

Migrating to Webex Calling

cisco Live !

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Session ID: BRKCOL-2530

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 14 November 2025.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-2530>

Agenda

01 Thoughts about “Migrations”

02 Migration Journey

03 Connect to the Cloud

Readiness

Discovery

Design/Planning

04 Move at Your Own Pace

Interworking w/ Unified CM

Migration Considerations

Phased Migrations

05 Migration Support



Do not edit
How to change the
design

What is your experience with migrations to Webex Calling?

① The Slido app must be installed on every computer you're presenting from

slido

Thoughts about “Migrations”

Typical Project Lifecycle (PPDIO)

- Prepare

- Assess current environment
- Collect detailed data on users, devices, network, and dependencies
- Identify risks and defined project scope
- Define business and technical requirement

- Plan

- Develop migration strategy
- Create high-level plan

- Design

- Develop target architecture
- Plan data migration
- Plan coexistence
- Validate design

- Implement

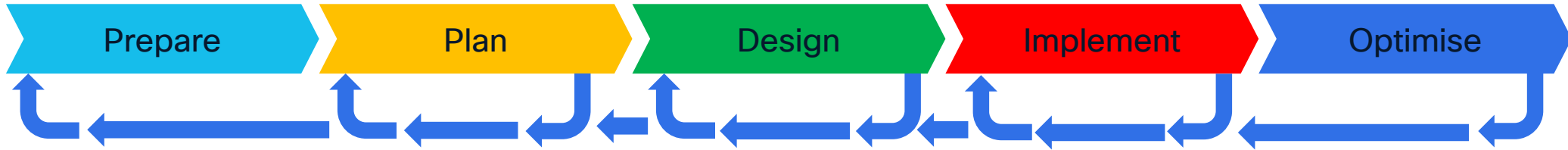
- Set up Webex Calling
- Procure Licenses/Services
- Train the team
- Prepare endpoints
- Pilot migration
- Migrate users/devices

- Optimise

- Implement Enhancements
- Promote adoption
- Decommission Unified CM



Project Phases – Feedback Loop

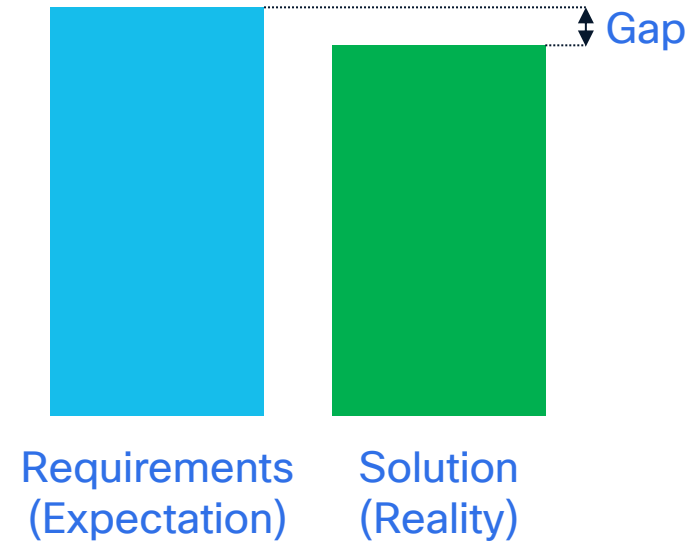


- “Optimise” to “Prepare” is not the only feedback
- Findings each phase can change assumptions from earlier phases
- Iterative process
- Not strictly sequential

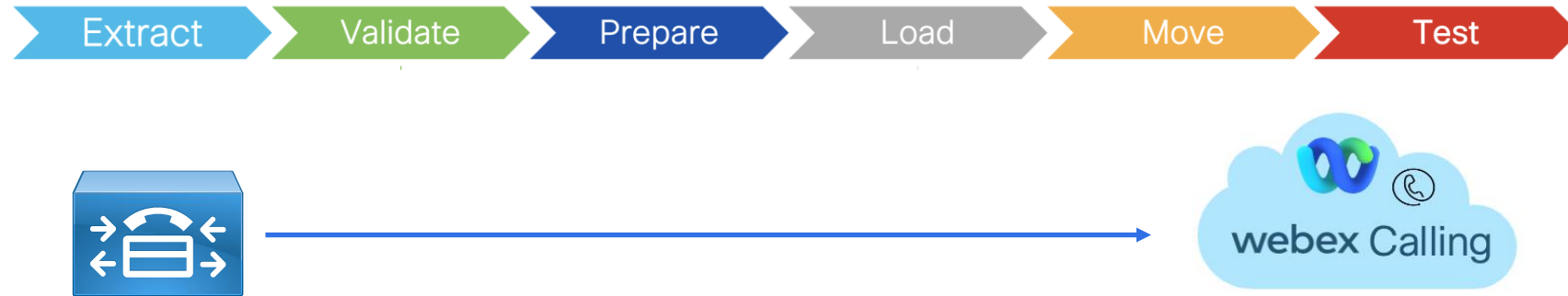
Designing is a (lossy) Function

Expectation vs. Reality

- Creative process requiring understanding of
 - (business) requirements
 - Capabilities of target solution
- Designing: process that maps requirements to a design leading to an implementation
 - Considers capabilities of the target solution
 - Trying to meet as many requirements as possible
- “lossy” b/c
 - Some requirements typically cannot be met
 - ... or require workarounds
- Typically, there is a (small) gap between expectations and delivered functionality



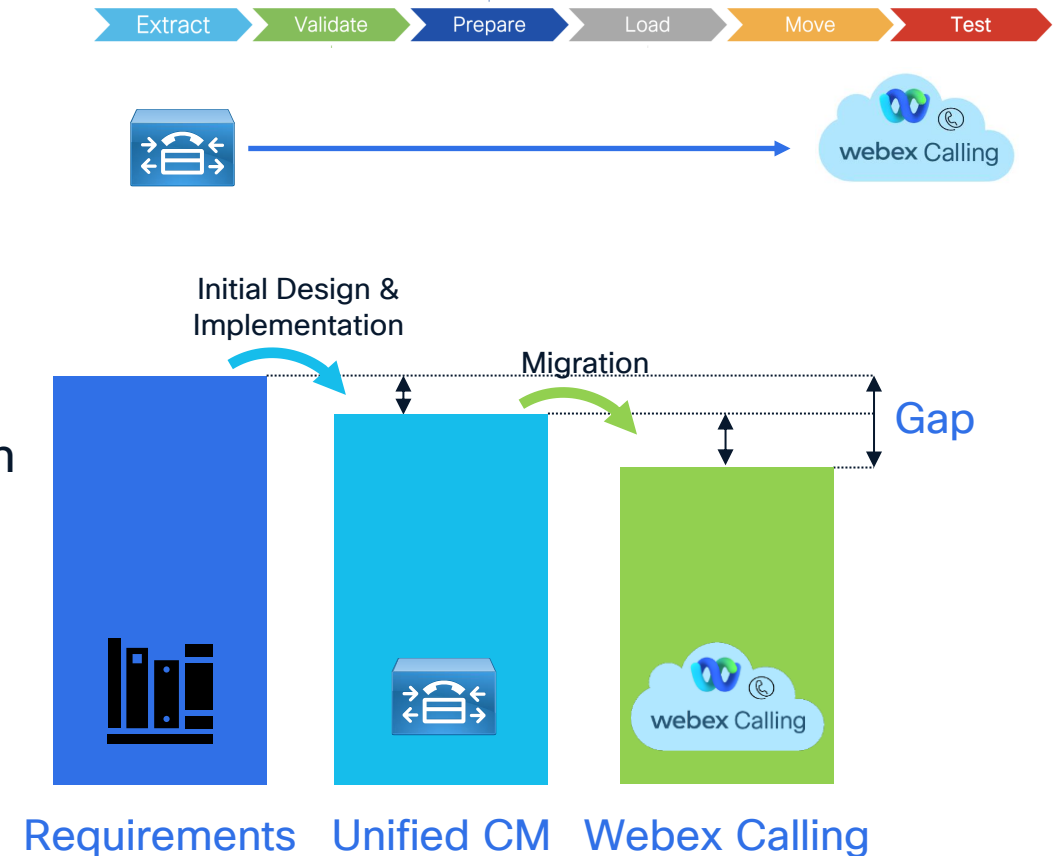
The Promise of “Migration”



- (Design? and) implementation based on existing deployment
- Promise
 - easier/faster path than fresh (re-)design and implementation based on business requirements
 - Detailed knowledge of target solution capabilities less important

“Migration” – Reality Check

- Reality check
 - Migrations turn out to still be complex
 - .. Especially when focusing on mapping source implementation details
 - ... which might be workarounds (suboptimal) driven by Unified CM capability gaps
 - Detailed Webex Calling knowledge required to solve open questions
- And it’s “lossy”
 - b/c “Webex Calling is not a Unified CM emulator”



“Migration” vs “Greenfield”

- Strict “Migration” of Unified CM setup leads to incremental loss

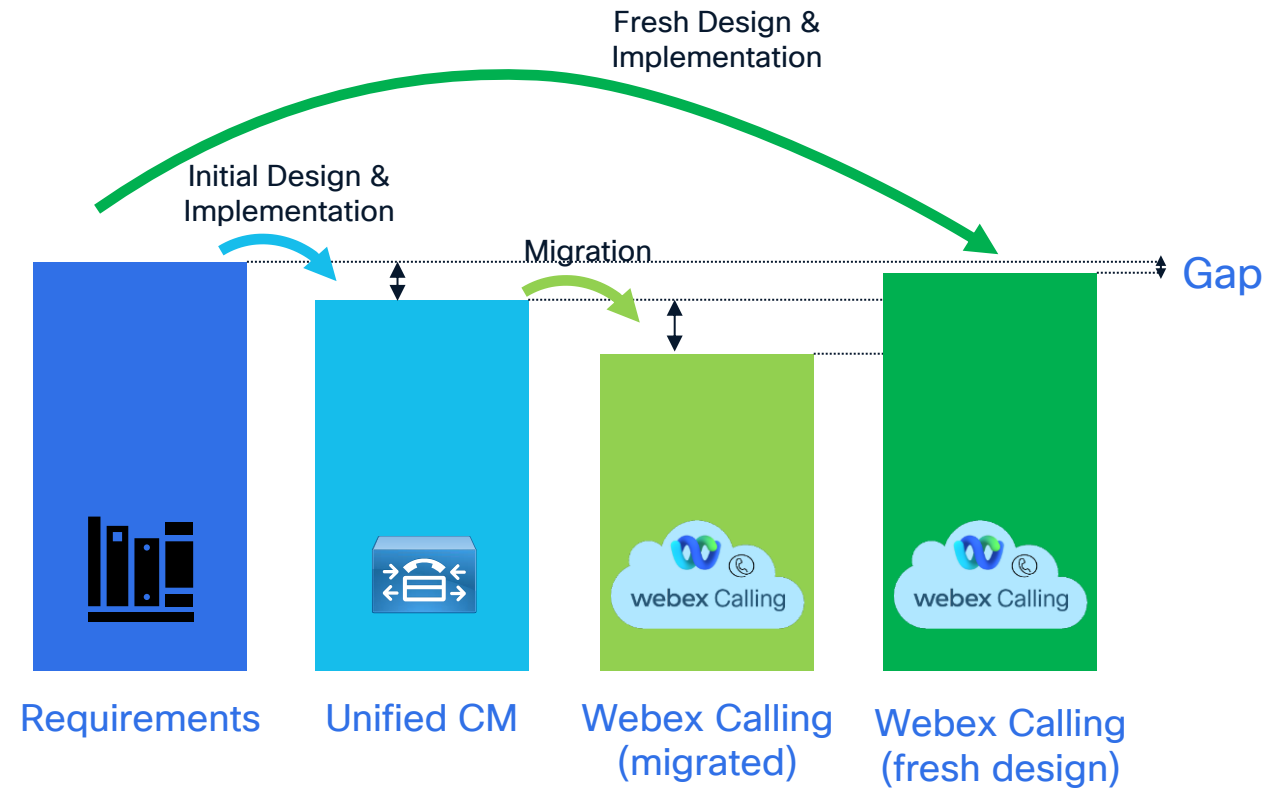
- Loss during initial design
- Loss during migration

- “Greenfield” (fresh design) can lead to better solution

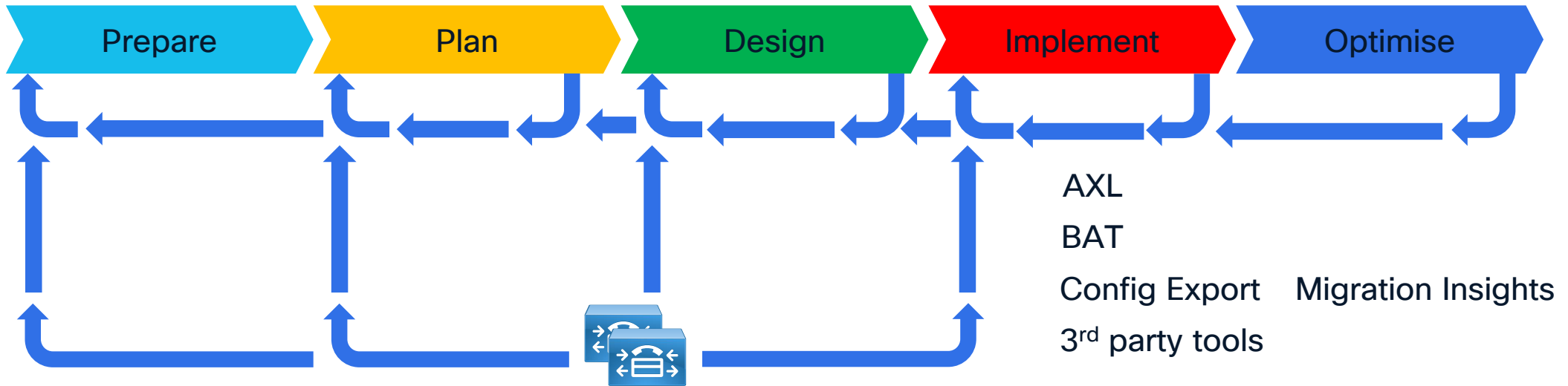
- Optimal consideration of Webex Calling capabilities
- Use Webex Calling features not available in Unified CM

- Other factors to be considered

- Complexity
- Project duration
- Cost



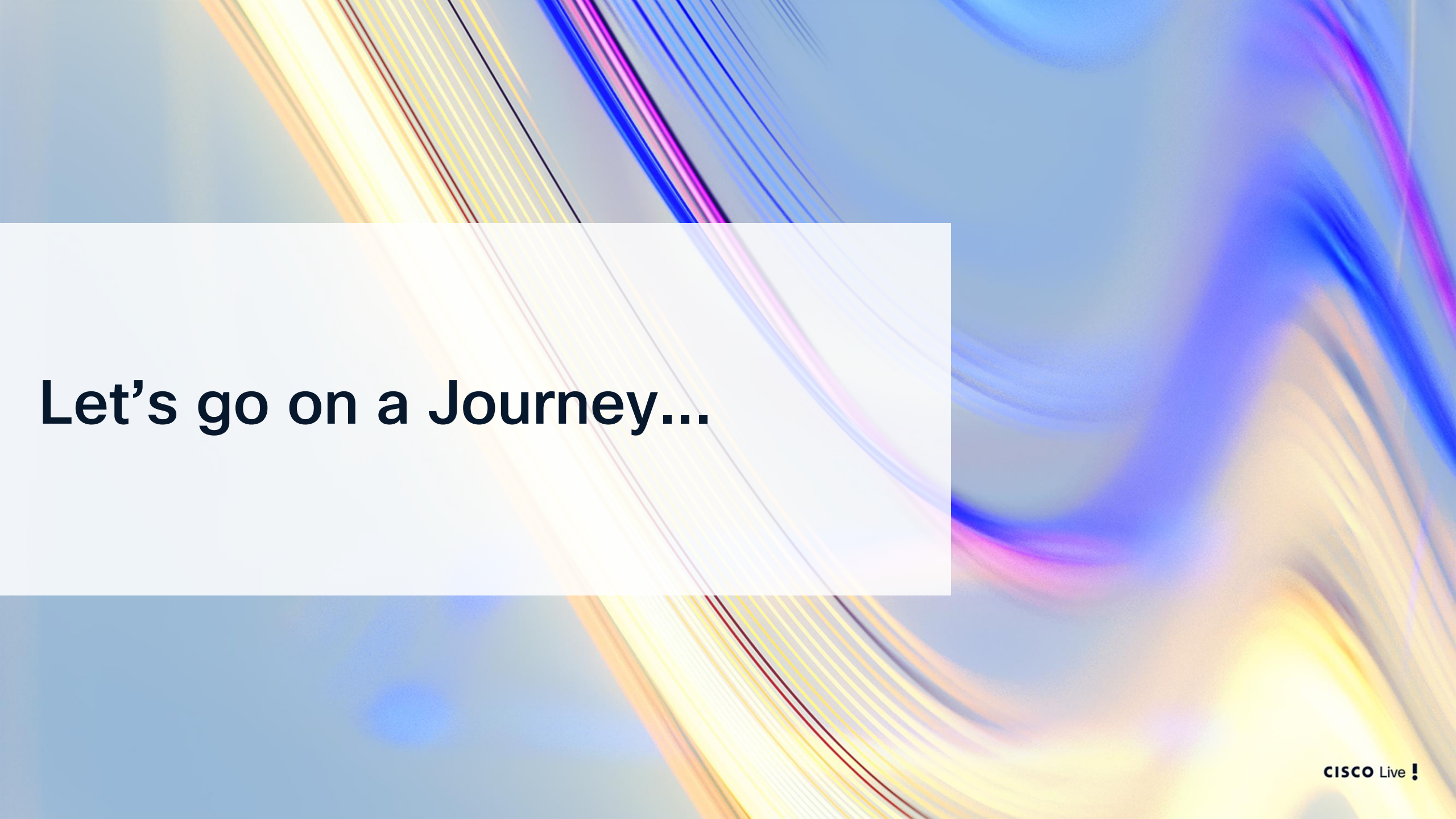
Webex Calling Deployment – Unified CM Assisted



- Follow standard PPDIO process .. and make sure to make use of data available in Unified CM to support the process
 - Multiple discovery options exist
 - Manual config assessment – Unified CM admin GUI
 - AXL
 - BAT
 - Unified CM config export
 - Migration insights
 - 3rd party tools
- Migration Insights uses Unified CM config export

What if Business Requirements Changed over Time?

