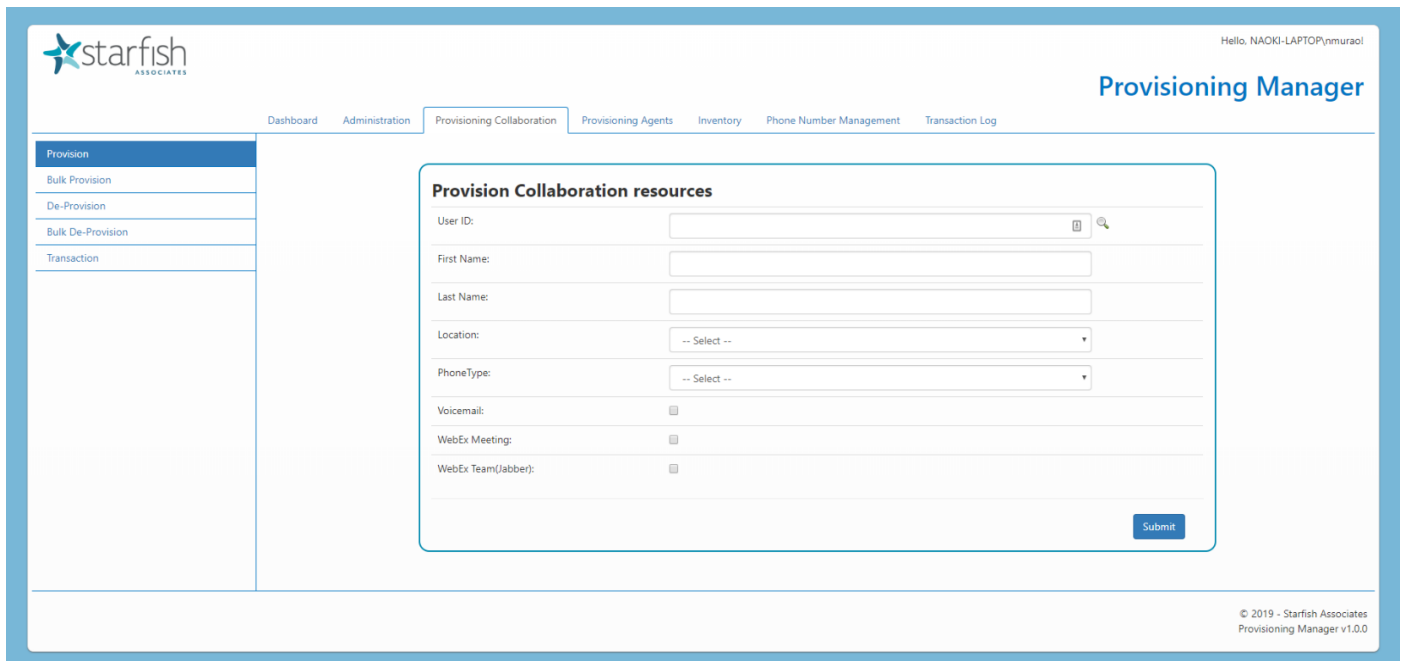


Automate and simplify administration of Cisco collaboration and contact center resources

Simplifying the management of Cisco collaboration and contact center resources can be achieved using a modular administration solution for provisioning and managing communication resources. Streamlining the provisioning and lifecycle management of communication resources enables enterprises to become more agile and respond faster to dynamic conditions which drives operational efficiencies.

Solution Overview

Starfish Provisioning Manager streamlines and automates provisioning and simplifies the management of Cisco collaboration and contact center resources. Using intuitive management portals enable administrators to provision resources for fast and efficient on-boarding and off-boarding of users and agents.



Communication resources are easily managed across the following Cisco systems:

- Unified Communications Manager
- Unity Connection
- Webex Meetings
- Webex Teams
- Unified Contact Center Express

Starfish Provisioning Manager

Provisioning Manager executes communication management workflows by leveraging Starfish's intelligent workflow and synchronization engine which includes connectors to Cisco systems. The workflows are controlled by configuration settings and lookup tables that manage phone number allocation and configuration templates that are based on parameters such as user location and role. The workflows can be processed on demand or scheduled for bulk provisioning.

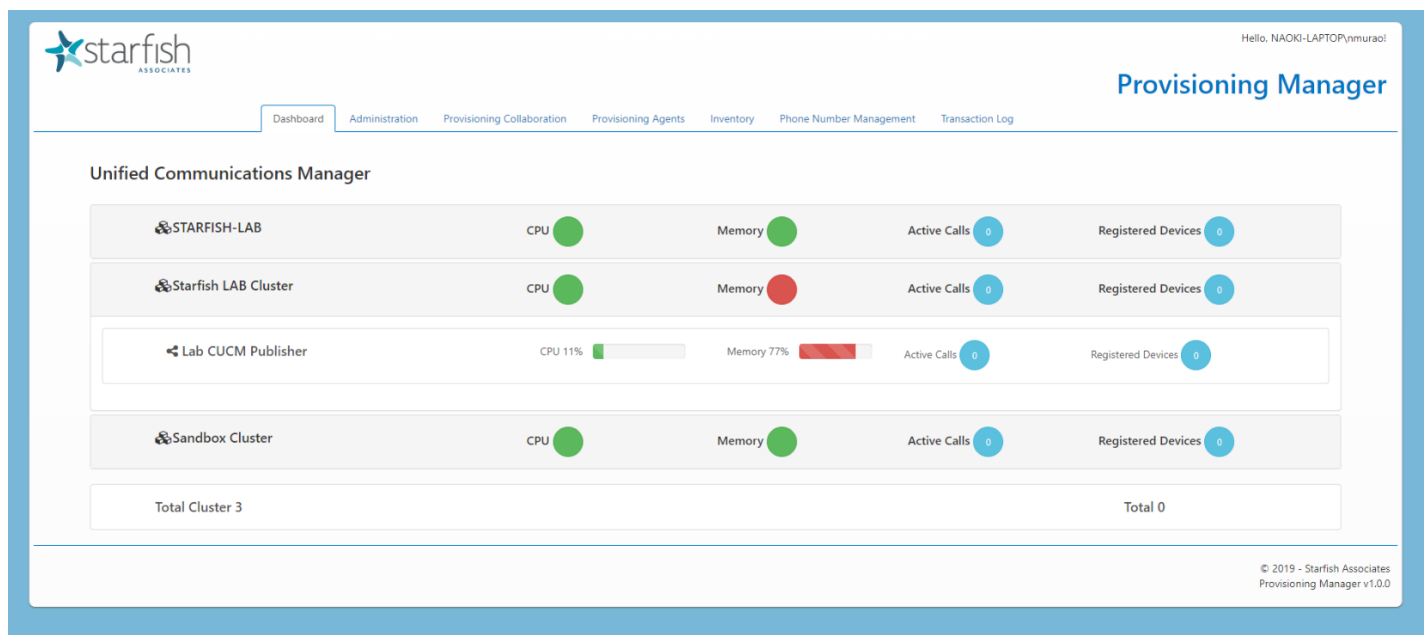
User profiles are tightly integrated with Microsoft Active Directory to supplement the data entered by administrators.

