

High Level Design Report

MIVC



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.

Mitel



# 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.

Mitel

|  |  |
| --- | --- |
| **Name** | MIVC |
| **Audit date** | 2023-10-17 14-36-01 |

Please note, this is an audit of a single or standalone PBX.

Some tables or columns may be empty in this report. This is to be expected due to the flexibility available in system programming. It indicates that no data was found within the system for that table or column.



## Platform details

This information is derived from what is available in the audited database.

|  |  |
| --- | --- |
| **Version** | Mitel MiVC 22.21.3300.0 |
| **IP Address** |  |
| Customer Information |  |

|  |  |  |
| --- | --- | --- |
| Company Name | Address | City |
| Mitel | Sunnyvale | Sunnyvale |

# Insights summary

There is a total of 190 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  **129** Profiles |  |
| A picture containing text, night sky  Description automatically generated  **3** Soft phones / Apps |
| A picture containing electronics, telephone  Description automatically generated  **201** 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.

|  |  |  |
| --- | --- | --- |
| Category | Count | Information |
| License status | Unavailable | License information is not stored in the database. To determine the licenses, please refer to the licenses section in MiVoice Connect Director. |
| Total physical devices | 40 | This is the count of devices that are shown on the MiVC Telephones page. Does not include mobility in this count. |
| Total analog devices | 0 | Analog phones, faxes, etc. |
| Total mobility devices | 3 | Total Mobility Users |
| Total softphones | 3 | Total Soft Phones in use |
| Total system extensions | 29 | Total system devices. As examples, this includes auto attendant extensions, music on hold extensions, voice mail extensions, system conference extensions, account code extensions. |
| Total user profiles | 129 | Total profiles. This is the count of the users shown on the MiVC Users page. |
| Trunk groups | 13 | Total groups with members. These are trunk groups which have at least one member. |
| Empty trunk groups | 9 | These are trunk groups which do not have any members. |
| Total Hunt Groups | 5 | Total Hunt Groups in use |
| Total Workgroups | 6 | Total Workgroups in use |
| Total Pickup Groups | 2 | Total Pickup Groups in use |
| Total Paging Groups | 4 | Total Paging Groups in use |
| Total Route Points | 6 | Total Route Points in use. |

## General Migration Considerations

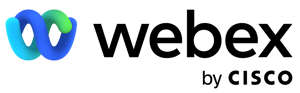
This high-level design report can be provided in conjunction with a Migration plan/LLD (Spreadsheet) which can be used to provision to hosted voice and cloud solutions both automatically and manually.

The following considerations apply:

* Unused configurations will not be captured in the Migration Plan. This includes:
  + Devices or profiles without a DN.
  + Hunt groups, pickup groups, ring groups or paging groups without members.
* Data that is not in the audited database will not be migrated automatically. For example, this includes:
  + Voicemails.
  + Voicemail greetings.
  + Prompt recordings.
* Some information needed for successful provisioning, but not found in the audited database, will be automatically generated, or defaulted and added to the Migration Plan where possible. If not, it must be manually added.
* Changes to the Migration Plan can be made prior to provisioning, such as adding or deleting rows, changing information within a row, or adding missing information.
* You will also need to determine the numbers that will require porting to the hosted voice solution, this is outside of the scope of this audit.

The following section(s) outline the considerations for migration to some of the major cloud, UC and hosted platforms.

### Migration considerations to Cisco



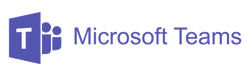
This table will detail any common facilities being used by a legacy platform and if it is supported in the Cisco hosted and on-premises environments.

To identify parity gaps, the audit is mapped and compared to the Webex platform. There is a total of 190 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 |
| Call Forwarding | 138 | Std feature | Std feature |
| Total profiles | 129 | Std feature | Std feature |
| IP Phones | 71 | Check models | Check models |
| Work Groups | 6 | Std feature | Std feature |
| Hunt Groups | 5 | Std feature | Std feature |
| Paging Groups | 4 | Unsupported | Unsupported |
| Hotdesking | 3 | Std feature | Via Multi-prescence |
| Mobility | 3 | Std feature | Std feature |
| SIP Phones | 3 | Std feature | Std feature |
| Pickup Groups | 2 | Std feature | Std feature |
| 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 190 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 |
| Call Forwarding | 138 | Std feature |
| Total profiles | 129 | Std feature |
| IP Phones | 71 | Check models |
| Work Groups | 6 | Std feature |
| Hunt Groups | 5 | Std feature |
| Paging Groups | 4 | Unsupported |
| Hotdesking | 3 | Via Multi-prescence |
| Mobility | 3 | Std feature |
| SIP Phones | 3 | Std feature |
| Pickup Groups | 2 | Std feature |
| image = Supported image = Unsupported image = Limited support | | |