- Existing implementation (mainly) reflects business requirements of a given point in the past ... with incremental updates over time
- Business requirements change, product capabilities evolve
 - New requirements: probably added to implementation over time
 - Deprecated requirements: still there → tombstones
- How to identify tombstones?
- Would you have implemented the source system differently as greenfield based on current requirements?
 - Changing requirements incrementally addressed based on existing implementation → patch on patch system; staple of band aids?
- Optimise existing system before starting transition?
 - No time/budget
- What is the risk of initiating a migration based on the existing implementation?
- Move “what you need” instead of “what you have”



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

Modernise 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



Sustainability



Continued innovation with Cloud integrations



Growth -ready without friction



PSTN consolidation



Modern devices



Cloud managed local survivability



Workloads consolidation



Operational efficiency with Webex APIs

THEN KEEP ADDING VALUE

Connect to the Cloud

Your first step to a successful transition

The Migration Journey

①

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



②

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



CONNECT TO CLOUD

Cloud-Connected UC

Migration Readiness

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 enabling CCUC 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 utilise its capabilities
- 1.4. Inventory Assessment
- 1.5 Feature Utilisation
- 1.6. Integration Assessment
- 1.7. Begin Grouping Assessment



1

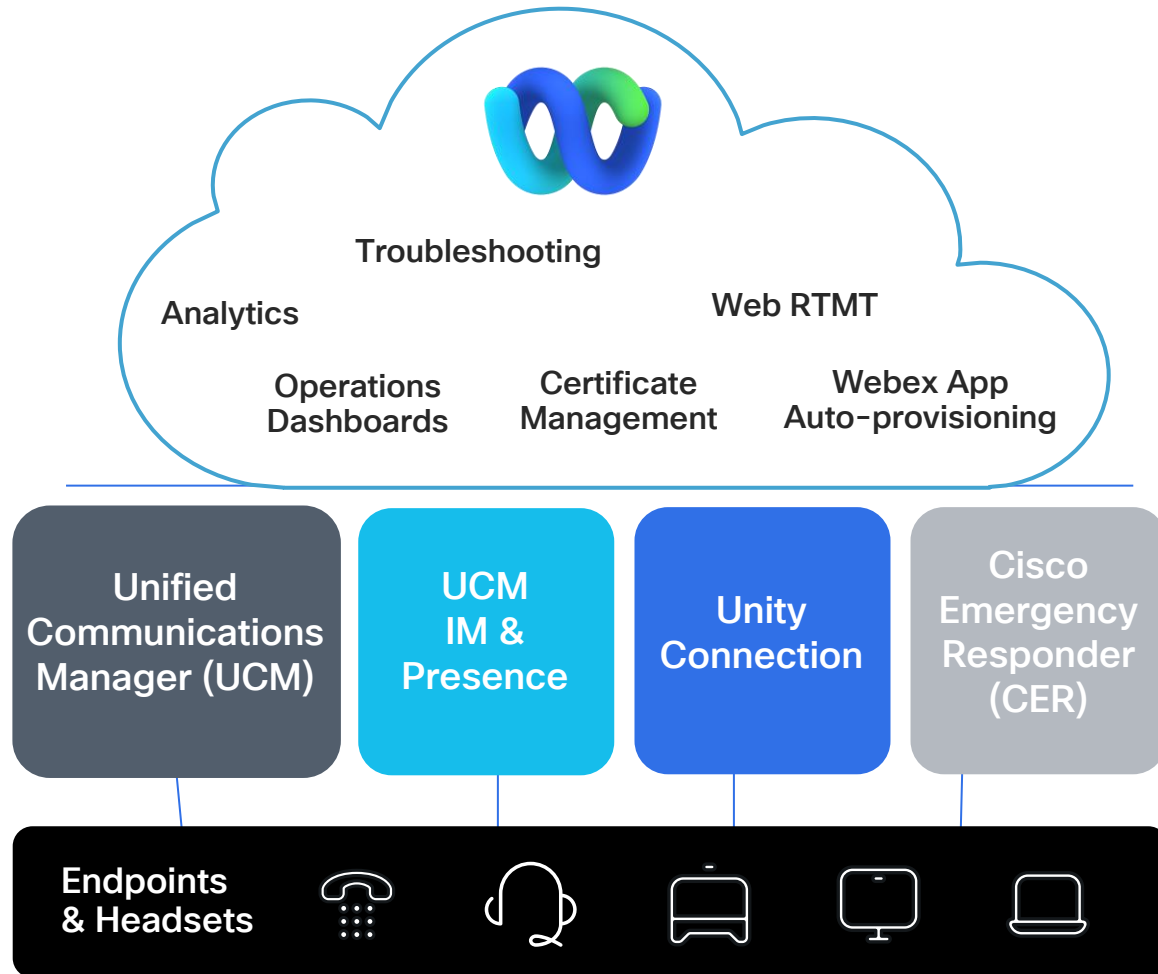
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Webex Cloud-Connected UC



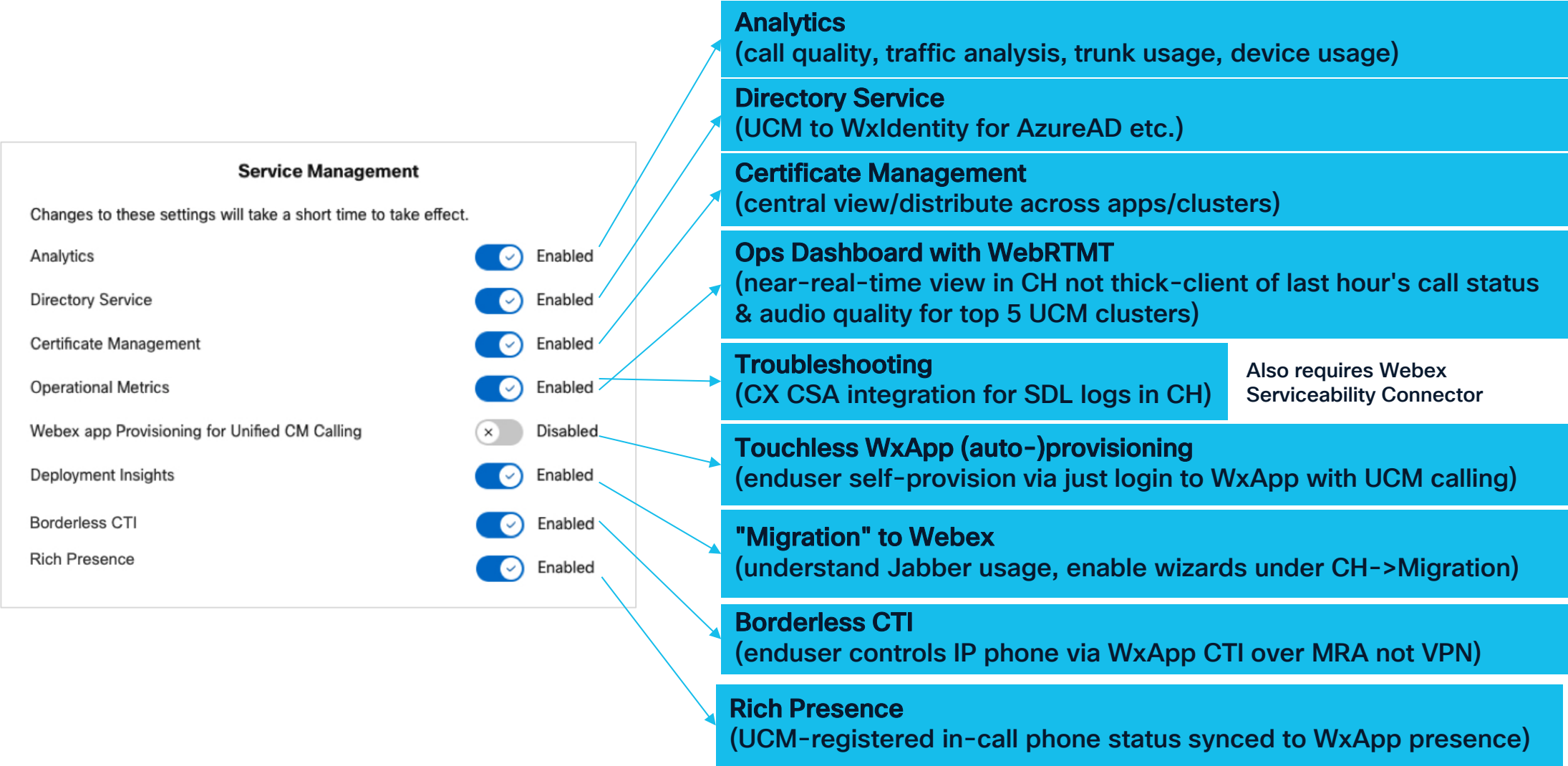
A suite of Webex® cloud services that provide enhanced business and operational insights to improve administrative productivity

For customers who:

- Want the centralised administrative workflow experience of the cloud, while keeping their UC services on-premises
- Need a single global view to manage on-premises UC, along with any Webex cloud, or hybrid services
- Desire efficient, cloud-based admin services (delivered by partner) for an on-premises CUCM deployment
- Ease my journey on-prem → "hybrid" → cloud
 - CCUC-powered "migrate to Webex" features.

See [CCUC System Requirements](#) and [CCUC Network Requirements](#)

Webex Cloud-Connected UC (cont'd) – Key Features



CCUC Analytics – Service Experience

Call volume status

KPI's for calls: attempted, successful, failed, and dropped

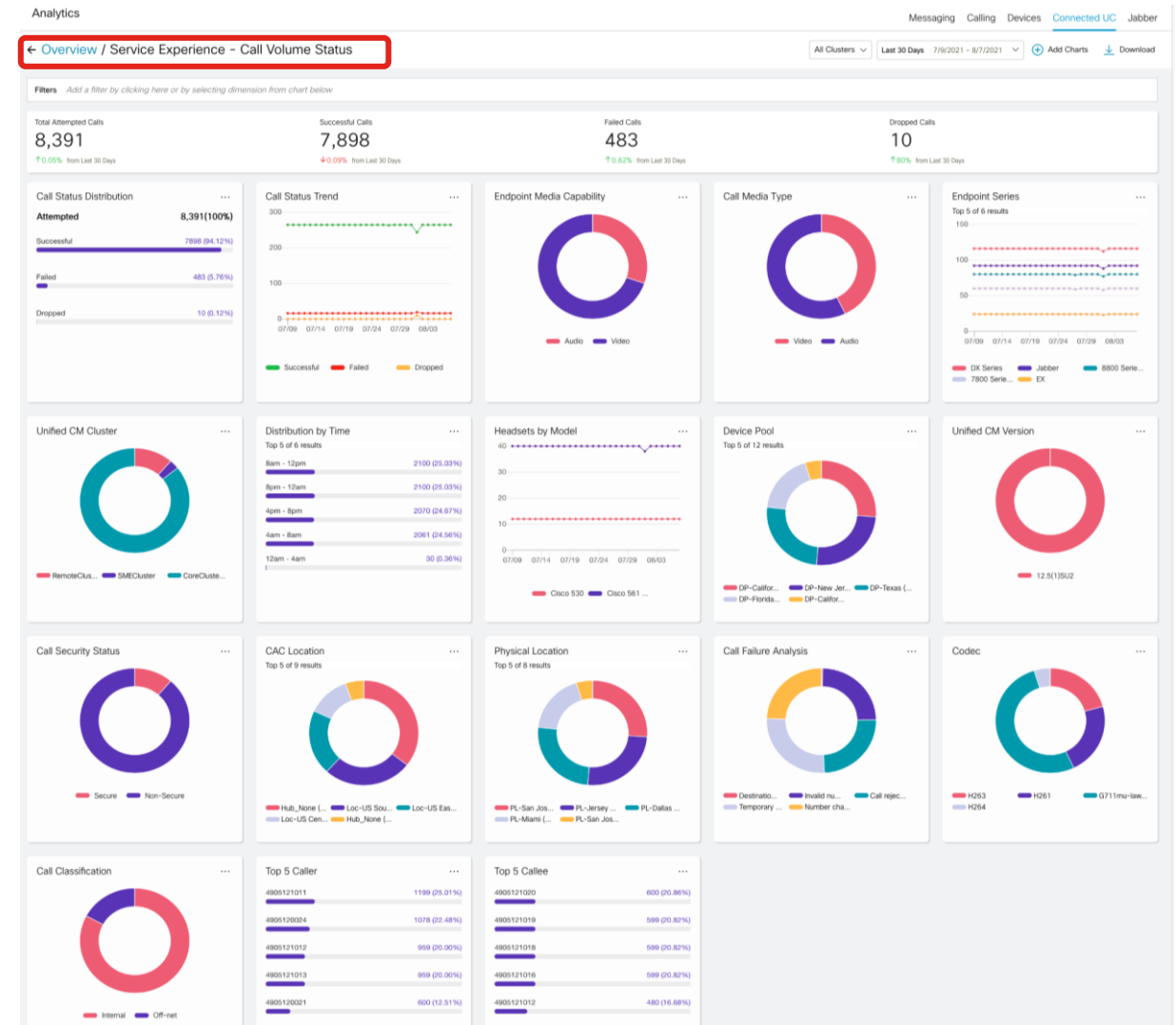
- Dropped call: any call > 0 min in duration and then failed

Interactive charts and graphs

- Call trends, endpoint media, type of endpoints and headsets, Cisco® UCM cluster, distribution of calls over time, device pools, CAC location bandwidth, etc.

"Filters" to guide admin on a particular aspect – all charts and graphs update accordingly

Ability to download CSV: snapshot of the entire data set, or of the filtered data view



CCUC Analytics – Service Experience

Call audio quality

KPI's for total calls, then calls that were good/poor/acceptable

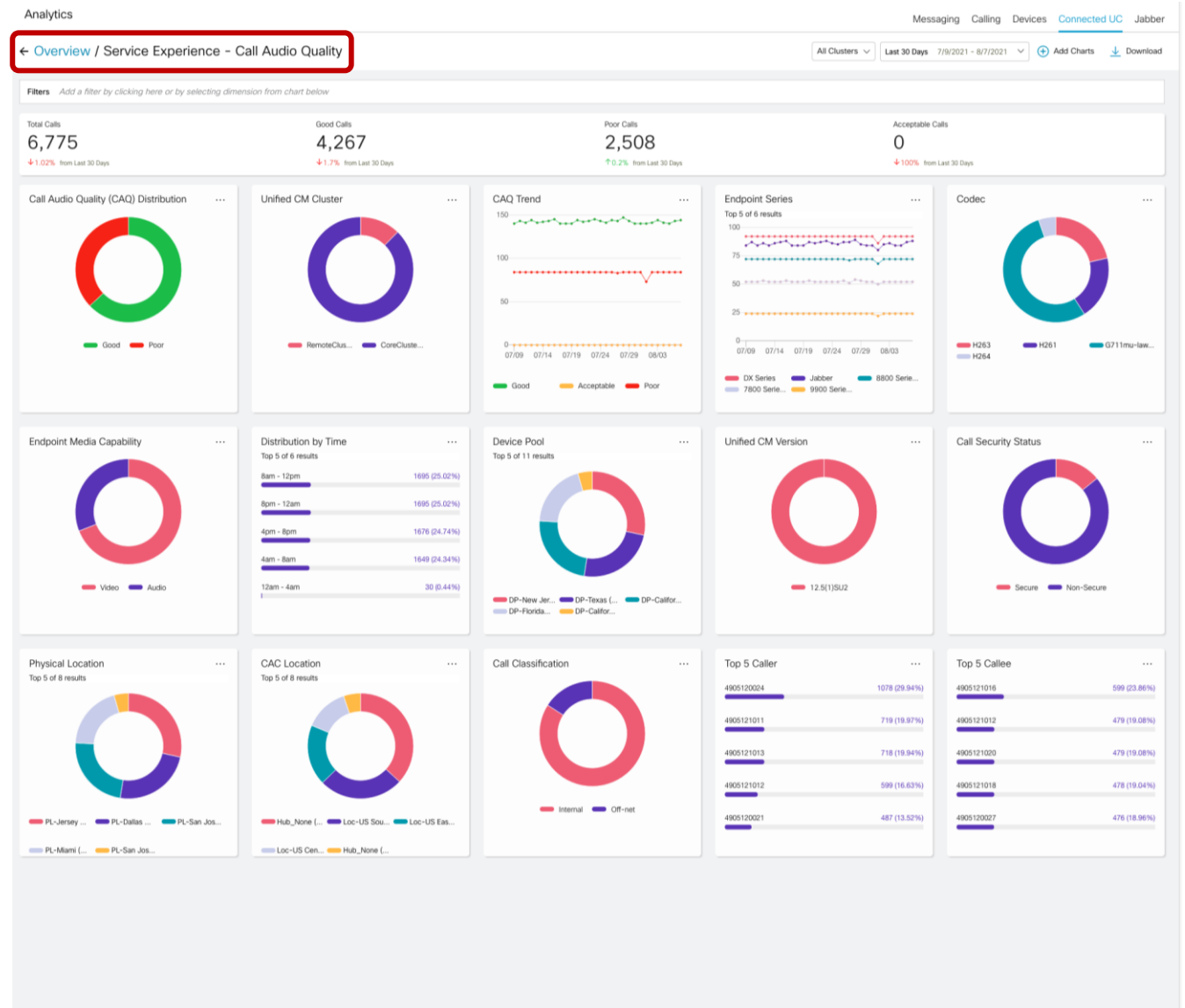
- Call Audio Grading is based on:
 - 1) Severely Concealed Seconds Ratio (SCS / Duration of Call)
 - 2) SCS information is available from CMR
 - 3) Thereby, only those calls which have a CMR will be graded for Call Audio Quality

Interactive charts and graphs

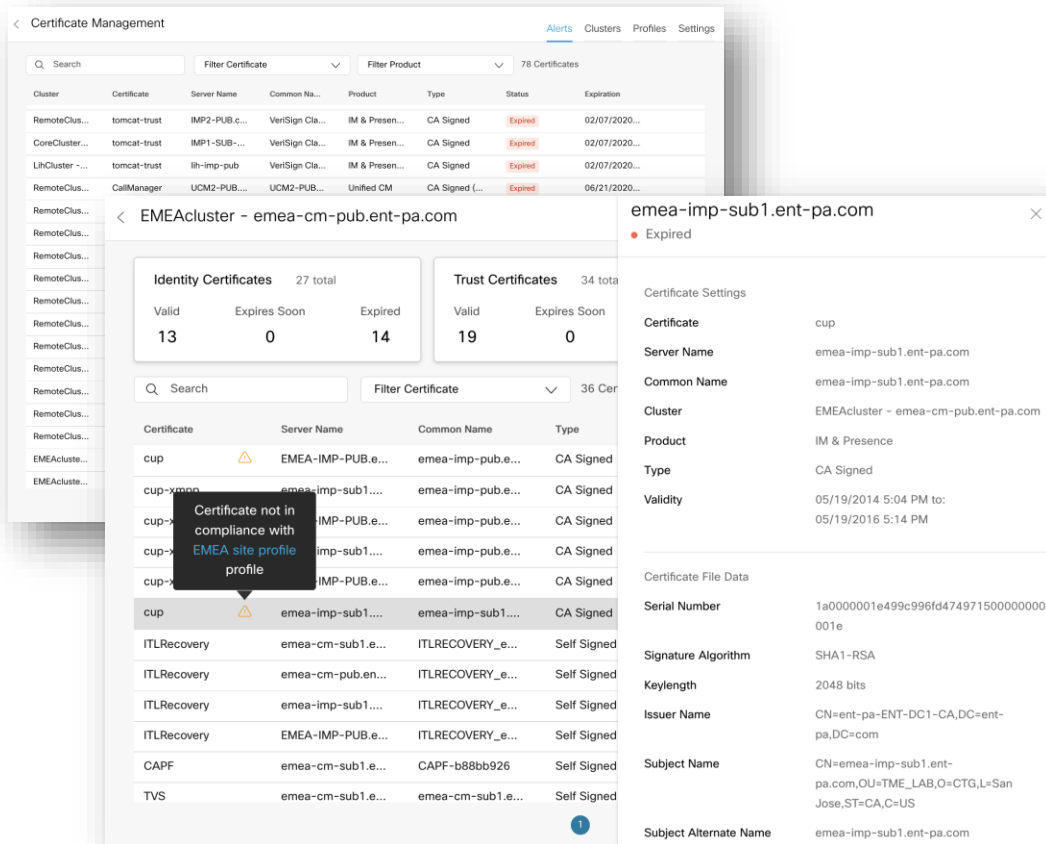
- Call audio quality trends, endpoint media, type of endpoints and headsets, Cisco® UCM cluster, distribution of calls over time, device pools, physical location, etc.

