

High Level Design Report

AVAYA



Introduction

This report is generated by UCentric to provide details of the existing communications infrastructure, either on-premises (PBX) or cloud-based.

As well as providing details of the existing configuration, this report will provide insights into the considerations you may need to take in account when migrating your existing solution to an alternative provider.

Whilst this report is built from your existing configuration, any such migration plan should be augmented with additional data to provide a detailed plan prior to migration. This would normally include Active Directory, Call Logging (CDR) data, Numbering plans and exports from ancillary systems such as Voice mail, IVR, Call Recorders etc.





# Icon Description automatically generatedSystem details

The following audit report has been automatically generated by UCentric Voice Audit from a data capture from the following communications system.



|  |  |
| --- | --- |
| **Name** | AVAYA |
| **Type** | Avaya CM |
| **Audit date** | 2023-10-18 09-14-51 |



## Platform details

|  |  |
| --- | --- |
| **Version** | Communication Manager V18 Small - G3 V18 |
| **Revision** | 8.1.0 |
| **Firmware** | R018x.01.0.890.0 |
| **IP Address** |  |
| **MAC Address** |  |

## A picture containing icon Description automatically generatedLicense usage

There are several ways in which licenses are detailed within voice platforms, this section will detail the licenses on the Avaya CM/Aura platform.