|  |  |  |
| --- | --- | --- |
| Facility | # in Use | Comment |
| Call forwards to external numbers | 2 | Call forward external not supported by Teams |
| Work Groups | 6 | Work groups are not supported by Teams |

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

|  |  |
| --- | --- |
| Estimated Monthly Cost of E3 licenses\* | Estimated Monthly Cost of E5 licenses\* |
| £4524.10 | £7744.10 |

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

## Migration considerations to RingCentral

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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 190 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 |
| Call Forwarding | 138 | Std feature |
| Total profiles | 129 | Std feature |
| IP Phones | 71 | Check models |
| Work Groups | 6 | Std feature |
| Hunt Groups | 5 | Std feature |
| Paging Groups | 4 | Unsupported |
| Hotdesking | 3 | Std feature |
| Mobility | 3 | Std feature |
| SIP Phones | 3 | Std feature |
| Pickup Groups | 2 | Std feature |
| 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.

This requires manually adding from detail in LLD (With blending of CDR)

|  |  |
| --- | --- |
| **190** 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 |
| **201 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 **0.37** can be reflected as **3258.33 kW** annually – This is equivalent to the following environmental impact.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **1709.29**  **Kilograms of CO2** | **3.26**  **Fully grown trees felled** | **0.50**  **Passenger cars driven for 12 months** | **Annual energy usage of**  **0.27 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 **101.01** bags of waste instead of sending them to landfill |
|  | Plant **38.12** trees and let them grow for 10 years |
|  | Swapping **87.97** 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 **20** Gateways/Cabinets in this configuration.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Gateway name | Name | Detail | MAC | IP Address |
| SGHQ  Switch  WinHQ | Headquarters | SGHQ | 000000000000 | 15.234.126.200 |
| SGLinuxDVS  Switch  LinuxDVS | RAY\_LDVS | SGLinuxDVS | 0050568c5625 | 15.234.126.202 |
| SGDVS  Switch  WinDVS | RAY\_WDVS | SGDVS | 000000000000 | 15.234.127.100 |
| VirtualSA  Switch  vCollab | RAY\_HQ\_vUCB | VirtualSA | 0050568cc042 | 15.234.126.209 |
| VirtualEGW  Switch  vEdgeGW | EGW | VirtualEGW | 0050568c5dfe | 15.234.126.190 |
| VirtualPhoneSwitch  Switch  vPhone | LDVS\_child\_vPhone | VirtualPhoneSwitch | 0050568C91B8 | 15.234.137.180 |
| InGate  Switch  InGate | Ingate Teleworker | InGate | 005056B5E1AB | 15.215.3.32 |
| VirtualSA  Switch  vCollab | HQ\_vUCB | VirtualSA | 0050568c1783 | 15.234.126.195 |
| VirtualPhoneSwitch  Switch  vPhone | RAY\_HQ\_vPHONE | VirtualPhoneSwitch | 0050568CAAD3 | 15.234.126.201 |
| VirtualTrunkSwitch  Switch  vTrunk | RAY\_HQ\_vTrunk | VirtualTrunkSwitch | 0050568C352C | 15.234.126.203 |
| VirtualTrunkSwitch  Switch  vTrunk | Intrado Vtrunk | VirtualTrunkSwitch | 0050568c1bb4 | 15.234.126.221 |
| SG50V  Switch  SG50V | T\_SG50V | SG50V | 00104921743E | 15.234.46.32 |
| SGTP100DT1  Switch  ST100DA-T1 | T\_ST100DA-T1 | SGTP100DT1 | 0010493CFF5B | 15.234.132.39 |
| SGP200  Switch  ST200 | T\_ST-200\_temp | SGP200 | 001049558AB4 | 15.234.138.32 |
| SG90V  Switch  SG90V | SG90V | SG90V | 00104916184D | 15.234.45.51 |
| VirtualTrunkSwitch  Switch  vTrunk | Real Vtrunks | VirtualTrunkSwitch | 000c29a1ba97 | 15.234.44.64 |
| SGT1DE1  Switch  ST1D-E1 | MEX IND-ST1D-E1\_PRI | SGT1DE1 | 0010493D0009 | 15.234.45.87 |
| SG90  Switch  SG90 | HQ\_SG90 | SG90 | 0010493214e8 | 15.234.45.47 |
| VirtualPhoneSwitch  Switch  vPhone | RAY-LDVS-vPhone | VirtualPhoneSwitch | 0050568C9766 | 15.234.142.180 |
| VirtualPhoneSwitch  Switch  vPhone | IND\_vPhone | VirtualPhoneSwitch | 0050568c76a2 | 15.234.137.34 |

