

Cisco *live!*

February 15 - 19, 2016 • Berlin, Germany

We're ready. Are you?

Deploying Cisco Packaged Collaboration Solutions

Xavier Hemery – Consulting Systems Engineer

Agenda

- Business Edition Portfolio Update
- Deployment Process Evolution
- Config To Order Developments
- Portal Presentation
- On-site Deployment Process

Portfolio Update

Packaged Collaboration Solutions

Cisco Business Edition Portfolio

Collaboration Your Way

Complete Service Offering

- End-to-end Collaboration capabilities - voice, video, conferencing, messaging, IM&P, mobility, and more - for every user on any device from any location

Differentiated Communications

- Cost-effective, high-quality multiparty video conferencing options bring employees, customers and partners closely together

Flexible Cost Model

- Pay as you grow, platform options scale to support the deployment size needed



Simplified Deployment, Management

- Preconfigured virtualized servers come with ready-to-run software reducing time to dial tone and ongoing administration

Open and Interoperable Architecture

- Supports 3rd Party applications, and telepresence and video endpoints

Scalable, Highly-Available Platforms

- Built-in ability to grow and change to keep pace with the business

Delivering Better Together
Communications and Collaboration Services for All users

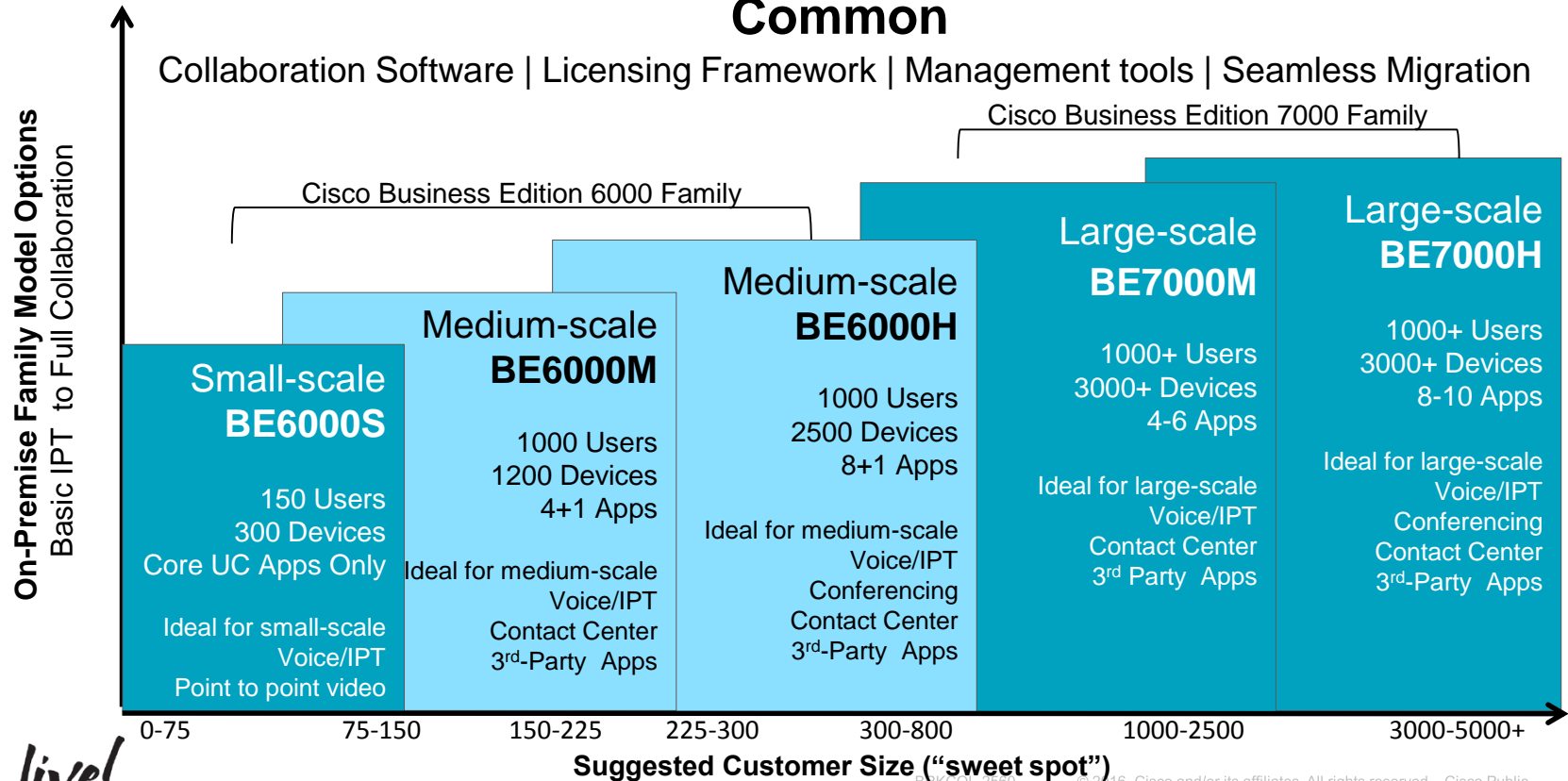


Cisco Business Edition Portfolio

Serving Companies of Every Size

Common

Collaboration Software | Licensing Framework | Management tools | Seamless Migration



Cisco Business Edition Portfolio (cont'd)

Refreshed platforms, now shipping with CSR 11.0+10.6 / ESXi 5.5 preloads

UPDATED

ESXi 6: March 2016

Video Conferencing



BE6000S

Cisco UCS® E160D M2
Double-wide Blade Server
in Cisco ISR 2921V
(core UC apps only,
150 users, 300 devices)



BE6000M

Cisco UCS® C220 M4S
Rack-Mount Server
(4 applications + Mgmt,
1000 users, 1200 devices)



BE6000H

Cisco UCS® C220 M4S
Rack-Mount Server
(8 applications + Mgmt,
1000 users, 2500 devices)



BE7000M

Cisco UCS® C240 M4S2
Rack-Mount Server
(stack servers to add
users/devices)

UPDATED

1200W PSU



BE7000H

Cisco UCS® C240 M4SX
Rack-Mount Server
(stack servers to add
users/devices)

Virtualization Software

Cisco Unified
Communications
Virtualization
Hypervisor

Latest shipping apps/versions in in Release Notes and Preload File Summaries at
www.cisco.com/go/be6000 and www.cisco.com/go/be7000

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HW rebuild instructions here: (Verify Strip Size, Read Ahead Policy, Write Cache Policy)⁷
http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/virtual/CUCM_BK_CF3D71B4_00_cucm_virtual_servers.html

Positioning Business Edition and CME Solutions

Multi-Service Routers

CME and CUE

ISR G2 / G3



Voice-only
with Custom
Retail
Featurette



Retail



Distributed
Branch



SP
Managed

Packaged Collaboration Servers

UCM, IMP, CUC,
Paging, PCP

BE6000S



<150 Users

Entry-level UC

Cisco and Partner
Collab Portfolio

BE6000M/H



<1000 Users

Full
Collaboration
Experience



Commercial Midmarket

No EOL plans.

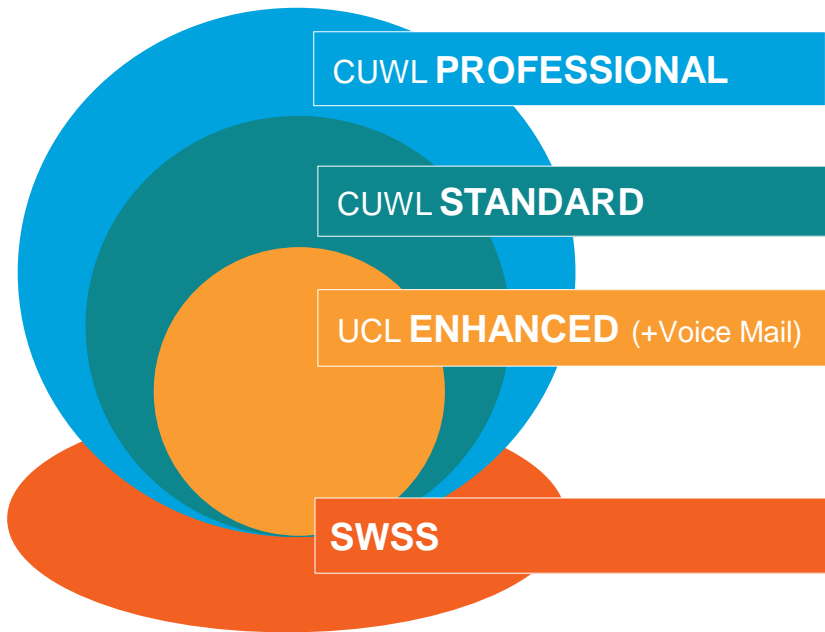
2+ year Roadmap (CY16-17)

SIP parity, CUE support on ISR 4K,
SMART Licensing, ISR 4K feature gaps

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Enhanced Value BE6000 Solutions

Available
TODAY!



New Starter bundles for BE6000 systems – introduced **Sep 2015**

35 users for **same price** as original 25-user bundles

40%
More
Users

SWSS pricing for BE6000 **held** at 12%.
Unity Connection voicemail SWSS pricing aligned with UC – effective **Nov 2015**
Now **\$9/user** (was \$15/user)

BE6000 SWSS Partner Support Services (PSS) **reduced -10%** - effective **Dec 2015**

40%
reduction
for VM

Making More Collaboration Accessible to More Users and Organizations

BE6000 SWSS Starter Offer



What is it?