Note: Licensing isn’t always available.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| License type | Name | Fixed Value | Maximum | Used | Available |
| SYSTEM CAPACITY | (LAST TRANSLATION LOADED INFORMATION) Memory Configuration | Small |  |  |  |
| SYSTEM CAPACITY | (LAST TRANSLATION LOADED INFORMATION) offer Category | A |  |  |  |
| SYSTEM CAPACITY | (LAST TRANSLATION LOADED INFORMATION) Platform | 28 |  |  |  |
| SYSTEM CAPACITY | (LAST TRANSLATION LOADED INFORMATION) Software Load | R018x.01.0.890.0 |  |  |  |
| SYSTEM CAPACITY | AAR/ARS Analysis Entries | - | 5000 | 136 | 4864 |
| SYSTEM CAPACITY | AAR/ARS Conversion Entries | - | 2500 | 4 | 2496 |
| SYSTEM CAPACITY | AAR/ARS Patterns | - | 254 |  | 254 |
| SYSTEM CAPACITY | Active Controlling Associations | - | 2000 |  | 2000 |
| SYSTEM CAPACITY | AD Entries Per SYstem | - | 12000 | 20 | 11980 |
| SYSTEM CAPACITY | AD Personal Lists Per System | - | 2400 | 2 | 2398 |
| SYSTEM CAPACITY | Ad-hoc Video Conferencing Ports | - | 4000 | 4000 |  |
| SYSTEM CAPACITY | Administered Announcements Files | - | 10 | 3000 |  |
| SYSTEM CAPACITY | Administered IP SoftPhones | - | 2 | 6398 | 6400 |
| SYSTEM CAPACITY | Administered IP Stations and Attendants | 0 |  |  |  |
| SYSTEM CAPACITY | Administered Logical Agents | - | 6000 | 1500 |  |
| SYSTEM CAPACITY | Administered Logical Agent-Skill Pairs | - | 500 | 6000 |  |
| SYSTEM CAPACITY | Administered TSCs | - | 256 | 128 |  |
| SYSTEM CAPACITY | Administrated Connections | - | 200 | 128 |  |
| SYSTEM CAPACITY | AES Server Licenced IP Stations | \* |  |  |  |
| SYSTEM CAPACITY | Alphanumeric Dialing Entries | - | 3488 | 200 | 12 |
| SYSTEM CAPACITY | Analog Queue SLots | 150 |  |  |  |
| SYSTEM CAPACITY | Analog Queue Slots | - |  | 2 | 2998 |
| SYSTEM CAPACITY | Attendant Positions | - | 68 |  | 68 |
| SYSTEM CAPACITY | Authorization Codes | - | 5000 |  | 5000 |
| SYSTEM CAPACITY | Auto Moves Stations | - | 2 | 1000 | 1000 |
| SYSTEM CAPACITY | Automatic Message Waiting Count | - |  |  | 80 |
| SYSTEM CAPACITY | Automatic Message waiting Count | 2050 |  |  |  |
| SYSTEM CAPACITY | Avaya Media server Voip Channels | 0 |  |  |  |
| SYSTEM CAPACITY | Avaya Media Server Voip Channels | - |  | 36000 | 36000 |
| SYSTEM CAPACITY | Avaya Media Servers | - | 128 | 10 |  |
| SYSTEM CAPACITY | Background BSR pool VDNs | 0 |  |  |  |
| SYSTEM CAPACITY | Background BSR Pool VDNs | - |  | 5 | 1280 |
| SYSTEM CAPACITY | BCMS Measured ACD Members | - | 1000 |  | 1000 |
| SYSTEM CAPACITY | BCMS Measured Agents | - | 400 |  | 400 |
| SYSTEM CAPACITY | BCMS Measured Splits/Skills | - | 99 |  | 99 |
| SYSTEM CAPACITY | BCMS Measured VDNs | - | 99 |  | 99 |
| SYSTEM CAPACITY | Bridged Call Appearance Resources | - | 2399 | 4000 | 1 |
| SYSTEM CAPACITY | BSR Application-Location Pairs Per System | - |  |  | 5 |
| SYSTEM CAPACITY | BSR Application-Location Pairs per System | 2560 |  |  |  |
| SYSTEM CAPACITY | Call Appearances with >31 Bridged Appearances | - | 1250 | 2400 |  |
| SYSTEM CAPACITY | Call Pickup Groups | - | 800 | 2 | 798 |
| SYSTEM CAPACITY | Call Records | 509 |  |  |  |
| SYSTEM CAPACITY | Calltype Analysis Entries | - | 10108 | 800 | 2 |
| SYSTEM CAPACITY | CMS Measured ACD Members | - | 5000 | 1000 |  |
| SYSTEM CAPACITY | Coverage answer Group Members | - | 1600 |  | 1600 |
| SYSTEM CAPACITY | Coverage Answer Groups | - | 200 |  | 200 |
| SYSTEM CAPACITY | Coverage Paths | - | 2000 | 1 | 1999 |
| SYSTEM CAPACITY | Current System Memory Configuration | Small |  |  |  |
| SYSTEM CAPACITY | Customized Button Labels | - | 100 | 400 |  |
| SYSTEM CAPACITY | Digit Nodes ( contributes to Percent Full ) | - | 2500 | 12 | 2488 |
| SYSTEM CAPACITY | Digital Data Endpoints | - | 2 | 800 |  |
| SYSTEM CAPACITY | DS1 Circuit Packs | - | 80 | 80 |  |
| SYSTEM CAPACITY | DS1 With Echo Cancellation | - |  | 3 | 285 |
| SYSTEM CAPACITY | DS1 with Echo Cancellation | 80 |  |  |  |
| SYSTEM CAPACITY | Dynamic Queue Slots Per System | - |  |  | 5867 |
| SYSTEM CAPACITY | Dynamic Queue Slots per System | 5000 |  |  |  |
| SYSTEM CAPACITY | EC500 | 0 |  |  |  |
| SYSTEM CAPACITY | Expansion Port Networks | - | 5867 | 2 | 1 |
| SYSTEM CAPACITY | Extensions | - | 889 | 3500 | 11 |
| SYSTEM CAPACITY | Facility Busy Indicators | - | 96 | 5868 | 3 |
| SYSTEM CAPACITY | Group members per system | - | 1000 | 1000 |  |
| SYSTEM CAPACITY | Groups/Splits/Skills | - | 1500 | 99 |  |
| SYSTEM CAPACITY | H.323 Stations via TLS | - |  | 1000 |  |
| SYSTEM CAPACITY | H.323 Trunks ( included in 'Trunk Ports') | 4000 |  |  |  |
| SYSTEM CAPACITY | H.323 Trunks ( included in 'Trunk ports') | - |  | 4000 |  |
| SYSTEM CAPACITY | ICHT for ISDN/SIP Trunks | - | 10 | 288 |  |
| SYSTEM CAPACITY | Inserted Digit Strings | - | 1200 |  | 1200 |
| SYSTEM CAPACITY | Intercom Groups Per System | - |  |  | 5 |
| SYSTEM CAPACITY | Intercom Groups per System | 128 |  |  |  |
| SYSTEM CAPACITY | IP Attendant Consoles | - |  |  |  |
| SYSTEM CAPACITY | IP DECT | 0 |  |  |  |
| SYSTEM CAPACITY | IP Stations | - | 2400 |  |  |
| SYSTEM CAPACITY | IP Stations in TTI State | 2400 |  |  |  |
