



## Businesses depend on Webex to collaborate & operate, and Webex runs better with VOSS

The VOSS team has worked extensively with Cisco for over two decades providing reliable UC automation, migration, and management to its customers.

This collaboration carries forward with Cisco Webex, as we continue to enhance and evolve API and integration features to support the latest capabilities.



## DEEP CISCO EXPERTISE

**Whether you are running Cisco Webex exclusively or in parallel with other collaboration solutions, we can help.**



Migrate all or a subset of your users and devices to Cisco Webex (from virtually any other platform).



Integrate Cisco Webex into your ITOPS environment and automate the day-to-day management of voice, video, meeting rooms, numbers, dial plans, and more.



Manage the performance and usage of your environment.



Access key dashboards and reports to provide technical and business stakeholders with actionable data.

# Challenges solved

---

**Complex environments:** Automate the administration and management of Cisco Webex in a complex environment – e.g. multi-tenant, multiple levels of administration, multiple UC solutions, multiple locations.

**Add to current solution:** Add Webex Teams to your current Cisco on-premises solution.

**Migrate environment:** Migrate all or part of your current environment to Webex Teams.

**Get real-time visibility:** Deep dive and get real-time visibility into your Webex environment – e.g. license usage, unused numbers and devices, service quality.

**System integration:** Integrate your Webex administration with other IT systems.

**User management:** Manage on-premises and Webex users simultaneously.

**Self-service:** Unlock self-service capabilities to Webex users.

**Provisioning and management:** Provision and manage meeting rooms, workspaces, and associated video devices.



# VOSS for Cisco – An overview

---

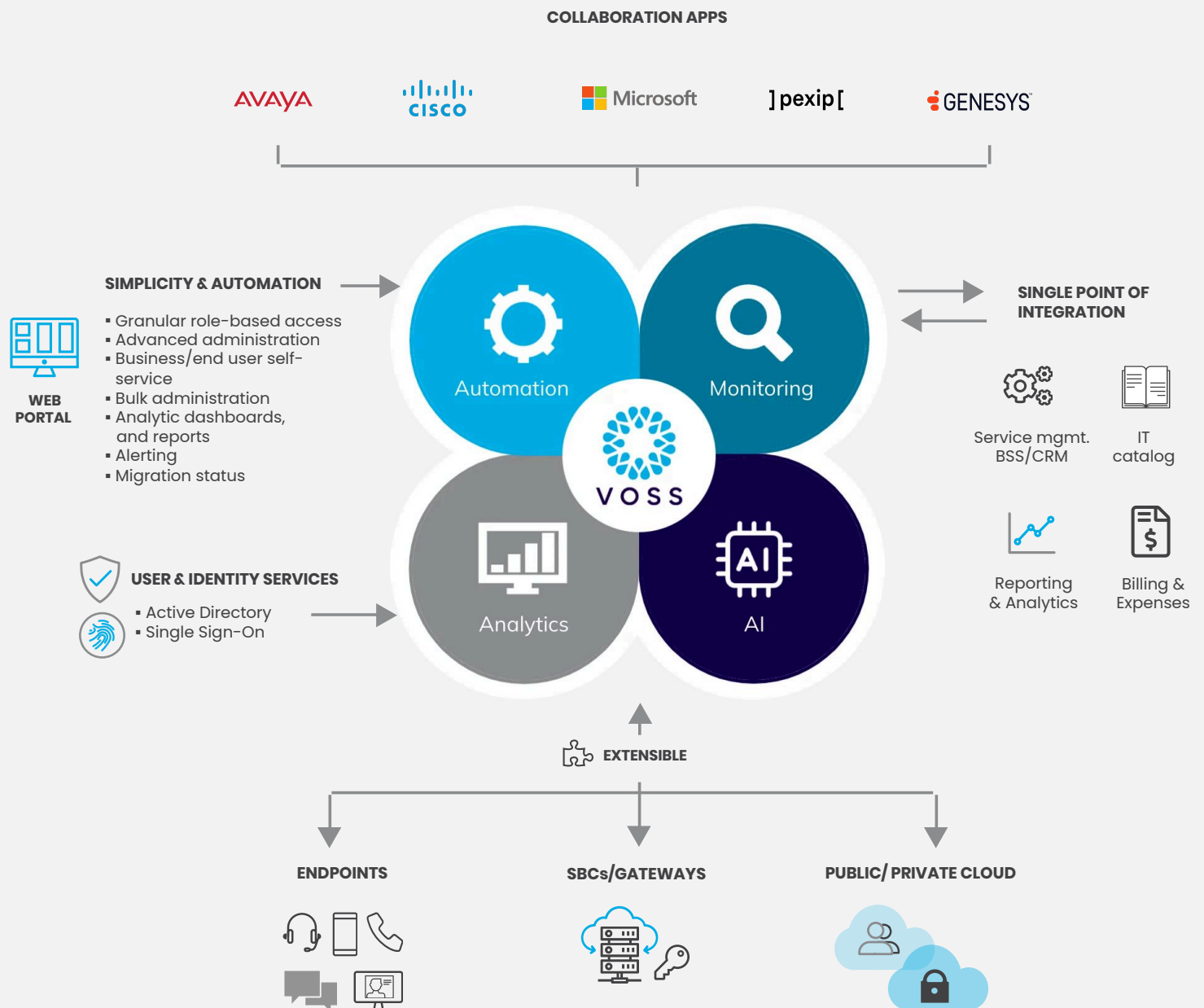
VOSS is a multi-node system with no single point of failure. It is hosted in either a public cloud (Azure, AWS), a private cloud data center, or on-premises, and is integrated and fully synchronized with the existing Webex Teams collaboration service. VOSS provides a single point for control and management of the underlying collaboration service – through a web portal, bulk-loading facilities, or a REST API. The latter is suited where the system serves as an integration and automation layer, connecting into adjacent platforms, tools, and business processes (e.g., ITSM platforms such as ServiceNow).