“SWSS Starter” Offers for new BE6000 Systems:

- SWSS Starter for 125 Users
- SWSS Starter for 250 Users

Offer is only for new BE6K system sales in the EMEAR market.

Existing SWSS “per user” offer remains available for the partner to select the best option.

How Does the Offer Work?

1. In CCW Simply Select your license level (UCL, UCL Enh, CUWL Std)
2. Select the SWSS Starter Offer for either 125 or 250 depending on needs for user count & contract duration
3. Then select SWSS for the appropriate contract period (e.g. 1, 3 or 5 years)
4. CUWL Pro, Room and any additional BE6K user licenses (above the SWSS Starter offer) will be added at the normal price outside of the offer.

Conference Now

Enhanced Audio Conference Experience included in Unified Communications Manager 11

> Native feature in Unified Communications Manager

Efficient resource utilization – no additional app or VM instance required

> Simple to join

Centralized conference number - uses an extension for the meeting ID

> Improved user experience

New lobby experience with Music on Hold and IVR guidance

> Secure

Option to secure conferences with a simple access code

> Simple to manage

Configure via user self-care portal in Prime Collaboration Provisioning

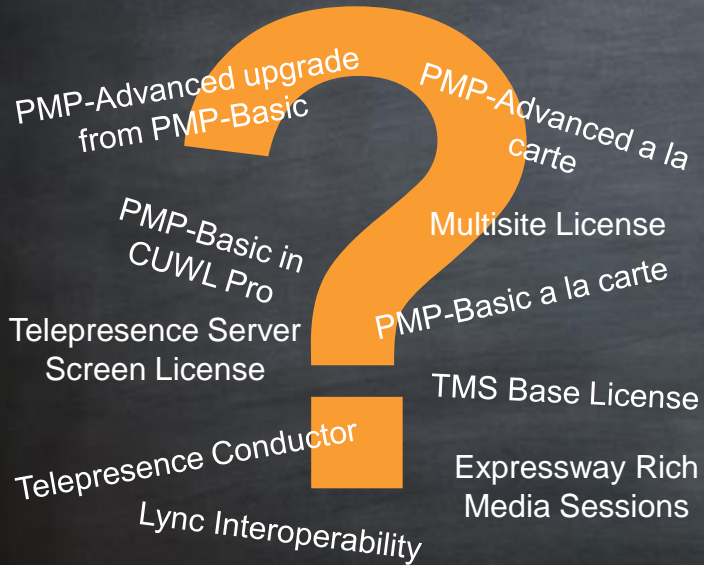


For rich media conferencing experience with content sharing, video, etc use:

WebEx Meeting Center, Collaboration Meeting Rooms CMR/PMR.

Simplified multi-party conferencing solutions

Yesterday (Complex)



Today (Simple)

One Meeting
=
One License

- Per user, personal endpoints: **included in CUWLPro license**
- When purchased with a shared room system (SX10 or above): **Shared Multiparty license**



Multiparty Licensing: What is it?

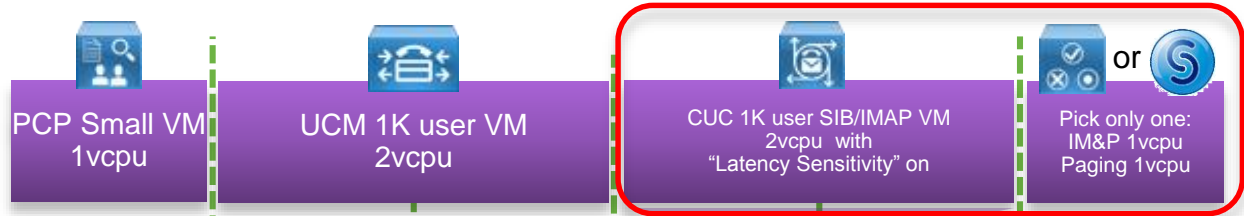
One Meeting One License

- Unlimited participants per meeting
 - full resolution and content
- Everyone is enabled with
 - Their own Personal CMR address
 - Scheduling meetings and ad hoc call escalation
- Includes RMS licenses to enable:
 - CMR Hybrid
 - B2B & B2C & Lync interop



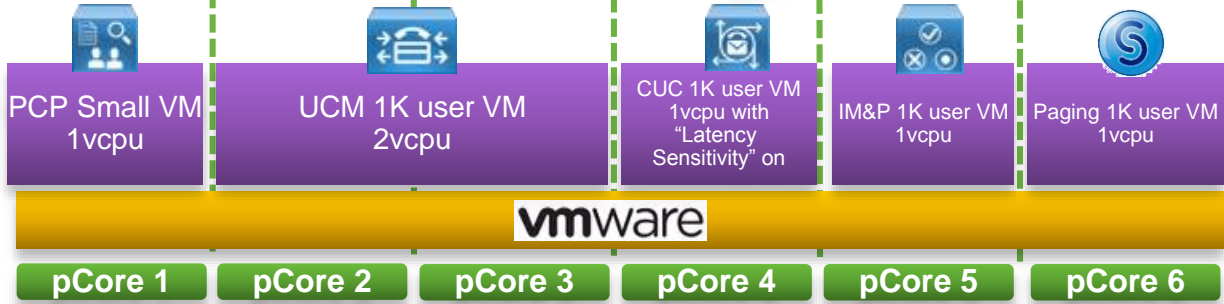
BE6000S: Unity Connection Expands Support

Support added in Sep 2015.
 (either CUC Single InBox or IMAP
 allowed, but reduced #VMs per
 BE6000S server)



or

Supported since BE6000S FCS.
 (no CUC Single InBox or IMAP
 support)



Sales Tools

Get started

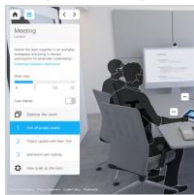
Solve Real Business Problems



Collaboration Use Case Tool

http://www.cisco.com/assets/sol/coll/use_case_tool/index.htm

Improve User Experiences with Right Designs



Project Workplace

<http://www.cisco.com/web/telepresence/projectworkplace.html>

Provide Proven Architectural Solutions



Cisco Preferred Architectures

<http://www.cisco.com/c/en/us/solutions/enterprise/design-zone/index.html>

<1000 users?

>1000 users?

Design



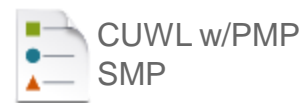
Cisco PA for Midmarket Collaboration* with Cisco Validated Design



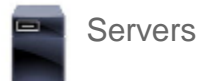
Cisco PA for Enterprise Collaboration* with Cisco Validated Design



Quote



vmware



* video-centric deals (whether Midmarket or Enterprise) can also consult **Cisco PA for Video**

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Migration Planning – UCM EOL Status

Unified Communications Manager License Availability Matrix

UPDATED

Version	End of Sale	Build New Clusters	Expand Clusters	Purchase Additional Users	End of SW Maint	End of Support
11.0	TBA	Yes	Yes	Yes	TBA	TBA
10.X ¹	TBA	Yes	Yes	Yes	TBA	TBA
9.X ¹	29 Dec 2015	No	Until 28 Dec 2017	Until 28 Dec 2017	28 Dec 2016	31 Dec 2018
8.6	26 Jul 2014	No	Until 31 Jul 2016	Until 31 Jul 2016	26 Jul 2015	31 Jul 2017
8.5	26 Jul 2014	No	Until 31 Jul 2016	Until 31 Jul 2016	26 Jul 2015	31 Jul 2017
8.0	24 Oct 2011	No	Until 31 Jul 2016	Until 31 Jul 2016	23 Oct 2012	31 Oct 2014
7.1.5	22 Jun 2012	No	Until 31 Jul 2016	Until 31 Jul 2016	22 Jun 2013	30 Jun 2015
7.1.3	22 Jun 2012	No	Until 31 Jul 2016	Until 31 Jul 2016	22 Jun 2013	30 Jun 2015
7.0	12 Apr 2010	No	Until 31 Jul 2016	Until 31 Jul 2016	12 Apr 2011	11 Apr 2015
6.1	3 Sep 2010	No	Until 31 Jul 2016	Until 31 Jul 2016	3 Sep 2011	30 Sep 2015
6.0	2 May 2009	No	No	Until 31 Jul 2016	2 May 2010	1 May 2012
5.1	13 Feb 2009	No	No	Until 31 Jul 2016	13 Feb 2010	29 Feb 2012
5.0	30 Jun 2008	No	No	Until 31 Jul 2016	30 Jun 2009	30 Jun 2011
4.3	25 Jan 2011	No	No	No	25 Jan 2012	31 Jan 2014
4.2	15 May 2008	No	No	No	15 May 2009	15 May 2011

Notes:

1. There are no separate End of Sale announcements for version 9.0 and 10.0 release trains. Support follows in the newer versions of these major releases (i.e. 9.1 and 10.5, not 9.0 and 10.0)

Latest on partner community: <https://communities.cisco.com/docs/DOC-57172>

Deployment Process Evolution

Installation Strategy Evolution

Non-BE Solutions

Install server SW and ESXi

Find DVDs, download ISOs

Create Virtual Machines

Install Applications

Configure Applications

Preinstalled BE Servers

Done!