| SYSTEM CAPACITY | ISDN BRI Endpoint And Trunk Ports | - |  |  |  |
| SYSTEM CAPACITY | ISDN DECT | 0 |  |  |  |
| SYSTEM CAPACITY | Logged-In ACD Agents | - | 500 | 500 |  |
| SYSTEM CAPACITY | Logged-In advocate Agents | 500 |  |  |  |
| SYSTEM CAPACITY | Logged-In Advocate Agents | - |  | 500 |  |
| SYSTEM CAPACITY | Logged-In IP Softphone Agents | - |  | 500 |  |
| SYSTEM CAPACITY | Logged-In SIP EAS Agents | - | 995 |  | 5 |
| SYSTEM CAPACITY | Maximum Number of Expanded Meet-me Conf. Ports | 0 |  |  |  |
| SYSTEM CAPACITY | Maximum Number of Expanded Meet-me Conf. ports | 1 |  |  |  |
| SYSTEM CAPACITY | Maximum Number of Expanded Meet-me Conf.ports | 255 |  |  |  |
| SYSTEM CAPACITY | Media Gateway vVaL Sources | 0 |  |  |  |
| SYSTEM CAPACITY | Media Gateway vVAL Sources | - |  | 50 | 128 |
| SYSTEM CAPACITY | Meet-me Conference VDNs per System | - |  |  |  |
| SYSTEM CAPACITY | Meet-me Conference VDNs per system | 175 |  |  |  |
| SYSTEM CAPACITY | Meet-me Conference vectors per System | - |  | 20 |  |
| SYSTEM CAPACITY | Meet-me Conference vectors per system | 2560 |  |  |  |
| SYSTEM CAPACITY | Miscellaneous Extensions | - | 800 | 900 |  |
| SYSTEM CAPACITY | Model Pool Groups Per System | 200 |  |  |  |
| SYSTEM CAPACITY | Modem Pool Groups Per System | - |  | 5 |  |
| SYSTEM CAPACITY | NCA-TSC Calls | - | 2050 | 256 |  |
| SYSTEM CAPACITY | Notification Requests | - | 300 |  | 300 |
| SYSTEM CAPACITY | Off-PBX Telephone - EC500 | - | 1000 |  | 1000 |
| SYSTEM CAPACITY | Off-PBX Telephone - OPS | - | 3 |  |  |
| SYSTEM CAPACITY | Off-PBX Telephone - PBFMC | - | 1000 | 3 |  |
| SYSTEM CAPACITY | Off-PBX Telephone - PVFMC | - | 100 | 1000 |  |
| SYSTEM CAPACITY | Off-PBX Telephone - SCCAN | - | 2 | 100 |  |
| SYSTEM CAPACITY | Other Stations | 2400 |  |  |  |
| SYSTEM CAPACITY | Personal CO Line ( PCOL ) Trunk Groups | - | 150 | 200 |  |
| SYSTEM CAPACITY | PHS | 0 |  |  |  |
| SYSTEM CAPACITY | Policy Routing Points | - | 128 | 768 |  |
| SYSTEM CAPACITY | Policy Routing Tables | - | 768 | 256 |  |
| SYSTEM CAPACITY | Queue / Call Status Buttons | - | 5868 |  | 5867 |
| SYSTEM CAPACITY | Queue Length | - | 728 |  | 728 |
| SYSTEM CAPACITY | Queue/Call Status Buttons | - | 126 | 5868 | 2 |
| SYSTEM CAPACITY | Radio Controllers | - | 3 | 2 | 1 |
| SYSTEM CAPACITY | Remote Office Stations | - |  |  |  |
| SYSTEM CAPACITY | Remote Office Trunks ( included in 'Trunk Ports') | - | 4000 | 4000 |  |
| SYSTEM CAPACITY | SBS Stations | - |  |  |  |
| SYSTEM CAPACITY | SBS Trunks ( included in 'Trunk Ports') | - | 1000 | 4000 |  |
| SYSTEM CAPACITY | Short Digit Nodes ( contributes to Percent Full ) | - | 9000 | 50 | 8950 |
| SYSTEM CAPACITY | Simultaneous Active Adjunct Controlled Calls | - | 600 |  | 600 |
| SYSTEM CAPACITY | SIP Trunks ( included in 'Trunk Ports') | - | 4000 | 1000 |  |
| SYSTEM CAPACITY | Softphone Enabled on Station Form | - |  |  |  |
| SYSTEM CAPACITY | Station And Trunk Ports | - |  |  |  |
| SYSTEM CAPACITY | Station Button Memory ( units ) | 1250 |  |  |  |
| SYSTEM CAPACITY | Station Button memory ( units) | - |  |  | 100 |
| SYSTEM CAPACITY | Station Capacity | - |  | 2400 | 2400 |
| SYSTEM CAPACITY | Station Records | - | 2398 | 54400 | 2 |
| SYSTEM CAPACITY | Station Records Used By TTI ( Not Shared ) | 2400 |  |  |  |
| SYSTEM CAPACITY | Station Records Used By TTI ( Shared ) | 2 |  |  |  |
| SYSTEM CAPACITY | Stations ( includes BRI stations) | 0 |  |  |  |
| SYSTEM CAPACITY | Stations With Port | 5000 |  |  |  |
| SYSTEM CAPACITY | Stations Without Port | 1000 |  |  |  |
| SYSTEM CAPACITY | Survivable processor Capacity | 2 |  |  |  |
| SYSTEM CAPACITY | Survivable Processor Capacity | - |  | 9666 | 9668 |
| SYSTEM CAPACITY | Team button / Monitored stations | - | 400 | 889600 |  |
| SYSTEM CAPACITY | TN2501 VAL Boards | - | 49 | 10 | 1 |
| SYSTEM CAPACITY | TN2602 Boards with 320 VoIP Channels | - | 9 | 128 | 1 |
| SYSTEM CAPACITY | TN2602 Boards with 80 VoIP Channels | - | 128 | 128 |  |
| SYSTEM CAPACITY | Toll Analysis Entries | - | 1000 | 104 | 896 |
| SYSTEM CAPACITY | Total IP Station Ports | - |  | 1000 |  |
| SYSTEM CAPACITY | Total Vector Directory Numbers | - | 175 | 512 |  |
| SYSTEM CAPACITY | Total Vectors Per System | - | 20 | 256 |  |
| SYSTEM CAPACITY | Trunk Groups | - | 97 | 10 | 2 |
| SYSTEM CAPACITY | Trunk Ports | - | 4000 | 99 |  |
| SYSTEM CAPACITY | TTI Ports | 3 |  |  |  |
| SYSTEM CAPACITY | UDP Digit Nodes | - | 24996 | 5000 | 4 |
| SYSTEM CAPACITY | UDP Extension Records | - | 5000 | 10110 |  |
| SYSTEM CAPACITY | UDP Short Digit Nodes | - | 799 | 25000 | 1 |
| SYSTEM CAPACITY | Unauthenticated H.323 Stations | - |  |  |  |
| SYSTEM CAPACITY | Unnamed Registrations ( TTI ip phones) | 1000 |  |  |  |
| SYSTEM CAPACITY | Vector Comment Steps ( non-blank) | - |  | 1280 |  |
| SYSTEM CAPACITY | Vector Comment Steps( non-blank) | 256 |  |  |  |
| SYSTEM CAPACITY | Video Capable IP Softphones | - |  | 500 | 500 |
| SYSTEM CAPACITY | Video Capable Stations | - |  | 1 | 3 |
| SYSTEM CAPACITY | Wireless Terminals | - | 3 |  | 3 |
| SYSTEM CAPACITY | XMOBILE Stations | - | 3 |  | 3 |