## SNMP

If this system is monitored by another application via an SNMP interface, this information will be shown in the table below. Otherwise, the table will be blank.

**Note, SNMP may not be supported by your chosen hosted voice solution.**

|  |  |  |
| --- | --- | --- |
| SNMP Type | Name / IP | Mode |

# Dialling Plan

## Dial Plan

|  |  |
| --- | --- |
| Digit | Description |
| # | Voicemail login |
| \* | Feature activation |
| 5 | Extension Prefix (5 Digit) |
| 6 | Extensions |
| 7 | Extensions |
| 1 | Extensions |
| 2 | Extensions |
| 3 | Extensions |
| 4 | Extensions |
| 0 | Operator |
| 8 | Trunk Access Codes (1 Digit) |
| 9 | Trunk Access Codes (1 Digit) |

Trunk access digits are listed in the trunk groups section.

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

This details all 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\*\*\* | 5 | 8 | 30100 | 30114 |
| 51\*\*\*\*\*\*\*\* | 10 | 77 | 5100030104 | 5100041002 |
| 52\*\*\*\*\*\*\*\* | 10 | 5 | 5200030714 | 5200030718 |
| 53\*\*\*\*\*\*\*\* | 10 | 71 | 5300030720 | 5300030824 |

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

## DDI Ranges

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Trunk Group | Base Number | DN Count | Trunk Count | Trunk Group |
| real Pri trunks | +913021936300 | 0 | 10 | real Pri trunks{/didranges} |
| REAL TRUNK GROUP | +913028580008 | 3 | 5 | REAL TRUNK GROUP{/didranges} |
| T\_SLATE\_TG | +13088660350 | 3 | 5 | T\_SLATE\_TG{/didranges} |
| Tie\_ Trunk\_Group\_RAY\_TO\_IND | +18109823000 | 2 | 0 | Tie\_ Trunk\_Group\_RAY\_TO\_IND{/didranges} |
| Tie\_Trunk\_Group | +17088680250 | 3 | 1 | Tie\_Trunk\_Group{/didranges} |

# Icon Description automatically generatedExtension 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 | 0 | 201 |
|  |  |  |
| Analog | 0 | 0 |
| Digital | 0 | 0 |
| Hybrid (i.e. COV) | 0 | 0 |
| IP | 0 | 201 |

|  |
| --- |
|  |
| 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 - IP | 203 | 203  100.00% | 0  0.00 % | 2  2% | 100.00% | 99.01% |
| Trunks - Digital | 30 | 11  36.67% | 0  0.00 % | 0  0% | 36.67% | 33.33% |
| Trunks - IP | 192 | 83  43.23% | 0  0.00 % | 0  0% | 43.23% | 36.98% |

## Icon Description automatically generatedConsoles

There are **0** console(s)\* programmed within the system.