Preloaded!

Done!

Complete Application Install

Configure Applications

Config To Order

Done!

Preloaded!

Done!

Installed!

Customize Configuration

ConfigToOrder: Servers Preconfigured Your Way!

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.... and manufacturing returns to preloading

Deployment Options: Summary



Use ConfigToOrder to prepare servers and preconfigure applications prior to delivery.



Use ConfigToOrder to prepare servers and install applications ready for configuration prior to delivery.



Use servers direct from Cisco with pre-deployed applications to simplify application install.



Remove pre-deployed virtual machines build yourself.



Reinitialise the RAID array and start from bare metal.

ConfigToOrder

ConfigToOrder Service

What is it?

- Distributor-provided Implementation Service for small fee to partner
- Partner provides setup information via secure portal (CTOP)
- Customizable configurations, applicable for most deployment
- Ability for partners to outsource routine install tasks
- Reduced cost of deployment, improved partner margins

Benefits

- Significantly reduces cost of deployment
- Streamlined data collection
- Most up-to-date software
- Support on-site deployments, no pre-staging required
- Reduces project management costs (SoW support)
- Warranted to insure Zero DOA and configuration accuracy
-

 Easy, convenient deployments. Faster time to collaboration

Cisco Config to Order Portal (CTOP)

Servers **prepared** with **fully installed** applications, ready to configure, from distribution



Includes:

- Customer specific configuration entered through easy to use portal
- Chosen distributor tests, installs, configures and ships servers to customer site
- All for nominal fee from Distributor*
- No Cisco fees

Impact:

- Previous Install time: average 6 days
- Reduces install time: average 4 days

Items left to configure:

- Prepare customer network
- Use standard on-site practice for Day 1 configuration
- Complete user import for Day 1 service

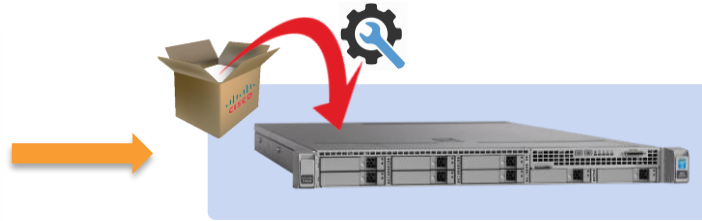
ConfigToOrder Process Explained

Partner uses CTO Portal to enter configuration data ahead of delivery.



www.ConfigToOrder.com

Distributor collects configuration data and order.



Distributor uses automated process to provision the platform to order (for a nominal fee).

Distributor ships configured platform to the end customer.



Partner completes configuration on site (less than 1 day).

CTOP Options

- ✓ Test Hardware
- ✓ Configure server management (CIMC)
- ✓ Configure virtualization (ESXi)
- ✓ Install Collaboration Applications (UCM, PCP, IMP, Paging, CUC...)
- ✓ Choose latest version 10 and 11 release
- ✓ Multi-server solutions supported

Day 0 Includes

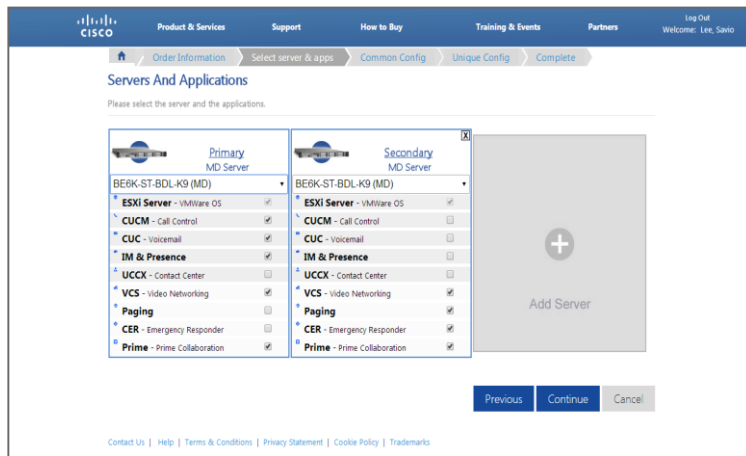
Available Now

- ✓ Setup system wide settings
- ✓ Integrate applications (UCM, PCP, IMP, Paging, CUC)
- ✓ Initialise Common PBX features
- ✓ Configure dial plans
- ✓ Setup Prime for easy Day 2 MACDs

Day 1 Includes

Q2CY16

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CTOP Supported Apps on all BE6000 Platforms



Call Control
Unified CM



Voicemail
Unity
Connection



IM & P
Jabber



Paging
Paging
Server



Provisioning
Management
Prime Collab

More applications coming soon!

CTOP: Addressing Partner Deployment Pain

Partners who have not used CTOP

“BE6000 Installation costs are too high, especially in the <250 space”

“Other vendor solutions take 1/3 the time it takes to deploy a BE6000”

“Other vendors – 50% the cost of a BE6000”

Partners who have used CTOP

“CTO helps us to be more competitive and reduce our cost of operation. We’ve decided to use CTO for all future deployments”

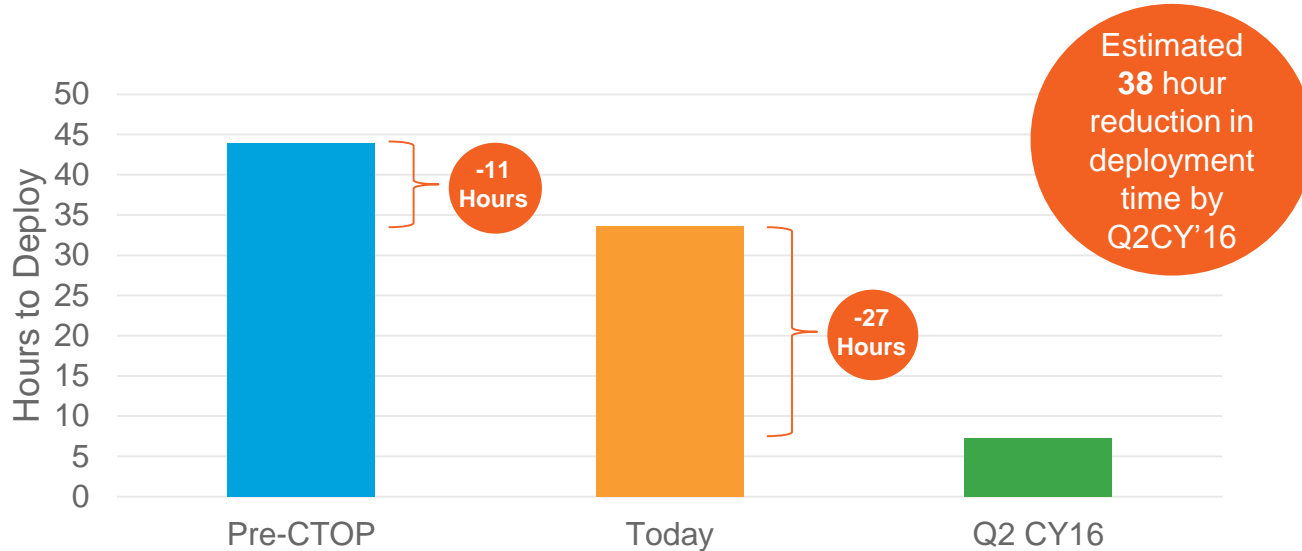
“We like to use the CTO program for an easier and more profitable deployment of BE6000”

“CTOP is a good service and good value. We will continue to use it”

