

High Level Design Report

MIVO



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** | MIVO |
| **Type** | Mitel MiVoice Office |
| **Audit date** | 2023-10-17 14-36-50 |



## Platform details

|  |  |
| --- | --- |
| **Version** | MiVO 250 6.2.5.82 |
| **Revision** | HX |
| **Firmware** | 6 |
| **IP Address** | 192.168.200.201 |
| **MAC Address** |  |

# Insights summary

There is a total of 134 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  **12** Soft phones / Apps |
| A picture containing electronics, telephone  Description automatically generated  **23** IP Extensions |
| A picture containing text  Description automatically generated  **7** Digital Extensions |
| **11** 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.

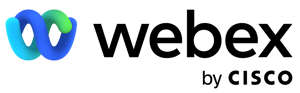
|  |  |  |
| --- | --- | --- |
| Category | Count | Information |
| Duplicate Extns | 0 | Usually caused by both extn and profile having same DN |
| Duplicate names | 3 | Will occur frequently in large organisations |
| Duplicate MAC addresses | 1 | Usually caused by legacy programming |
| Pickup groups with 1 member | 0 | Redundant programming of Pickups |
| Total devices | 49 | Total physical devices |
| Total profiles | 0 | Total profiles |
| Total Mobility | 0 | Total Mobility Users |
| Total DNs | 134 | Total DNs defined (Extns, Trunks, Groups, Digit Trans, Profiles etc.) |
| Total DNs without name | 98 | Total Directory Numbers without a name defined |
| Total without number | 3 | Total devices or profiles without a valid DN |
| Total Hunt Groups | 3 | Total Hunt Groups in use |
| Total ACD Groups | 4 | Total ACD Groups in use |
| Total Workgroups | 0 | Total Workgroups in use |
| Total PRG Groups | 0 | Total PRG Groups in use |
| Total MDU Groups | 0 | Total MDU Groups in use |
| Total Twin Groups | 0 | Total Twinning Groups in use |
| Total ARS Groups | 9 | Total ARS Groups / Leading Digits |
| Total Ring Groups | 0 | Total Ring Groups in use |
| Total Hotdesking | 0 | Users configured as Hotdesking |
| Total Active Hotdesking | 0 | Total active Hotdesking |
| Total Paging Groups | 2 | Total Paging Groups in use |
| Total Pickup Groups | 0 | Total Pickup Groups in use |
| Total Soft Phones | 12 | Total Soft Phones in use |
| Total Phantom Devices | 6 | Total Phantom Devices in use |
| Total Network Groups | 0 | Total Network Groups in use |
| Total Off Node Devices | 0 | Total Off Node Devices in use |
| Total SIP Peer Trunks | 6 | Total SIP Peer Trunks in use |
| Total SIP Voice Mails | 0 | Total SIP Voice Mails in use |
| Total Page Ports | 1 | Total Page Ports in use |
| Total IP Networking | 2 | Total IP Networking in use |
| Total Facility Groups | 6 | Total Facility Groups in use |
| Total Node Route Groups | 6 | Total Node Route Groups 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) | 63 |
| 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 134 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 |
| IP Phones | 23 | Check models | Check models |
| Analog Phones | 11 | Requires cisco gateway | Requires on-premise gateway |
| Digital Phones | 7 | Unsupported | Unsupported |
| SIP Phones | 6 | Std feature | Std feature |
| ACD Groups | 4 | Std feature | Std feature |
| Hunt Groups | 3 | Std feature | Std feature |
| Paging Groups | 2 | 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 134 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 |
| IP Phones | 23 | Check models |
| Analog Phones | 11 | Requires on-premise gateway |
| Digital Phones | 7 | Unsupported |
| SIP Phones | 6 | Std feature |
| ACD Groups | 4 | Std feature |
| Hunt Groups | 3 | Std feature |
| Paging Groups | 2 | Unsupported |
| image = Supported image = Unsupported image = Limited support | | |

|  |  |  |
| --- | --- | --- |
| Facility | # in Use | Comment |
| Analog Phones | 11 | Teams does not support analog devices directly. They can be connected to Teams via an on-premise SBC. |

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

|  |  |
| --- | --- |
| Estimated Monthly Cost of E3 licenses\* | Estimated Monthly Cost of E5 licenses\* |
| £1770.30 | £3030.30 |

\*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 134 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 |
| IP Phones | 23 | Check models |
| Analog Phones | 11 | Check models |
| Digital Phones | 7 | Unsupported |
| SIP Phones | 6 | Std feature |
| ACD Groups | 4 | Std feature |
| Hunt Groups | 3 | Std feature |
| Paging Groups | 2 | 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.

|  |  |
| --- | --- |
| **134** 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 |
| **66 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 **0.19** can be reflected as **1642.49 kW** annually – This is equivalent to the following environmental impact.