During deployment, critical business processes and workflows can be identified and automated, and the system can be adapted through template configuration; no traditional coding is required.



VOSS FOR CISCO

With VOSS, managing Cisco becomes straightforward and efficient. From centralized control to migration support and detailed project assessments, VOSS simplifies the complexities of Cisco management.



## Single point of management

---

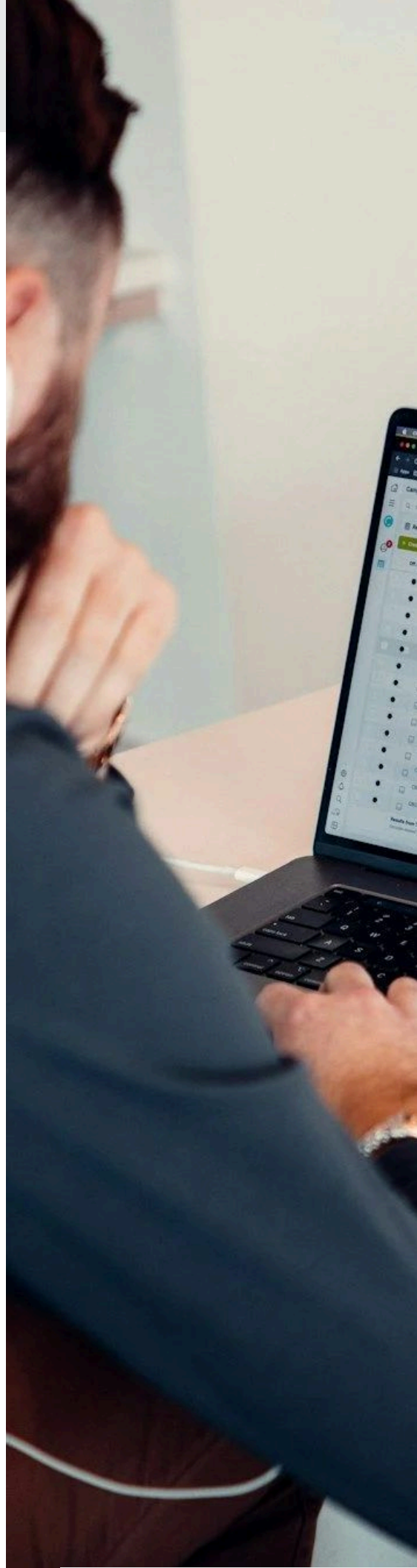
VOSS UC Automation provides a unified point of control for fast, secure management of your Cisco collaboration environment, including users, devices, calling settings (numbers, dial plans), video, meeting rooms, and supporting components such as SBCs. It is accessible via an intuitive web portal, bulk operation loaders, or through your existing IT systems using the VOSS API.

Access controls, branding, data visibility, and presentation are fully configurable to match different roles and levels of administrators, IT staff, and business users. The platform supports multi-tenant management, allowing multiple customers to be controlled from a single interface with flexible hierarchical permissions.

