



Configuration

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Fulfillment Procedures Overview

The primary objective of using Cisco Unified Communications Domain Manager 10.6(1) is to easily onboard Customers and End Users with Collaboration Services. The fulfillment procedures to achieve this objective may involve administrators at the provider, reseller, customer and site levels of the hierarchy. For more information about the hierarchy, see the *Cisco Unified Communications Domain Manager, Release 10.6(1) Planning and Install Guide*.

The following section shows a sample procedure for configuring Cisco Unified Communications Domain Manager 10.6(1).

Example Fulfillment Procedures

This is an example set of steps for onboarding customers and end users. Customization and some optional configuration are not included in this example.



Note

Shared applications are configured at the Provider or Reseller level. Dedicated applications at the Customer level.

Before You Begin

HCM-F and any UC Applications to be used for provisioning customer sites and users must be installed and ready.

For WebEx Cloud, the necessary licenses and accounts must be available for provisioning.

Procedure

- Step 1** [Create the HCM-F Device](#)
- Step 2** [Create a Provider](#)
- Step 3** Optionally, [Create Reseller](#)
- Step 4** [Create Customer](#) at the appropriate Provider or Reseller hierarchy level.
- Step 5** [Set up Cisco Unified Communications Manager Servers](#)
- Step 6** Optionally, configure WebEx and UC applications at the appropriate hierarchy level.
- [Set up Cisco WebEx](#)
 - [Set up Cisco Unity Connection](#)
 - [Set up IM and Presence Service Servers](#)
- Step 7** [Configure Network Device List](#)
- Step 8** [Create Site](#)
- Step 9** Deploy customer and site dial plans as described in [Dial Plan Management](#).
- Step 10** [Enable LDAP Integration](#)
- Step 11** [Define a Filter](#)
- Step 12** [Set Up LDAP User Sync](#)
- Step 13** [Move Users](#)
- Step 14** [Manual User Push to Cisco Unified Communications Manager](#)
- Step 15** Perform end user Collaboration Service provisioning as described in [Subscriber Management](#).
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Roles

The system has a powerful Role Based Access framework which ties a User Role to Menu Layouts, Access Profiles, Landing Pages and Themes. The system comes with a default set of Roles, Menu Layouts, Access Profiles, Landing Pages and Themes. The default set of roles in the system are HCS Admin, Provider, Reseller, Customer, Site and End User.

For information about adding or modifying roles, see [Role Management](#).

Unicode Limitations

For Cisco Unified Communications Domain Manager 10.6(1), Unicode characters are supported only in the following fields:

- User Information in Cisco Unified Communications Domain Manager 10.6(1) User Management
- Description
- Contact Information (Address, City, State, Postal Code, Country, Extended Name, External Customer ID, Account ID and Deal IDs)
- Phone Label