*\*Note: Not all vendors (e.g. Cisco) have a concept of ‘Consoles’, and instead use add-on button keypads to existing IP or Digital handsets.*

## 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 | Details |
|  | 6940 | 10 | The Mitel 6940 Advanced Desktop IP Phone. with a Maximum of 96 Lines 7' (800 x 480px) colour LCD touch display, MobileLink - Smartphone to deskphone integration, Mobile phone charging point, Embedded Bluetooth 4.1 technology, Cordless 'Speech optimised' (High Definition Audio) handset, Enhanced full-Duplex speakerphone, 6 context sensitive keys |
|  | IP480g | 10 | 297x160 pixel backlit display. 8 Line appearances. Integrated 10/100 Ethernet. Speakerphone. Headset jack. 6 feature keys, 5 softkeys including transfer, conference, hold, redial/history, and voicemail |
|  | 6930 | 4 | The Mitel 6930 Desktop IP 4.3 inch 480 x 272 pixel colour display, Bluetooth 4.1, Mobile Integration through Mobile Link, USB charging point for mobile phones, 12 keys, 5 Context sensitive soft keys, Speech optimised corded handset, Enhanced full duplex speaker phone, USB port for headsets and accessories, 2 Gigabit Ethernet ports with PoE, Dual 10/100/1000 Mbps Ethernet ports (LAN or PC) |
|  | Soft Phone | 3 | Mitel MiVC Soft Phone Client |
|  | 6920 | 3 | The Mitel 6920 Desktop IP phone with a 3.5' QVGA color display: 320x240 pixel, HD full duplex sound, 6 keys, USB port, EHS / DHSG headphone jack and 2 Gigabit Ethernet ports with PoE |
|  | IP485g | 2 | 480x272 pixels backlit color display. 8 Line appearances. Integrated 10/100/1000 Ethernet. Speakerphone. Headset jack. 6 feature keys, 5 softkeys including transfer, conference, hold, redial/history, and voicemail |
|  | Mitel SIP-DECT | 2 | DECT Cordless Device |
|  | ShoreTelMR/9.6.2201.103 | 1 | Not specified |
|  | IP560g | 1 | 168 x 80 pixel display, 6 lines. Integrated 10/100 Ethernet. 4 soft keys. 8 feature keys including transfer, conference, hold, redial/history, and voicemail |
|  | IP565 | 1 | 320x240 pixel colour display, 6 lines. Integrated 10/100 Ethernet. 6 soft keys. 8 feature keys including transfer, conference, hold, redial/history, and voicemail |
|  | 6910 | 1 | 128x48 pixel soft white backlight display, HD wideband audio, 8 keys, Dual Gigabit Ethernet ports, Up to 1000 entries with company phone book, Headset support (Native EHS/DHSG and 4-pin modular), Hearing aid compatible (HAC) handset, POE (IEEE 802.3af) Support. |
|  | IP420 | 1 | 130x28 pixeled high contrast backlit screen. 6 feature keys including transfer, conference, hold, redial/history, and voicemail |
|  | IP420g | 1 | 130x28 pixeled high contrast backlit screen. 6 feature keys including transfer, conference, hold, redial/history, and voicemail |

## Button Boxes

If there are no button boxes on this system, this table will be empty.

|  |  |
| --- | --- |
| Location | Number of Button Boxes |

## System Extensions

|  |  |  |
| --- | --- | --- |
| Name | Type | DN |
| Headquarters Auto-Attendant | Local Auto-Attendant | 5100030104 |
| Headquarters Voice Mail | Local Voice Mail Extension | 5100030105 |
| Headquarters Voice Mail Login | Local Voice Mail Login Extension | 5100030106 |
| Headquarters Account Code Local Extension | Local Account Code Extension | 5100030109 |
| Headquarters Music on Hold | Local Music on Hold Extension | 5100041001 |
| RAY\_LDVS Voice Mail | Local Voice Mail Extension | 5100030702 |
| RAY\_LDVS Voice Mail Login | Local Voice Mail Login Extension | 5100030703 |
| RAY\_LDVS Auto-Attendant | Local Auto-Attendant | 5100030704 |
| RAY\_LDVS Music on Hold | Local Music on Hold Extension | 5100041002 |
| RAY\_WDVS Voice Mail | Local Voice Mail Extension | 5100030705 |
| RAY\_WDVS Voice Mail Login | Local Voice Mail Login Extension | 5100030706 |
| RAY\_WDVS Auto-Attendant | Local Auto-Attendant | 5100030707 |
| T\_SG50V Voice Mail | Local Voice Mail Extension | 5300030742 |
| T\_SG50V Voice Mail Login | Local Voice Mail Login Extension | 5300030743 |
| T\_SG50V Auto-Attendant | Local Auto-Attendant | 5300030744 |
| SG90V Voice Mail | Local Voice Mail Extension | 5300030813 |
| SG90V Voice Mail Login | Local Voice Mail Login Extension | 5300030814 |
| SG90V Auto-Attendant | Local Auto-Attendant | 5300030815 |
| Auto-Attendant | Auto-Attendant | 30100 |
| Voice Mail | Voice Mail Extension | 30101 |
| Voice Mail Login | Voice Mail Login Extension | 30102 |
| Backup Auto-Attendant | Backup Auto-Attendant | 30103 |
| Account Code Service | Account Code Extension | 30107 |
| System Conference | System Conference Extension | 30108 |
| Global Conference Extension | Global Conference Extension | 30113 |
| Global Music On Hold Extension | Global Music on Hold Extension | 30114 |
| RAY\_HQ\_vUCB Local Conference Extension | Local Conference Extension | 5100030708 |
| F\_Revolution\_Server | SIP Server Extension | 5300030758 |
| HQ\_vUCB Local Conference Extension | Local Conference Extension | 5100030827 |