"Filters" to guide admin on a particular aspect – all charts and graphs update accordingly

Ability to download CSV: snapshot of the entire data set, or of the filtered data view



Overview Certificate Management

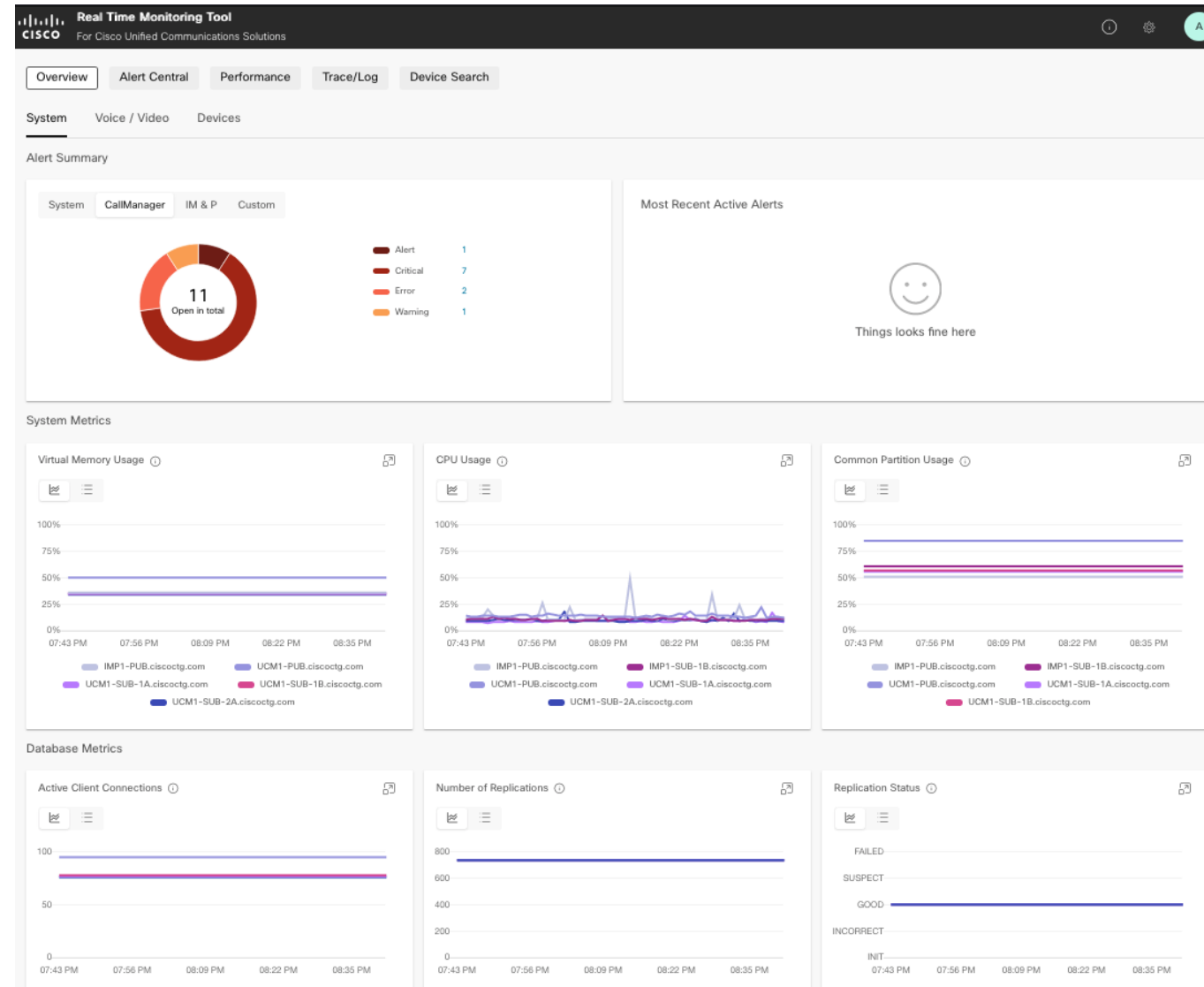


- Single place to view, manage and distribute certificates of CUCM, IM&P, Unity and CER across multiple clusters and trust stores
- Quick dashboard to view expired or expiring soon certificates
- Multi-cluster listing with certificate summary for each cluster and detailed view of identity certificates and trust stores.
- Define certificate profile with various settings and assign certificate profile to cluster
- Centralised certificate actions – CSR generation, upload, renew, download, copy, replace, remove, etc.
- Certificate insights – out of compliance warnings with profiles
- Notification settings for certificate expiration
- Jobs tab to view certificate actions in progress and history of actions taken in the past

Web RTMT Overview

New tool that simplifies and enhances the administration and troubleshooting experience.

- Unified Web-based interface to monitor the real-time behavior of your system components, configure alerts to take suitable action in CUCM, IM&P and Unity Connection.
- Available via Operations Dashboard to troubleshoot and collect logs per cluster or node basis.
- No dependency on Java and OS/Browser platform.
- The data displayed remains on-prem.
- Cloud upgradeable via Cloud-Connected UC.

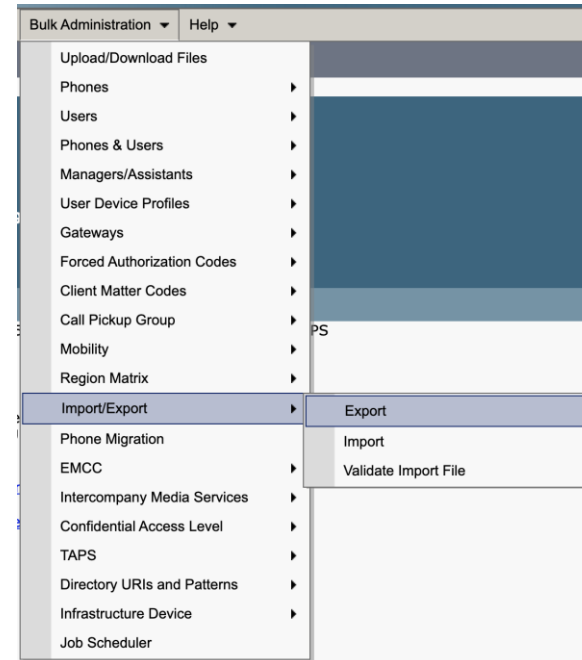


Unified CM Insights

Discovery Options

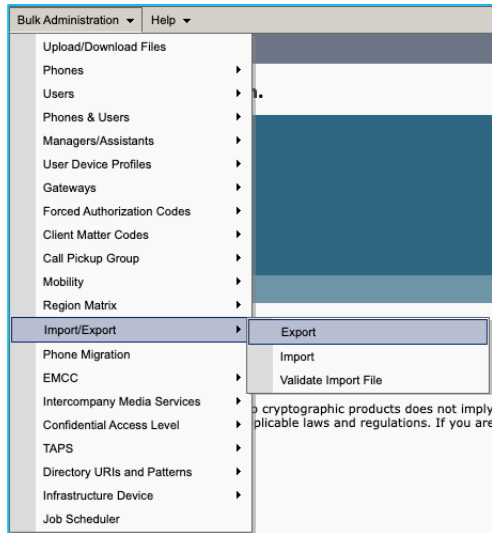
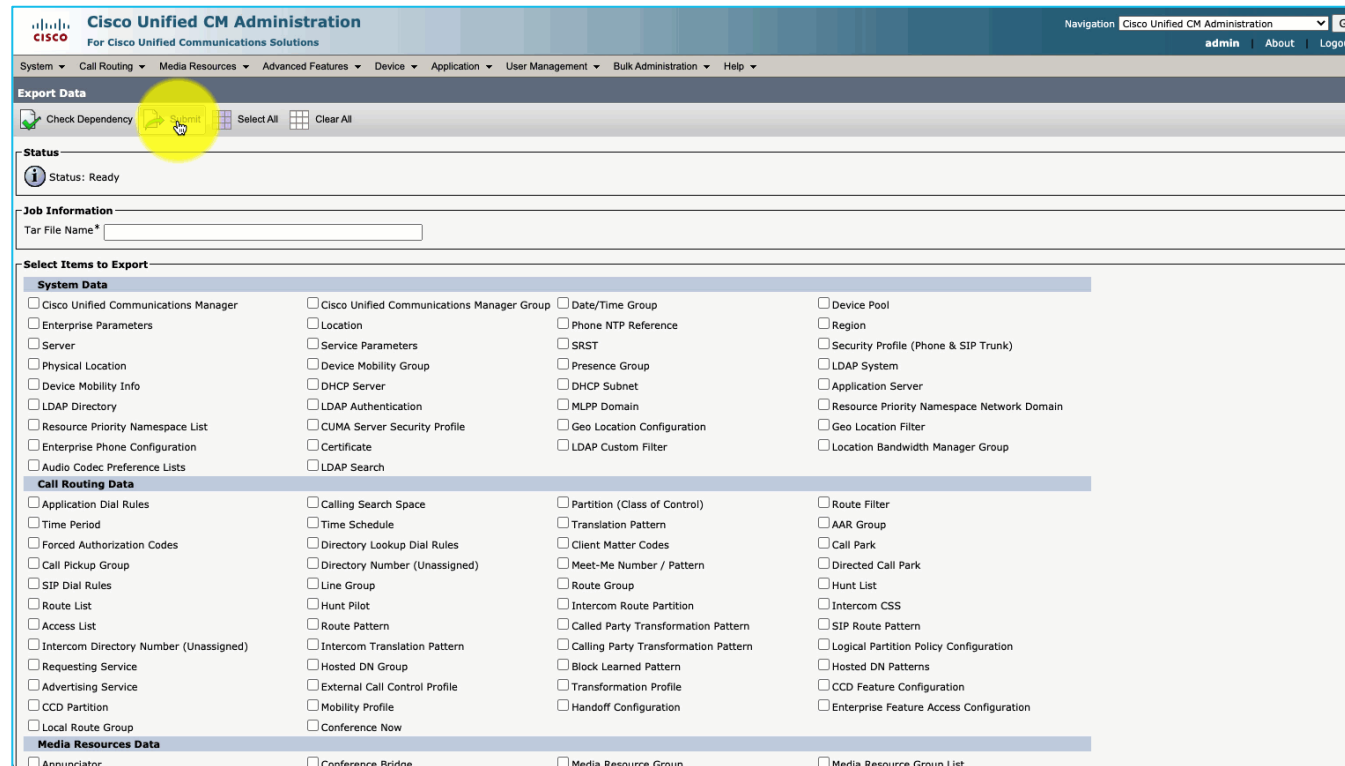
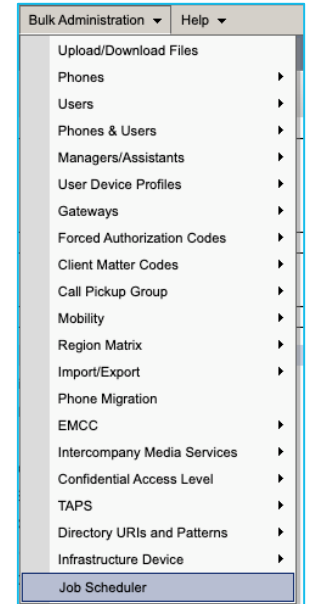
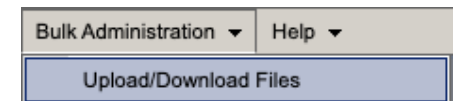
Config Export

- Specific BAT option
- Allows full or partial Unified CM config export
- Result: TAR file with 172 files
 - One CSV for each config object type
- Examples
 - callpark.csv
 - callpickupgroup.csv
 - directedcallpark.csv
 - enduser.csv
 - huntlist.csv
 - huntgroup.csv
 - ...



Unified CM Data Export

- Initiate Unified CM config export
- Wait for job to complete
- Download files



Updates & Migrations in Control Hub

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Customers

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

SERVICES

Updates & Migrations

Messaging

Meeting

Calling

Customer Assist

Vidcast

Connected UC

Hybrid

Updates & Migrations

Update to the new Webex



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 users with calling behaviour and UC manager profile.

✓ Continue using calling on your enterprise.

Get started



Migrate Enterprise phones to Multiplatform (MPP) firmware

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



Migrate Calling from UCM platforms to Cisco Webex Calling

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



Migrate Personal Contacts to Webex App

Move any personal contacts saved on your user's Jabber contact list.

How this works

✓ Encrypted personal contacts will be migrated for users already added to Webex.

Get started

Migration utilities

User/contact synchronization

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

Get started

Migration Insights

You have to onboard your org to use this service from Onboarding page under Connected UC.

Get Started

Migrate features from UCM

• Transform data from UCM

• Provision into Webex Calling

Get Started

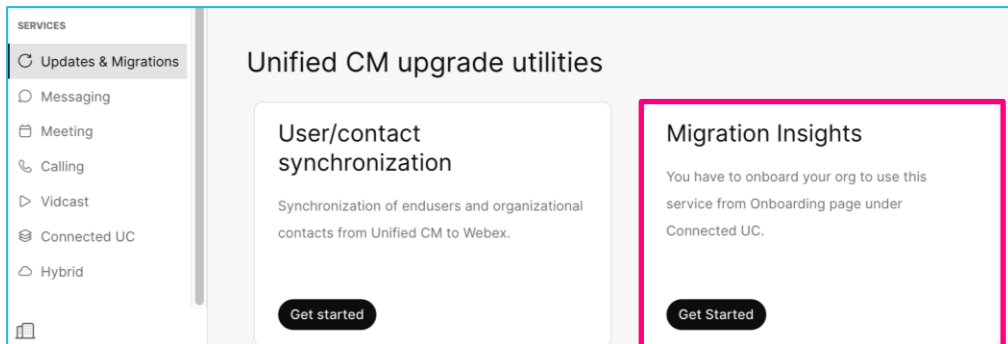
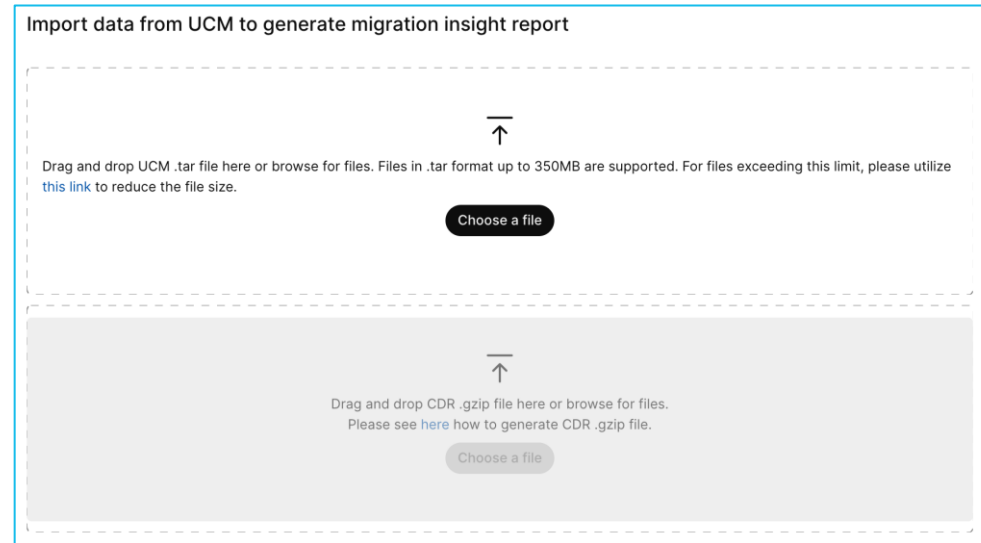
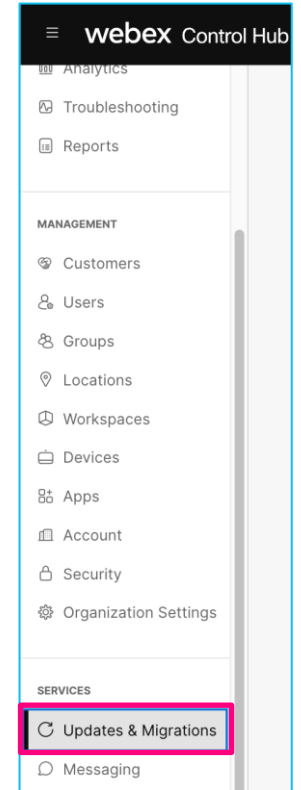
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Migration Insights

- Analysis of Unified CM config
 - TAR file obtained from Unified CM config export
- ... And (optional) CDR data → dynamic analysis
 - SFTP from Unified CM Repository Manager

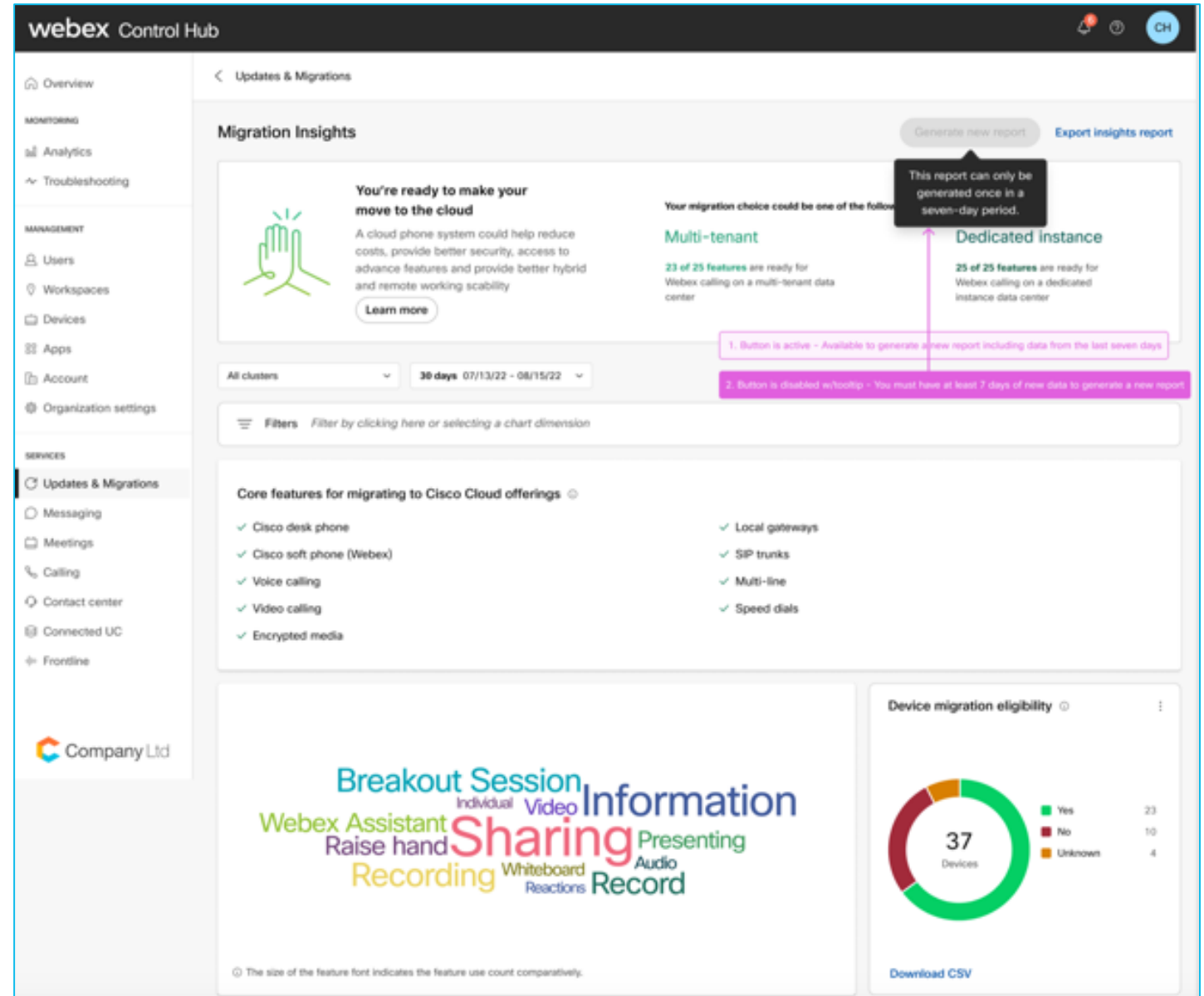


<https://help.webex.com/en-us/article/svoi86/Migration-Insights>

pre-processing scripts: <https://developer.cisco.com/codeexchange/github/repo/mirationInsightPreprocessing/UcmBatCsvTarAndCdrPreProcessingScript>

Migration Insights

- Import UCM data into Control Hub to provide Migration Insights pre-assessment reports
- Leverages Unified CM exports to access Unified CM configuration and drive migration journey.
- Generates recommended next steps, as well as CSV reports, focused on eligibility.



Discovery Options

	AXL	BAT	Migration Insights	Config Export	3 rd Party
Coverage	++ All feature can be read using thick or thin AXL	-- Very little coverage (built for provisioning)	-	++ Full DB coverage	+
Ease of use	-- Programmatic approach requires some development experience	+ UCM admin GUI	++	+ UCM admin GUI	++
Flexibility	++	-- Limited coverage	- Limited coverage	++	++
End-to-end (incl. provisioning)	O Not integrated. Data can drive Webex Calling provisioning (manual, bulk, or API)	-- Limited coverage	-- Only meant to provide insights	O Not integrated. Data can drive Webex Calling provisioning (manual, bulk, or API)	++ Integrated mapping and provisioning

Design Planning

Migration Readiness

Design Mapping

- Network Requirements
- Understanding Integrations (Informacast, Recording, Billing)
- Calling is not about features, but about business requirements
 - Different call control solutions have different sets of features
 - 1:1 feature mapping not necessarily the best option
- Different ways to address the same set of business requirements
- Take advantage of change!

