



Introduction to Cisco Prime Collaboration Provisioning

- [Cisco Prime Collaboration Provisioning Overview](#), on page 1
- [What's New in Cisco Prime Collaboration Provisioning Install and Upgrade Guide 12.6](#), on page 3
- [Cisco Prime Collaboration High Availability](#), on page 4

Cisco Prime Collaboration Provisioning Overview

Cisco Prime Collaboration Provisioning provides a scalable web-based solution to manage your company's next-generation communication services. Cisco Prime Collaboration Provisioning manages IP communication endpoints and services in an integrated IP telephony, video, voicemail, and unified messaging environment that includes Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity (not applicable for Cisco Prime Collaboration 11.0 and later versions), Cisco Unity Express, Cisco Unity Connection systems, and analog gateways.



Note

- Throughout this document, any reference to Cisco Unified Communications Manager can also be understood to refer to Cisco Unified Communications Manager, unless explicitly noted.
- Video provisioning is supported for endpoints registered to Cisco Unified Communications Manager only. Cisco Prime Collaboration Provisioning does not support video endpoints registered to Video Communication Server (VCS).

Cisco Prime Collaboration Provisioning provides the following features:

- Provisioning for initial deployments and implementations, and then remains deployed to provide ongoing operational provisioning and activation services for individual users.
- A single, consolidated view of users across the organization. It provides a set of business-level management abstractions, which are policy-driven by using automation, for managing user services across the Cisco Unified Communications applications.
- Template capability, which permits defining standard configurations that can be reused for new sites or location deployments. Batch provisioning permits the rollout of large numbers of users at the same time.

- Administrators can configure policy at various levels to determine who can do delegated management, for whom that delegation applies, how business-level services apply to Cisco Collaboration Systems, and which types of users are permitted to order which standard services.

By using this policy and standard configuration approach, you can provision and activate user services easily. At the same time, it retains the overall ability to manage and provide services that use the underlying Cisco Unified Communications applications.

Refer [Cisco Prime Collaboration 12.X Data Sheet](#) for more details on the features and benefits of Cisco Prime Collaboration Provisioning.

Cisco Prime Collaboration Provisioning permits standard services (for example an endpoint, line, or voice mail) to be ordered for a user (the owner of the individual endpoint, line, or voice mail). You can also order Cisco Jabber Services for Tablet, Desktop, Android, and iPhone. Cisco Prime Collaboration Provisioning processes all changes to the underlying Cisco Unified Communications applications as service requests or orders.

Cisco Prime Collaboration Provisioning creates an order to make a user-level change (to an endpoint, a line, and so on), or an IP communications-level infrastructure change (such as provisioning a new calling search space or route pattern). All orders in the system are tracked and viewable, both across orders and by username or ID. The order records show who initiated the order, the times of various process steps, and what the order contained.

Cisco Prime Collaboration Provisioning allows delegation of the order management capability so that requests for service additions, changes, or deletions can be done without requiring an underlying knowledge of the voice applications that are delivering those services. Cisco Prime Collaboration Provisioning provides the same service management experience, regardless of the technology delivering the Cisco Unified Communications services.

Common Terminologies in Cisco Prime Collaboration Provisioning

- **Device**—Includes all applications such as Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Instant Messaging and Presence (IM&P), and Cisco Unity Connection. Also includes infrastructure components such as ISR Gateway devices, Cisco IOS Router.
- **Processor**—A proxy for each instance of a device.
 - A Call Processor is a proxy for each instance of Cisco Unified Communications Manager and Cisco Unified Communications Manager Express.
 - A Unified Message Processor is a proxy for each instance of Cisco Unity (not applicable for Cisco Prime Collaboration 11.0 and later versions), Cisco Unity Express, and Cisco Unity Connection.
 - A Unified Presence Processor is a proxy for each instance of IM and Presence.
- **Endpoint**—Includes all active software and hardware voice, video, and collaboration devices with which the users interact. For example, phones (99xx, 88xx, 79xx, 78xx), tablets, Telepresence devices, Cisco Jabber clients, personal Telepresence units (DX series, EX series, MX series, SX series), mobile devices running Cisco Jabber, and so on.
- **User**—A person for whom an active IP Telephony service has been enabled. A user in Prime Collaboration Provisioning also represents an entity that can access Prime Collaboration Provisioning to perform various activities.
- **Service**—Service is the settings and integration needed to perform a series of functions expected by the user. For example, providing an endpoint service implies that the user will be able to perform dial out, ring, allow answering, have speed dials, forward to voicemail, transfer, conference and so on.

- **Domains**—Domains are groupings of users. One or more system users can be authorized to manage services for users within the Domain. In addition, rules or policies may be set on a Domain; those rules and policies will apply to services for users in that Domain. Common policies can also be applied on operations within a Domain. A domain administrator handles moves, adds, changes, and deletes (MACD) for users in that domain. Advanced Provisioning supports assigning individual administrators to individual groups.
- **Service Areas**—Service Areas are groupings within a Domain that are used to structure and manage the required IP telephony and messaging services across geographic, organizational, or technological boundaries. The Service Area typically acts as a service offering location, or site, and provides a template mechanism that determines provisioning attribute values used during order processing. A Service Area also handles Cisco Unified CM partitioning and class of service by directing which location, device pool and route partition assignments to use for any user provisioned into that Service Area.
- **User roles**—User roles provide policy enforcement, controlling which products and services are allowed to be ordered for different types of users such as contractors, executives or sales persons. They are also used in a filtering process that controls what choices are presented to order administrators at order time. The User Role setup also determines what services are ordered and which service templates are applied for a given user type during the Automatic Service Provisioning process. An administrator may create many User Roles to define different levels of services. The default user roles are: Employee, Executive and Room.
- **Service Templates**—Service Templates are a convenience for administrators setting up devices or ordering services for an end-user. Service Templates allow small or large amounts of settings to be collected into a single template which can be applied to endpoints or services. This saves time over setting many individual attributes and provides accuracy to prevent missed attributes or typos in attribute fields. Service Templates can leverage keywords and keyword truncation to customize line text displayed on endpoints. Service Templates contain provisioning attributes for a service and enables you to configure service attribute settings using provisioning attributes. Provisioning attributes are configuration settings that are applied to a service during activation.

What's New in Cisco Prime Collaboration Provisioning Install and Upgrade Guide 12.6

Version	Feature Name	Feature Description	Where Documented
Cisco Prime Collaboration Provisioning Install and Upgrade Guide 12.6			
12.6	General	Features and enhancements after upgrade.	'What's New In Cisco Prime Collaboration Provisioning 12.6' section of the Cisco Prime Collaboration Provisioning--Standard and Advanced Guide, 12.6

Cisco Prime Collaboration High Availability

Cisco Prime Collaboration supports high availability (HA) through the VMware vSphere HA feature. You do not need an additional Cisco Prime Collaboration license to configure HA. For details on how to configure the virtualization layer HA for Cisco Prime Collaboration, see the [VMware vSphere HA for Cisco Prime Collaboration white paper](#).