|  |  |  |  |
| --- | --- | --- | --- |
|  |  |  |  |
| **861.67**  **Kilograms of CO2** | **1.64**  **Fully grown trees felled** | **0.25**  **Passenger cars driven for 12 months** | **Annual energy usage of**  **0.13 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 **50.92** bags of waste instead of sending them to landfill |
|  | Plant **19.22** trees and let them grow for 10 years |
|  | Swapping **44.35** 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 **1** Gateways/Cabinets in this configuration.

|  |  |  |  |
| --- | --- | --- | --- |
| Gateway name | Detail | MAC | IP Address |
| Node 1  - | Default |  | 192.168.200.201 |

# 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 **6** extension cards within the system, providing the following capacities:

|  |  |  |
| --- | --- | --- |
|  | Capacity | Used |
| Total | 24 | 66 |
|  |  |  |
| Analog | 8 | 11 |
| Digital | 16 | 7 |
| Hybrid (i.e. COV) | 0 | 0 |
| IP | 0 | 23 |

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

image There are 11 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 | 8 | 13  162.50% | 0  0.00 % | 2  2% | 162.50% | 137.50% |
| Extns - Digital | 16 | 8  50.00% | 0  0.00 % | 1  1% | 50.00% | 43.75% |
| Extns - IP | 26 | 26  100.00% | 0  0.00 % | 3  3% | 100.00% | 88.46% |
| Trunks - Analog | 4 | 36  900.00% | 0  0.00 % | 0  0% | 900.00% | 875.00% |
| Trunks - Digital | 51 | 4  7.84% | 0  0.00 % | 0  0% | 7.84% | 0.00% |
| Trunks - Hybrid | 13 | 13  100.00% | 0  0.00 % | 0  0% | 100.00% | 100.00% |
| Trunks - IP | 15 | 15  100.00% | 0  0.00 % | 0  0% | 100.00% | 93.33% |

## 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 |
| 10\*\* | 4 | 48 | 1000 | 1090 |
| 10\*\*\* | 5 | 2 | 10220 | 10221 |
| 15\*\* | 4 | 1 | 1500 | 1500 |
| 25\*\* | 4 | 11 | 2500 | 2510 |
| 91\*\*\* | 5 | 1 | 91000 | 91000 |

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 |
|  | Single line | 11 | 0 | 0 | Single line Analog phone. |
|  | Digital Phone | 7 | 0 | 0 | These phones can have from no display to LCD display with 6 16-character lines, depending on the model. Supported models: 8500, 8520, 8524/8525/8526, 8528, 8560, 8568, Associate Display Digital Telephone, Executive Display Digital Telephone, Professional Display Digital Telephone, Standard Display Digital Telephone |
|  | 52xx/53xx | 6 | 0 | 0 | IP phones that are using MiNET protocol. These phones can have from 40-character backlit LCD display to a seven-inch (17.8 cm), backlit, high-resolution (800 x 480), color, touch-screen display with brightness controls depending on the model. Supported models: 5212, 5242, 5312, 5320, 5324, 5330, 5340, 5360 |
|  | SIP Phone | 6 | 0 | 0 | Generic SIP Phone, 69xx SIP Phone, Mitel Phone Manager. Supported models of 69xx SIP Phones: Mitel 6920, 6930, 6940 and 6970 are supported in conjunction with MiVO AppSuite 5.1. |
|  | 86xx | 4 | 0 | 0 | These phones can have from no display to LCD touch screen that displays a telephone interface, depending on the model. The endpoint can operate in either Inter-Tel Protocol (ITP) mode or Session Initiation Mode (SIP) mode. Supported models: 8600, 8620/8622, 8660, 8662, 8664/8665/8668, 8690 |
|  | MiCollab Client MiNET Softphone | 3 | 0 | 0 | MiCollab Client is a software communications product integrated with the advanced call management features of this PBX. |
|  | IP Single Line Adapter | 3 | 0 | 0 | The IP Single-Line Adaptor (SLA) provides interface between a single Local Area Network (LAN) port and one single line analog phones. It uses Inter-Tel Protocol (ITP). |
|  | 8602 Softphone | 3 | 0 | 0 | Softphone. |

