day 2 Services)

For more information on these services please reach out to your local Account or Sales team

# For More Information

## > Cisco Prime™ Collaboration Website

<http://www.cisco.com/go/primecollaboration>

## > Cisco Collaboration Community

<https://communities.cisco.com/community/technology/collaboration?view=overview>

## > Cisco® TAC Prime Collaboration Support Forum

<https://supportforums.cisco.com/community/netpro/collaboration-voice-video/pcm>



# For More Information – Additional Resources

## > Partner Resources

<http://www.cisco.com/en/US/partner/products/ps12363/index.html>

## > Demo: Prime Collaboration on dCloud

<https://communities.cisco.com/community/partner/collaboration/contactcenter/projects/customer-collaboration-demo-portal?view=overview>

## > Product Team Mailer

[ask-primecollab@cisco.com](mailto:ask-primecollab@cisco.com)





# Cisco Prime for IT - Demo Series

Prime Demo Series

Open to Customers, Partners and Cisco People

	Every Week*	Prime Demo Series Topic	Same Time	Same Place
Americas Edition	Every Tuesday	Cisco Prime Collaboration	11:00 AM PST San Jose Time (90 Min)	<a href="http://bit.ly/PrimeDemo">bit.ly/PrimeDemo</a>  No Registration Required
	Every Wednesday	Cisco Prime NAM & NGA		
	Every Thursday	Cisco Prime Infrastructure		
	<b>* Exceptions: No sessions on US Public Holidays and Cisco Shutdown</b>			
APJC Edition	Every Tuesday	Cisco Prime Collaboration	12:00 PM Singapore Time (90 Min)	<a href="http://bit.ly/PrimeDemo-APJC">bit.ly/PrimeDemo-APJC</a>  No Registration Required
	Every Thursday	Cisco Prime Infrastructure		
	<b>* Exceptions: No sessions on Indian Public Holidays and Cisco Shutdown</b>			
	<b>* Exceptions: No sessions on Indian Public Holidays and Cisco Shutdown</b>			
EMEAR Edition	Every Tuesday	Cisco Prime Collaboration	10:30 AM CET Paris, Berlin (90 Min)	<a href="http://bit.ly/PrimeDemo-EMEAR">bit.ly/PrimeDemo-EMEAR</a>  No Registration Required
	Every Thursday	Cisco Prime Infrastructure		
	<b>* Exceptions: No sessions on Belgium/France Public Holidays and Cisco Shutdown</b>			
	<b>* Exceptions: No sessions on Belgium/France Public Holidays and Cisco Shutdown</b>			

Software Trial Downloads | VoDs | Product Info | Etc.

[www.cisco.com/go/prime-demo](http://www.cisco.com/go/prime-demo)



Q & A

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Thank you.

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