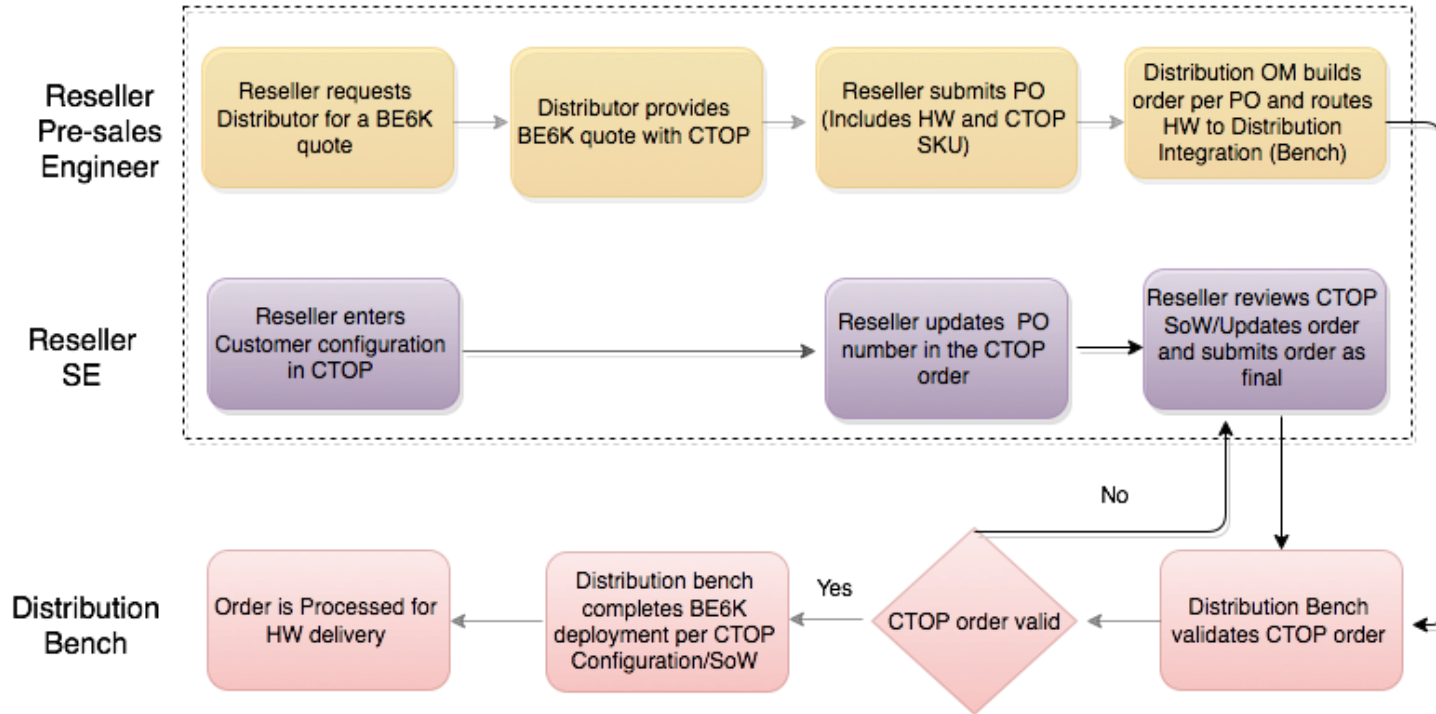
Partner Benefits

- Potentially lowers cost structure
 - Offloads resources from common tasks for nominal fee
- Increases ability to win more deals
 - Pass along cost savings to lower street price and increase competitiveness.
- Increase margins and / or pass along savings to customers
 - Lower costs provide greater pricing flexibility
- Frees resources to pursue more value-added deals
 - Enables more highly skilled personnel to focus on more complex deployments
- Accelerates time to market for new partners
 - Simplified learning curve for deploying BE6000 with Prime Collaboration Provisioning

Average Deployment time comparisons



CTOP Order Flow



CTOP Availability

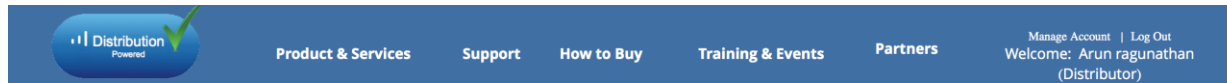
Partner	Region / Date
Azlan	Select European Countries - Available
Comstor	US, Canada - Available
	Select European Countries: Available
Dicker Data	Australia – Available
Express Data	New Zealand - Available
Ingram Micro	US, Canada - Available
	Select European Countries: Available
	Australia - Available
KBZ	US - Available
ScanSource	US, Canada - Available
Synnex	Thailand - Available
Tech Data	US, Canada - Available
Westcon	Australia - Available
ECS	Indonesia - Available



<https://www.configtoorder.com>

CTOP Support

- Support button on portal to open a support case)
- CTOP support community forum for on-line self support
 - <https://supportforums.cisco.com/community/5526/business-edition-6000>



Contact Support

Subject:

Message:

Send

Cancel

TEC Communications

A man in a black shirt is leaning over a server rack in a data center. The server rack is filled with various network equipment, including switches and routers. The background shows a blue desk with a laptop and a smartphone. The overall scene is a professional IT environment.

OPPORTUNITY

Accelerate customer deployments;
Enhance efficiency;
Focus teams on higher-level value added tasks

HOW

Cisco Business Edition 6000
Configure-to-Order Portal (CTOP)

OUTCOME

15% faster deployments; increased margins

“ The Cisco Configure-to-Order Portal helps us engage and utilize resources effectively, accelerating time to service and improving revenue opportunities.”

Melanie Schilling, President,
TEC Communications

Portal Demonstration

Partner Home Screen

- Create Configurations
- Manage Configurations
- Submit Complete Configurations

The screenshot displays the Partner Home Screen interface. At the top, there is a navigation bar with the following items: "Distribution Powered" logo, "Product & Services", "Support", "How to Buy", "Training & Events", "Partners", and user information: "Manage Account | Log Out", "Welcome: Andy Hickman (Partner)".

The main content area is titled "ExcellentChannel Order History". It features a summary row with the following counts: "Incomplete: 3", "Being Validated: 0", "Processing: 0", "Completed: 0", "Shipped: 0", and "All Order Activity: 3".

Below the summary is a search bar with the placeholder text "Enter Reseller PO or Company name." and buttons for "Search" and "Clear". To the right of the search bar is a green button labeled "Create New Order".

The main data is presented in a table with the following columns: "Status", "Reseller PO", "Distributor", "Solution", "Created", "Changed", "Creator", and "Action".

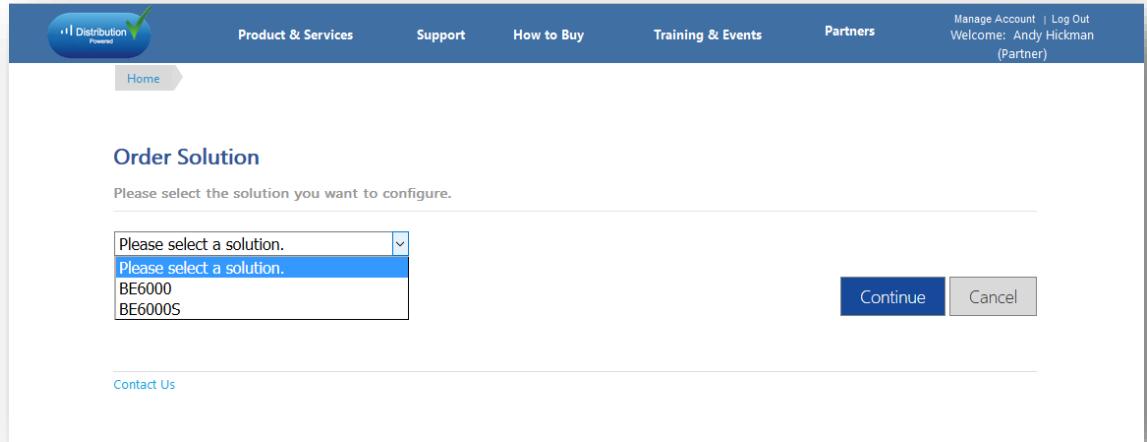
Status	Reseller PO	Distributor	Solution	Created	Changed	Creator	Action
Incomplete	EC1236	Cisco Eng Distri...	BE6000	1/27/2016	1/27/2016	Hickman, Andy	Select Action
Incomplete	EC1235	Cisco Eng Distri...	BE6000S	1/27/2016	1/27/2016	Hickman, Andy	Select Action
Incomplete	EC1234	Cisco Eng Distri...	BE6000	1/26/2016	1/26/2016	Hickman, Andy	Select Action

At the bottom of the table is a pagination control with buttons for "First", "Previous", "1" (current page), "Next", and "Last".

Below the table is a "Contact Us" link.

Create Configuration Order

- Start by selecting solution type
- Guides configuration logic in following screens



The screenshot shows the 'Order Solution' page in the Cisco Distribution Partner portal. The top navigation bar includes 'Distribution Partner' with a checkmark, 'Product & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. On the right, it says 'Manage Account | Log Out' and 'Welcome: Andy Hickman (Partner)'. Below the navigation is a 'Home' breadcrumb. The main heading is 'Order Solution' with the instruction 'Please select the solution you want to configure.' A dropdown menu is open, showing 'Please select a solution.' at the top, followed by 'BE6000' and 'BE6000S'. To the right of the dropdown are 'Continue' and 'Cancel' buttons. At the bottom left, there is a 'Contact Us' link.

Create Configuration Order

- Select preferred distributor for order. Partners may be associated with more than one.
- Select Day 1 configuration service:
 - Not Required
Applications installed only
 - Installed by Distributor
Applications configured during build
 - Installed by You
Applications installed by distributor. Partner receives batch file to install after delivery

The screenshot shows a web application interface for creating a configuration order. The top navigation bar includes links for 'Distribution Powered', 'Product & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. On the right, it displays 'Manage Account | Log Out' and 'Welcome: Andy Hickman (Partner)'. Below the navigation bar is a breadcrumb trail: 'Home > Solution > Order Information > Server Applications > Application Configuration > Complete'. The main content area is titled 'Order Information' and contains the instruction 'Please enter the order information below.' and 'Selected Solution: BE6000'. There are four main sections for data entry, each with a dropdown menu and a help icon (question mark):

- Distributor:** A dropdown menu with 'Cisco Eng Distributor (Demo Distributor)' selected.
- Sub-Contractor:** A dropdown menu with 'None' selected.
- Day 1 Configuration:** A dropdown menu with 'Installed by distributor before shipping (Fees r...' selected. Below this dropdown are two bullet points: 'Additional fee(s) applied' and 'Note: Software Version 10.5 or higher'.
- Reseller Provided PO or CI Number:** A text input field containing 'EC1234'.

At the bottom right of the form are three buttons: 'Previous' (disabled), 'Continue' (active), and 'Cancel' (disabled). A 'Contact Us' link is located at the bottom left of the page.