## 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 PBX/Voice Platform

Note: Licensing isn’t always available.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| License type | Name | ID | Fixed Value | Maximum | Used | Available | % Used |
| Licenses | system type | 0 | mivo 250 |  |  |  |  |
| Licenses | acd hunt group | 1 | true |  |  |  |  |
| Licenses | category 'b' phones | 10 | 250 |  |  |  |  |
| Licenses | category 'c' phones | 11 | 250 |  |  |  |  |
| Licenses | category 'd' phones | 12 | 250 |  |  |  |  |
| Licenses | category 'e' phones | 13 | 250 |  |  |  |  |
| Licenses | category 'f' phones | 14 | 250 |  |  |  |  |
| Licenses | ip networking | 15 | 250 |  |  |  |  |
| Licenses | sip trunks | 16 | 100 |  |  |  |  |
| Licenses | sip voice mail ports | 17 | 32 |  |  |  |  |
| Licenses | unified voice messaging ports | 18 | 4 |  |  |  |  |
| Licenses | max file based audio sources | 19 | 5 |  |  |  |  |
| Licenses | agent help | 2 | true |  |  |  |  |
| Licenses | additional t1/e1/pri ports | 20 | 3 |  |  |  |  |
| Licenses | hot desking | 21 | true |  |  |  |  |
| Licenses | meet me conference enabled | 22 | true |  |  |  |  |
| Licenses | unified voice messaging blackberry intergration | 23 | true |  |  |  |  |
| Licenses | unified voice messaging enhanced intergration | 24 | true |  |  |  |  |
| Licenses | user web portal enabled | 25 | true |  |  |  |  |
| Licenses | dynamic extension express | 26 | true |  |  |  |  |
| Licenses | analog voice mail hunt groups | 3 | true |  |  |  |  |
| Licenses | desktop interface | 4 | true |  |  |  |  |
| Licenses | remote acd hunt groups | 5 | true |  |  |  |  |
| Licenses | system oai events | 6 | true |  |  |  |  |
| Licenses | system oai third party premium | 7 | true |  |  |  |  |
| Licenses | virtualized ps-1 support | 8 | false |  |  |  |  |
| Licenses | category 'a' phones | 9 | 250 |  |  |  |  |

# 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: **0**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Extension | Busy Int | Busy Ext | No Answer Int | No Answer Ext | Always | Voicemail |
| None captured |  |  |  |  |  |  |

## 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 |
| 0000 |  |  |  |

# 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 |
| - / 0 | 15 | 30.61 | IP |  |  |
| - / 0 | 11 | 22.45 | Analog |  |  |
| - / 0 | 10 | 20.41 | Digital |  |  |
| 1 / 0 | 7 | 14.29 | IP | ARS Only |  |
| 1 / 0 | 1 | 2.04 | Digital | ARS Only |  |
| 1 / 0 | 1 | 2.04 | Digital | ARS Only |  |
| 1 / 0 | 1 | 2.04 | Digital | ARS Only |  |
| 4 / 0 | 1 | 2.04 | Digital | Deny Toll Access |  |
| 8 / 0 | 1 | 2.04 | Digital | Denied Numbers |  |
| 12 / 0 | 1 | 2.04 | Digital | COS12 |  |

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 | COS / COR descriptions | Device type | Information |
| 1 / | 1000 |  | ARS Only | IP |  |
| 1 / | 1017 |  | ARS Only | IP |  |
| 1 / | 1018 |  | ARS Only | IP |  |
| 1 / | 1019 |  | ARS Only | IP |  |
| 1 / | 1030 |  | ARS Only | IP |  |
| 1 / | 1031 |  | ARS Only | IP |  |
| 1 / | 1032 |  | ARS Only | IP |  |
| 12 / | 1013 | usr1013 LN | COS12 | Digital |  |
| 1 / | 1014 | usr1014 LN | ARS Only | Digital |  |
| 1 / | 1015 | usr1015 LN | ARS Only | Digital |  |
| 1 / | 1010 | usr1010 LN | ARS Only | Digital |  |
| 4 / | 1011 | usr1011 LN | Deny Toll Access | Digital |  |
| 8 / | 1012 | usr1012 LN | Denied Numbers | Digital |  |

# 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 |
| ACD | 1403 |  | 1 | Single member of group |
| ACD | 1404 |  | 1 | Single member of group |
| ACD | 1405 |  | 1 | Single member of group |
| ACD | 1406 |  | 6 |  |
| Hunt | 1400 |  | 6 |  |
| Hunt | 1401 |  | 1 | Single member of group |
| Hunt | 1402 |  | 1 | Single member of group |
| Paging | 9600 |  | 8 |  |
| Paging | 9601 |  | 3 |  |

