



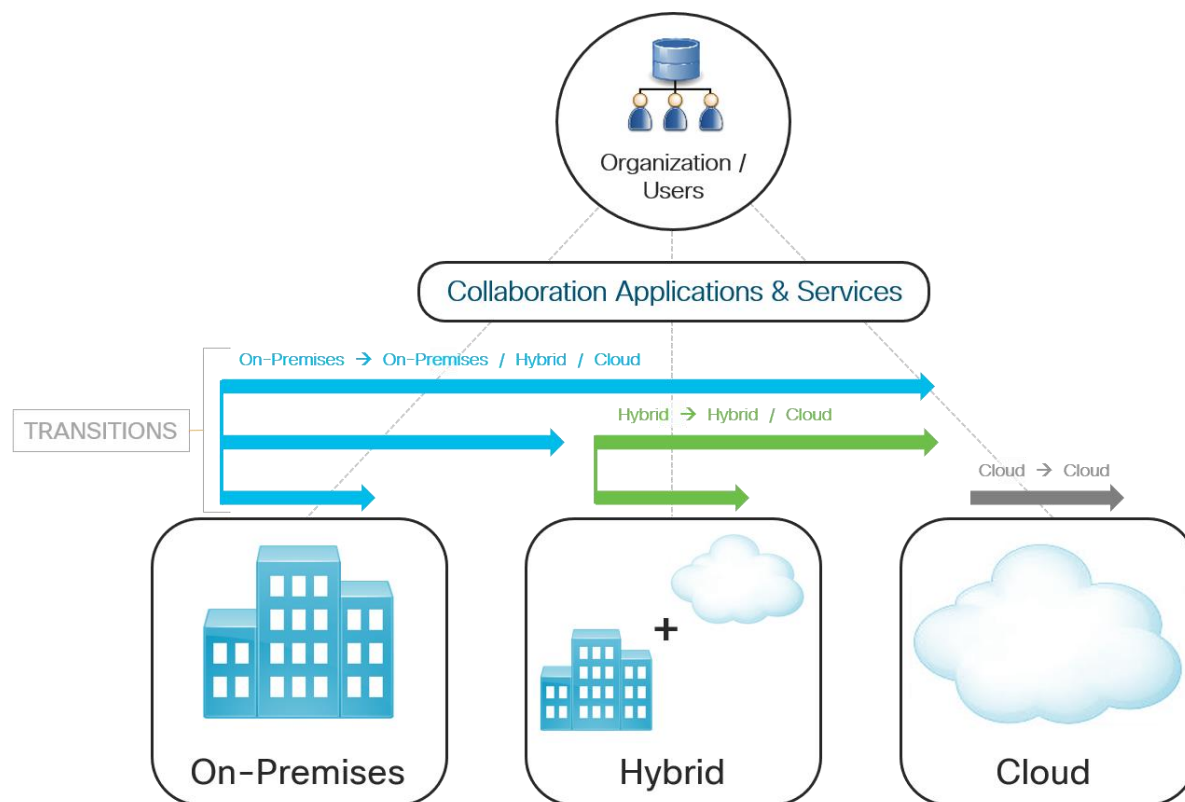
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Collaboration Transitions

Collaboration Transitions is focused on moving collaboration workloads from existing on-premises, hybrid, and cloud products and solutions to the latest on-premises, hybrid, and cloud-delivered collaboration services (see Figure 1).

Figure 1. Collaboration Applications & Services Delivery: On-Premises, Hybrid, and Cloud Transitions



As customers transition existing collaboration workloads to the newest collaboration applications and services, they must understand the implications of this transition and the steps required to make the transition.