## Off-System Extensions

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Range | Trunk Group | Trunk Access Code | AMIS System ID | AMIS System Name |
| 5100030800 - 5100030810 | F\_Rev\_Trunk\_Group | 9 |  |  |

## 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 |
| 1 | Headquarters | 0 | 140 |
| 2 | RAY-LDVS | 0 | 7 |
| 4 | T\_India\_site | 0 | 1 |
| 5 | LDVS-Child | 0 | 0 |

### 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.

|  |
| --- |
| Total Extensions by Location |
| 132 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Region | Extn prefix | Total # in range | Range start | Range end |
| Headquarters | 53\*\*\*\*\*\*\*\* | 60 | 5300030720 | 5300030824 |
| Headquarters | 51\*\*\*\*\*\*\*\* | 59 | 5100030709 | 5100030860 |
| Headquarters | 52\*\*\*\*\*\*\*\* | 5 | 5200030714 | 5200030718 |
| RAY-LDVS | 53\*\*\*\*\*\*\*\* | 4 | 5300030732 | 5300030807 |
| RAY-LDVS | 51\*\*\*\*\*\*\*\* | 3 | 5100030780 | 5100030831 |
| T\_India\_site | 51\*\*\*\*\*\*\*\* | 1 | 5100030828 | 5100030828 |

## User Profiles, Roles and User Groups

The following user profiles are in use:

|  |  |
| --- | --- |
| User profile | Count |
| General User | 130 |

The following admin roles are in use:

|  |  |
| --- | --- |
| Admin role | Count |
| System Administrator | 7 |

The following User Groups were discovered during the audit. If there is a small percentage of users assigned to a particular User Group, you may wish to determine if that User Group is truly needed.

|  |  |  |
| --- | --- | --- |
| User Group Name | Total Number of Users | Percentage Using |
| FRAY\_Intrado\_UG | 45 | 34.62% |
| Executives | 40 | 30.77% |
| FRAY\_RedSky\_UG | 28 | 21.54% |
| FRAY\_Rev\_UG | 8 | 6.15% |
| testing | 4 | 3.08% |
| Copy of Executives | 3 | 2.31% |
| test | 1 | 0.77% |
| Audio Conference | 1 | 0.77% |
| ST Executives | 0 | 0% |
| FRAY\_Intrado\_REDSKY\_UG | 0 | 0% |
| Managers | 0 | 0% |
| Staff | 0 | 0% |
| House Telephones | 0 | 0% |
| Voice Mail Notification | 0 | 0% |
| Anonymous Telephones | 0 | 0% |
| IP Telephones | 0 | 0% |
| Account Code Service | 0 | 0% |

