

MARS AD CUCM Provisioning

Current site situation: Cisco CUCM is synchronized with MS AD (Active Directory) in the enterprise Cisco UC network. The synchronization is triggered automatically once every day.

✓ **New employee joins organization :**

- Whenever new employees join the organization, user record is created in MS AD but the “Telephone Number” field is left blank at the time of record creation.
- The Cisco UC team then associates the new User record with a new device and corresponding DN/Extension in Cisco CUCM.
- There is no automatic process for the user DN/Extension created in Cisco CUCM to be updated back in MS AD
- Pain Point:
 - CUCM corporate directory accessed by enterprise employees using a Cisco IP Phone is not updated with correct information of extensions for employees.
 - Contact extension details accessed by employees using a Cisco Jabber Client is not updated with correct information of extensions for employees of the organization
 - Contact extension details accessed by employees using an AD client (Outlook/Exchange) is not updated with correct information of extensions for employees of the organization

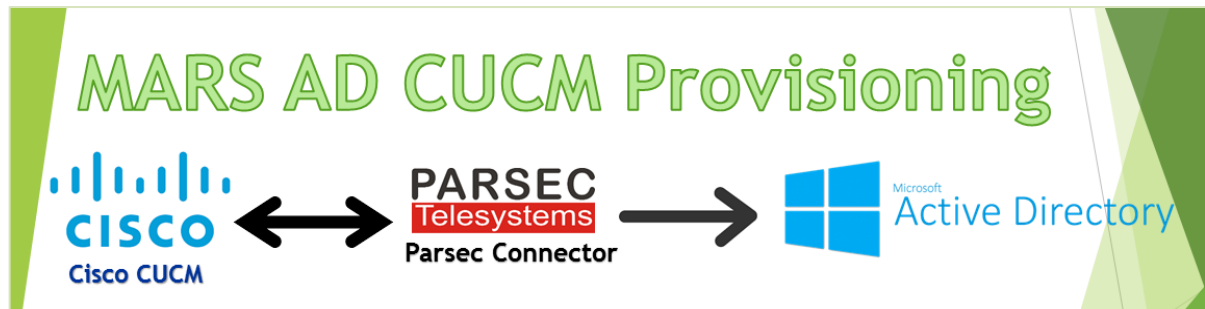
✓ **Existing DN/Extension of employee is changed in organization :**

- The Cisco UC team updates/changes the DN/Extension of the employee in Cisco CUCM
- There is no automatic process for the user DN changed in Cisco CUCM to be updated back in MS AD
- Pain Point:
 - CUCM corporate directory accessed by enterprise employees using a Cisco IP Phone is not updated with correct information of extensions for employees.
 - Contact extension details accessed by employees using a Cisco Jabber Client is not updated with correct information of extensions for employees of the organization

- Contact extension details accessed by employees using an AD client (Outlook/Exchange) is not updated with correct information of extensions for employees of the organization
- ✓ **Existing employee exits organization :**
 - Whenever an existing employee leaves the organization the user record in AD is disabled/deleted
 - There is no automatic process present to remove that deleted employee's record from CUCM corporate directory
 - Pain Point:
 - CUCM corporate directory accessed by enterprise employees using a Cisco IP Phone is not updated with correct information of extensions for employees.
 - Contact extension details accessed by employees using a Cisco Jabber Client is not updated with correct information of extensions for employees of the organization
 - Contact extension details accessed by employees using an AD client (Outlook/Exchange) is not updated with correct information of extensions for employees of the organization
- ✓ **Display Name(Employee Name) for a call in the Cisco IP Phone screen**
 - It is required that the name/caller name displayed in the Cisco IP Phone screen should be that of the text present in the "Display Name" field for the employee record in MS AD.
For example employee data in AD is as below
Employee Name = Rob Cook
Display Name = Rob Cook (Sales Division)
 - There is no automatic process present to update the "Display Name" info from AD in CUCM so that the in place of extension number/DN being displayed the "Display Name" text as per AD is displayed
 - Pain Point: Correct employee name info is not displayed for a call in the Cisco IP Phone screen.

Note: Display Name updating feature is for CUCM 11.x and above

Parsec's **MARS AD CUCM Provisioning** application provides a solution to above pain points.
The application integrates with Cisco CUCM and MS AD (Active Directory).



Application Benefits	
1	Process automation - Eliminates need for checking and cross checking
2	Human error and slack elimination
3	Service level improvement
4	Reduction of IT work overhead
5	Early allocation of phone numbers
6	Reduction of IT support tickets

System Requirements

- Parsec’s application will reside in an independent windows based application server
 - Intel Xeon Quad Core 2.3 +
 - RAM: 8 GB+, HDD: 70 GB+
 - Windows Server 2012 R2 64 Bit
 - VMware supported
 - Application server to be provided by client/SI
 - One application server per CUCM cluster
- Application server should be in the same network with CUCM server & MS AD server
- Application server should be configured in enterprise domain
- It is assumed that all enterprise users are configured to a single enterprise domain.
- It is assumed that Owner User ID (CUCM End-user) is assigned to Devices/Cisco IP Phones
- An MS AD user with read and write permissions will be required for the application. This MS AD user will be configured in the application

ABOUT PARSEC

Parsec is a reputed and established **PREFERRED SOLUTION PARTNER** for Cisco’s collaboration business group. PARSEC’s offerings include off-the-shelf applications and also bespoke application integration services for Cisco UC and contact centers.

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