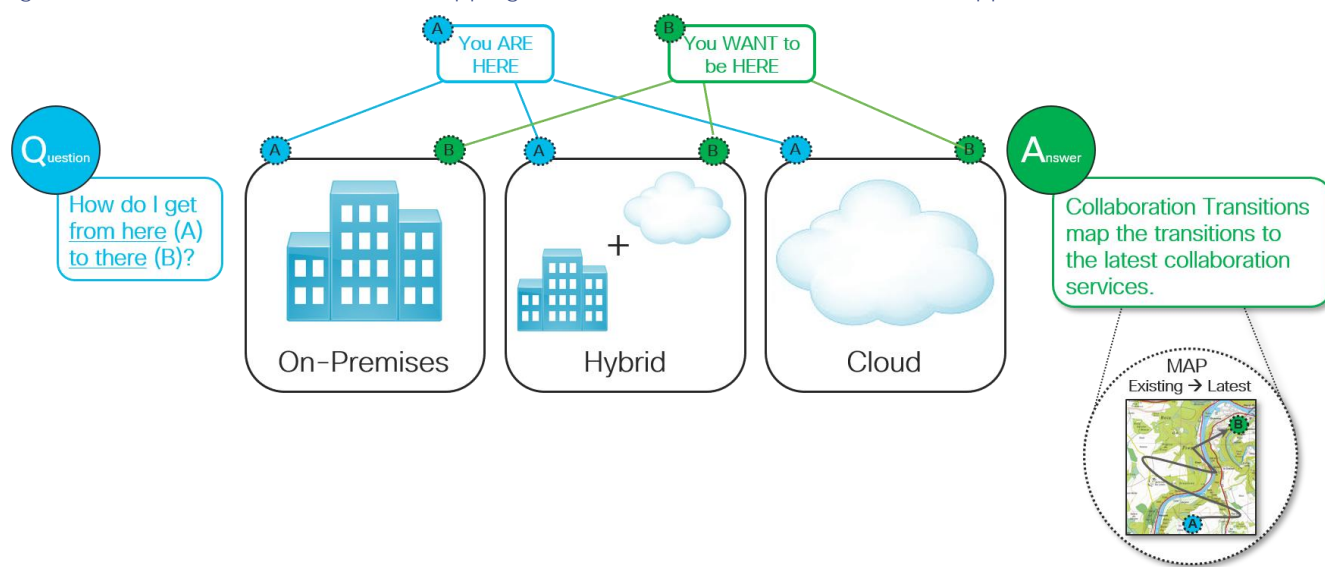
To guide our customers during these transitions, Cisco is defining and testing specific paths for transitioning primary collaboration services to the latest Cisco collaboration applications and services.

This program defines a new type of prescriptive, validated deployment model building on the existing Collaboration Preferred Architectures (PA) available at <https://www.cisco.com/go/pa>. This new model addresses the transitions to the latest collaboration experiences for on-premises, hybrid, and cloud collaboration application and services.

This deployment model is applied to specific collaboration workload transition scenarios. For each transition scenario, iterative validation of the transition is undertaken to identify issues and barriers hindering the transition. Identified issues and barriers are driven back to the product teams to address and improve the overall solution. As gaps are closed and issues are resolved, the transition validation is repeated, and transition maps and other collateral are updated to reflect these improvements.

As shown in Figure 2, in order to transition collaboration workload deployments to the latest Cisco application and service, customers need to answer the question: How do I get from where I am to where I want to be?

Figure 2. Collaboration Transitions: Mapping the Move to the Latest Collaboration Applications and Services



The answer rests with Collaboration Transitions which maps the transition to the latest and most sophisticated collaboration services showing customers how to implement the transition and the changes and benefits along the way.

Along with product and support documentation, the following documentation is available to illustrate and explain these transitions:

- Transition Maps – Illustrates the recommended steps for transitioning from an existing collaboration deployment to the latest on-premises, hybrid, or cloud solutions accounting for the changes required during and after the transition.
- Transition Deployment Guides – Provides technical background, deployment steps, and the key differences and considerations for transitions of collaboration workloads to the latest on-premises, hybrid, and cloud deployments.

Links to this documentation is provided in the scenario workload transition tables in the sections below.