# Insights summary

There is a total of 13 Directory Numbers in the existing system, including hunt groups, pickup groups and all physical extensions and profiles. In terms of numbers relating to users, they are as follows:

|  |  |  |
| --- | --- | --- |
|  | A picture containing wheel  Description automatically generated  **0** Profiles |  |
| A picture containing text, night sky  Description automatically generated  **0** Soft phones / Apps |
| A picture containing electronics, telephone  Description automatically generated  **2** IP Extensions |
| A picture containing text  Description automatically generated  **0** Digital Extensions |
| **0** Analog Extensions |

Profiles, soft phones and IP extensions are much easier to migrate than older technologies such as digital and analog phones.

# A picture containing text Description automatically generatedDetailed Insights

This table provides a list of each type of facility that is in use across the existing solution.

Note: Not all items detailed are applicable to all vendors.

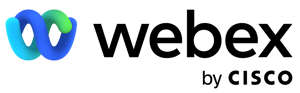
|  |  |  |
| --- | --- | --- |
| Category | Count | Information |
| Duplicate Extns | 0 | Usually caused by both extn and profile having same DN |
| Duplicate names | 0 | Will occur frequently in large organisations |
| Duplicate MAC addresses | 0 | Usually caused by legacy programming |
| Pickup groups with 1 member | 2 | Redundant programming of Pickups |
| Total devices | 2 | Total physical devices |
| Total profiles | 0 | Total profiles |
| Total Mobility | 0 | Total Mobility Users |
| Total DNs | 13 | Total DNs defined (Extns, Trunks, Groups, Digit Trans, Profiles etc.) |
| Total DNs without name | 0 | Total Directory Numbers without a name defined |
| Total without number | 0 | Total devices or profiles without a valid DN |
| Total Hunt Groups | 3 | Total Hunt Groups in use |
| Total ACD Groups | 0 | Total ACD Groups in use |
| Total Workgroups | 0 | Total Workgroups in use |
| Total Paging Groups | 1 | Total Paging Groups in use |
| Total Pickup Groups | 2 | Total Pickup Groups in use |
| Total Soft Phones | 0 | Total Soft Phones in use |
| Total Phantom Devices | 0 | Total Phantom Devices in use |