In addition to provisioning workflows, Provisioning Manager provides visibility into the health and usage of Cisco communication platforms through the following modules:

- Dashboard
- Inventory
- Phone Number Management
- Transaction Logs

Dashboard

Dashboard view provides information for all Cisco clusters with drill down capabilities to obtain real-time measurements and historical reports.



Starfish Provisioning Manager

Inventory

Inventory of communication resources can be retrieved from all connected systems to provide consolidated views that are easy to search and generate reports. For example, administrators can produce a quick view of devices in a specific device pool along with their current registration status. The inventory module periodically retrieves data along with updated status.

	Available	Installed	Borrowed	Loaned	Overage	Free	Required
▲ CER_User	0	0	0	0	0	0	0
✓ CUC_SpeechViewPro	0	0	0	0	0	0	0
✓ CUC_SpeechView	0	0	0	0	0	0	0
✓ CUC_SpeechConnectPort	0	0	0	0	0	0	0
✓ CUC_SpeechConnectPort	2	2	0	0	0	2	0
✓ CUC_BasicMessaging	0	0	28	0	0	0	28
✓ CUC_BasicMessaging	0	0	0	0	0	0	0
✓ CUC_EnhancedMessaging	0	0	0	0	0	0	0
✓ CUC_EnhancedMessaging	0	0	0	0	0	0	0
✓ CUC_CUWLStandardMessaging	0	0	0	0	0	0	0
▲ CUC_CUWLStandardMessaging	22	50	0	28	0	22	0
✓ CUC_CUWLProfessionalMessaging	0	0	0	0	0	0	0
✓ CUC_CUWLProfessionalMessaging	0	0	0	0	0	0	0
✓ UCM_TelePresenceRoom	0	0	0	0	0	0	0
✓ UCM_TelePresenceRoom	0	0	0	0	0	0	0
✓ UCM_Essential	0	0	0	0	0	0	0
✓ UCM_Essential	0	0	0	0	0	0	0
✓ UCM_Basic	0	0	0	0	0	0	0
✓ UCM_Basic	0	0	2	0	0	0	2

Phone Number Management

Phone numbers usage and availability is presented in a consolidated view from all connected systems including extensions and DIDs.

Extension	DID	Available	CUCM	CUCM Range	Reservation Start	Reservation End
4010	6175295010	●	cucm01	cucm01-4001-4009	05/21/2019	05/31/2019
4009	6175295009	●	cucm01	cucm01-4001-4009		
4008	6175295008	●	cucm01	cucm01-4001-4009	06/17/2019	06/28/2019
4007	6175295007	●	cucm01	cucm01-4001-4009		
4006	6175295006	●	cucm01	cucm01-4001-4009		
4005	6175295005	●	cucm01	cucm01-4001-4009	05/23/2019	06/20/2019
4004	6175295004	●	cucm01	cucm01-4001-4009	05/22/2019	06/18/2019
4003	6175295003	●	cucm01	cucm01-4001-4009		
4002	6175295002	●	cucm01	cucm01-4001-4009		
4001	6175295001	●	cucm01	cucm01-4001-4009		
3099	9082433099	●	cucm01	cucm01-3001-3099		
3098	9082433098	●	cucm01	cucm01-3001-3099		
3097	9082433097	●	cucm01	cucm01-3001-3099		

Starfish Provisioning Manager

Key Features

Dashboard Views

Dashboard view of all Cisco clusters with drill down options to access real-time measurements and historical reports.

Provisioning Collaboration

Simple to use UI for on-boarding and off-boarding collaboration users. All necessary resources for users are automatically provisioned and configured based on configurable templates.

Provisioning Agents

Simple to use UI for on-boarding and off-boarding contact center agents. All necessary resources for agents are automatically provisioned and configured based on configurable templates.

Phone Number Management

A consolidated display of phone numbers from all connected systems includes extensions, DIDs and their availability.

Resource Inventory

Access to communication data from all connected systems are available in a consolidated view. The inventory can be easily searched along with the ability to generate reports.

Transaction Logs

All transactions are tracked and logged. The UI allows searching and generating reports.

Supported Platforms & Applications

Unified Communications & Contact Center Platforms

Cisco:

- Unified Communications Manager
- Unity Connection
- Webex Meetings
- Webex Teams
- Unified Contact Center Express