Challenge: DN vs User Centric Model

- Webex Calling
 - users with extension or TN (or both) have devices
 - Concept of shared lines fundamentally different to Unified CM
 - Users "live" in a calling location
- What about Unified CM?

Challenge: DNP vs User Centric Model

- Unified CM

- DNPs (DN, partition) associated with devices, potentially owned by users, which might have a primary extension, ..
- DNs can exist on an arbitrary number of devices in varying order
- What is a user's extension .. or phone number?

Example: Hunt Group

- Unified CM

- Hunt Pilot: DNP, Alerting Name
 - Call treatment: FwdNoAnswer, FwdHuntBusy, Queuing (MoH, overflow, max wait time, no agent available)
- Hunt List: list of hunt groups
- Line Group: distribution algorithm, RNA, hunt options (no answer, busy, unavailable), members (DNP)

- Webex Calling

- Basics: location, name, number/extension, caller ID
- Routing: circular, longest idle, weighted, simultaneous
- Routing settings: advance when busy, forward after set number of rings, divert when unreachable
- Agents

- DNP vs user based
 - Unified CM has DNPs in line groups
 - Webex Calling: user or workspaces as agents
- Gap: HG login/logout -> Webex Calling agents can set DND though
- OTOH: Webex Calling has way more options for selective call forwarding
- Gap: queueing .. But then there are Webex Calling call queues
 - Also allow agents to set their state to available/unavailable (for all queues though)

Dialing Habits

Unified CM (typical, best practice)

- Extensions (2-6 digits)
- Abbreviated inter-site (ESN)
- +E.164
- Country specific (PSTN) dialing habits
- .. and potentially countless variations based on Unified CM “magic toolbox” → all bets are off

Webex Calling

- Extensions (2-6 digits)
- Abbreviated inter-site (ESN)
- +E.164
- Country specific (PSTN) dialing habits

- Unified CM dial plan flexibility: curse and blessing
 - Often used as workaround to address specific requirements
- Set of dialing habits in Webex Calling is fixed
- Case by case conversation
- Changing dialing habits → changing UX

Webex Calling Dial Plan Principles

- Goal: keep it simple
- Predefined set of dialing habits .. Instead of blank sheet
- Predefined national numbering plans .. Instead of having to build everything from scratch
- User based
 - Telephone numbers and/or extensions bound to users
 - ... Or features*
- Location concept
 - Geographic grouping
 - Grouping of users, workspaces, services, ...
 - PSTN per location
 - Dial plan elements per location: prefix, OAC, ...

Internal Dialing
Define extensions and how to make internal calls.

Location Routing Prefix Length
Choose the number of digits to be used to connect with users at other locations.

Set Steering Digit in Routing Prefix
Choose the number which will be set as the first digit of every routing prefix.

Internal Extension Length
Choose the number of digits for an internal call.

Allow extension dialing between locations
This option allows calling between locations within the organization by dialing an extension number. If the option is disabled, caller must dial ESN (Enterprise Significant Number) to reach users in other locations. This should be disabled when there are duplicate extensions in the organization.
☐

Set up your headquarter's location
The country or region with the majority of your users is your headquarter's location. Calling data is stored here. Keep in mind that this first location is required to set up Webex Calling. You can edit or delete your headquarter's address any time in Control Hub.

Progress: ☒ Set up Location — ☐ Review — ☐ Done

Location name <input type="text" value="Ex: Headquarters"/>	Address <input type="text" value="Address"/>
Country or region ⓘ <input type="text" value="United States of America"/>	<input type="text" value="Address line 2"/>
Language ⓘ <input type="text" value="Language"/>	<input type="text" value="City / Town"/>
Time zone <input type="text" value="Time zone"/>	<input type="text" value="State / Province / Region"/>
	<input type="text" value="ZIP / Postal Code"/>

* ... which most likely are treated as users internally ☺

Shared Lines

Unified CM

- Phone can have multiple DNPs
- Not necessarily tied to user
- DNPs can be in different sites
- Shared line appearances ring at the same time

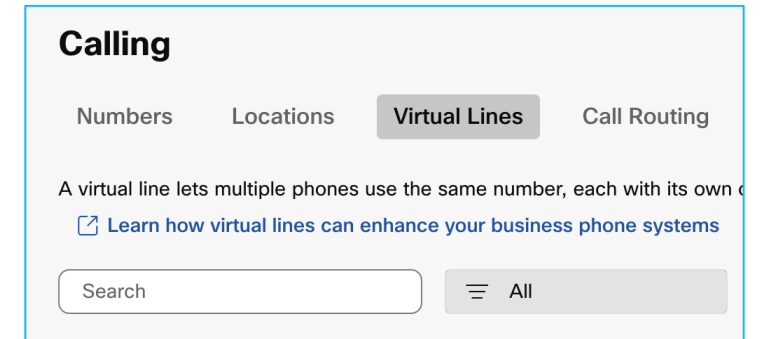
Webex Calling

- User's lines can be shared (35 devices max)
- For inbound calling: hunt groups and call queues might be the better option
- Single number reach allows to ring multiple destinations
- Virtual lines offer a lot of flexibility

- Different concepts
- Same location limitation used to be the biggest challenge; addressed by virtual lines

Virtual Lines

- Virtual Lines act like “dummy” users
 - Attributes: first/last/display name, TN and/or extension
 - Live in a location
 - Settings: caller ID, ECBN, incoming/outgoing permissions, intercept, barge, ...
 - ... like calling settings of a user
- Virtual lines can be added to MPPs and app instances as additional lines
- Can be used for incoming/outgoing calls
- No location restriction: MPP and app can have lines from multiple locations



Virtual Lines vs Shared Lines

- Virtual lines don't remove the user centric concept of Webex Calling
- ... but remove a lot of the original restrictions
- For example: sharing a helpdesk line across a group of users now is really easy



Webex App

Migration Readiness

Connect to Cloud

Modernise 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 organisation
- 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.)



1

2

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Calling Features You Need, Available Anywhere

The screenshot displays the Cisco Webex user interface with several callouts highlighting key features:

- Call, text, message, meet with one click:** Points to the top navigation bar.
- Directory search:** Points to the search bar at the top.
- Instant access to:** Points to the left sidebar menu containing:
 - Call history
 - Visual voicemail
 - Transcriptions
 - Recordings
 - Contacts
 - Messaging
 - Spaces
 - Meetings
- Desk phone & room device pairing and control:** Points to the 'Connect' window showing a desk phone.
- Hold / resume, transfer, merge / conference, record, and elevate to a meeting:** Points to the 'Calling options' menu in the video call window.
- Call preferences, forwarding, single number reach:** Points to the 'Call Settings' icon at the bottom left.
- Select line, group, queue, shared line:** Points to the 'Multiline' icon at the bottom left.
- Call on Webex or PSTN with video or audio:** Points to the 'Audio' and 'Video' call buttons in the center.
- AI-powered Audio Intelligence: Noise removal, optimise for my voice:** Points to the 'Mute' button in the video call window.
- Share content during a Webex Call:** Points to the 'Share' button in the video call window.

Webex Calling for Microsoft Teams

Call Tab

Access dial pad, contact search and speed dials

Dialpad

Access to dialpad to key in numbers

Add Speed dial

Click to add up to 25 speed dial cards

Contact Search

Search for personal and corporate contacts

Azure AD Contacts

Outlook 365 Contacts

Contact Resolution

Resolves the incoming call identifier to Azure AD

Call/Speed dial

Search name or dial a number

123456789*0#

Audio Video

Call/Search Input

Enter a number, SIP address or type a name to search for an Azure AD/Outlook contact

Call Forwarding status

See your call forwarding status at a single glance

Voicemail

Access and play back the voicemail

Call

Select number and call contact

Call History

See history of incoming/outgoing/missed calls and if the call comes from a Hunt Group or a Call Queue

Webex Calling

Call About

My number: 408-555-0100

Do not forward calls Call settings

Recent calls

1 Voicemail

MT	Marise Torres	Hunt group: SalesWest	2m 12s	Today 09:00 AM
DO	Darren Owens	Hunt group: SalesWest	6m 54s	Today 09:00 AM
#	+12 612-555-0100		50m 12s	Today 09:00 AM
MT	Marise Torres	Queue: PreSales	Missed call	Today 08:16 AM
AJ	Austen Jones	Hunt group: Customer	1m 19s	Today 07:48 AM
MB	Matthew Baker	Queue: PreSales	7m 50s	Yesterday 09:16 AM
KW	Kevin Woo	Forwarded by Darren Owens	42s	9/28/23 10:55 AM

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Webex User Provisioning Options

★ = Recommended  Reference

		Method	Description
★ Microsoft Environments	{	Directory Connector	Automatic method for creating, updating and deactivating user accounts and groups via Active Directory or AD LDS
		Azure AD Wizard	Automatic method for creating, updating and deactivating user accounts via Azure AD
★ Non-Microsoft Environments	{	SCIM (Okta, Azure AD App)	Automatic method for creating, updating and deactivating user accounts using SCIM-based IDPs
		CUCM User <u>Sync</u> ¹ /Import	Create Webex user accounts based on CUCM end-users
Secondary Considerations	{	CSV file	Admin can create and update users by importing a CSV file into Control Hub. Bulk user management.
		API	Admin can create, update delete and list users by using Webex API's. Use own or 3 rd party scripts/tools for user management
		SAML JIT	Automatic account creation based on SSO login
Additional Options	{	Manual	Admin can use Control Hub to manage individual user accounts
		Self Registration	User can self register to create their Webex account in a claimed org
		Social Login	Automatic account creation via sign in to third party service for claimed domain (Apple, Google, Facebook, Microsoft)
		Meetings Site User Linking	Automatically link Site Admin user accounts to Control Hub

The background of the slide is an abstract composition of numerous thin, flowing lines in shades of blue, yellow, orange, and purple. These lines create a sense of movement and energy, swirling across the frame. A large, semi-transparent white rectangle is positioned on the left side, serving as a backdrop for the main text.

**Move at your
own pace**

The Migration Journey

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



MOVE AT YOUR PACE

Move at your own 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 locations, dial plan, features (route groups, ...), locations
- 3.6 Inventory your devices to ensure forward compatibility and/or opportunity for a device refresh



1

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3

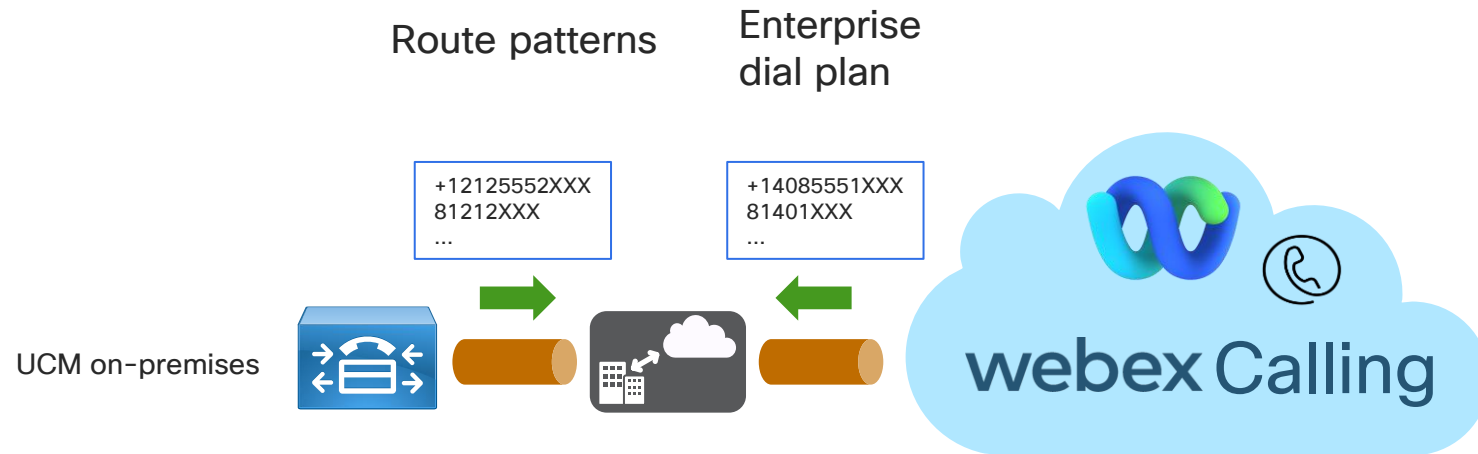
4

5

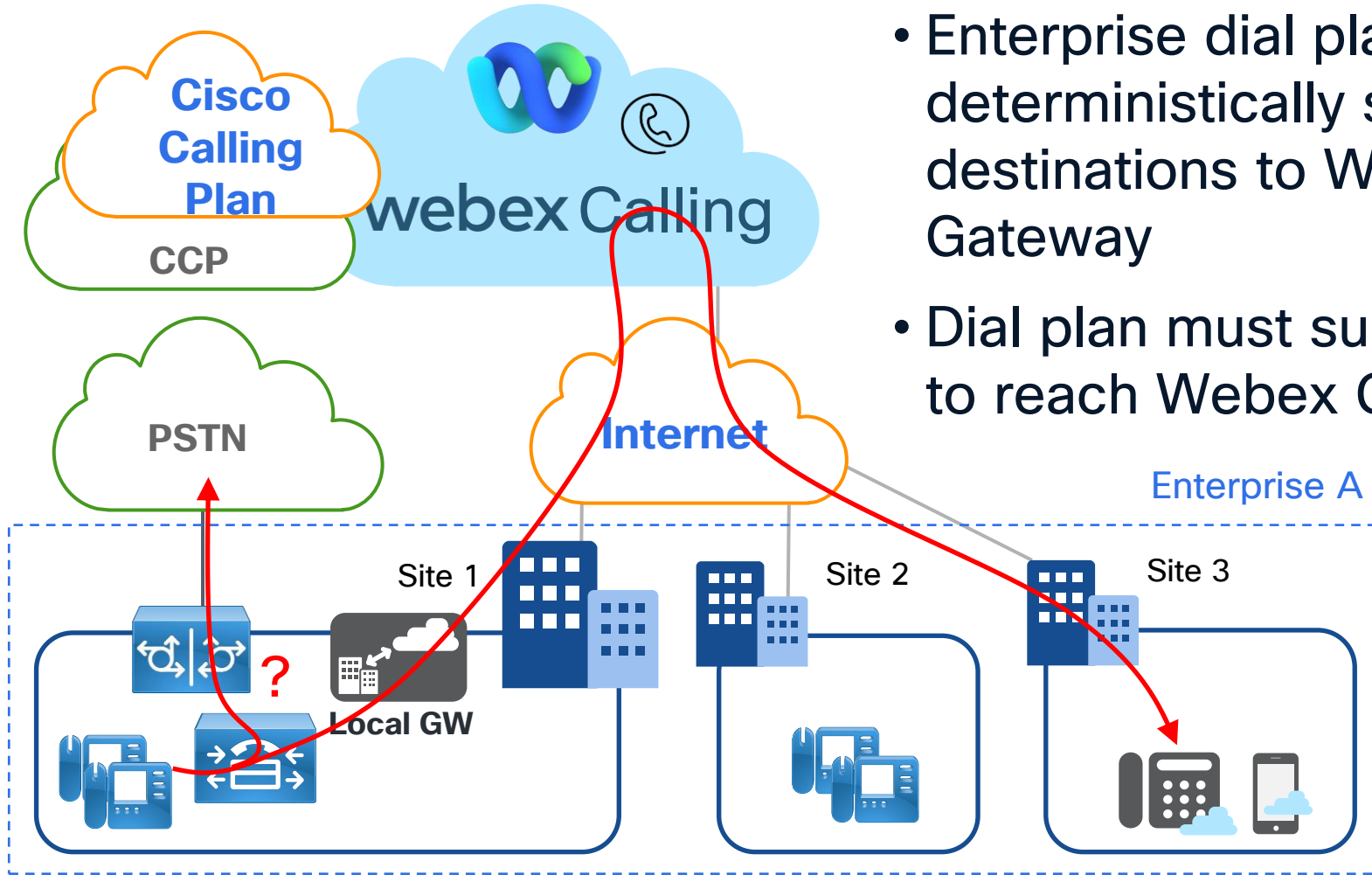
Interworking Unified CM / Webex Calling

Interworking: Webex Calling and Unified CM

- Interworking between Webex Calling and Unified CM requires
 - Trunk, Local Gateway
 - Dial plan configuration (including unknown extension routing)
 - .. Both on Unified CM and on Webex Calling



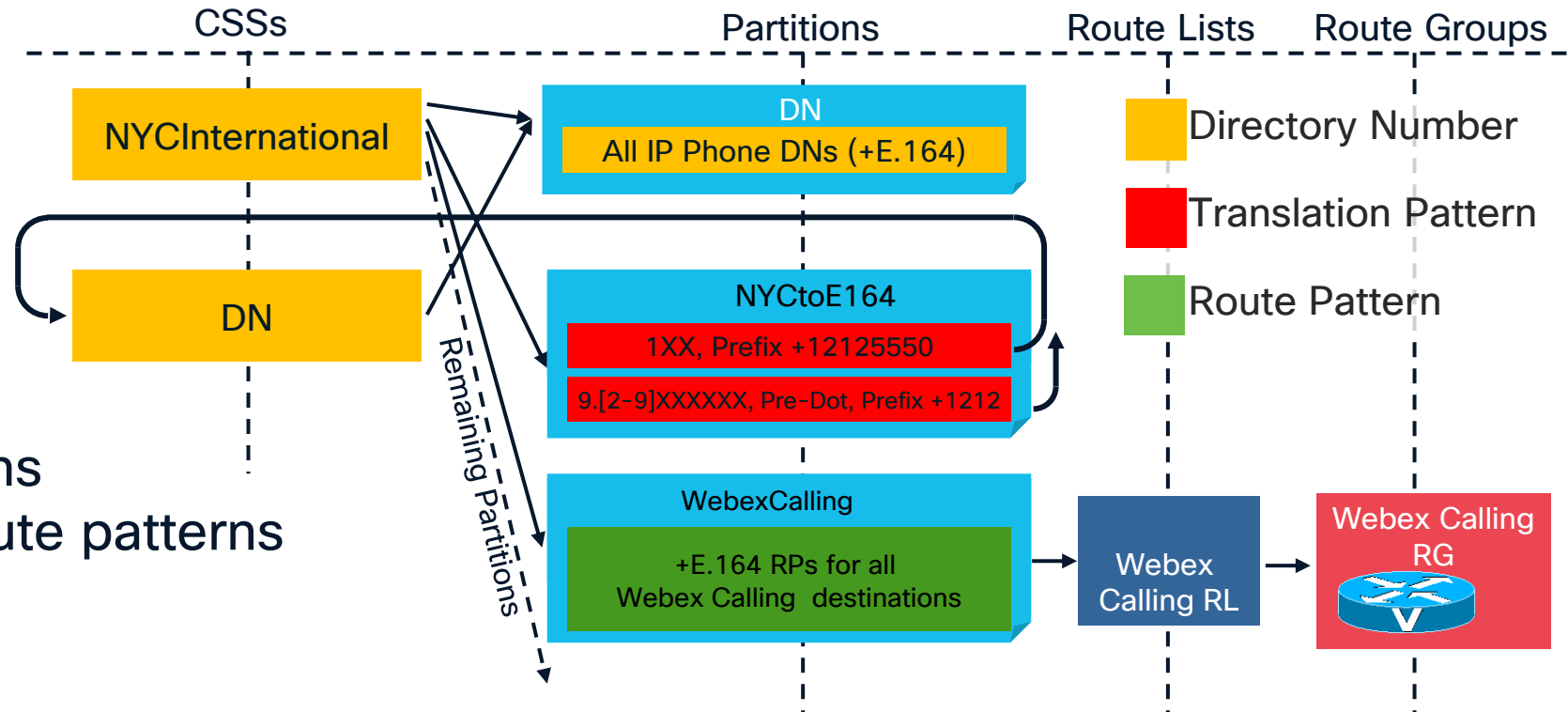
Local Gateway Dial Plan Integration



- Enterprise dial plan on Unified CM needs to deterministically send Webex Calling destinations to Webex Calling via Local Gateway
- Dial plan must 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