## CDR Summary

If CDR data is available, this will show a summary of call types and extension counts below

|  |  |
| --- | --- |
| Metric | Count |
| Total Extension Directory Numbers (DN’s) | 4 |
| Total Calls out for ALL DN’s | 0 |
| Total Calls in for ALL DN’s | 0 |
| Total number of extensions with more than 10 calls out | 0 |
| Total number of extensions with more than 10 calls in | 0 |

## Migration considerations to Cisco



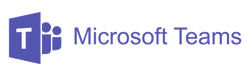
This table will detail any common facilities being used by a legacy platform and if it is supported in the Cisco hosted and on-premise environments.

To identify parity gaps, the audit is mapped and compared to the Webex platform. There is a total of 13 directory numbers within the audited platform. Some features have a clear parity, and others will need to be reviewed prior to migration.

|  |  |  |  |
| --- | --- | --- | --- |
| Facility in use | Active | Hosted HCS / On-premise CUCM | Webex Calling/ Broadworks |
| Hunt Groups | 3 | Std feature | Std feature |
| IP Phones | 2 | Check models | Check models |
| Pickup Groups | 2 | Std feature | Std feature |
| Call Forwarding | 1 | Std feature | Std feature |
| Paging Groups | 1 | Unsupported | Unsupported |
| image = Supported image = Unsupported image = Limited support | | | |

|  |  |
| --- | --- |
| Overall Feature Parity | Call usage (if available) |
|  |  |

## Migration considerations to Microsoft Teams



This table will detail any common facilities being used by a legacy platform and if it is supported in the Microsoft hosted environment.

To identify parity gaps, the audit is mapped and compared to the Teams platform. There is a total of 13 directory numbers within the audited platform. Some features have a clear parity, and others will need to be reviewed prior to migration.

|  |  |  |
| --- | --- | --- |
| Facility in use | Active | Teams |
| Hunt Groups | 3 | Std feature |
| IP Phones | 2 | Check models |
| Pickup Groups | 2 | Std feature |
| Call Forwarding | 1 | Std feature |
| Paging Groups | 1 | Unsupported |
| image = Supported image = Unsupported image = Limited support | | |

|  |  |  |
| --- | --- | --- |
| Facility | # in Use | Comment |
| No insights found |  |  |

|  |  |
| --- | --- |
| Overall Feature Parity | Call usage (if available) |
|  |  |

|  |  |
| --- | --- |
| Estimated Monthly Cost of E3 licenses\* | Estimated Monthly Cost of E5 licenses\* |
| £112.40 | £192.40 |

\*Based on costs of E3 = £28.10, E3+Voice = £34.10 and E5 = £48.10

## Migration considerations to RingCentral

A picture containing text, clipart  Description automatically generated

This table will detail any common facilities being used by a legacy platform and if it is supported in the RingCentral hosted environment.

To identify parity gaps, the audit is mapped and compared to the RingCentral platform. There is a total of 13 directory numbers within the audited platform. Some features have a clear parity, and others will need to be reviewed prior to migration.

|  |  |  |
| --- | --- | --- |
| Facility in use | Active | Teams |
| Hunt Groups | 3 | Std feature |
| IP Phones | 2 | Check models |
| Pickup Groups | 2 | Std feature |
| Call Forwarding | 1 | Std feature |
| Paging Groups | 1 | Unsupported |
| image = Supported image = Unsupported image = Limited support | | |

|  |  |
| --- | --- |
| Overall Feature Parity | Call usage (if available) |
|  |  |

# Migration call usage considerations

If CDR data is available, this report will detail the number of users making and receiving calls across the existing solution. This allows you to understand potential licensing costs for any cloud provider in terms of the ‘voice’ licenses and call costs.

|  |  |
| --- | --- |
| **13** Total DN's  (Directory Numbers)Icon  Description automatically generated | **0 calls made** |
| **0 incoming calls** |
| **0 outgoing calls** |

|  |  |  |
| --- | --- | --- |
| Logo  Description automatically generated | Text, logo  Description automatically generated | Logo  Description automatically generated |
| **4 users with 0 calls**    **0 with under 20 calls** | **0 users with under 50 call involvements**  **0 with under 100 call involvements** | **0 users with over 100 call involvements**  **0 over 250**  **0 over 1000** |

# A picture containing text Description automatically generatedEnergy insights

This report details potential carbon impact of the existing solution based on the following assumption: *ALL devices are in use for 30% of a 5-day working week*

This report is for illustration purposes only.