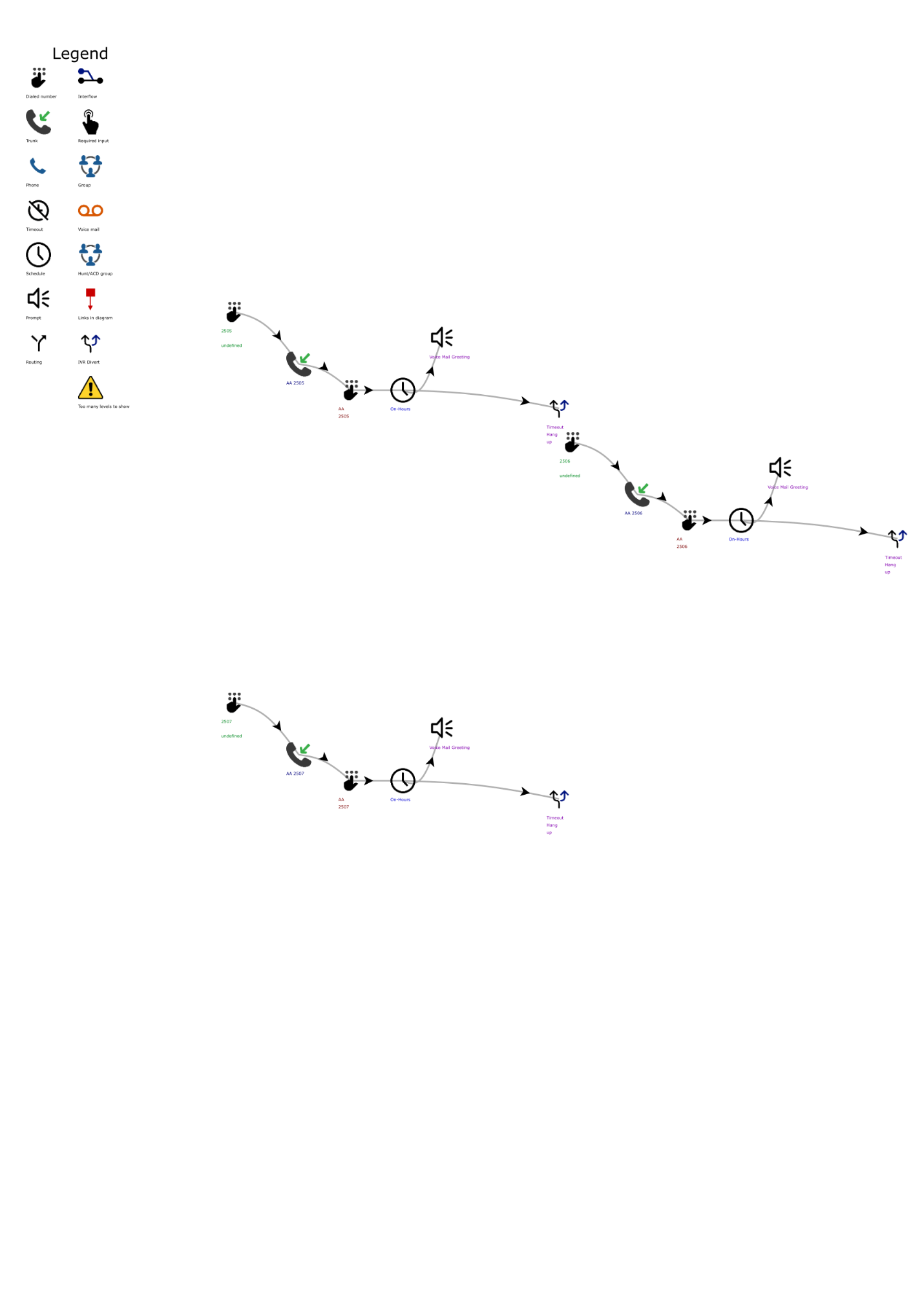
## Groups with a single member

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Category | Name | Type | Member DN | Member Name |
| 1401 |  | Hunt | P0008 |  |
| 1402 |  | Hunt | P0009 |  |
| 1403 |  | ACD | P0010 |  |
| 1404 |  | ACD | P0001 |  |
| 1405 |  | ACD | P0001 |  |

* 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

This chart details call flows that involve DDI to groups or IVR / Auto-attendants.



# A picture containing text, clipart Description automatically generatedTrunks

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

There are **6** trunk cards within the system, providing the following capacities:

|  |  |  |
| --- | --- | --- |
|  | Capacity | Used |
| Total | 106 | 62 |
|  |  |  |
| Analog | 4 | 35 |
| Digital | 102 | 0 |
| Hybrid (i.e. AC13/AC15/E&M) | 0 | 13 |
| IP | 0 | 14 |
|  |  |  |
| 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 |
| 92001 | 2 | LoopStartTG | CO |
| 92002 | 27 | BChannelTG | CO |
| 92003 | 7 | DIDTG | CO |
| 92004 | 6 | EnMTG | CO |
| 92005 | 6 | GroundStartTG | CO |
| 92006 | 1 | MGCPGwnPhTG | CO |
| 92007 | 1 | MGCPPhTG | CO |
| 92010 | 6 | SIPPeerTG | SIP |
| PP011 | 6 | Unused CO Trunks | CO |

# 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 |
| 101 | Default | 40 | 22 |

# 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. |