VOSS Discover

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PROJECT: Global AAA Corp.

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Introduction

The information presented in this discovery report is designed to provide an insight into the existing configuration of the telephony system (PBX) along with highlighting possible issues that may be encountered when migrating this configuration to Microsoft Teams Voice. The report aims to highlight the major aspects of the configuration and can be used for planning and budgeting for the migration process.

This report also includes a section on *migration factors* – items that should be reviewed as part of migration planning. These are marked with a *traffic light status* to illustrate features that will need mapping, re-design or transformation when moving to Microsoft Teams.

It is highly recommended that this report is supplemented with a deep dive audit and combined with additional data sources (such as usage data and numbering plans) before the start of the migration project proper, to ensure smooth running during the migration.

The information presented in this report should be read in conjunction with the assumptions (later section) and commentary that is laid out in the report itself.

Project / Company

This report has been prepared for **GlobalAAA Corp.**

PBX System Details

This report has been created from a data capture and analysis from the following:

Project name	GlobalAAA Corp
Type	Cisco Call Manager (CUCM)
Version	master-11.5.1.14900-11.i386
File provided	cucm_bat_export.tar
Date of export	May 11th, 2022 09:55:22 AM BST

Dashboard

PBX Configuration

Category	Count	Information
Total Users	1296	Users configured on the PBX
Total Subscribers	989	Users configured with a service and/or Device
IP Phones	1025	Total number of physical phones
Extensions	1567	Total number of lines/extensions
Hunt Groups	25	Total no. of Hunt Groups
Pick-up Groups	23	Total number of Pick-up Groups
Sites	4	Total number of physical sites

Migration Summary

Traffic Light	Count	Commentary
⭕	2	The feature will need to be reviewed and re-worked
⚠	12	Can be migrated but with some feature loss
☑	23	Can be migrated without any significant feature loss
🚩	12	Informational only

Licensing (Microsoft Teams Voice)

Category	Count	Commentary
User - E5/MCOEV	989	Microsoft E5, Phone system or equivalent
IP Phone - MCOCAP	36	Microsoft Common Area Phone

Commentary and Feedback

This section holds commentary specific to each discovery project.

- General commentary
- Dial plan considerations
- Enhanced calling features (CSS, Caller Line Id handling)
- Complexity and number of Hunt Groups
- Break out Gateways
- Conference bridges
- Overall data quality and consistency

Migration Planning

Checklist

The following items are flagged as outside of the scope of this analysis but included as they cover key topics in any migration plan.

- For migrations from Skype for Business - selecting a suitable upgrade approach and policy (Microsoft Teams only, side-by-side)
- Ensuring technical and operational readiness (infrastructure, desktops, IT, licensing, service design & processes) for running a business-critical voice service from Microsoft Teams
- Identifying which user, located in Microsoft 365 (Azure AD), a particular piece of PBX voice configuration relates to; this can be keyed off the User Principal Name (that will then need to be retrieved from the existing Cisco PBX system)
- Reviewing and standardizing dial plan controls based on user personas – these relate to the CSS Class of Service on the Cisco side and Policies on the Microsoft Teams side
- Emergency Calling policies and capturing related location information, from a safety, employee protection and regulatory perspective (Kari's Law and RAY BAUM Act for North America)
- Confirming commercial agreements with the provider for PSTN break-out – these relate to existing contracts, SLAs, call tariffs, managed services
- Licensing on Microsoft 365 (E5, Teams Phone system, or equivalent)
- Compliance and regulatory - call recording and other critical applications
- Call routing & dial plan design, Calling Plans, break-out services and Direct Routing
- Number management - ranges, allocation, porting, and usage
- Device inventory - what's deployed, is it compatible, what will be retained
- Analog devices – how and where to connect these in
- Active Directory and Azure AD, hybrid, and sync to Microsoft online services

Putting the Plan into Action

The following topics are important to the overall success of the migration plan:

Defining Success – what does a good result look like, with regard to successfully migrating the existing configuration to Microsoft Teams Voice: a faster time to deployment, increasing productivity, improving user experience, limiting the call on skilled technical resources and reducing ongoing license, support and other cost burdens.

User communications and training - as with any transformation project such as this, working closely with the user population is critical to ensure adoption, with a strong feedback mechanism to take on board improvements and make mid-course corrections.

Local insight - working closely with a site contact or administrator during each (site) batch rollout provides invaluable local knowledge as well as proving the user population on site a local point of contact to refer to. Engage each site administrator early!

Program management - to provide the overall control, scheduling, budget, and risk management. Then there's the specific aspects of a migration of the voice system - which we'll list here for consideration and need to be considered during the design stage of the program.

------- This report is a sample and truncated -------

About VOSS

At **VOSS**, we introduce high levels of automation and intelligence to empower you to improve employee productivity, unlock savings, and fuel business growth. VOSS is a central point of control and insight into your UC, collaboration, and contact center processes, helping you get the best out of your communications infrastructure.

We will support your transformation journey towards a fully functional, highly automated and agile digital workplace. And, you will be safe in the knowledge that your collaboration platform is underpinned by our award-winning, industry-leading technology.

Take Control with VOSS

VOSS supports your digital business transformation, automates workflows, accelerates and improves service delivery, reduces costs and increases benefits, more quickly.

VOSS AUTOMATE	VOSS INSIGHTS	VOSS MIGRATE	VOSS SERVICES
Hyper-agile collaboration automation	Actionable intelligence and Insight	Highly sophisticated, big data transformation	Expert design, deployment and management