Select Servers

- Select type and quantity of servers required for customer solution.
- Two servers may be configured initially – more options in the future.
- Select BE6000 server type (M/H)

The screenshot shows a web-based configuration interface for selecting servers. The top navigation bar includes links for 'Product & Services', 'Support', 'How to Buy', 'Training & Events', and 'Partners'. The breadcrumb trail indicates the current step is 'Server Applications' within the 'Application Configuration' phase. The page title is 'Servers And Applications' and the selected solution is 'BE6000'. A list of server models is displayed with checkboxes for selection. The 'ESXi Server - VMWare OS' and 'PCP - Prime Collaboration Provisioning' options are selected. A large 'Add Server' button is visible on the right side of the list.

Server Model	Selected
CIMC - Management Controller	<input type="checkbox"/>
ESXi Server - VMWare OS	<input checked="" type="checkbox"/>
CUCM - Call Control	<input type="checkbox"/>
CUC - Voicemail	<input type="checkbox"/>
IM & Presence	<input type="checkbox"/>
Paging	<input type="checkbox"/>
PCP - Prime Collaboration Provisioning	<input checked="" type="checkbox"/>

Buttons: Previous, Continue, Cancel

Select Applications

- Select which applications to have installed on each server
- Portal validates selections
- PCP *required* for Day 1 configurations (although doesn't have to be used later)

The screenshot displays the 'Servers And Applications' configuration page in the Cisco Prime Configuration Portal. The page title is 'Servers And Applications' and the instruction is 'Please select the server and the applications.' The selected solution is 'BE6000'. There are two server configurations shown: 'Primary HD Server' and 'Secondary HD Server', both of type 'BE6H-M4-K9'. Each server has a list of applications with checkboxes indicating their selection status. The 'Continue' button is highlighted in blue.

Server	Application	Selected
Primary HD Server	CIMC - Management Controller	<input checked="" type="checkbox"/>
	ESXi Server - VMWare OS	<input checked="" type="checkbox"/>
	CUCM - Call Control	<input checked="" type="checkbox"/>
	CUC - Voicemail	<input type="checkbox"/>
	IM & Presence	<input checked="" type="checkbox"/>
	Paging	<input checked="" type="checkbox"/>
	PCP - Prime Collaboration Provisioning	<input checked="" type="checkbox"/>
Secondary HD Server	CIMC - Management Controller	<input checked="" type="checkbox"/>
	ESXi Server - VMWare OS	<input checked="" type="checkbox"/>
	CUCM - Call Control	<input checked="" type="checkbox"/>
	CUC - Voicemail	<input checked="" type="checkbox"/>
	IM & Presence	<input type="checkbox"/>
	Paging	<input type="checkbox"/>
	PCP - Prime Collaboration Provisioning	<input type="checkbox"/>

Application Install Configuration

- Provide configuration details for application install.
- Portal validates all data entries
- Common data transparently copied across all applications
- Field level help provides guidance on data requirements



Application Install Configuration

- Minimal data required for each application.
- Common configurations may be overridden

Application Configurations

Click on the tabs to configure each server application. Selected Solution: BE6000

Common (.) CIMC (.002) ESXi (.004) **CUCM (.011)** IM&P (.013) Paging (.018) PCP (.010)

Primary Server

Secondary Server

Is this server the first node in the cluster? Yes No ?

Static network configuration

Product Version: 11.0.1

Host Name: ?

IP Address: ?

Edit/Change Common Configuration Information

Previous Continue Cancel

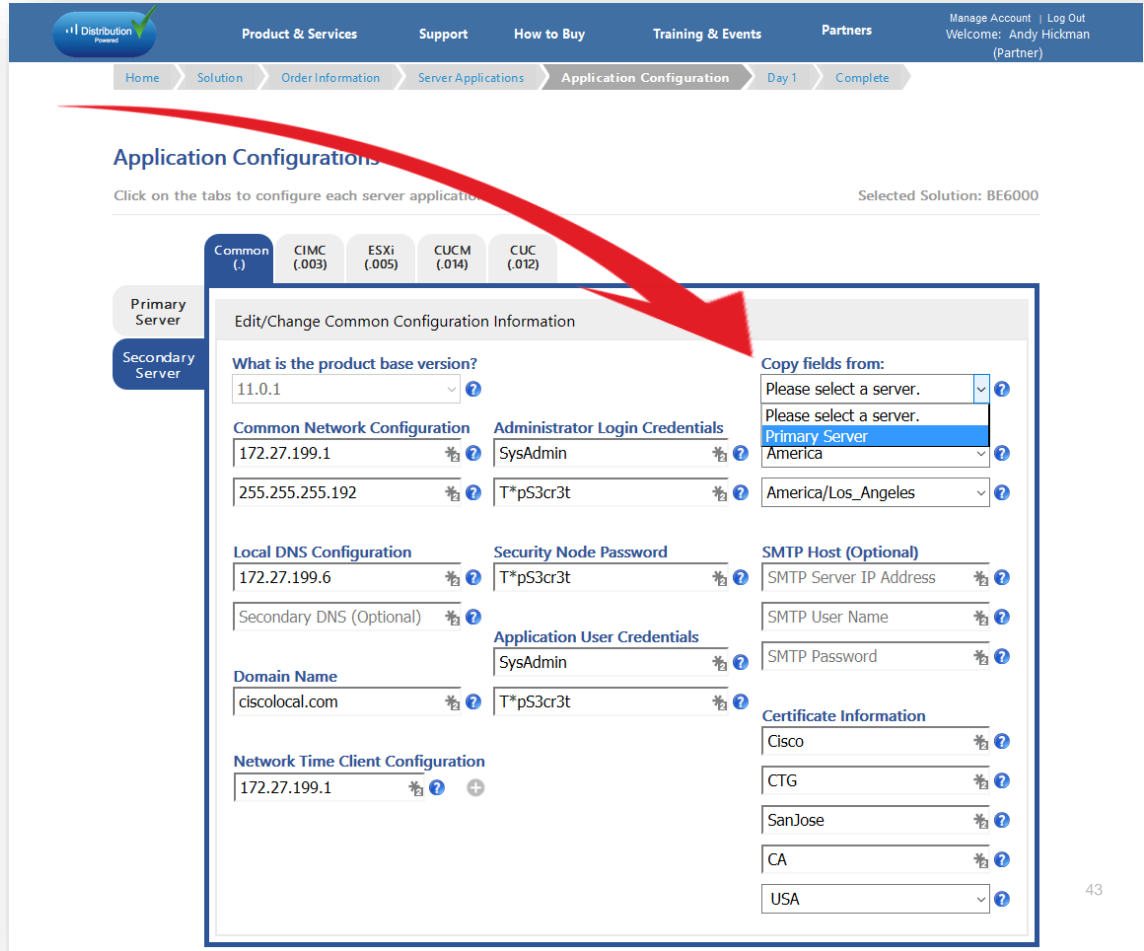
Application Install Configuration

- Common settings may be copied between servers to simplify configuration.
- Parameters may be edited after copying.
- When all applications for all servers are configured, select “Continue”



- Any validation errors will be flagged for correction before progressing.

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Day 1 Application Configuration

- Multi step process to build foundation configuration for UCM, IM&P and Unity Connection
- Generates a Prime Collaboration Provisioning configuration batch file that is automatically imported during install (if required)
- Step 1: System level settings...

The screenshot shows the 'Configure Applications' wizard in the Cisco Prime Collaboration Provisioning interface. The breadcrumb trail is: Home > Solution > Order Information > Server Applications > Application Configuration > Day 1 > Complete. The current step is 'Day 1'. The page title is 'Configure Applications'. Below the title is a navigation bar with tabs: Universal (selected), Sites, Dialing, Features, and Roles. The 'Basic Information' section contains two fields: 'Company Name' with the value 'Derry's Crab Shacks' and 'Internal Extension Length' with the value '3'. The 'Phone Registration' section contains four fields: 'Auto Registration' (checked), 'Directory Number Range' with values '801' and '899', 'Self Provisioning' (checked), and 'Self Provisioning IVR number' with the value '800'. At the bottom of the form are 'Cancel', 'Previous', and 'Continue' buttons. The top right of the page has links for 'Support', 'Manage Account', and 'Log Out', and a welcome message: 'Welcome: Andy Hickman (Partner)'.

Day 1 Application Configuration: Sites

- Dial plan and class of service are built on CTOP site definitions.
- Each site can be assigned a bespoke outbound dial plan.
- Editable dial plan templates provided for some countries
- Custom dial plans used for other regions based on template provided.

The screenshot shows the Cisco Live! configuration interface for Site Definition and Regional Settings. The interface is divided into two main sections: Site Definition and Regional Settings.

Site Definition:

- Site Name: Baltimore (with a ? icon)
- Dial For Outside Access: 9 (with a ? icon)
- IP Subnet for Device Mobility: 172.27.201.0 / 24 (with a ? icon and a + Subnet IP link)
- Site Voice Gateway IP Address: 172.27.199.9 (with a ? icon and a + Voice Gateway link)

Regional Settings:

- Country Template: USA (with a ? icon)
- Time Zone: America/New_York (with a ? icon)
- Dial Plan file: Using default (with a ? icon and a Clear link)
- Download (Optional): USA Dial Plan (with a ? icon)
- Upload Custom Dial Plan File (Optional): Browse... (with a ? icon) and Upload (with a ? icon)

Navigation buttons: Cancel, Previous, Continue.