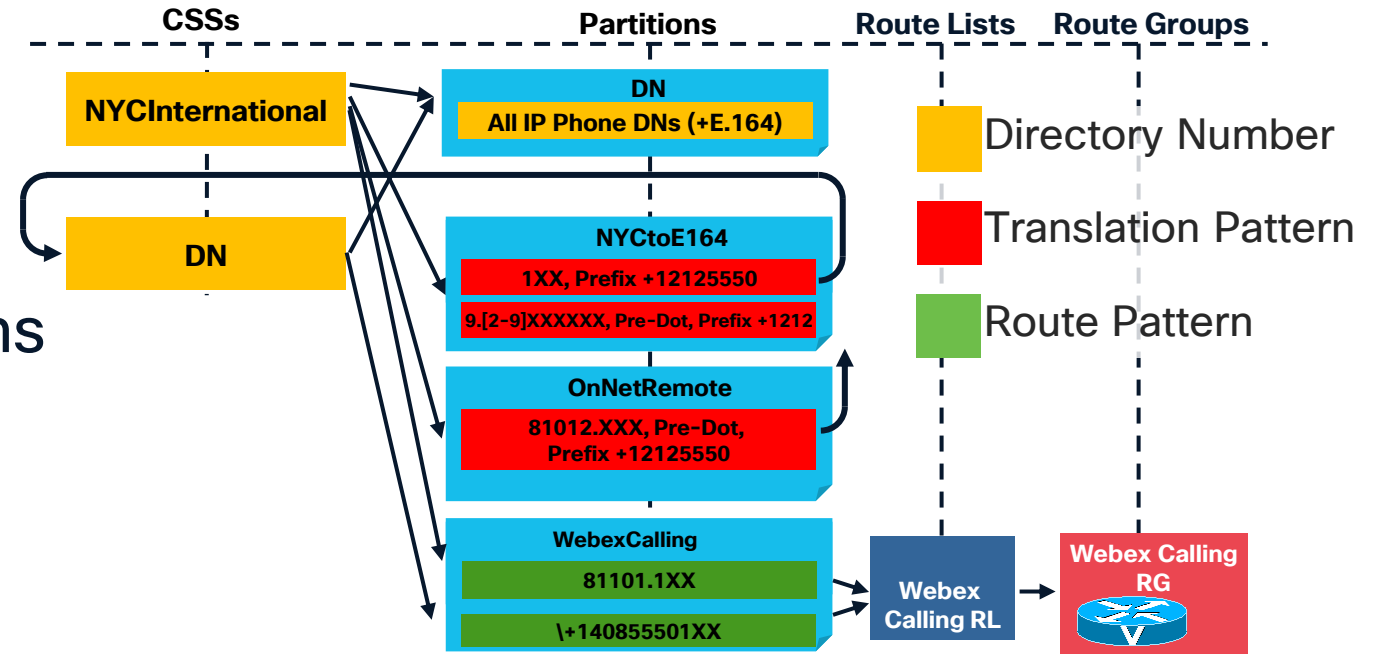
LGW Dial Plan Integration

- With a single Egress LGW selection not site specific → no LRG based LGW selection required
- Multiple LGWs in multiple locations: RL and LRG
- Can use multiple LGWs for scale and redundancy
- Webex Calling destinations provisioned as +E.164 route patterns



Abbreviated Inter-site Dialing to Webex Calling

- Instead of using dialing normalisation translation patterns mapping ESN to +E.164 ...
- ... use ESN route patterns for Webex Calling ESN ranges
→ also works with extension only Webex Calling destinations



Cisco UCM and Webex Calling coexistence

- Proper dial plan design (see Enterprise PA* for details) enables seamless transition of DNs from UCM to Webex Calling
 - All dialing habits are possible: ESN, DN (extension) and +E.164
- Detailed information in the “Transitioning from Cisco UCM to Webex Calling Deployment Guide”:
 - https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/DEPLOYMENT_CALLING_Unified_CM_to_Webex_Calling.pdf

*Preferred Architecture for Cisco Collaboration 12.x Enterprise On-Premises Deployments, CVD
<https://www.cisco.com/c/en/us/td/docs/solutions/CVD/Collaboration/enterprise/12x/120/collbcvd.html>

*Preferred Architecture for Cisco Collaboration 15 On-Premises Deployments, Design Overview
<https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/overview/15x/clbpa15x.pdf>

*Cisco Preferred Architecture for Webex Calling – Design Overview (updated August 2025)
<https://www.cisco.com/c/dam/en/us/td/docs/solutions/CVD/Collaboration/hybrid/AltDesigns/PA-WbxCall.pdf>



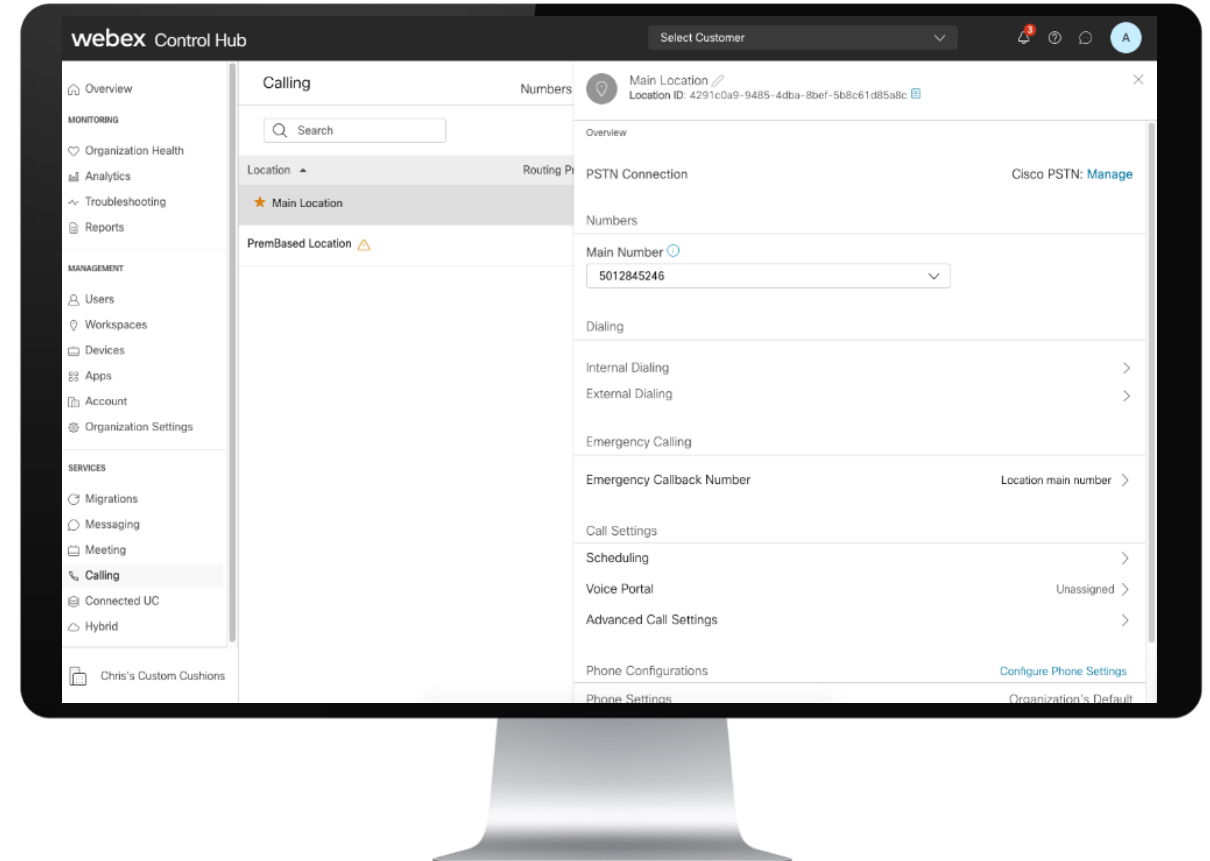
Migration Considerations Decisions, Decisions

“If I would have known that,
I would have done things
differently.”

PSTN Flexibility

Global coverage, optimised for cost and quality

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



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?

Notable Feature Considerations

A complete enterprise feature set

Highlights of supported calling features

Inbound call management

Auto attendant

Call queue analytics

Call routing and queuing

Call waiting – Up to 4 calls

Hunt group

Inbound caller ID

Music on hold

Receptionist client

Request call back

Skills based routing

Sequential ring

Make and receive calls

Call forwarding, hold, transfer

Call redial

Directory search (Enterprise and Personal)

Distinctive ring

Do not disturb

Outbound caller ID blocking

Privacy

Selective call rejection

Speed Dial 100

Three flexible PSTN options

Availability in 120+ countries

Call history and voicemail

Call history

Call logs w/click to dial

Convenience call recording

Visual voicemail

Voicemail transcription

Video, analog, fax, other devices

ATA support

Cloud-based fax

DECT devices

Video (point to point)

Multi call / line experience

Alternate numbers

Busy lamp monitoring

Conferencing (site based)

Exec / assistant roles

Multi call window

Multi line selection in App

Multiple lines on Cisco Phones

N-Way voice and video calling (6)

Shared lines

Three-way calling (variable length)

Virtual extensions

Agent / supervisor

Call queue analytics

Call transfer – attended/blind

Directed call pickup

Monitor, coach, barge, takeover

Skills based routing

Mobility

Business texting

Hot desking & hoteling

Remote office

Simultaneous ring

Webex Go

Administration

Analytics and troubleshooting

Business continuity (CFNR)

Call history reporting and API

E911

Single point of admin for Webex Suite

Integrations and partners

MS Teams integration

Google Chrome integration

Recording, attendant, fax partners

Security and safety partners

20+ Certified Calling Providers

The ALL-NEW Cisco Desk Phone 9800 Series

Introducing

Cisco Desk Phone
9841



Cisco Desk Phone
9851



Cisco Desk Phone
9861



Cisco Desk Phone
9871



Cisco Desk Phone
9800 KEM



Available Now

Next generation hot desking

Innovation

Delivering a **personalised** return-to-office experience

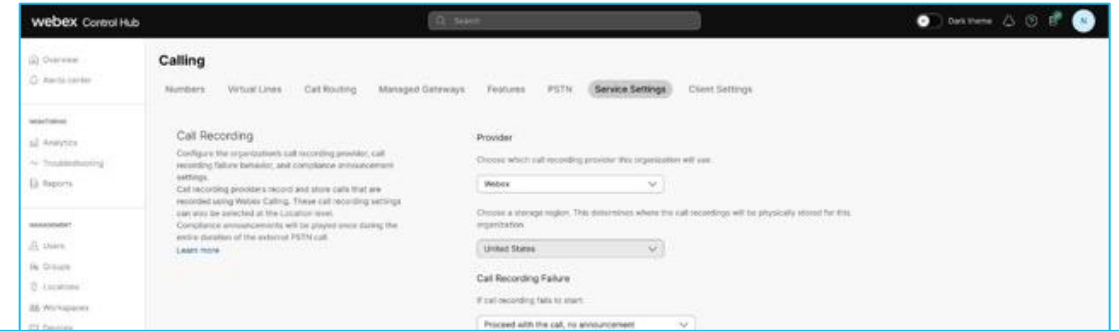
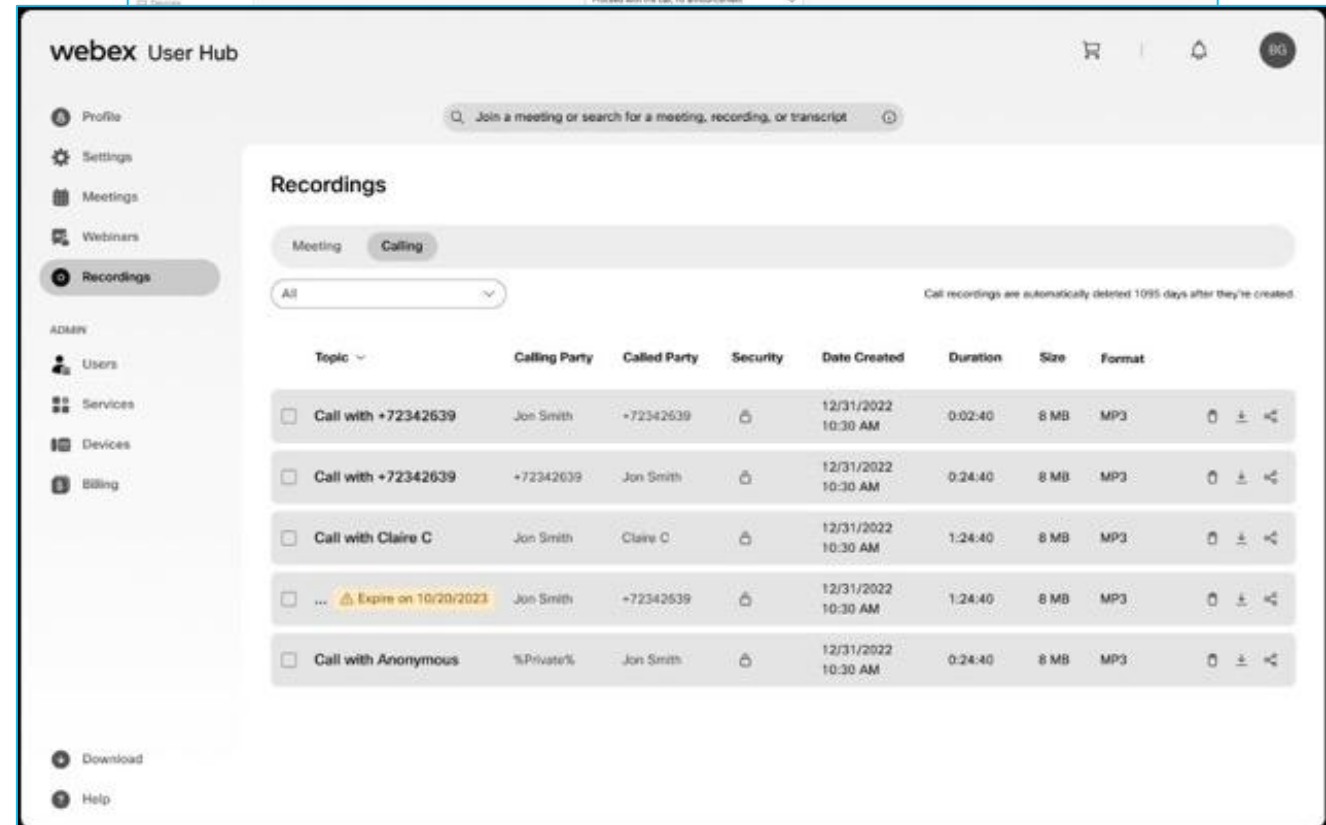
- Log in instantly with a QR code or voicemail secure TN and password to reserve a Device for up to 24 hours*
- Make and receive voice and video calls from your business line
- Access shared lines, call history, contacts, and voicemail
- Join scheduled meetings with a single touch
- Supported on **MPP 9800 series and 8875 (PhoneOS), MPP 8800 series** and RoomOS devices



*Sign in w/o Webex app via voice portal login available since Apr 2025

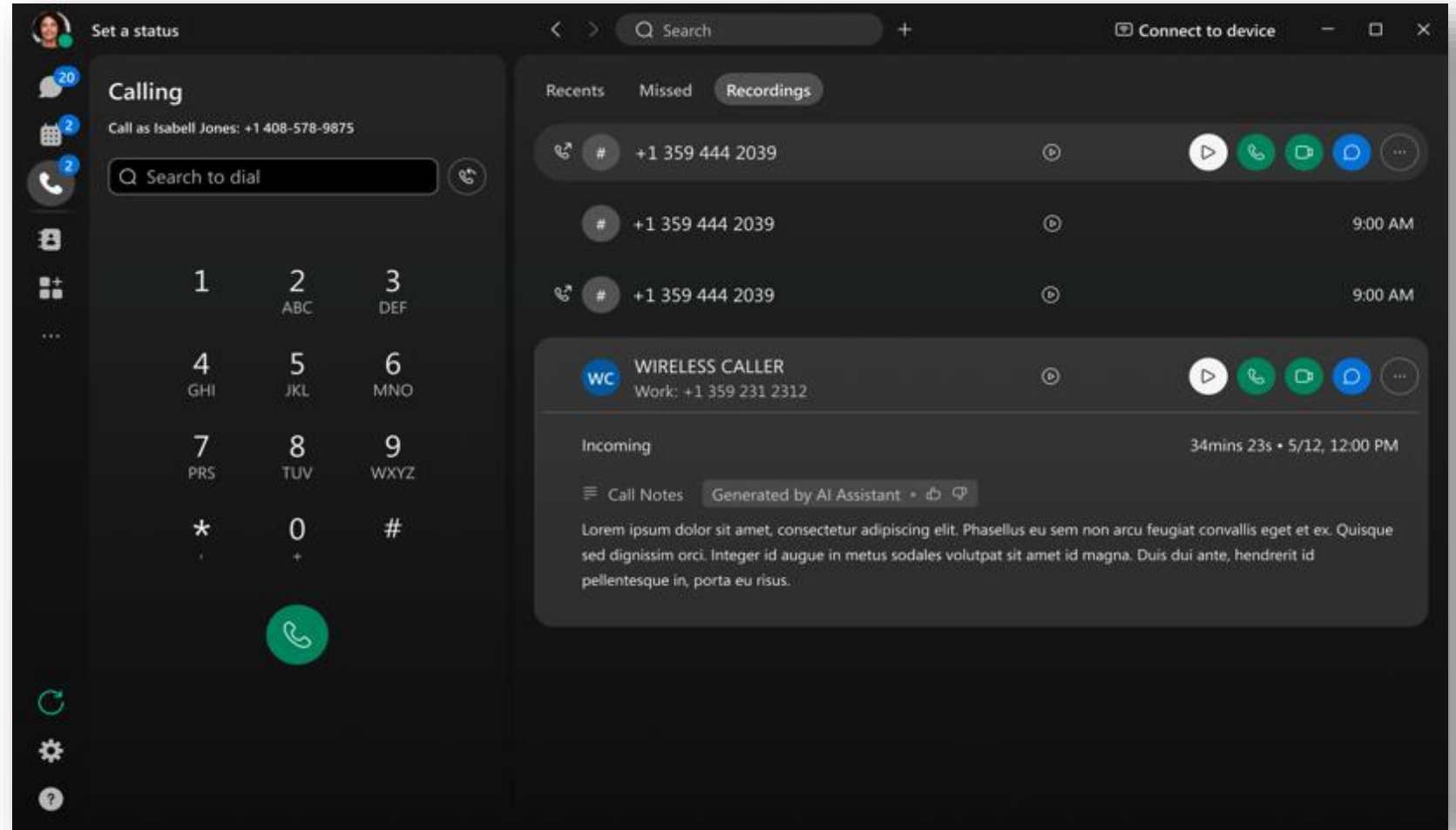
Native Webex Call Recording

- Records audio calls to the same infrastructure as Webex Meetings.
- Access to recordings via Control Hub (Admins) and User Hub (End Users)
- APIs to list, download, and delete recordings.
- Ability to select storage location beyond Webex Calling region.
- Secure recordings (transit and at rest).
- Supports all recording modes