The current **Total kWh** of **0.10** can be reflected as **882.15 kW** annually – This is equivalent to the following environmental impact.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **462.77**  **Kilograms of CO2** | **0.88**  **Fully grown trees felled** | **0.13**  **Passenger cars driven for 12 months** | **Annual energy usage of**  **0.07 of a family homes** |

**Moving to a hosted solution could potentially reduce the carbon impact of your solution by taking advantage of a multi-tenanted platform in an efficient data center.**

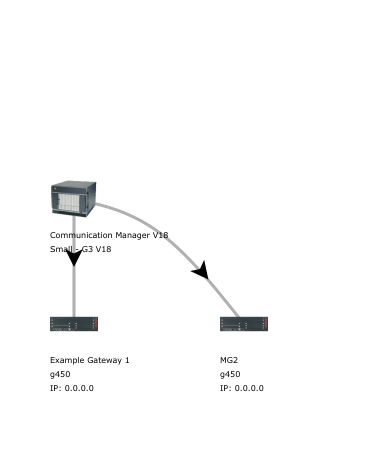
In the meantime, you can mitigate your impact by…

|  |  |
| --- | --- |
|  | Recycle **27.35** bags of waste instead of sending them to landfill |
|  | Plant **10.32** trees and let them grow for 10 years |
|  | Swapping **23.82** incandescent bulbs to LED equivalent |

**But you’d need to do that Every Year**

# A close-up of a cell phone Description automatically generated with medium confidenceGateway / Cabinet overview

There are **2** Gateways/Cabinets in this configuration.



|  |  |  |  |
| --- | --- | --- | --- |
| Gateway name | Detail | MAC | IP Address |
| Example Gateway 1  - | g450 |  | 0.0.0.0 |
| MG2  - | g450 |  | 0.0.0.0 |

# Icon Description automatically generatedHandset and Extension Summary

This details a summary of the extension types captured within the audit of the existing voice solution, and the capacity of the existing system if available.

There are **2** extension cards within the system, providing the following capacities:

|  |  |  |
| --- | --- | --- |
|  | Capacity | Used |
| Total | 4 | 4 |
|  |  |  |
| Analog | 2 | 0 |
| Digital | 0 | 0 |
| Hybrid (i.e. COV) | 0 | 0 |
| IP | 2 | 2 |

|  |
| --- |
|  |
| There were **0** extensions marked as *‘out of service’* |

image There are 0 analog configured. Any migration to hosted voice that requires analog extensions (e.g. for Fax / Modems / PDQ etc.) will require FXO/Analog Gateways at the required locations.

## Icon Description automatically generatedActual utilisation

This table shows all circuit types in use and their actual utilisation after Out-of-Service, and un-numbered extensions and trunks are removed from the programmed counts.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Circuit type | Capacity | Programmed | Out of Service | No Circuit ID | % Utilised | % Actual utilised |
| Extns - Analog | 2 | 1  50.00% | 0  0.00 % | 1  1% | 50.00% | 0.00% |
| Extns - IP | 2 | 3  150.00% | 0  0.00 % | 1  1% | 150.00% | 100.00% |
| Trunks - Digital | 32 | 1  3.13% | 0  0.00 % | 0  0% | 3.13% | 0.00% |

## A picture containing icon Description automatically generatedExtension Number (DN) Ranges

This details all of the extension number ranges that have been determined within the existing solution, and the number of extensions or users within each range. This is useful to determine the need for DID numbering, or to properly plan SBCs or Voice Gateway routes.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Prefix | Length | Total allocated | Start number | End number |
| 30\* | 3 | 1 | 303 | 303 |
| 30\*\* | 4 | 2 | 3000 | 3001 |
| 44\* | 3 | 1 | 444 | 444 |

image If you have extensions with different digit lengths, this can cause issues on a hosted voice solution, and should be reviewed prior to migration.

## Icon Description automatically generatedHandset Types

Where known, this details all the different handsets or softphone types in use. This allows you to understand what features and facilities users are currently utilising and ensuring that any migration does not reduce their experience.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Handset | Model | Programmed | OOS | No Extn # | Details |
|  | 9640 | 2 | 0 | 0 | This telephone provides many features, including a Phone screen for viewing and managing your calls, a Call Log, a Contacts list, an integrated WML browser, a menu of options and settings, and access to your voicemail. |

# A picture containing icon Description automatically generatedCall forwarding and Speed-dials.

This shows all call forwards, except where the device is *only* forwarded to voicemail (in order to reduce the size of this list)

If you have extensions call forwarded to external numbers – these should be reviewed prior to any migration as many diverts can be handled within call plans instead of diverting over the PSTN.