Transition Scenarios

Transitions scenarios are divided into the following categories and can be found in Table 1 below:

- [Meetings](#) – Covering on-premises, hybrid, and cloud meeting transitions.
- [Messaging](#) – Covering on-premises, hybrid, and cloud messaging transitions.
- [Calling](#) – Covering on-premises, hybrid, and cloud calling transitions.
- [Contact Center](#) – Covering on-premises, hybrid, and cloud contact center transitions.

Meetings

Table 1. Collaboration Workload Transitions: Meetings

Workload	START	TARGET	Key	Transition	Product /
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	Type	Product(s)	Type	Product(s)	Considerations & Benefits	Documentation	Solution Documentation
Meetings	On-Premises OR Hybrid	TelePresence Server / Conductor OR CMR-Hybrid	Cloud	Webex	<ul style="list-style-type: none"> ▪ TelePresence Server EoL ▪ Lower admin overhead (reduced TCO) ▪ Adhoc and scheduled meetings (Personal Rooms, @meet, @webex, OBTP) ▪ Global meeting service with increased scale and monthly feature updates. ▪ Modern video first Webex platform with better in-meeting user experience 	Transition Map Deployment Guide	TS Support Docs Conductor Support Docs CMR-H Support Docs Webex Support Docs Webex Meetings Support Docs Video Mesh Release Notes Video Mesh Deployment Guide Webex Service Network Requirements
Meetings	On-Premises	Cisco Meeting Server	Cloud	Webex	<ul style="list-style-type: none"> ▪ Lower admin overhead (reduced TCO) ▪ Global meeting service with increased scale and monthly feature updates. 	Transition Map Deployment Guide – AVAILABLE SOON	CMS Data Sheet CMS Support Docs Webex Support Docs Webex Meetings Support Docs Video Mesh Release Notes Video Mesh Deployment Guide Webex Service Network Requirements

Meetings	On-Premises	TelePresence Server / Conductor	On-Premises	Cisco Meeting Server	<ul style="list-style-type: none"> ▪ TelePresence Server EoL ▪ Improved features and increased scale. ▪ Simplified management ▪ Web-based conferencing for all (WebRTC) 	Transition Map Deployment Guide	TS Data Sheet Conductor Data Sheet CMS Data Sheet TS Support Docs Conductor Support Docs CMS Support Docs
Meetings	On-Premises	Cisco Webex Meeting Server	On-Premises	Cisco Meeting Server	<ul style="list-style-type: none"> ▪ Webex Meeting Server EoL ▪ Video conferencing as well as audio and web-based conferencing ▪ Simplified management 	Transition Map Deployment Guide	CWMS Data Sheet CMS Data Sheet CWMS Support Docs CMS Support Docs
Meetings - Video Endpoints	On-Premises	Unified CM / VCS (Expressway)	Cloud	Webex	<ul style="list-style-type: none"> ▪ Access to Webex features: <ul style="list-style-type: none"> ◦ Cloud whiteboarding ◦ Webex Assistant – Voice Control ▪ Endpoint administration including automatic firmware management 	Transition Map Deployment Guide	Unified CM Support Docs VCS / Expressway Support Docs Webex Room Series Support Docs Webex DX Support Docs Webex Support Docs

Messaging

Table 2. Collaboration Workload Transitions: Messaging

Workload	START		TARGET		Key Considerations & Benefits	Transition Documentation	Product / Solution Documentation
	Type	Product(s)	Type	Product(s)			
Messaging	On-Premises	Jabber with Unified CM IM&P	Cloud	Webex Teams	<ul style="list-style-type: none"> Persistent Messaging (1:1, Spaces, File sharing with enterprise content tools) Reduced TCO (no IM&P required, no external DB/fileservers for persistent chat) Integration with rich Webex Teams messaging APIs 	Transition Map Deployment Guide – AVAILABLE SOON	Unified CM IM&P Service Jabber Data Sheet (Desktop) Jabber Data Sheet (Mobile) Webex Teams Unified CM IM&P Support Docs Jabber Support Docs Webex Teams Support Docs