Native Call Recording in Webex App

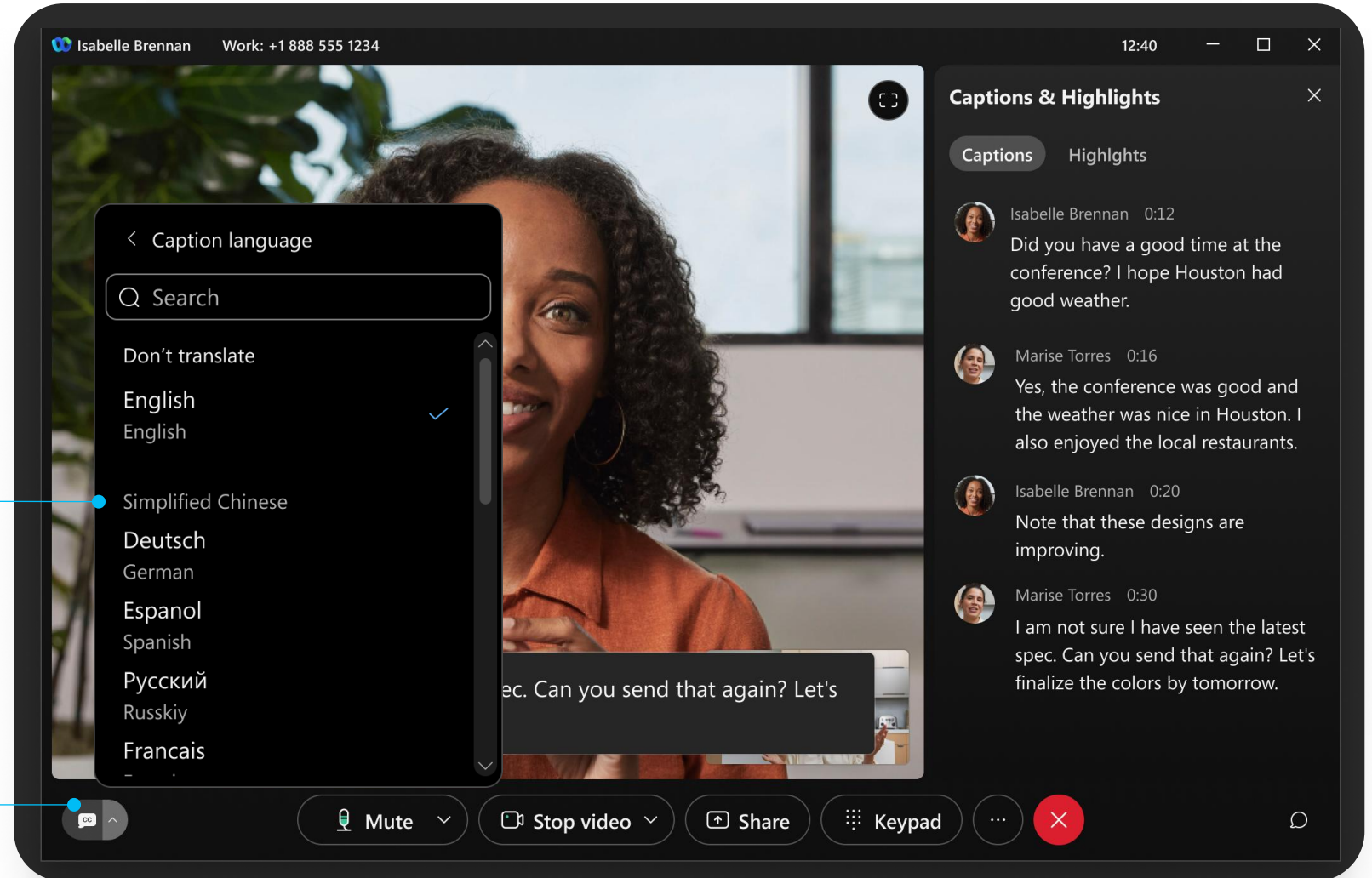
- Records audio calls to the same infrastructure as Webex Meetings.
- Easy access to playback, download or delete recordings by user from the Webex App
- New calling tab UX design to facilitate easier access to call recordings and AI features
- Available on Webex desktop and mobile apps



Calling captions & translation

Select **real-time** translations from English to other languages

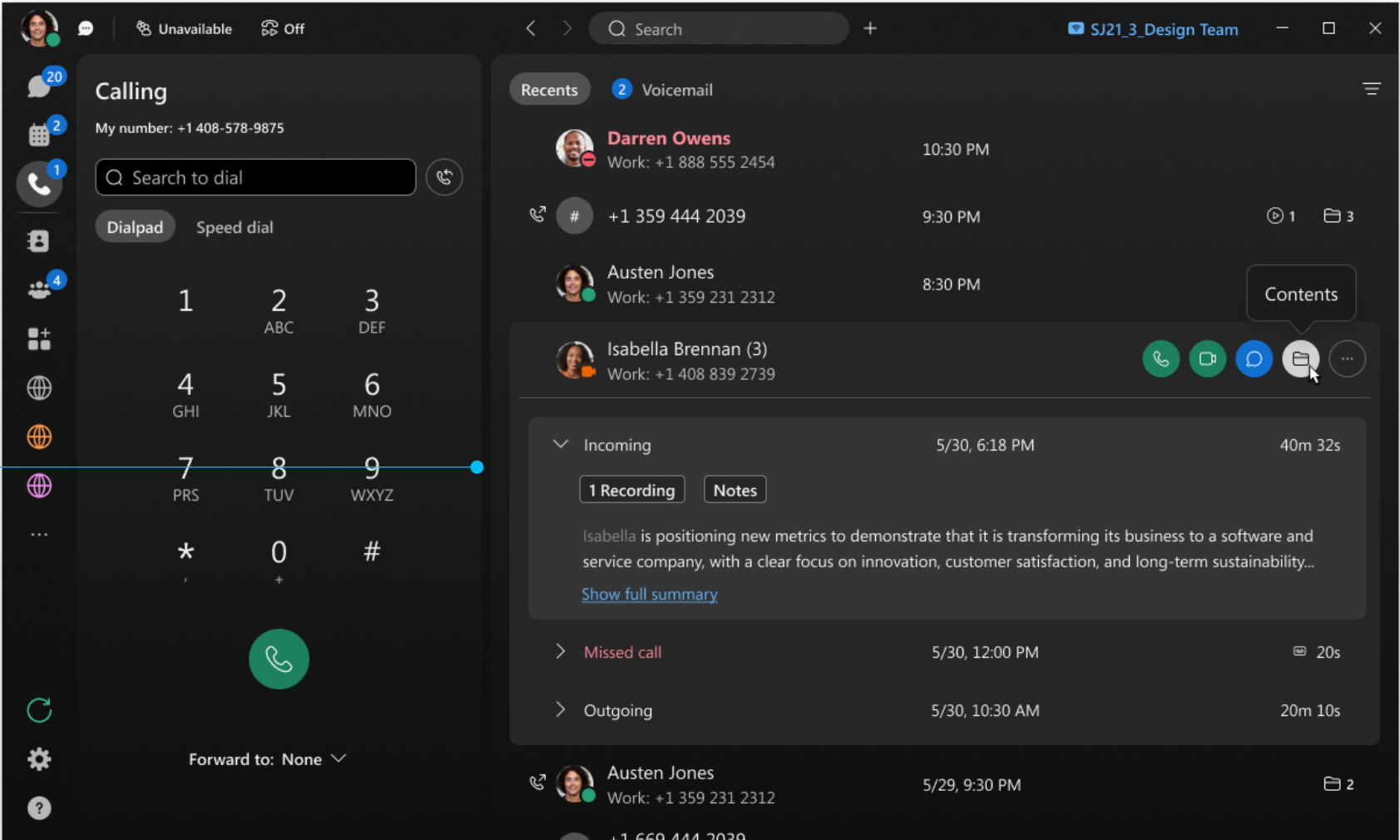
Turn on closed captions with **one click**



Call Summary

Your personal AI assistant

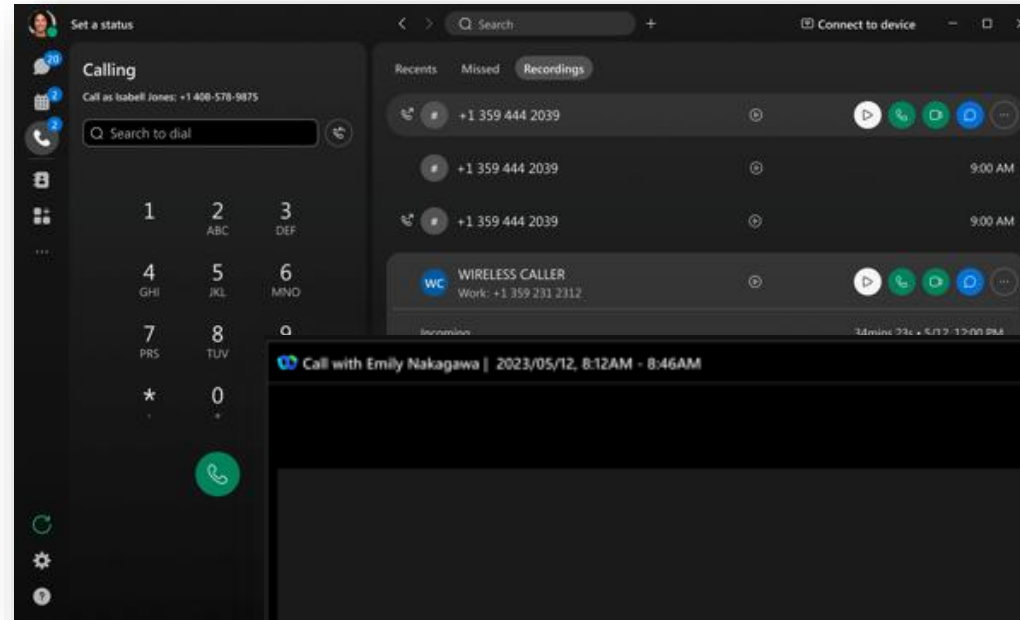
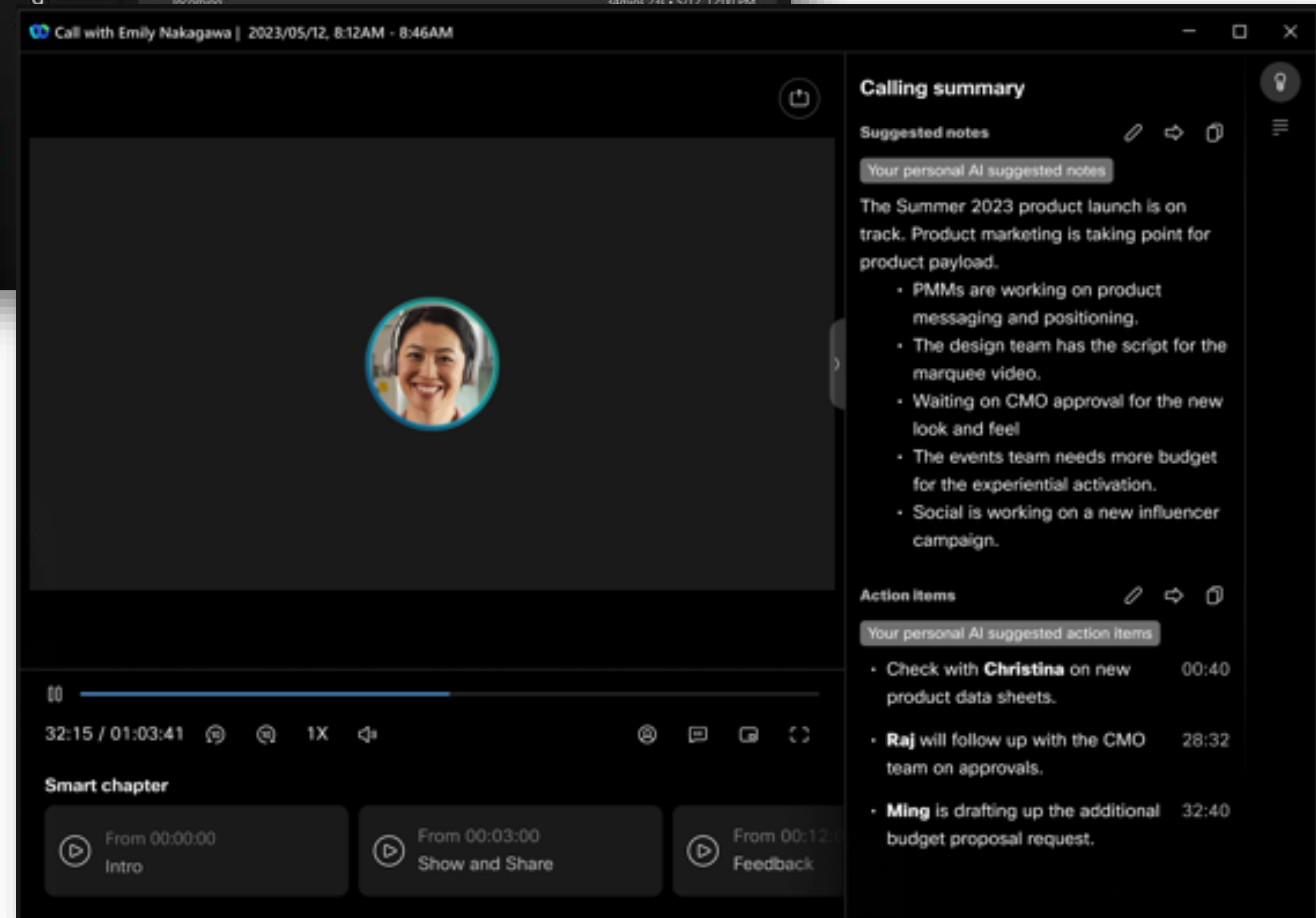
AI generated post-call summary with note editing capability



Call Summary

Your personal AI assistant

- AI-generated transcripts, summaries and action items
- Admin control for access to post call summary
- Available via API and Webex desktop and mobile apps



Innovation AI

Phased Migrations

(Coexistence)

The Migration Journey

4

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



5

Migrate remaining users at your own pace



MOVE AT YOUR PACE

Simplifying the transition to the cloud



Hybrid and advanced calling features
maximise ROI and flexibility – no 80/20 rule

Centralised enterprise dial plans

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

Trunks and route groups

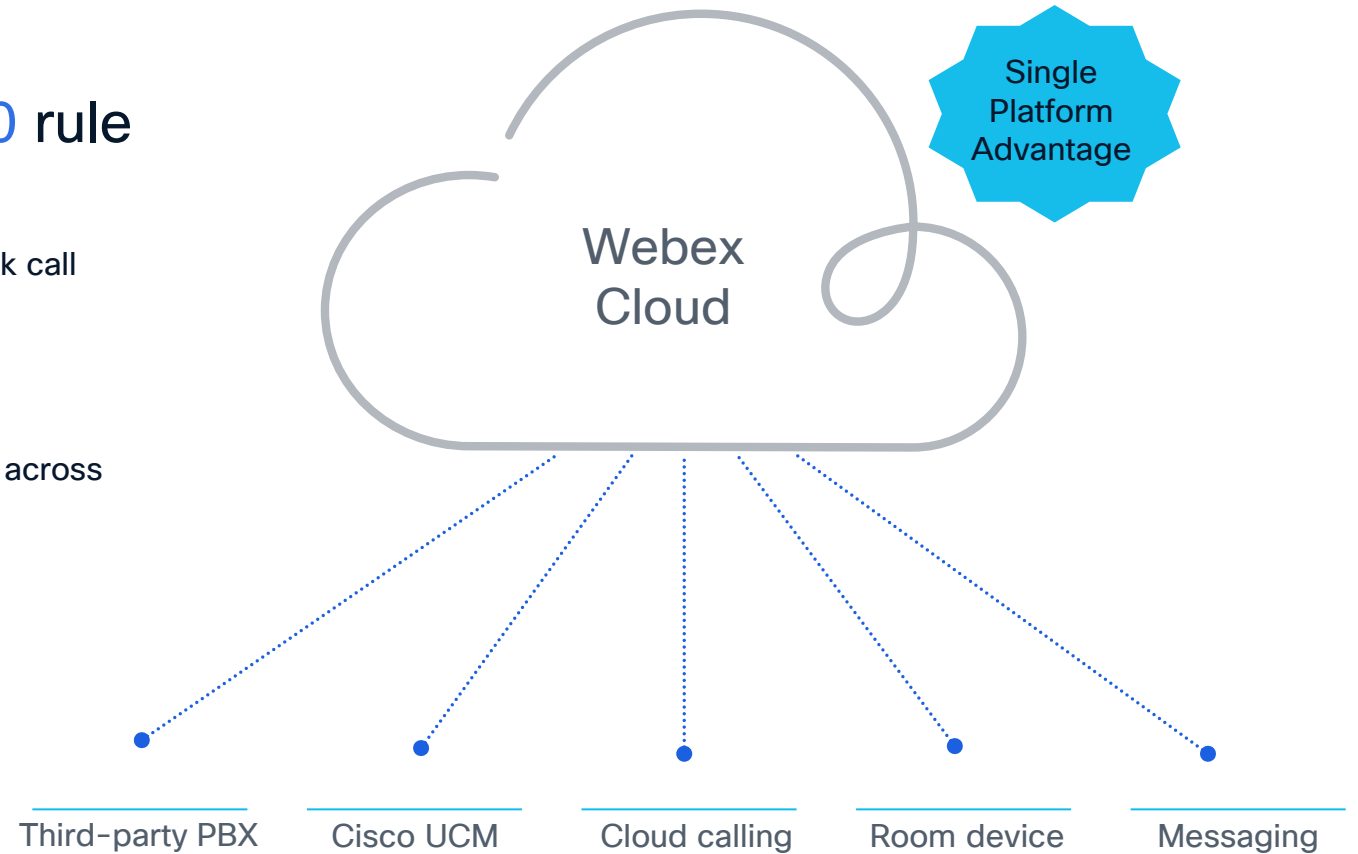
- Geo-redundant routing policies for enterprise trunks
- Scale call traffic to the PSTN using geo-redundant trunk groups across enterprise sites

Media optimisation

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

Centralised 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

Move at your own 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 migration tools
- 4.7 Activate numbers



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Migration Batches

Which users have to be migrated together?

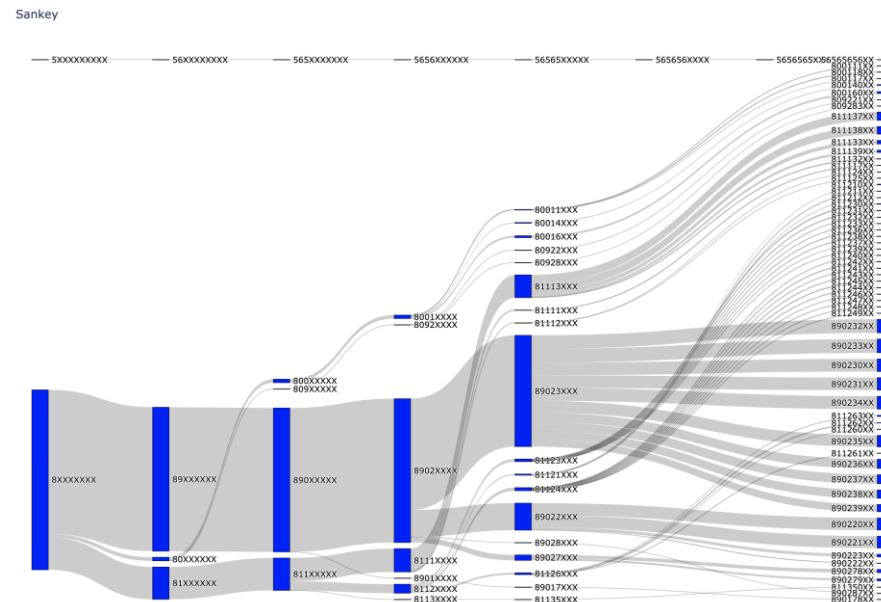
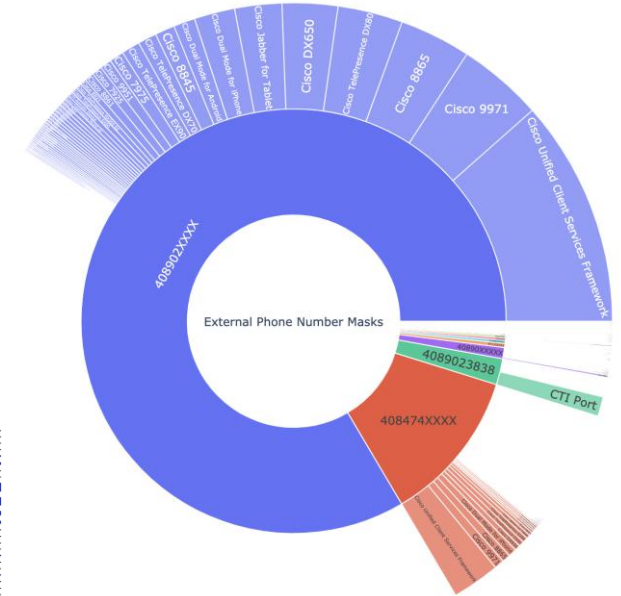
Migration Batches

Which users have to be migrated together?