## IP Address Map

The following table shows the IP address in use at each site.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Group | Site | Low IP Address | High IP Address | Teleworkers |
| Headquarters SG | Headquarters |  |  | No |
| Headquarters SG | Headquarters | 15.215.30.20 | 15.215.30.20 | No |
| Headquarters SG | Headquarters | 15.215.30.29 | 15.215.30.29 | No |
| Headquarters SG | Headquarters | 15.215.30.30 | 15.215.30.30 | No |
| Headquarters SG | Headquarters | 15.215.30.33 | 15.215.30.33 | No |
| Headquarters SG | Headquarters | 15.234.126.126 | 15.234.126.126 | No |
| Headquarters SG | Headquarters | 15.234.126.155 | 15.234.126.155 | No |
| Headquarters SG | Headquarters | 15.234.132.63 | 15.234.132.63 | No |
| Headquarters SG | Headquarters | 15.234.133.65 | 15.234.133.65 | Yes |
| Headquarters SG | Headquarters | 15.234.137.53 | 15.234.137.53 | No |
| Headquarters SG | Headquarters | 15.234.137.54 | 15.234.137.54 | No |
| Headquarters SG | Headquarters | 15.234.138.55 | 15.234.138.55 | No |
| Headquarters SG | Headquarters | 15.234.14.210 | 15.234.14.210 | No |
| Headquarters SG | Headquarters | 15.234.46.136 | 15.234.46.136 | No |
| Headquarters SG | Headquarters | 172.19.66.195 | 172.19.66.220 | No |
| Headquarters SG | Headquarters | 172.19.69.100 | 172.19.69.100 | Yes |
| Headquarters SG | Headquarters | 172.19.69.101 | 172.19.69.101 | No |
| Headquarters SG | Headquarters | 172.19.69.111 | 172.19.69.111 | No |
| Headquarters SG | Headquarters | 172.19.69.113 | 172.19.69.113 | No |
| Headquarters SG | Headquarters | 172.19.69.180 | 172.19.69.180 | No |

## Languages

Users on the system are using the following languages on their phones and softclients:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Language | User Count | Code | LCID | Locale | Voice LCID | Voice Locale |
| English(US) | 140 | en | 1033 | en-US | 1033 | en-US |
| German | 1 | de | 1031 | de-DE | 1031 | de-DE |

# A picture containing icon Description automatically generatedCall forwarding and Power Routing

## Call Forwarding

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

Please note that these are not filtered based on the call forward condition currently set for the user. For example, if the user has selected Call Forward Condition Never but has destinations programmed anyway, the destinations may appear in this table. We recommend that the user re-program their call forward settings manually after the migration.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Extension | Busy | No Answer | Always | Voicemail |
| 5300030771 | 9+918985148397 | 9+918985148397 |  |  |
| 5300030798 |  |  | 9+918985148379 |  |

Total extensions forwarded to external numbers: **2**

Total extensions forwarded to internal numbers (including to voicemail): **136**

* 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.

### Power Routing

Power Routing rules specify the call routing method for incoming calls to a user’s phone number. Calls are forwarded based on specific criteria, such as the incoming phone number, the number the caller dialed to reach the user, the user’s availability state, as well as the time of day or day of week the call is received.

Not all of the power routing details are stored in the PBX database and as a result, may not work as expected if provisioned based on the available information. For this reason, we recommend that the user re-program this functionality manually after the migration.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Enabled | DN | Power Rule | Action | Criteria | Parameter |

# 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.

## Trunk Utilization

|  |  |
| --- | --- |
|  | Count |
| Total | 81. Count of all the trunks shown on the MiVC Trunks page. |
|  |  |
| Analog | 0 |
| Digital | 10 |
| IP | 71 |

## Trunk Groups

The following table provides information about the trunk groups on the system. If any of the groups are empty, they should be reviewed as to why.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Trunk Group | Trunk Access Digits | Number of Members | Description | Group type |
| 1 | 9 | - | Analog Loop Start | Analog Loop Start |
| 2 | 9 | - | Digital Loop Start | Digital Loop Start |
| 3 | 9 | - | Digital Wink Start | Digital Wink Start |
| 4 | 8 | 5 | RedSky | SIP |
| 6 | 9 | 1 | Tie\_Trunk\_Group | SIP |
| 7 | 9 | 5 | Copy of Tie\_Trunk\_Group | SIP |
| 8 | 9 | 5 | Ray\_Tie\_Trunk\_Group | SIP |
| 9 | 9 | 10 | F\_Rev\_Trunk\_Group | SIP |
| 10 | 9 | 10 | New Trunk Group | SIP |
| 11 | 9 | - | Tie\_ Trunk\_Group\_RAY\_TO\_IND | SIP |
| 12 | 9 | 5 | Normal Trunk without vendor | SIP |
| 13 | 9 | - | Normal Trunk without vendor\_ST | SIP |
| 15 | 8 | - | Normal Trunk without vendor\_SG | SIP |
| 16 | 9 | - | Normal Trunk without vendor\_SG | SIP |
| 17 | 9 | 5 | REAL TRUNK GROUP | SIP |
| 18 | 8 | 10 | real Pri trunks | PRI |
| 19 | 9 | 5 | T\_SLATE\_TG | SIP |
| 20 | 8 | 10 | Intrado | SIP |
| 21 | 8 | - | Extensions\_TrunkGroup | SIP |
| 23 | 8 | 5 | Intrado with SG90V | SIP |
| 24 | 8 | 5 | F\_RAY\_MEX\_TIE\_TRUNK | SIP |
| 25 | 8 | - | Copy of Intrado | SIP |