Messaging	On-Premises / Hybrid	Jabber with Unified CM IM&P / Webex Messenger	Cloud	Jabber with Webex Teams Messaging	<ul style="list-style-type: none"> Persistent Messaging (1:1, Spaces, File Sharing) Reduced TCO (no IM&P required, no external DB/fileservers for persistent chat) Integration with rich Webex Teams messaging APIs 	<p>Because Jabber Team Messaging Mode is being retired on December 18, 2020, this transition is no longer recommended.</p> <p>For more details refer to Making the Move to Modern Messaging</p>	Unified CM IM&P Service Webex Messenger Jabber Data Sheet (Desktop) Jabber Data Sheet (Mobile) Webex Data Sheet Unified CM IM&P Support Docs Webex Messenger Support Docs Jabber Support Docs Webex Support Docs
Messaging	On-Premises	Unified CM IM&P – Distributed	On-Premises	Unified CM IM&P – Centralized	<ul style="list-style-type: none"> Provides appropriate scale for IM&P outside of calling scale. Eliminates version dependency between Unified CM call control and IM&P. Reduces IM&P upgrade times 	Transition Map Deployment Guide	Unified CM IM&P Service Unified CM IM&P Support Docs

Calling

Table 3. Collaboration Workload Transitions: Calling

Workload	START	TARGET	Key	Transition	Product /
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	Type	Product(s)	Type	Product(s)	Considerations & Benefits	Documentation	Solution Documentation
Calling	On-Premises	Unified CM	Cloud	Webex Calling	<ul style="list-style-type: none"> ▪ Delivers an advanced set of enterprise-grade PBX features ▪ Provides a rich user experience across both the Webex Calling Cisco Webex Teams apps ▪ Part of an integrated user experience with Cisco Webex Meetings and Webex devices, including IP Phones and Webex Room series 	Transition Map Deployment Guide	Unified CM Data Sheet Webex Calling Data Sheet Unified CM Support Docs Webex Calling Support Docs
Calling	On-Premises	Unified CM	Cloud	UCM Cloud	<ul style="list-style-type: none"> ▪ Enterprise-grade cloud calling and team collaboration offered through a flexible subscription model. ▪ Shorter deployment time with no requirement for upgrade and maintenance staff. ▪ Licensing is managed by Cisco. 	Transition Map Deployment Guide	Unified CM Data Sheet Unified CM Cloud Data Sheet Unified CM Support Docs Unified CM Cloud Support Docs

Calling	On-Premises	Jabber	Hybrid	Webex Teams	<ul style="list-style-type: none"> Make calls in Webex Teams through on-premises Unified CM and control Unified CM registered desk phones directly from Webex Teams. Use the configuration that's in place for your Unified CM deployment (such as location, bandwidth settings, point-to-point media, and so on) 	Transition Map Deployment Guide	Jabber Data Sheet (Desktop) Jabber Data Sheet (Mobile) Unified CM Data Sheet Webex Teams Jabber Support Docs Unified CM Support Docs Webex Teams Support
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ContactCenter

Table 4. Collaboration Workload Transitions: Contact Center

Workload	START		TARGET		Key Considerations & Benefits	Transition Documentation	Product / Solution Documentation
	Type	Product(s)	Type	Product(s)			
Contact Center	On-Premises	Unified Contact Center Express (CCX)	Cloud	Webex Contact Center (CC)	<ul style="list-style-type: none"> Quickly transform your contact center from a cost center to a strategic business asset. Webex Contact Center in the cloud provides flexibility and scalability. Webex Contact Center provides high levels of security and data privacy. 	Transition Map Deployment Guide	Unified CCX Data Sheet Webex Contact Center Data Sheet Unified CCX Support Docs Webex Contact Center Support Docs

Related Information

The Collaboration Transition architecture is based on the Enterprise (on-premises) Preferred Architecture (PA) and is included under the Collaboration PA documentation framework. For more details on deploying both on-premises and hybrid collaboration solutions, refer to the Preferred Architecture documentation available at

<https://www.cisco.com/go/pa>.