End User Configuration Overview

About End User Configuration

The chapters in this part describe how to provision and configure end users for your system.

End users are the main consumers of Cisco Unified Communications Manager features. End users can be assigned with phones and directory numbers thereby allowing your end users to make calls and communicate with other users in the system as well as placing calls to external networks such as the PSTN.

For provisioning large numbers of end users at once, Cisco Unified Communications Manager provides the following features:

- LDAP Directory Integration—You can synchronize Cisco Unified Communications Manager with an external LDAP directory thereby allowing you to import end user data from the LDAP directory.

- Bulk Administration Tool—You can use the Bulk Administration Tool to import and configure a large number of end users, and associated user data, from a CSV file in a single operation.

After your end users are provisioned, you can configure user settings such as user profiles that allow your users to provision their own phones, in addition to phone services and credential policies.

End User Configuration

Complete the following task flows to configure end users for your system.

Procedure

	Command or Action	Purpose
Step 1	User Access Configuration Task Flow	Plan the roles and access control groups for your end users. Decide whether the system-defined roles and access control groups have the access privileges that your deployment requires or if you need to create new roles and new access control groups.

	Command or Action	Purpose
Step 2	Credential Policy Configuration Task Flow	Configure credential policies for your end users.
Step 3	User Profile Configuration Task Flow	Configure user profiles for groups of users who meet the same access and functionality requirements. The user profile consists of common phone and phone line settings that can allow you to quickly configure new phones and phone lines for users who use this user profile. You can also enable self-provisioning for users who use this profile.
Step 4	Service Profile Configuration Task Flow	Configure a service profile with settings for Unified Communications (UC) services. You can apply the service profile to groups of users who have the same services requirements. The service profile allows you to configure UC services for any new phones provisioned for users who use this service profile.
Step 5	Configure a Feature Group Template	Optional. Configure a feature group template to your end users. A feature group template contains a set of common feature configurations as well as an assigned user profile and service profile. For LDAP synchronized users you can assign the feature group template during the LDAP sync thereby assigning a user profile, service profile, line and device templates, and self-provisioning capability to the user.
Step 6	LDAP Synchronization Configuration Task Flow	If your deployment includes a company LDAP directory, you can import your end users directly from the LDAP directory into the Cisco Unified Communications Manager database.
Step 7	LDAP Synchronization Configuration Task Flow	If you are not importing end users from an LDAP directory, you can use the Bulk Administration Tool to import the end user list, and end user configurations, from a CSV file into the Cisco Unified Communications Manager database. For details on how to use the Bulk Administration Guide to perform bulk transactions to the database, see the *Bulk Administration Guide for Cisco Unified Communications Manager* at http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html.

	Command or Action	Purpose
Step 8	Manual End User Configuration Task Flow	Optional. Add new users to the database manually.