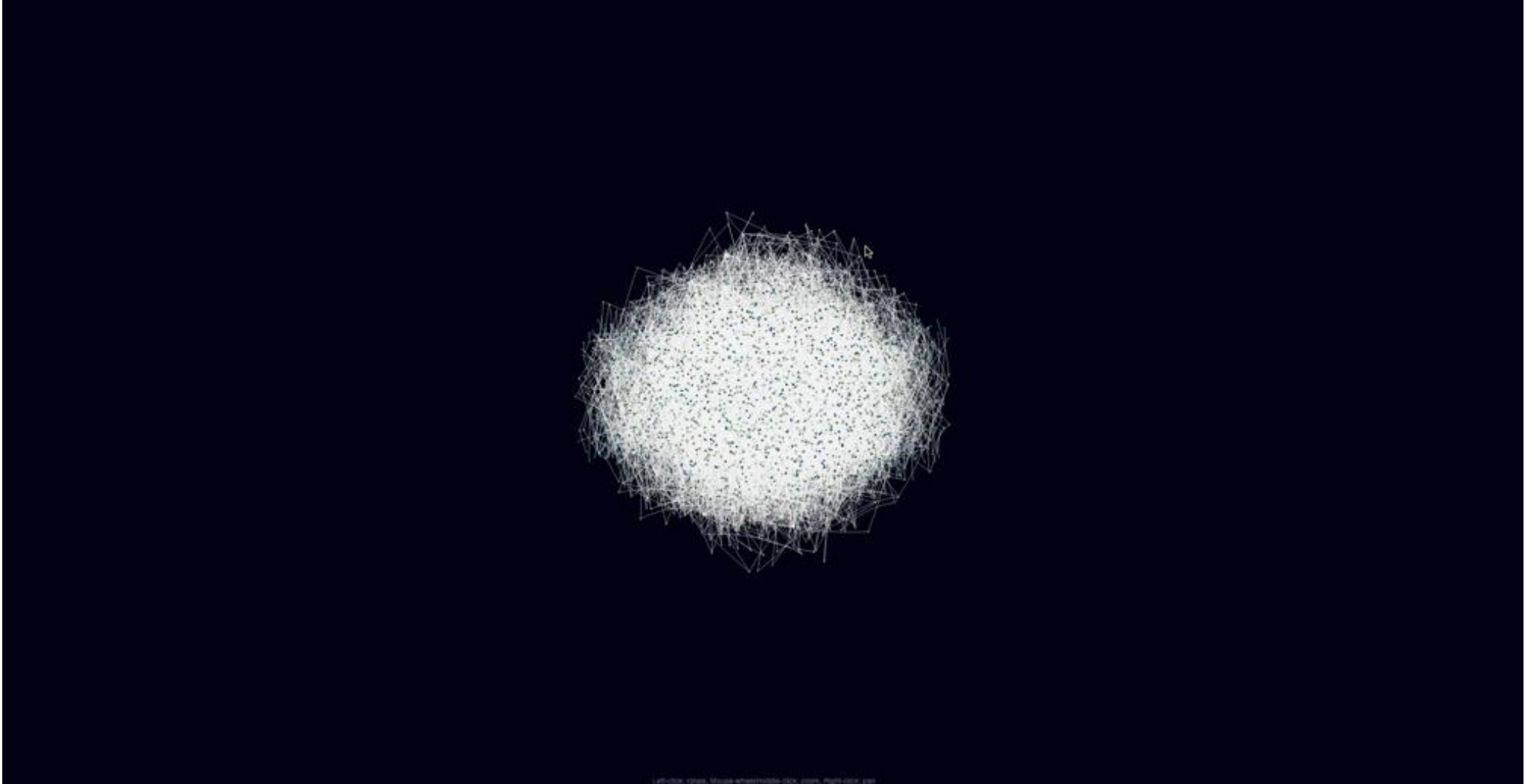
- Dependencies between Users
 - Monitoring each other on BLFs
 - Used in the same hunt pilot
 - Shared lines
 - Call pick-up
 - Using the same call-park numbers
 - Intercom
 - Shared DN on phones owned by different users
 - ...
- Need to make sure that users w/ dependencies are migrated together
- This information is available in the Unified CM config export
- .. But somewhat hard to extract

Migration Batches ... and Other Analysis

- <https://github.com/jeokrohn/ucmmigration>
- Uses Python 3.9
- Read and analyze Unified CM data exports
- Work in progress...
- Use as is
- ... playground for developers



User Migration Batches



Move at your own 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



1

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Typical Project Lifecycle (PPDIO)

- Prepare

- Assess current environment
- Collect detailed data on users, devices, network, and dependencies
- Identify risks and defined project scope
- Define business and technical requirement

- Plan

- Develop migration strategy
- Create high-level plan

- Design

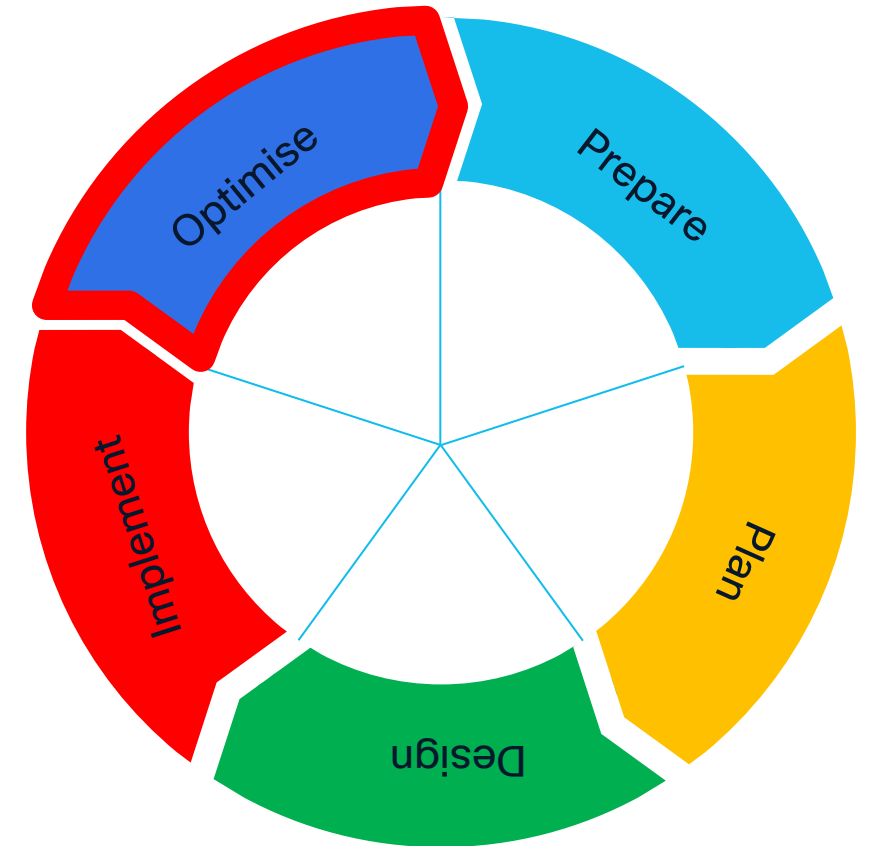
- Develop target architecture
- Plan data migration
- Plan coexistence
- Validate design

- Implement

- Set up Webex Calling
- Procure Licenses/Services
- Train the team
- Prepare endpoints
- Pilot migration
- Migrate users/devices

- **Optimise**

- **Implement Enhancements**
- **Promote adoption**
- **Decommission Unified CM**



Migration Support (Tools)

Tools Supporting Migrations

- Control Hub migration tools: users, numbers, devices
- Import from UCM
- Webex API support
- Batch operations

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	Description
GET https://api.ciscospark.com/v1/people	List People
POST https://api.ciscospark.com/v1/people	Create a Person
GET https://api.ciscospark.com/v1/people/{personId}	Get Person Details
PUT https://api.ciscospark.com/v1/people/{personId}	Update a Person
DELETE https://api.ciscospark.com/v1/people/{personId}	Delete a Person

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 11-2-3MSR1-1 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 code.csv

Remove File

```
1 {
2   "id": "Y2lzY29zcGFyZ3VzL3VzL1BFT1BMS88ZTlWMTdJNC1jNzdlLTQxZDMtYThhNS40WE1MzklTYzYNTg",
3   "emails": [
4     "jkrohn@tmevaldate.com"
5   ],
6   "phoneNumbers": [
7     {
8       "type": "work",
9       "value": "+14803554387"
10    }
11  ],
12  "displayName": "Johannes Krohn",
13  "nickName": "Johannes",
14  "firstName": "Johannes",
15  "lastName": "Krohn",
16  "orgId": "Y2lzY29zcGFyZ3VzL3VzL1BFT1BMS88ZTlWMTdJNC1jNzdlLTQxZDMtYThhNS40WE1MzklTYzYNTg",
17  "roles": [
18    "Y2lzY29zcGFyZ3VzL3VzL1BFT1BMS88ZTlWMTdJNC1jNzdlLTQxZDMtYThhNS40WE1MzklTYzYNTg"
19  ],
20  "licenses": [
21    "Y2lzY29zcGFyZ3VzL3VzL1BFT1BMS88ZTlWMTdJNC1jNzdlLTQxZDMtYThhNS40WE1MzklTYzYNTg",
22    "Y2lzY29zcGFyZ3VzL3VzL1BFT1BMS88ZTlWMTdJNC1jNzdlLTQxZDMtYThhNS40WE1MzklTYzYNTg",
23    "Y2lzY29zcGFyZ3VzL3VzL1BFT1BMS88ZTlWMTdJNC1jNzdlLTQxZDMtYThhNS40WE1MzklTYzYNTg",
24    "Y2lzY29zcGFyZ3VzL3VzL1BFT1BMS88ZTlWMTdJNC1jNzdlLTQxZDMtYThhNS40WE1MzklTYzYNTg"
25  ],
26  "created": "2018-04-03T18:20:43.092Z",
27  "lastModified": "2018-04-25T13:32:05.430Z",
28  "lastActivity": "2018-04-25T13:32:05.430Z",
29  "status": "inactive",
30  "invitePending": false,
31  "loginEnabled": true,
32  "type": "person"
33 }
```

Manage Users

Active Directory

Directory Synchronization
tmevaldate.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 \(links\)](#)

Claim Users

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

Migrations

Update to the new Webex

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 your enterprise.

[Get Started](#)

Migrate Enterprise phones to Multiplatform (MPP) firmware

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](#)

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](#)

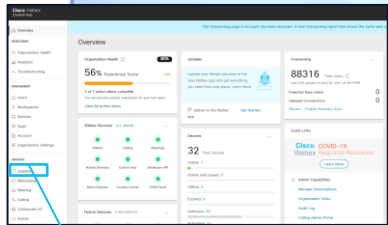
Migration Insights

Unable to load Migration Insights.

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



Control Hub migration tools



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 features from UCM

3

- Transform data from UCM
- Provision into Webex Calling

Migrate features



4

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 your enterprise.

Get Started

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



5

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

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



6

Migrate Enterprise phones to Multiplatform (MPP) firmware

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

How this works

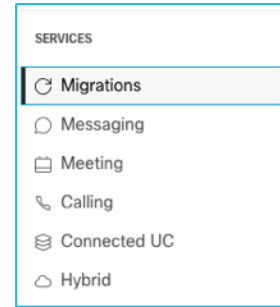
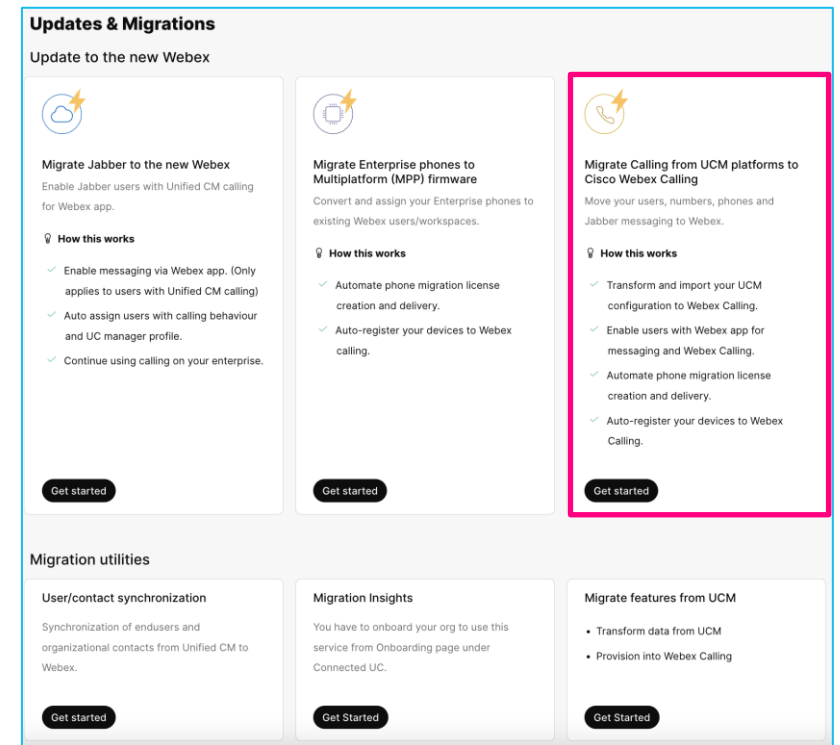
- ✓ Automate phone migration license creation and delivery.
- ✓ Auto-register your devices to Webex calling.

Get Started

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

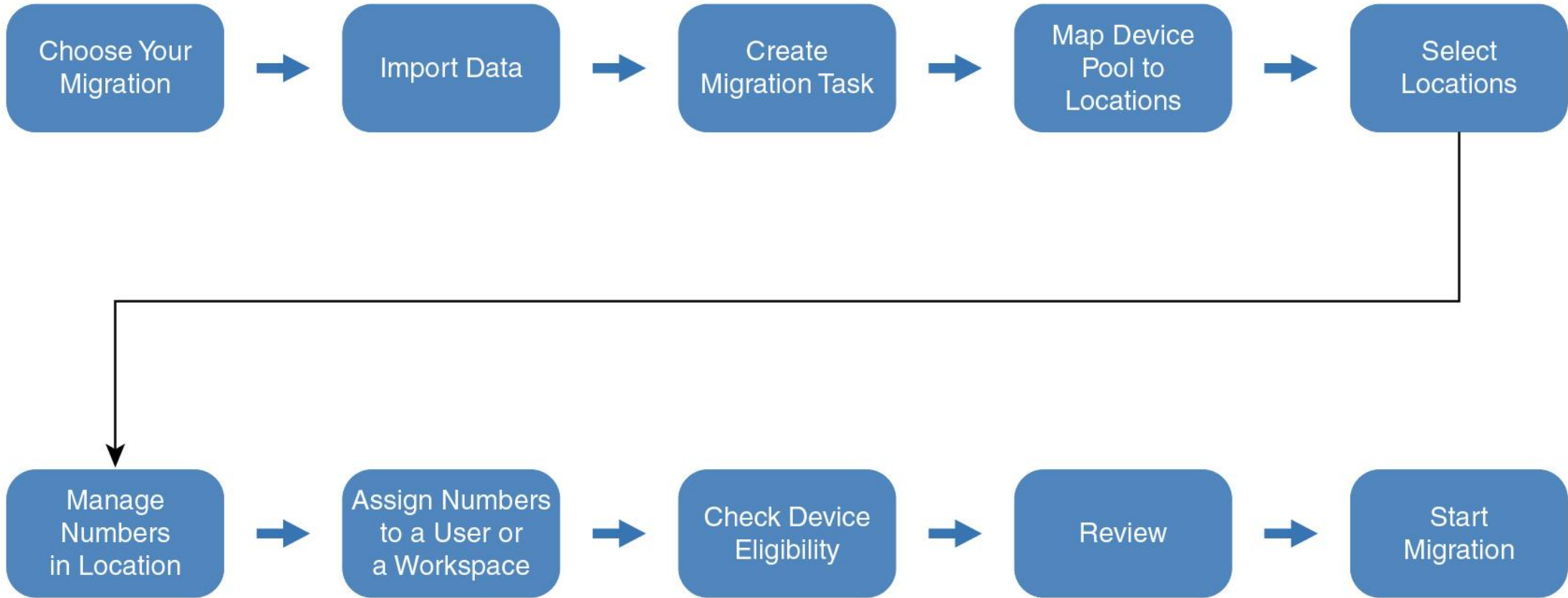
Calling Migration Tool

- Launched from Control Hub
- Use Unified CM configuration export (TAR)
- Data validation
- Extract/validate numbers, users, device associations
- Identify compatible devices
- Migration in batches
- Direct provisioning; not based on Webex Calling batch provisioning (CSV files)



<https://help.webex.com/en-us/article/x974bd/Migrate-Unified-CM-to-Webex>

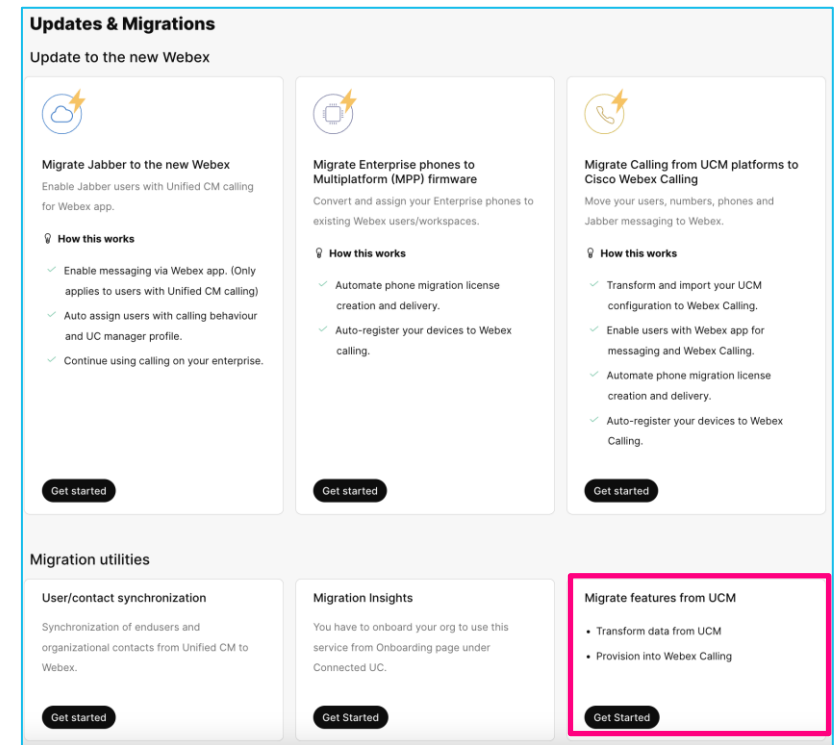
Calling Migration Tool Process



Migration: Migrate Features from UCM

- Available in Updates & Migrations page in Control Hub
- Using Unified CM config export (and Unity call handler export for AA)
 - Configured lines
 - Device Layout
 - Speed dial
 - Call Park
- Call Queue
- Hunt Group
- Call forwarding
- Auto Attendants

Monitored BLF



Migration: Migrate Features from UCM

- Can also be invoked from device, CQ, HQ, AA configuration page

The image displays five screenshots from the Webex interface, each highlighting the 'Import Data from UCM' button with a red arrow:

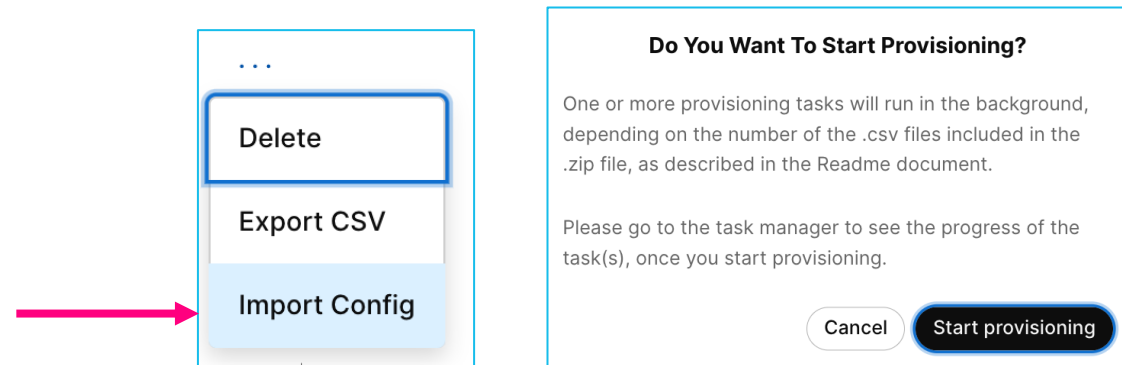
- Add device:** A modal window titled 'Add device' with the question 'What are you setting up for?'. It shows three options: 'Personal usage', 'Shared usage', and 'Multiple Cisco IP phones' (which is selected and highlighted with a blue border).
- Bulk Add Devices:** A page titled 'Bulk Add Devices' with instructions on adding multiple Cisco IP phones. It includes a 'Download user attributes and sample template' section with a 'Download' button and a link to 'How to edit the CSV file?'. The 'Import Data from UCM' button is located at the bottom.
- Manage Hunt Group:** A page titled 'Manage Hunt Group' with a 'Download CSV data' section. It includes a 'Download Data' button and a link to 'Learn More'. The 'Import Data from UCM' button is located at the bottom.
- Manage Auto Attendant:** A page titled 'Manage Auto Attendant' with a 'Download CSV data' section. It includes a 'Download Data' button and a link to 'Learn More'. The 'Import Data from UCM' button is located at the bottom.
- Manage call queue:** A page titled 'Manage call queue' with a 'Download CSV data' section. It includes a 'Download Data' button and a link to 'Learn More'. The 'Import Data from UCM' button is located at the bottom.