Dial Plan File

- Simplified dial plan definition file in CSV format.
- If editing in Excel, load using Data>Get External Data>From Text. Step 3, select all columns and set to text format. (Avoids Excel dropping leading 0s)
- For consistency with Preferred Architectures, trunk numbering uses +E164 format. Ensures predictable behaviour in multi-regional deployments.
- Dial plan file consolidates route and translation pattern parameters.
- Multiple translations for each route pattern may be provided.

	A	B	C	D	E	F	G
1	>>Route Pattern	Pattern Description	CoS	Translation Pattern	Called Party Discard Digits	Called Party Prefix	Urgent Priority
2	\+1911	Emergency	Emergency	\${OUTSIDE_ACCESS}.911	PreDot	\$(PLUS)1	TRUE
3			Emergency	911		\$(PLUS)1	TRUE
4	\+1[2-8]11	Local Calls - Services	Local		PreDot	\$(PLUS)1	FALSE
5	\+1[2-9][02-9]X[2-9]XXXXXX	Long Distance Calls	National	\${OUTSIDE_ACCESS}1.[2-9]X[02-9][2-9]XXXXXX	PreDot	\$(PLUS)1	FALSE
6	\+1[2-9]X[02-9][2-9]XXXXXX	Long Distance Calls	National	\${OUTSIDE_ACCESS}.[2-9][02-9]X[2-9]XXXXXX	PreDot	\$(PLUS)1	FALSE
7			National	\${OUTSIDE_ACCESS}.[2-9]X[02-9][2-9]XXXXXX	PreDot	\$(PLUS)1	FALSE
8	\+1800XXXXXX	Toll Free Calls	Toll Free	\${OUTSIDE_ACCESS}1.800XXXXXX	PreDot	\$(PLUS)1	FALSE
9	\+1888XXXXXX	Toll Free Calls	Toll Free	\${OUTSIDE_ACCESS}1.888XXXXXX	PreDot	\$(PLUS)1	FALSE
10	\+1877XXXXXX	Toll Free Calls	Toll Free	\${OUTSIDE_ACCESS}1.877XXXXXX	PreDot	\$(PLUS)1	FALSE
11	\+1866XXXXXX	Toll Free Calls	Toll Free	\${OUTSIDE_ACCESS}1.866XXXXXX	PreDot	\$(PLUS)1	FALSE
12	\+1855XXXXXX	Toll Free Calls	Toll Free	\${OUTSIDE_ACCESS}1.855XXXXXX	PreDot	\$(PLUS)	FALSE
13	\+[^1]!	International Calls	International	\${OUTSIDE_ACCESS}011.!	PreDot	\$(PLUS)	FALSE
14	\+[^1]#	International Calls	International	\${OUTSIDE_ACCESS}011.!	PreDot	\$(PLUS)1	FALSE
15	\+1\${SITE_AREACODE}XXXXXX	Local Calls	Local	\${OUTSIDE_ACCESS}.\${SITE_AREACODE}[2-9]XXXXXX	PreDot	\$(PLUS)1	FALSE
16			Local	\${OUTSIDE_ACCESS}1.\${SITE_AREACODE}[2-9]XXXXXX	PreDot	\$(PLUS)1	FALSE
17	\+1976XXXXXX	Premium Calls	Premium	\${OUTSIDE_ACCESS}1.976XXXXXX	PreDot	\$(PLUS)1	FALSE
18	\+1900XXXXXX	Premium Calls	Premium	\${OUTSIDE_ACCESS}1.900XXXXXX	PreDot	\$(PLUS)1	FALSE

Dial Plan Customization: Details

Substitution Tokens:

`${OUTSIDE_ACCESS}`

Trunk access code for the site

`${SITE_AREACODE}`

Enumerates all site local area codes

`$(PLUS)`

Convenience token to stop Excel removing '+'

- Dial plans consist of multiple Route Pattern definitions.
- Substitution tokens expand dial plan using Portal field entries.
- Each route pattern may be associated with:
 - No translation rule definitions
 - One translation rule
 - Multiple translation rules

	A	B	C	D	E	F	G
1	>>Route Pattern	Pattern Description	CoS	Translation Pattern	Called Party Discard Digits	Called Party Prefix	Urgent Priority
2	<code>\${OUTSIDE_ACCESS}.016[1-36-9]XXXXX</code>	Local Calls (Paging)	Local		PreDot		FALSE
3							
4	<code>\+1[2-9][02-9]X[2-9]XXXXXX</code>	Long Distance Calls	National	<code>\${OUTSIDE_ACCESS}1.[2-9]X[02-9][2-9]XXXXXX</code>	PreDot	<code>\$(PLUS)1</code>	FALSE
5							
6	<code>\+1[2-9]X[02-9][2-9]XXXXXX</code>	Long Distance Calls	National	<code>\${OUTSIDE_ACCESS}.[2-9][02-9]X[2-9]XXXXXX</code>	PreDot	<code>\$(PLUS)1</code>	FALSE
7		Long Distance Calls	National	<code>\${OUTSIDE_ACCESS}.[2-9]X[02-9][2-9]XXXXXX</code>	PreDot	<code>\$(PLUS)1</code>	FALSE

- Discard rule applies to translation if present or route pattern otherwise. Do not use discard for both in the same row.
- CoS must be either 'Emergency', 'Toll Free', 'Local', 'Long Distance', 'International' or 'Premium'

Day 1 Application Configuration: Dialling

- Initialises site specific dialling
- DIDs mapped by block and/or single number
- Block maps align rightmost digits with internal DNs:
 $+141022213xx > 2xx$

The screenshot displays the Cisco Unified Communications Manager Administration console. The top navigation bar includes 'Home', 'Solution', 'Order Information', 'Server Applications', 'Application Configuration', 'Day 1', and 'Complete'. The 'Application Configuration' section is active, showing a breadcrumb trail: 'Universal > Sites > Dialing > Features > Roles'. The 'Dialing' configuration page is titled 'Configure Applications' and shows the 'Site Definition' section with 'Baltimore' selected. Below this, the 'Site: Baltimore' configuration is shown, including 'Local Operator (Optional)', 'Local Calling', and 'Inbound Call Routing' sections. The 'Local Operator' section has 'Dial' set to '0' and 'Directory Number' set to '700'. The 'Local Calling' section has 'Local Area Codes' set to '410' and '443'. The 'Inbound Call Routing' section has 'External Range (ODs)' set to '+14102221301' and '+14102221349', and 'Directory Number' set to '201' and '249'. There is also an 'Isolated Number Mapping (Optional)' section with '+14102221301' and '700'.

Day 1 Application Configuration: Features...

Distribution Powered

Support Manage Account | Log Out
Welcome: Andy Hickman (Partner)

Home > Solution > Order Information > Server Applications > Application Configuration > Day 1 > Complete

Configure Applications

Universal > Sites > Dialing > **Features** > Roles

Voicemail

Directory Number	<input type="text" value="799"/>	?
Direct Transfer To Voicemail	<input type="text" value="#"/>	?

Call Park

Directed Call Park	<input type="text" value="*"/>	?
Call Park Directory Numbers	<input type="text" value="750"/> <input type="text" value="769"/>	?

Conference Now

Directory Number	<input type="text" value="710"/>	?
Max Wait Time for Host	<input type="text" value="15 mins [default]"/>	?

Call Pickup Groups

Group Name	<input type="text" value="Seattle Sales"/>	Deletes	?
Group Directory Number	<input type="text" value="770"/>		?

[+ New Pickup Group](#)

Day 1 Application Configuration: Features (Cont.)

- ...and Hunt Groups, with or without queuing

Hunt Groups

Operator [Delete](#)

Central Sales [Delete](#)

[+ New Hunt Group](#)

Name	<input type="text" value="Operator"/>	?
Plot Directory Number	<input type="text" value="700"/>	?
Hunt Method	<input type="text" value="Longest Idle Time"/>	?
Fallback	<input type="radio"/> Voicemail <input checked="" type="radio"/> Directory Number <input type="text" value="701"/>	?
Offer Queue Service	<input checked="" type="checkbox"/>	?
Max Queue Size	<input type="text" value="100 [default]"/>	?
When Queue is Full	<input type="radio"/> Disconnect <input checked="" type="radio"/> Route Call To: <input type="radio"/> Voicemail <input checked="" type="radio"/> Directory Number <input type="text" value="701"/>	?
Max Waiting Time	<input type="text" value="1 min [default]"/>	?
When No Member is Available	<input type="radio"/> Disconnect <input checked="" type="radio"/> Route Call To: <input type="radio"/> Voicemail <input checked="" type="radio"/> Directory Number <input type="text" value="701"/>	?

Role Configuration

- Prime Collaboration Provisioning also initialised during CTOP provisioning, helping you get to users provisioned as soon as possible.
- Roles establish feature and service templates against which users may be added automatically.
- Call Permissions align with Class of Service dialling – see next slide.
- Auto-provisioned services may be changed for any user later as required using PCP.