Total extensions forwarded to external numbers: **0**

Total extensions forwarded to internal numbers: **1**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Extension | Busy Int | Busy Ext | No Answer Int | No Answer Ext | Always | Voicemail |
| 3000 | 3001 | 3001 | 3001 | 3001 |  |  |

## A picture containing icon Description automatically generatedForwards to Speed-dials

Call forwarding to speed-dials can obscure real destinations of call forwarding – numbers above shown in purple are the speed-dial number and the actual destination is show in red.



|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Extn | Name | Busy Int | Busy Ext | No Answer Int | No Answer Ext | Always |

## Icon Description automatically generatedSystem Speed-dials

Speed dials or system short-codes are used to ease frequent dialling of external numbers.

Note: They are often used to route calls between local PABXs and allow toll-overrides to occur, so should always be reviewed as it could highlight costly routing or where calls are being diverted to satellite offices or home-workers. If home-workers are using diverted numbers, this is an opportunity to use soft-clients and avoid unnecessary toll costs.

|  |  |  |  |
| --- | --- | --- | --- |
| Speed-dial code | Actual number | Type | Name |
| 1 | 01234567890 | SysSp | test speed |

# A picture containing text, clipart Description automatically generatedCOS and COR Usage Summary

The following Class of Service (COS) and Class of Restrictions (COR) entries were discovered during the audit. This allows you to create a standard facilities and dial plan for your users when migrating to a hosted solution.

These existing restrictions can be used to map features and permissions on a cloud solution, and the UCentric LLD plan allows this to be assigned automatically.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| COS / COR | Total DN’s | % using | Device type | COS / COR descriptions | Information |
| 1 / 1 | 2 | 100 | IP |  | General users |

Details of where there are less than 20 DN’s (of the same device type) using a COS / COR combination. This allows you to see where there are special cases in terms of restrictions that may need to be considered when migrating to a hosted solution.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| COS / COR | DN | Name | Detail | COS / COR descriptions | Device type | Information |

# A picture containing text Description automatically generatedCall Flows, Routing and Groups

## Hunt, Pickup and ACD Groups

Hunt groups and pickup groups operate in two different ways; Hunt and ACD groups will find the first available member (based on rules applied), whereas Pickup groups ring all members at the same time.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Pilot Number | Name | # of Members | Warning |
| Coverage | CAG1 | COVERAGE GROUP | 0 | Empty group |
| Hunt | 30000 | Hunt Group 1 | 2 |  |
| Hunt | 30032 | Hunt Group 2 | 1 | Single member of group |
| Hunt | 3300 | My test group | 2 |  |
| Intercom | int1 | Intercom Group 1 | 1 | Single member of group |
| Intercom | int2 | Intercom Group 2 | 1 | Single member of group |
| Paging | 30033 | Page Group 1 | 2 |  |
| Pickup | 1 | My pickup group | 1 | Single member of group |
| Pickup | 2 | Pickup Group 1 | 1 | Single member of group |

## Groups with a single member

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Name | Type | Member DN | Member Name |
| 1 | My pickup group | Pickup | 3001 | For~(~ign B~\_~b OReilly |
| 2 | Pickup Group 1 | Pickup | 3000 | ~Fred Bloggs |
| 30032 | Hunt Group 2 | Hunt | 3000 | ~Fred Bloggs |
| int1 | Intercom Group 1 | Intercom | 3000 | ~Fred Bloggs |
| int2 | Intercom Group 2 | Intercom | 3001 | For~(~ign B~\_~b OReilly |

* Note: Pickup groups with a single member are redundant – Hunt groups with a single member may be used for diverting non-geographic or other external numbers and should be reviewed.

## Call flows

Please review LLD for full call flow information

# A picture containing text, clipart Description automatically generatedTrunks

The trunk information isn’t directly necessary in order to migrate to cloud solutions but is a useful metric in order to determine existing usage and capacities.

There are **1** trunk cards within the system, providing the following capacities:

|  |  |  |
| --- | --- | --- |
|  | Capacity | Used |
| Total | 0 | 0 |
|  |  |  |
| Analog | 0 | 0 |
| Digital | 0 | 0 |
| Hybrid (i.e. AC13/AC15/E&M) | 0 | 0 |
| IP | 0 | 0 |
|  |  |  |
| AC13 | 0 |  |
| AC15 | 0 |  |
| E&M | 0 |  |

|  |
| --- |
|  |
| There were **0** trunks marked as *‘out of service’* |

image There are 0 digital trunks configured. As of 2025, BT will no longer support ISDN.