A large button labeled 'Import Data from UCM' is shown in a separate box at the bottom right.

<https://help.webex.com/en-us/article/d2lemv/Migration-Devices,-Call-Queue-and-Hunt-Group>

Migration: Migrate Features from UCM

- Generates a report (ZIP) to review and fix issues
- For each element:
 - Bulk CSV file with elements to be provisioned (can include errors and notes) – review, fix
- Once done with the review, provisioning can be initiated using ZIP with updated CSVs
 - Config import (ZIP) can be incomplete
 - Remove CSVs you don't want to provision

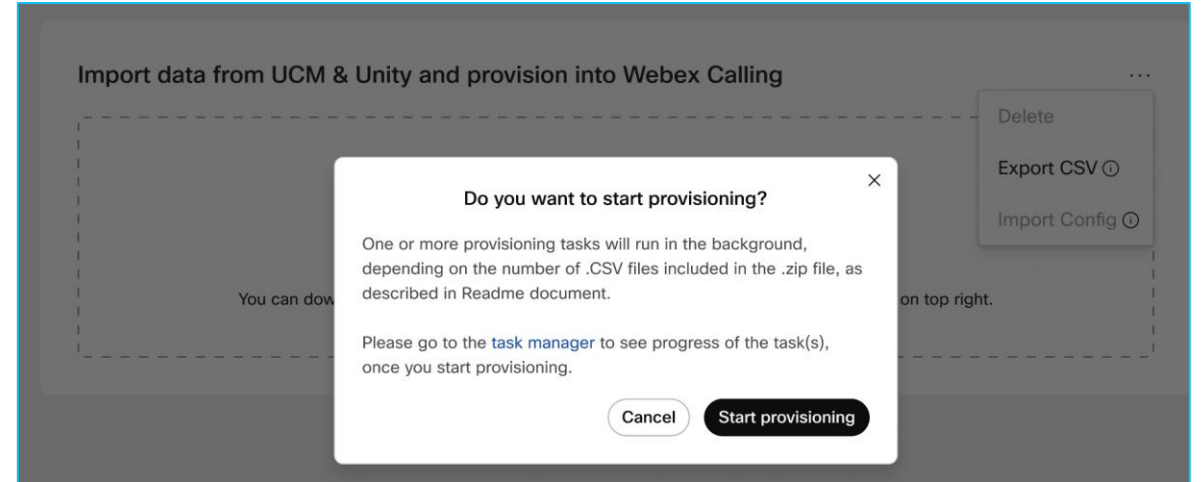


<https://help.webex.com/en-us/article/d2lemv/Migration-Devices,-Call-Queue-and-Hunt-Group>

Migration: Migrate Features from UCM

Provisioning

- After reviewing the export (..and applying changes)
- ... Provisioning is initiated via „Import Config“
- An admin batch job then starts to process the CSV files
- Progress can be monitored in task manager



Migration Tools

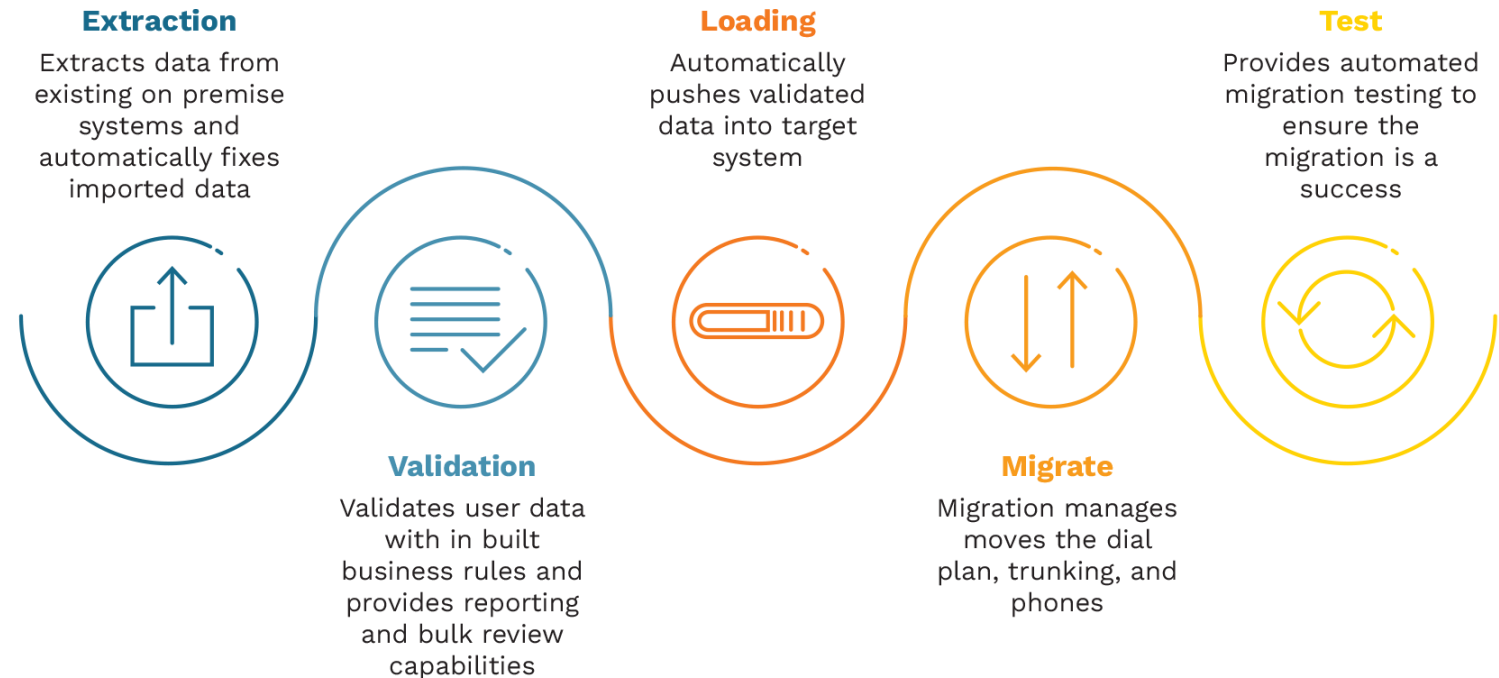
Feature Summary

- Data extraction v10.5+
- Data Validation
 - [Normalisation](#)
 - [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



Tuki Webex Calling Automated Migration

Connect

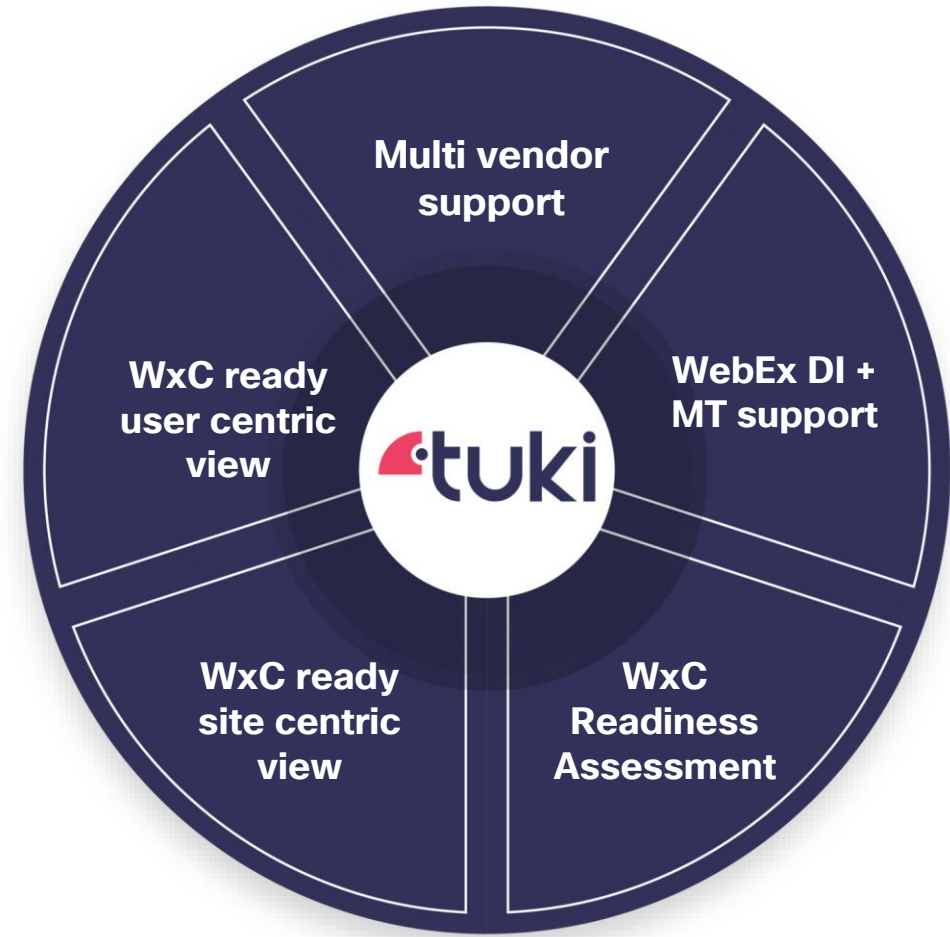
- Partner level Multi-Tenant Migration dashboard
- Online/Offline data collection options
- Multiple third-party vendor support
- Simplified customer onboarding

Map

- Webex Readiness Assessment
- WxC MT Ready User centric view
- WxC MT Ready Site centric view
- Migration rules

Migrate

- Automated User Centric Migration
- Custom batches migration
- Error handling and fixing
- Phased migration support
- UC features migration (AA, VM, Hunts, Pickups, Call Parks etc)
- Migration to Webex DI & MT



Pre-Assessment and Migration Partner Ecosystem



Migration Options – Comparison

	Manual Provisioning	Control Hub Tool	Import from UCM	Bulk Provisioning (CSV)	API	3 rd Party
Ease of use	0 initial training	++	+ (CSV review, Unity Connection Call Handler export)	- Process setup (data source, data format, ..)	-- Steep learning curve, development required for integration	+ Needs some training due to breadth of coverage
Flexibility	++	0 limited to devices, users, numbers	+ Limited coverage	+ limited coverage	++ increasing API coverage	++ uses Webex APIs
Integration into business processes	None	None	None	Possibly limited integration via customised data export/import	Tight integration possible	Primarily intended as standalone tool Other tools available supporting day to day operations
Speed	--	+	+	+	++	++

CCEP Managed Trials Services Overview

Managed Trial Capabilities

- Webex for Government Calling (FedRAMP)
 - Including cert-based Local G/W and Customer Experience Essentials
- Webex for Government Meetings (FedRAMP)
- Webex for Government Messaging (FedRAMP)
- UCM on premises
- Video Devices
- Integrations - **Calendar, Directory, SSO, etc.**

Requirements

- Network preparation must be completed prior to full engagement
- Weekly customer meeting
- Communications using Webex spaces where possible
- End User Training
- Active Salesforce Deal ID

- Services available in AMERICAS, EMEAR, APJ
- Typical trials have 10 to 100 users
- Deployment takes a week to 30 days
- Customers of all sizes that are qualified, making a purchase decision, have buying criteria, use cases and are ready to commit resources.
- **Free. Gratis. No charge. Zip. Zero. Nada.**

CCEP provides experienced engagement managers and engineers to manage and deploy the trial working hand in hand with Partners and the Cisco Sales Teams. We can lead the effort or provide select services.

Webex Setup Assist Migration Phases

Discovery & Assessment

- Project Kick-off Call with Customer & Partner
- Determine project milestones and timelines
- Network and firewall requirements
- Assess out-of-scope elements
- Data Gathering Workbook review
- SIP endpoint and CPE compatibility

Planning Phase

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

Go Live

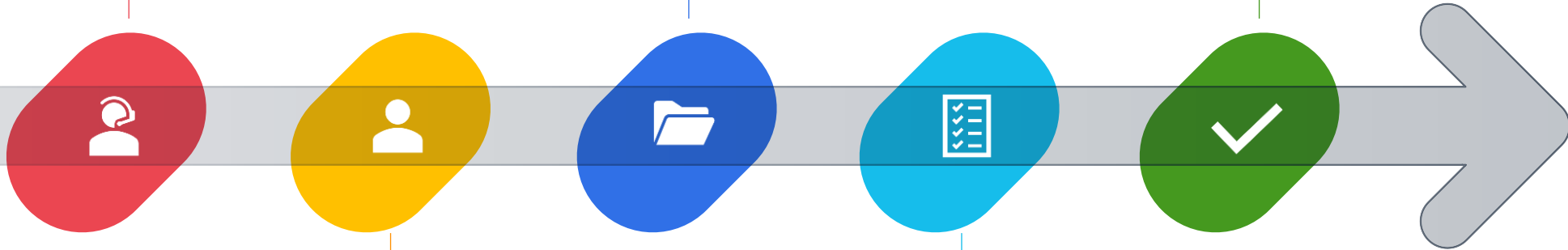
- Deploy onsite equipment
- Perform device upgrades and reconfigurations
- Port the telephone numbers
- Perform test plan to validate configuration
- Customer confirms project is complete
- Transition to long-term support 5 business days after Go Live
- Operations hand-off to partner/Customer

Solution Design Phase

- Review Data Gathering Workbook for feature gaps
- Workshop to finalise feature configuration
- Network requirements per location
- Develop test plan
- Consolidate, normalise, optimise lift and shift or a combination
- Define DI deployment: dial plan, PSTN routing, system feature configs, 3rd-party and external component connectivity, etc

Implementation Phase

- Gain admin access to Control Hub or Console
- Configure Cloud Calling services
- Receive number porting confirmation
- Confirm test phone to validate network configuration
- Execute migration and test plans to validate
- Adjust configurations as necessary
- Customer acceptance test plan



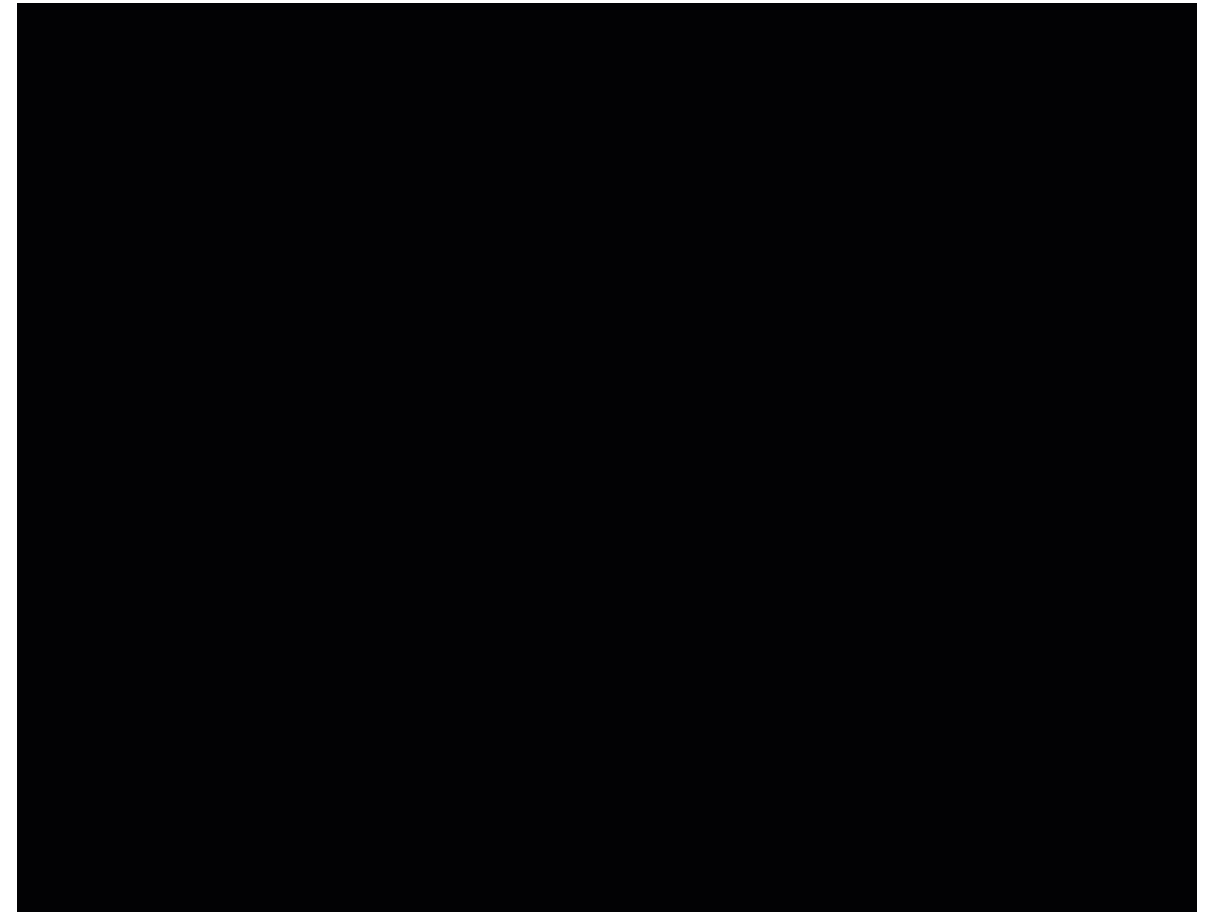
Webex Calling Adoption Guidebook

Adoption and
Support

Your go-to guide for unlocking cloud calling success from onboarding and beyond.

- Digital workbook with guided instructions to deploy core capabilities, including Microsoft Teams, Call queue, Auto-attendant, Live Receptionist, Webex Go
- Links to 500+ resources driving configuration, enablement, training, and adoption
- Interactive navigation menus and hyperlinks for ease of use
- Intermittent pulse checkpoints to enhance engagement, assess progress, comprehension, and readiness.
- Dynamic multimedia content catering to all learning styles.
- Strategically mention of other offerings, positioning Webex as an all-in-one solution for all Collaboration needs.

[Visit essentials.Webex.com](https://essentials.webex.com)



Closing

References

- Collaboration Transitions:
<https://www.cisco.com/c/en/us/td/docs/solutions/PA/mcp/MCPdocs.html>
- Migration insights:
<https://help.webex.com/en-us/article/svoi86/Migration-Insights>
- Calling Migration tool:
<https://help.webex.com/en-us/article/x974bd/Migrate-Unified-CM-to-Webex>
- Import from Unified CM:
<https://help.webex.com/en-us/article/d2lemv/Migration-Devices,-Call-Queue-and-Hunt-Group>
- Analyze Unified CM config exports:
<https://github.com/jeokrohn/ucmmigration>
- API supported migration from Unified CM to Webex Calling, GDPR export, CSV export:
<https://github.com/jeokrohn/migrationapi>
- Python SDK for Webex Calling provisioning:
<https://pypi.org/project/wxc-sdk/>
- Yarnlab:
<https://www.yarnlab.io/>
- Tuki:
<https://tuki.io/>

3rd Party Migration Tools

- [Yarnlab](#)
 - 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](#)

Recap / Q & A

- Thoughts about “Migrations”
- Migration Journey
- Connect to the Cloud
 - Readiness
 - Discovery
 - Design/Planning
- Move at Your Own Pace
 - Interworking w/ Unified CM
 - Migration Considerations
 - Phased Migrations
- Migration Support

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