The screenshot shows the 'Role Configuration' page in the Cisco Prime Collaboration Provisioning interface. The page is part of a multi-step process, with 'Day 1' being the current step. The breadcrumb trail is: Home > Solution > Order Information > Server Applications > Application Configuration > Day 1 > Complete. The page title is 'Configure Applications' and the current sub-section is 'Roles'. Under 'Role Definition', there are two radio buttons: 'Employee - Full' (selected) and 'Employee - Limited'. Below this is a 'Role Name' field containing 'Employee - Full'. The 'Call Permissions' section has four radio buttons: 'Full' (selected), 'Advanced', 'Intermediate', and 'Basic'. The 'Auto-Provision Services' section has four checkboxes: 'Jabber', 'Voicemail', 'Single Number Reach', and 'Extension Mobility', all of which are checked. At the bottom, there are 'Cancel', 'Previous', and 'Continue' buttons.

Day 1 Application Configuration: Class of Service

- Information table on Dialling page that illustrates how dial plan CoS maps to Role settings.

A	B	C	D	E	F	G	
1	>>Route Pattern	Pattern Description	CoS	Translation Pattern	Called Party Discard Digits	Called Party Prefix	Urgent Priority
2	\+1911	Emergency	Emergency	\$(OUTSIDE_ACCESS)911	PreDot	\$(PLUS)1	TRUE
3		Emergency	Emergency	911		\$(PLUS)1	TRUE
4	\+1[2-8]11	Local Calls - Services	Local		PreDot	\$(PLUS)1	FALSE
5	\+1[2-9][02-9][2-9]XXXXXX	Long Distance Calls	National	\$(OUTSIDE_ACCESS)1[2-9][02-9][2-9]XXXXXX	PreDot	\$(PLUS)1	FALSE
6	\+1[2-9][02-9][2-9]XXXXXX	Long Distance Calls	National	\$(OUTSIDE_ACCESS)[2-9][02-9][2-9]XXXXXX	PreDot	\$(PLUS)1	FALSE
7			National	\$(OUTSIDE_ACCESS)[2-9][02-9][2-9]XXXXXX	PreDot	\$(PLUS)1	FALSE
8	\+1800XXXXXX	Toll Free Calls	Toll Free	\$(OUTSIDE_ACCESS)1.800XXXXXX	PreDot	\$(PLUS)1	
9	\+1888XXXXXX	Toll Free Calls	Toll Free	\$(OUTSIDE_ACCESS)1.888XXXXXX	PreDot	\$(PLUS)1	
10	\+1877XXXXXX	Toll Free Calls	Toll Free	\$(OUTSIDE_ACCESS)1.877XXXXXX	PreDot	\$(PLUS)1	
11	\+1866XXXXXX	Toll Free Calls	Toll Free	\$(OUTSIDE_ACCESS)1.866XXXXXX	PreDot	\$(PLUS)1	
12	\+1855XXXXXX	Toll Free Calls	Toll Free	\$(OUTSIDE_ACCESS)1.855XXXXXX	PreDot	\$(PLUS)1	
13	\+1[*]	International Calls	International	\$(OUTSIDE_ACCESS)011.*	PreDot	\$(PLUS)1	
14	\+1[*]#	International Calls	International	\$(OUTSIDE_ACCESS)011.*#	PreDot	\$(PLUS)1	
15	\+1\$[SITE_AREACODE]XXXXXX	Local Calls	Local	\$(OUTSIDE_ACCESS)\$[SITE_AREACODE][2-9]XXXXXX	PreDot	\$(PLUS)1	
16			Local	\$(OUTSIDE_ACCESS)\$[SITE_AREACODE][2-9]XXXXXX	PreDot	\$(PLUS)1	
17	\+1976XXXXXX	Premium Calls	Premium	\$(OUTSIDE_ACCESS)1.976XXXXXX	PreDot	\$(PLUS)1	
18	\+1900XXXXXX	Premium Calls	Premium	\$(OUTSIDE_ACCESS)1.900XXXXXX	PreDot	\$(PLUS)1	

Pattern Details: Local

Local Calls - Services \+1[2-8]11
 Local Calls \+1\$[SITE_AREACODE]XXXXXX

Go Back

Class of Service

- Not Allowed
- Full
- Advanced
- Intermediate
- Basic

International

Long Distance

Local

Toll Free

Emergency

Internal

Role Name:

Call Permissions

- Full
- Advanced
- Intermediate
- Basic

Validation Error Messages

- Portal runs data validation after each page submission.
- Descriptive error messages direct the user to which parameter needs attention.

Home Solution Order Information Server Applications Application Configuration Day 1 Complete

Input Error(s)

- *Hunt Groups -> Operator -> Pilot Directory Number overlaps with the value in Dialing -> Baltimore -> Local Operator -> Directory Number. [Click here](#) to change the value in the Dialing page.*
- *Hunt Groups -> Operator -> Pilot Directory Number overlaps with the value in Dialing -> Seattle -> Local Operator -> Directory Number. [Click here](#) to change the value in the Dialing page.*
- *Hunt Groups -> Operator -> Fallback -> Directory Number must be part of the Dialing -> Inbound Call Routing -> Directory Number. [Click here](#) to change the value in the Dialing page.*

Completing an Order

- When configuration is fully validated, view the Statement of Work. If you agree to the terms, “Submit As Final”

The screenshot shows the top navigation bar with links for Distribution Partner, Product & Services, Support, How to Buy, Training & Events, and Partners. A user is logged in as Andy Hickman (Partner). The breadcrumb trail indicates the current step is 'Complete' in the 'Day 1' section. A green box contains a congratulatory message: 'Congratulations! Almost Done!' and instructions to click 'View SOW' and 'Submit As Final'. To the right, the 'Issued PO: EC1234' is displayed with buttons for 'View Build Sheet!' and 'View/Submit SoW!'. Below this, 'The Process' section lists four steps: 1. Click to view your Statement of Work. 2. Carefully review all information found inside the Statement of Work to ensure it's valid. 3. If some of the information is not correct, go back to the corresponding step and adjust the data. 4. If the information is correct on the Statement of Work, click the "Submit as Final" button on that page. The 'Your Next Steps' section lists: 1. To review the Order History to check the status of your configuration, [Click Here](#).

The screenshot shows the header of the 'CONFIG TO ORDER STATEMENT OF WORK' document. It features the Cisco Distribution Partner logo on the left. The title 'CONFIG TO ORDER STATEMENT OF WORK' is centered in large, bold, black text. Below the title are five dots. At the bottom, there are three buttons: 'Back', 'Submit As Final' (highlighted in red), and 'Home'.

What Happens Next?

- Distributor validates the order
 - Checks that there is a hardware order that matches the configuration
 - Assigns their internal sales order reference
- Order queued for build
- Configured hardware shipped to customer site
- Email notifications sent at each stage

Take a look inside

- Configuration files are available from each configuration build sheet, including:
 - AFG files for each application (including PCP and Paging)
 - PCP batch configuration file.

This file was generated by the CTO application on Wednesday, January 27, 2016
#Communications Manager Global Settings

#TestConnection

>>OrderType	UserID	ProductName	ServiceArea	DeviceType	IPAddress	UserName	Password
testConnection	icadmin		CiscoUnifiedCM	172.27.199.11	SysAdmin	T*pS3cr3t	

Add Device

>>OrderType	UserID	ProductName	ServiceArea	Sync	Capability1UserName	DeviceName	Capability1Password	Capability1Action	IPAd
addDevice	globaladmin	MediaServer		Infra	SysAdmin	ucm-pub T*pS3cr3t	ADD	172.27.199.11	HTTPS http://172.27.199.11

#Global infrastructure objects

IP Phone Services

>>OrderType	UserID	ProductName	ServiceArea	Service Name	Enabled	Service	Version	Service Type	Processor Name	Enterprise Subscription	Last
add	icadmin	IP Phone Services		PCP_ExtensionMobility	TRUE			Standard IP Phone Service	ucm-pub-CiscoUnifiedCM	TRUE	Admi

Device Mobility Group

>>OrderType	UserID	ProductName	ServiceArea	Name	userID	Description	FirstName	Processor Name	LastName
add	icadmin	Device Mobility Group		PCP_Mobility_Group	icadmin	PCP_Mobility_Group		IC	ucm-pub-CiscoUnifiedCM Administrator

```
<?xml version="1.0"?>
- <PlatformData>
  - <SftpPwCrypt>
    <ParamNameText>Security PW for this node</ParamNameText>
    <ParamDefaultValue>password</ParamDefaultValue>
    <ParamValue>35C17DF69B42CF9E0D63FD9E5AC3CEDF831812812AB2825C831812812AB2825C</ParamValue>
  </SftpPwCrypt>
  - <CcmFirstNode>
    <ParamNameText>First CCM node in the cluster</ParamNameText>
    <ParamDefaultValue>yes</ParamDefaultValue>
    <ParamValue>yes</ParamValue>
  </CcmFirstNode>
  </NtpServer>
  - <NtpServer>
    <ParamNameText>Address Range for NTP server</ParamNameText>
    <ParamDefaultValue>none</ParamDefaultValue>
    <ParamValue>172.27.199.1</ParamValue>
  </NtpServer>
  - <LocalHostNICAuto>
    <ParamNameText>Auto Configure speed and duplex</ParamNameText>
    <ParamDefaultValue>yes</ParamDefaultValue>
    <ParamValue>yes</ParamValue>
  </LocalHostNICAuto>
```

