

Seamless Communications Group

UC Productivity Tools

CUCM

Unity Connection

SCG proprietary solutions provide unsurpassed capabilities for Cisco CUCM and Unity Connection transformation needs. Our solution streamlines aspects of gathering critical site data needs for the entire team.

Our tool sets are built around the entire team of Program Manager (PM), Field Engineer (FE), Program Engineer (PE), Design Engineer (DE) and Site Administrator (SA). This enables customer and engineering professionals the ability to work together.

Application	Utilized by
Phone Device Survey (PDS)	PM, CRE, DE, PE and SAs
MAC Xfer - Label Tool	PE
SCG CUCM UP Tool (User-Phone info)	PE
Call Manager (CM) UP Convert Tool	PE
SCG BAT Tool	PE

CUCM capabilities:	
We integrate the following into our all device detail files - special BAT Phone Button Templates not required	
Phone models	All currently available Cisco Phone Models MGCP or SIP *
SIP	As a single line device used for soft clients like BRIA
CIPC	Cisco IP Communicator
CUWL	By associating User ID to a phone device
User Update	Supports LDAP integration
Single Number Reach	SNR
Extension Mobility	EM
Remote Destination	UDP
Call PickUp	Can be used for BLF PickUp or Call PickUp
Device Report	Single page pdf that identifies devices, wall mounts and headsets required
Installation Report	Single page pdf that includes Location, User info, MAC and Serial Number
Installation Labels	2"x 4" formatted Avery labels to aide in deployment of phone devices

Unity Connection capabilities:	
Voice Mail and Email	SMTP and User ID for LDAP integration assigned to distribution lists
Voice Mail only	User ID for LDAP integration assigned to distribution lists

* We also supply required Phone Button Templates for transformation needs

Our tools provide a variety of functional process improvements, including the following:

- PDS enables a single location for numerous required data needed to program phone devices and organize site information.
- MAC Xfer provides accurate MAC transfer identified by phone model per site.
- Label Tool provides formatted 2"x4" Avery labels to be used by CRE and SA to enable accurate and quicker physical placement of phone devices.
- CUCM UP enables User ID lookup prior to BAT Tool which enables PE and PM to address missing or incorrect User IDs required for CUWL licensing.
- CM UP Convert is used exclusively by SCG, and enables CM up converting from older versions of Call Manager as well as other PBX providers. The populated information is then formatted to perform a preliminary PDS which is then provided to Site Administrators (SA).
- SCG BAT Tool enables a single person (PE) to program phone devices and Unity Connection mail boxes without the need for multiple per phone model - per phone button template files.

* Contact us for legacy phone model support needs

Our tools enable a reduction in the number of teams required to perform end point transformation and a significant reduction in errors of manual and other programming methods that cause most of the day one and day two move, add and changes.

Our methods simply reduce:

Time of integration

Personnel required

Programming Errors

making Day 1 a lighter day

Time saving tools for your transformation needs info@scgconnect.com