

# Consilium UniCLOUD™ UC & CC Provisioning

Discovery Guide through Cisco SolutionsPlus Program

Overview

The purpose of this discovery guide is to capture and analyze customer requirements for the Consilium/Cisco combined offer to help ensure a smooth and comprehensive implementation.

The document consists of the following sections:

* Consilium UniCloud™ US & CC Provisioning – CUCM, UNITY Edition Discovery Questions

Please email the completed questionnaire to: splus-support@consiliuminc.com

Customer Info

Customer Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Email id: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Customer Location: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



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| **Consilium UniCloud™** |
| Are you already into UC business? What is the nature of your business (Service Provider or End customer)? |  |
| Are you on Cisco HCS or non HCS environment? |  |
| What applications (CUCM, Unity, PCCE, UCCX etc.) are you using for provisioning and self-care? Please provide the current version of Cisco platform (CUCM/Unity) etc. Do you require multivendor provisioning(Lync)? |  |
| Are you looking for a cloud based multi-tenant platform or standalone platform? |  |
| Are you looking only for Unified Communication (UC) provisioning or interested in Contact Center (CC) provisioning as well? |  |
| Please state the number of UC or CC users? |  |
| Is it going to be Greenfield or Brownfield deployment? |  |
| Please state the number of users/endpoints? |  |
| Do you also need the ability to integrate your LOB systems with UniCloud? |  |
| Please state the maximum number of provisioning request for bulk provisioning? |  |
| Do you only support the customer with single cluster or you support the multi-cluster customer as well? |  |
| Do you need the flexibility to operate from both UniCloud as well as CUCM? If yes, are you open for a bi-directional syncing component? |  |



About Consilium

Consilium conceives, develops, and delivers enterprise software for unified communications (UC) and contact centers.  Our software adds CRM integration, service automation and insight to Cisco, Microsoft and leading UC vendors.  Consilium UniCloud™, UniAgent™, UniCampaign™ and UniDashboard™ products enhance the performance and productivity levels of enterprise customers and service providers.  Our solutions are used by more than 300 companies, banks, telcos, and governments in six continents, and have been certified by Cisco and Salesforce. Consilium Software is headquartered in Singapore, with software development and engineering labs in India, and subsidiaries and branch offices in Malaysia (Kuala Lumpur), Taiwan (Taipei City), Thailand (Bangkok), Australia (Melbourne) and Canada (Toronto.)

If you require any assistance, please reach out to us at splus-support@consiliuminc.com