How to Use the CTOP Service

- CTOP is currently rolled out in limited country and distributors
- You should engage with your local distributor to establish the following
 - Do they have a CTOP service?
 - What do they charge?
 - What do they require in terms of data collection?
- Once you have an established relationship you should clearly establish how long it will take you to install the average BE6K using this service
- Once this is established you should ensure that your sales teams are reflecting this time & cost in your quotes
- CTOP should then allow you to be more competitive in terms of total price through reducing the installation cost significantly

On Site Deployment

On-Site Deployment Procedure

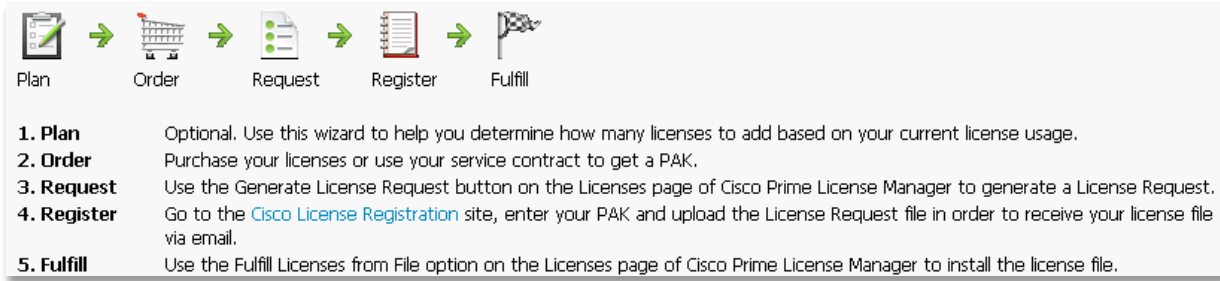
- Prepare network
- Gather Product Authorization Keys (PAK)
- Unpack and connect BE6000
- Power On !

Tasks to be performed post delivery

- Day 0 tasks
 - License registration and provisioning
 - Installing locale files
- Day 1 tasks
 - GW configuration (CPD/CPN +E164 normalization/presentation, PSTN & CUBE interface, SRST configuration)
 - HA configuration for IMP/Unity Cn
- User related tasks
 - User Import/AD integration to PCP
 - Assigning users to paging groups/pickup groups/hunt groups
- Feature configurations
 - Automated attendant
 - Attendant console
 - Emergency call handler configuration
- Application install and configuration
 - CCX
 - Video conferencing
 - Expressway & MRA

License registration

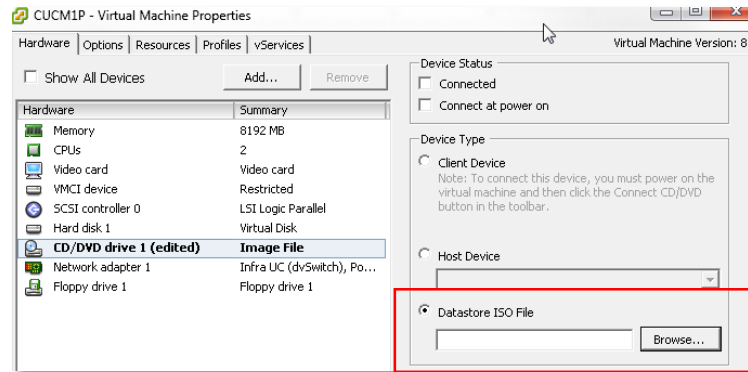
- **Prime Collaboration Provisioning:** No PAK is needed because the product comes with a permanent license that needs to be installed.
- **Paging Server:** No PAK is needed because the product comes with a permanent license for basic paging.
- **Unified Communications Manager and Cisco Unity Connection:** Browse the IP Address of Unified Communications Manager and click Cisco Prime License Manager. Select License > Planning. Click Create an Add Licenses Plan and follow instructions.



- **Cisco VCS, Expressway, TS, and Conductor:** After registering the PAK for VCS, the customer receives two keys (Release key and Option key). In the administration portal, select Maintenance > Option keys. Apply the Release key first, and then apply the Option key

Install Locale Files

- Local files are provided on the ESXi Datastore in ISO format
- Mount ISO file in CUCM VM in ESXi.
- Install locales by going to Cisco Unified OS Administration
- Log into Cisco Unified Communications Operating System Administration.
- Navigate to Software Upgrades > Install/Upgrade. The Software Installation/Upgrade window displays.
- Choose CD/DVD from the Source list
- Restart the CUCM or CUP server after any new locale installs



Configure CUCM IM&P Redundancy

- Use the Cisco Unified CM Administration user interface to enable high availability for a presence redundancy group that has two IM and Presence Service nodes assigned. You must manually enable high availability for the presence redundancy group to operate in a high availability capacity
- Step 1 Choose System > Presence Redundancy Groups. The Find and List Presence Redundancy Groups window displays.
- Step 2 Choose the presence redundancy group search parameters, and then click Find. Matching records appear.
- Step 3 Choose the presence redundancy group that is listed in the Find and List Presence Redundancy Group window. The Presence Redundancy Group Configuration window appears.
- Step 4 To enable high availability, check the Enable High Availability check box.
- Step 5 Click Save.

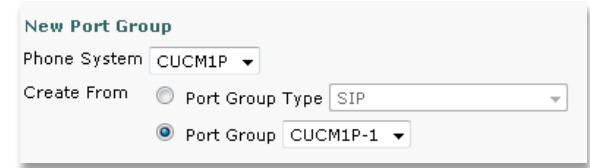
Configure CUC Redundancy

CTOP does not create CUCM integration for redundant CUC server:

1. Configure Unity Connection to create voice ports for secondary servers

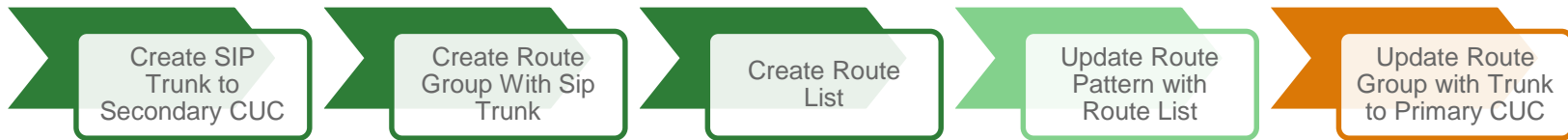
In CUC administration > Telephony Integration > Port Group

Create a New port group and Duplicate existing Port Group Configuration



New Port Group
Phone System: CUCM1P
Create From: Port Group Type SIP Port Group CUCM1P-1

2. Configure CUCM to use a Route List to balance voice traffic that the Unity Connection cluster server pair handles to the two port groups:



Configure Gateway

- Call progress Detection
- +E164 normalization/presentation
- PSTN Interface
- CUBE interface
- SRST configuration
- LAN redundancy
- ...

```
dial-peer voice 200 voip
description Calls from PSTN to UCM
destination-pattern +14085551...
session protocol sipv2
session target ipv4:1.1.1.5
voice-class codec 1
dtmf-relay sip-kpml rtp-nte
no vad
!
```



Add Users with Prime Collaboration Provisioning

The screenshot shows the Cisco Prime Collaboration Provisioning interface. The main heading is "User Provisioning". Below it, there's a sub-heading "Create a new user or search for a user to modify". There are four buttons: "Add", "Edit", "Delete", and "Import Users". The "Add" and "Import Users" buttons are highlighted with red boxes. A red arrow points from the "Import Users" button to a modal window titled "Import Users". The modal window has two radio buttons: "From File" (selected) and "From LDAP". Under "From File", there is a text box "No file selected", a "Browse" button, and a "Download example file" link. Under "From LDAP", there is a "Domain" dropdown menu.

- Use Prime Collaboration Provisioning to add users:
 - Manually
 - From text file
 - Through LDAP synchronisation
- By default, self provisioning is enabled. New users simply log in using their extension number to configure their phone.

Call to Action



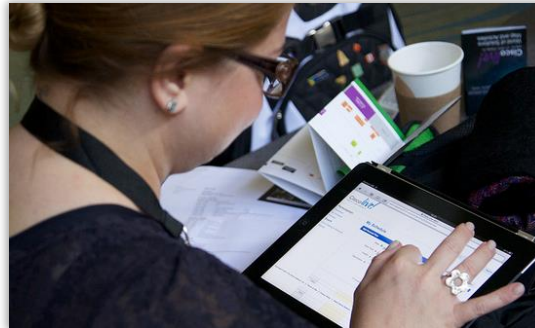
- Register for an account @ configtoorder.com
- Leverage distribution for routine install tasks
- Take advantage of the Distribution promotion
- Reduce deployment time & costs

Call to Action

- Visit the World of Solutions for
 - Cisco Campus – Collaboration Demo booth
 - Technical Solution Clinics
- Meet the Engineer
 - Xavier: Thursday from 2PM to 5PM
- Lunch and Learn Topics:
 - Cisco Prime Collaboration - Thursday 18 February 13:00 – 14:15 [LALNMS-0004]
- Technical Breakout Sessions:
 - Simplifying Collaboration Deployments with Prime Collaboration – Wednesday 17 February 16:30 [BRKCOL-2017]

Complete Your Online Session Evaluation

- Please complete your online session evaluations after each session. Complete 4 session evaluations & the Overall Conference Evaluation (available from Thursday) to receive your Cisco Live T-shirt.
- All surveys can be completed via the Cisco Live Mobile App or the Communication Stations



Thank you



We're ready. Are you?