## A picture containing text, clipart Description automatically generatedTrunk groups

Where trunk information is captured, this details the trunk groups and types that are configured on the existing solution.

|  |  |  |  |
| --- | --- | --- | --- |
| Trunk Group | # of Members | Description | Group type |

# A picture containing clipart Description automatically generatedOut of service

This shows the total of all “Out of Service” devices. This is determined as: Analog Extensions/Trunks that have been marked “OOS” by an Engineer; Digital Extensions/Trunks that have been marked “OOS” by either the PABX or an Engineer (e.g. If a digital set is unplugged, it is usually marked “OOS” by the PABX automatically).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Type | Sub-type | State | Total OOS | Resilient | Actual OOS |
| None found |  |  |  |  |  |

image Note: If hotdesking is in use, any devices or profiles currently logged out may show as “Out of service” depending on the existing vendor platform.

# A picture containing text, vector graphics, clipart Description automatically generatedRegion information

Many systems provide a centralised call-control, with gateways to extend that service to remote offices. Detailed below is a summary of any regional or remote users discovered.

|  |  |  |  |
| --- | --- | --- | --- |
| Region ID | Region Name | Standard Sets | IP Sets |
| None found |  |  |  |

## Icon Description automatically generatedExtension ranges by location

Much like the previous list of extension ranges, this shows which extension numbers are being used, but in this case, broken down by region or location.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Region | Extn prefix | Total # in range | Range start | Range end |
|  | 30\*\* | 2 | 3000 | 3001 |
|  | 44\* | 1 | 444 | 444 |
|  | 30\* | 1 | 303 | 303 |

# Glossary of terms

|  |  |
| --- | --- |
| Term | Definition |
| ACD group | Automatic Call Distribution – a type of hunt group that can route calls based on rules (e.g. Longest ringing, Skills, calling-line ID etc.) |
| Analog Adapter | An Analog Telephone Adapter device (e.g. connector to Fax, Intercom, Alarm, etc.) – Sometimes called an FXO/FSX adapter |
| Analog Phone | An Analog Telephone device that is connected to a remote gateway (e.g. connector to Fax, Intercom, PDQ, Alarm, etc.). |
| Audio Conference Phone | An Audio Conference desk phone device. |
| Common Area Phone (CAP) | A device that is not associated with a user. Also referred to as Standalone Device or Utility Phone |
| CTI | Computer Telephony Integration (CTI) enables users to take advantage of computer-processing functions while making, receiving, and managing telephone calls. CTI applications allow you to perform such tasks as retrieving customer information from a database using a caller ID, or to work with the information gathered by an Interactive Voice Response (IVR) system to route a customer’s call, along with their information, to the appropriate customer service representative. |
| Device Profile | A device profile comprises the set of attributes (services and/or features), e.g. line number, forwarding, that will appear on the phone when the associated user logs in. |
| Devices | Hardware or software telephony clients configured in the legacy PBX. Devices can be associated to one or multiple extensions. |
| Feature Parity | This shows if particular features can translate easily to an alternative provider |
| FXO / FXS | Foreign Exchange Subscriber/Office – This is an analog line or port that a phone or fax machine connects to. It is a common description for Analog ports on a Cisco CUCM/CME |
| Hunt Group | A Hunt Group is the method of distributing phone calls from a single telephone number to a group of several phone extensions. |
| IP Phone | A desktop phone also referred to as a handset device. |
| Legacy PABX/PBC | The telephony system which is being assessed and reported in this document. |
| Line | A telephone number configured on the legacy PBX. |
| Orphaned Cisco End-User | An end-user that is not associated with any device or device profile. |
| On-Prem | Another definition for locally hosted voice (as opposed to ‘Cloud’ hosted) |
| Partial Feature Parity | This indicates that the feature is currently not fully supported by Microsoft Teams. Users configured with this feature can be migrated but might lose some functionality. In some cases, 3rd party solutions can close the gap. |
| Pickup Group | Group of users authorized to answer calls to a telephone extension within that group of users. |
| Software Client | An Android / iOS / PC Software client device. |
| Standalone Device | A device that is not associated with a user. Also referred to as Common Area Phone in Microsoft Teams. |
| Telepresence | An Advanced Video Conferencing device. |
| Users | End users that are configured on the legacy PBX. Users can be associated to multiple devices and device profiles. |
| Video Phone | A handset device with video capabilities. |
| Wireless IP Phone | A wireless handset device. |