Multi-step workflows enable service desk teams to administer services without advanced technical skills, while automation underpins every workflow, orchestrating processes across multiple underlying components for maximum efficiency and flexibility.

## On demand self-service

Modern enterprises are increasingly empowering users and departmental managers to self-manage collaboration services. VOSS UC Automation supports end-user self-service requests - from ordering new services to updating or changing existing ones - through a centralized portal. Integrated with billing and charging (via VOSS NBI) and near real-time updates, the system ensures accurate, up-to-date charge reporting while giving users direct control over the services they consume.



## Reliability and delivering on commitments

---

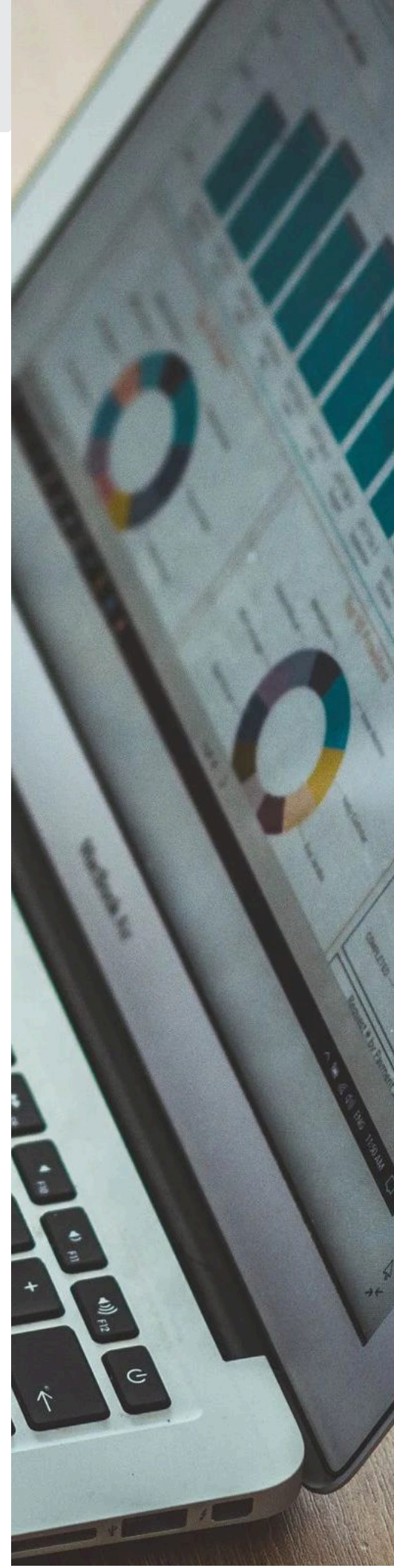
VOSS UC Monitoring provides an integrated solution for advanced and actionable monitoring of collaboration services, including voice and service quality, to ensure they meet business service level agreements (SLAs). Data is presented through fully customizable dashboards and dynamic reports for deeper insight. For critical locations or proactive services, synthetic testing of endpoints can generate test traffic, diagnose faults, and assure vital connections.

End-to-end coverage extends across public cloud, on-site, and data center environments. When issues or events are detected proactively, automated 'self-healing' actions can be triggered to resolve problems quickly, maintaining service reliability and continuity. Integration with platforms like Webex Teams ensures visibility across services operating over the Internet, delivering full end-to-end assurance.

### **VOSS UC Analytics: Accelerating adoption and usage**

VOSS UC Analytics delivers business context and actionable insights into how collaboration services are used, including calls, meetings, and chat. User experience metrics can be tracked, monitored, and analyzed to identify trends, drive adoption, and improve engagement across the organization.

By leveraging usage patterns and behavioral insights, UC Analytics helps IT and business leaders optimize resources, enhance collaboration effectiveness, and accelerate the adoption of services, ensuring the digital workplace is both productive and user-friendly.



## Understand your environment before you migrate

---

Before embarking on a migration, VOSS Discover gives you a complete and accurate view of your collaboration environment. It identifies users, devices, numbers, services, and licenses, helping you assess the scope and effort required for a migration project.

Discover unused or underutilized assets to eliminate unnecessary costs and simplify your existing system, ensuring you only migrate what's actively in use. This insight enables confident planning and reduces complexity, setting the stage for a smooth transition. ed to assist with the migration of users to Webex Teams.