## DNIS Map

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Trunk Group | Received Digits | Type | Destination | Display Name | Music on Hold |

## Conferencing Map

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Trunk Group | Received Digits | Destination | Display Name | Music on Hold |

# Call flows and Groups

## Call Flows

Please refer to the low-level design/Migration plan report for the call flow diagrams.

Call flow diagrams will appear here and in the LLD if the audited system contains IVR, AA or external groups.

## A picture containing text Description automatically generatedHunt, Ring, Work, PRG, MDUG and Pickup 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.

### Hunt Groups

The following table shows any hunt groups on the MIVC system

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Category | Distribution | Extension (Pilot) Number | Name | # of Members | Warning |
| Hunt | Simultaneous | 5100030744 | Sindhu-Hunt-Group | 1 | Single member of group |
| Hunt | Simultaneous | 5100030818 | F\_HG | 1 | Single member of group |
| Hunt | Simultaneous | 5100030846 | JP Hunt Group | 3 |  |
| Hunt | Top Down | 5100030850 | F\_HQ\_SG90\_HG | 2 |  |
| Hunt | Top Down | 5300030729 | TestHunt Group | 1 | Single member of group |

### Work Groups

The following table shows any Work groups on the MIVC system

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Category | Distribution | Extension (Pilot) Number | Name | # of Members | Warning |
| WorkGrp | Round Robin | 5100030817 | F\_WG | 1 | Single member of group |
| WorkGrp | Round Robin | 5100030829 | F\_HQ\_WG | 2 |  |
| WorkGrp | Simultaneous | 5100030792 | jp\_WG\_1 | 3 |  |
| WorkGrp | Simultaneous | 5300030731 | new\_WG | 6 |  |
| WorkGrp | Simultaneous | 5300030769 | test | 2 |  |
| WorkGrp | Top Down | 5100030848 | JP\_WG\_2 | 3 |  |

### Paging Groups

The following table shows any Paging groups on the MIVC system.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Extension (Pilot) Number | Name | # of Members | Warning |
| Paging | 5100030798 | New Paging Group1\_Monisha | 2 |  |
| Paging | 5100030816 | F\_Paging\_group | 2 |  |
| Paging | 5100030847 | JP Paging Group | 2 |  |
| Paging | 5300030730 | New Paging Group | 8 |  |

### Groups with No Members

Groups with no members will only be shown here and not in the LLD/Migration Plan

|  |  |  |
| --- | --- | --- |
| Pilot Number | Name | Type |

### Groups with a Single Member

|  |  |  |  |
| --- | --- | --- | --- |
| Category | Name | Type | Member DN |
| 5100030744 | Sindhu-Hunt-Group | Hunt | 5300030767 |
| 5100030817 | F\_WG | WorkGrp | 5300030767 |
| 5100030818 | F\_HG | Hunt | 5300030822 |
| 5300030729 | TestHunt Group | Hunt | 5300030795 |

* **Pickup groups with a single member should be reviewed.**
* **Hunt groups with a single member may be used for diverting external numbers and should be reviewed.**

## Route Points

|  |  |
| --- | --- |
| Route Point | Description |
| 5100030854 | FRAY\_STPS\_RP |
| 5300030787 | F\_RAY\_HB\_IVR1 |
| 5300030788 | F\_RAY\_HB\_IVR2 |
| 5300030789 | F\_RAY\_HB\_IRN1 |
| 5300030790 | F\_RAY\_HB\_IRN2 |
| 5300030797 | F\_RAY\_EN\_RP1 |

# 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 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. |