

Migrating to Cisco Cloud Calling

a high level planning conversation, with a demo



Kasey King

Collaboration SE, GES Central

THE MIGRATION JOURNEY

1

Gain insights into your user base and identify its cloud readiness using Cloud Connected UC



2

Modernize the user experience with the Webex app or plugin into other apps



3

Subscribe to Webex Calling and plan the move



4

Start moving cloud ready users and devices leveraging built-in migration tools



5

Migrate remaining users at your own pace



CONNECT TO CLOUD

MOVE AT YOUR PACE



WebexGo for ultimate mobile experience



Growth -ready without friction



Cloud managed local survivability



Sustainability



PSTN consolidation



Workloads consolidation



Continued innovation with Cloud integrations



Modern devices



Operational efficiency with Webex APIs

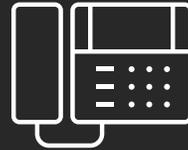
THEN KEEP ADDING VALUE

THE MIGRATION JOURNEY



Too good to be true?

See it for yourself: fully operational cloud calling environment you can use in minutes



Wondering about devices?

Reuse existing ones or upgrade to newer models, all with zero touch provisioning



Looking for help?

Leverage a Partner or Cisco to do the heavy lifting for a white glove migration experience



Detailed Migration Steps Overview

CONNECT TO CLOUD

Gain insights into your user base and identify its cloud readiness using Cloud Connected UC

1.1 Create Control Hub org if you do not have one already

1.2 Establish connectivity between your premise system and your Control Hub org in the Webex Cloud by installing .cop file on all UCM cluster nodes for full telemetry and deployment insights

1.3 Enable Cloud Connected UC add-ons (e.g., cert management and Web RTMT) to fully utilize its capabilities



CONNECT TO CLOUD

Modernize the user experience with the Webex app or plugin into other apps

2.1 Connect your user directory with Webex leveraging one of the several options, and configure SSO for your Control Hub organization

2.2 Design for your domains and DNS requirements to ensure successful service discovery

2.3 Roll out the Webex app to users based on their Jabber usage patterns and integrations, from simple to advanced, leveraging available migration tools. If MS Teams is the app on the desktop, deploy the MS Teams integrated version

2.4 Leverage App Hub to extend the Webex app capabilities and integrations (e.g., Miro etc.)



MOVE AT YOUR PACE

Subscribe to Webex Calling and plan the move

3.1 Subscribe to the Webex Suite

3.2 Choose your connectivity strategy (public internet, Webex Edge Connect, etc.) and design accordingly

3.3 Determine your PSTN design: Local Gateway (with capacity considerations), Cloud Connected PSTN Provider, Cisco Calling Plans or a mix of these can be used. Consider number porting requirements and timing.

3.4 CUBE/LGW design to connect your Premise and Cloud users during a phased migration, and/or to leverage prem PSTN

3.5 Design your Dial Plan, Route Groups, Locations

3.6 Inventory your devices to ensure forward compatibility and/or opportunity for a device refresh



MOVE AT YOUR PACE

Start moving cloud ready users and devices leveraging built-in migration tools

4.1 Configure Webex Calling environment based on discovery and design considerations (locations, PSTN, location services etc.)

4.2 Establish chosen connectivity model

4.3 Configure cloud integrations with 3rd parties (Call Recording, e911, Paging, etc.)

4.4 Migrate existing devices firmware leveraging the migration tool

4.5 Validate configurations with selected pilot users

4.6 Migrate users to Webex Calling using export data from UCM leveraging the migration tool

4.7 Activate numbers



MOVE AT YOUR PACE

Migrate remaining users at your own pace

5.1 Configure analog devices, common area phones, specialty devices

5.2 Leverage Webex APIs to develop specific integrations and workflows

5.3 Configure advanced Call Queueing with reporting and migrate UCCX agents for simpler call centers

5.4 Consume ecosystem partner solutions needed for your vertical users

5.x Decommission your premise system



EACH STEP ADDS VALUE

Benefits to you after completing each step

CONNECT TO CLOUD



VALUE ADDED

- Certificate management
- Alerts
- Cloud based Web RTMT
- Cloud based CDRs
- Visibility on usage data and analytics



- Modern experience
- Streamlined operations
- Access to App Hub integrations
- Consistent experience across prem & cloud telephony
- One application multiple workloads

MOVE AT YOUR PACE



VALUE ADDED

- Simplification by design
- Access to the Webex Suite apps (polling, webinar, events etc.)
- PSTN consolidation and optimization
- Assessment of connectivity needs



- Streamlined operations
- Cloud based location & user services
- Cloud based integrations
- Mobility
- Cloud based PSTN



- Sustainability
- Modern devices
- Ready for growth
- Continued innovation from cloud roadmap and integrations
- Global coverage

KEEP ADDING VALUE

Migration is just the beginning of lifetime opportunities to continue adding value



WebexGo for ultimate mobile experience



Growth -ready without friction



Cloud managed local survivability



Sustainability



PSTN consolidation



Workloads consolidation



Continued innovation with Cloud integrations



Modern devices



Operational efficiency with Webex APIs



Detailed Migration Steps Resources

Help Documents on UCM Migration Tool

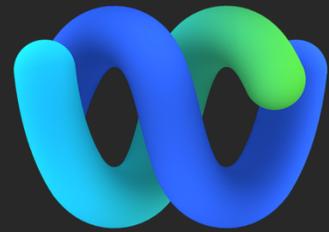
<https://help.webex.com/en-us/article/x974bd/Migrate-Unified-CM-to-Webex>

<https://app.vidcast.io/share/aeeea44e-81b0-4d09-95d3-2bbdac43f923>

Help Documents on UCM Features Migration

<https://help.webex.com/en-us/article/d2lemv/Migration-of-Devices-and-Features-from-Unified-CM-to-Webex-Calling>

<https://app.vidcast.io/share/6522fb4e-0303-4a2b-b7c9-ff3e196ab173>



webex

by CISCO