### **VOSS Migrate - Automated data discovery and transformation**

Migrating to a new collaboration platform can be complex, but VOSS Migrate simplifies the process with years of experience and innovative automation. Once connected to both your current telephony system (Cisco, Microsoft, Avaya, etc.) and Webex Teams, all users, numbers, services, and configurations are synchronized and presented consistently through VOSS.

Guided workflows support the seamless migration of users, devices, and services to Webex Teams, minimizing risk and eliminating impact to day-to-day operations. Automation ensures efficiency, accuracy, and a faster, more reliable migration experience.



# VOSS MIGRATE

Automate mass data management processes,  
typically the largest cost when migrating.

## SOURCE PLATFORMS



-----  
CSV / Excel file | LDAP or Active Directory | Legacy UC / PBX



## TARGET PLATFORMS



## V O S S F O R W E B E X T E A M S

**Technical Details****Architecture**

The cluster contains multiple nodes for robustness and scalability; flexible deployment options are provided. The nodes can be installed on premise, into private geo-redundant data centers, or onto a cloud service (such as Microsoft Azure, Amazon AWS, or Google Cloud services). Access to intuitive web portal, bulk load, or REST API. Overbuild to integrate and synchronize with existing Webex tenants.

**Drivers**

VOSS drivers are included and activated during the workflow process. Access to Webex is primarily through AXL API scripting. Scripts are short to avoid issues with timeouts imposed due to business security policies.

Drivers available for Cisco AXL, Microsoft (PowerShell), Avaya Aura, and generic sub-components (REST).

**Security and segmentation**

RBAC, AD authentication, single sign-on.

Multi-tenant with hierarchy - a tree representing customers/companies, departments, and sites - administrators configured at a hierarchy node to secure data visibility (they have no access outside of their node).

Audit and transaction log - all actions taken by an administrator or user (via self-service) are logged for audit purposes into the transaction log. The log also serves as the point to roll back commands should they fail and offers the ability to 'edit and replay' under these conditions.

Privacy and security notices - configuration of warnings, notices and links to cookie and privacy policies for best practice and compliance with regulatory requirements such as GDPR.

**Extensibility**

Adaptation template framework for rapid development of new features, optimization of workflows and alignment with business processes.

## Technical Details

VOSS is designed to operate in large, complex enterprise environments where performance working at scale, robustness, multi-tenancy, and concurrent access are important requirements.

### Industrialization

- Multi-node architecture cross data center, no single point of failure
- Multi-threading of requests – fast / parallel processing of requests
- Full backup and recovery capabilities
- Warning and security notices / banners presented at login
- Alarming, reporting into assurance platforms / NOC (SNMP, Syslog)
- Complete transaction logging for traceability and audit purposes
- Detailed logging and diagnostic tools

### Choice of clients to meet user needs

Flexibility to manage a wide variety of clients with Webex allowing a choice of client suited to a user's needs. Support for Cisco and Avaya IP phones and soft clients, analog devices, Webex Teams clients, third party SIP devices. Clients can be freely mixed and matched depending on user needs irrespective of their location and can communicate using internal extension dialing. This simplifies the deployment alongside an existing telephony estate.

Fast user provisioning through VOSS quick add subscriber workflow.

### Number management

Single view and inventory of E164 and internal numbers.  
Allocation of numbers as part of service provision for users.  
Number cooling for an amount of time – leavers from an organization.

### Multi-vendor management

Cisco Webex can be extended to integrate with existing telephony systems (Microsoft, Legacy Cisco, Avaya) in a hybrid configuration – with dial plan management coordinated across systems, providing seamless dialing between any client, number management, call controls and call routing.

### Billing and reporting

Where changes are made and these result in a billable change, these are reported dynamically and automatically northbound into a suitable billing platform for timely and accurate raising of charges. This capability requires the VOSS NBI Module (optional). Included with the VOSS platform is a reporting feed (SDE) for the combined estate that can be consumed by higher level reporting systems.

### Analytics and assurance

- Broad range of dashboards and reports covering:
- License consumption vs. inventory
  - Active users, teams, workspaces
  - Call behavior, call quality
  - Guest activity
  - Device usage
  - Service status and health
  - Resource utilization (memory, disk, CPU)
  - Active connections (SIP)
  - Loading, latency, throughput through the solution

### VOSS licensing

Licensed on a per-user-per-month basis (subscription based on usage).

### Managing Webex licenses

Support for multiple license subscriptions per user.  
Automated license association