



# Cisco® Express Collaboration QuickStart Implementation

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Skyline Advanced Technology Services (ATS) offers Professional Services for a variety of Cisco® centric solutions. From inception to realization, our senior staff of engineers are available for any size project or duration for the following services:

- Consulting Services
- Installation Services
- Network Design
- Staff Augmentation

For an in-depth discussion regarding your technical and staffing needs, our team is with you every step of the way.

Contact your Skyline-ATS representative today.

## Are you deploying Cisco Express Collaboration?

**Contact your Skyline-ATS Account Manager today for more information on how we can help.**

**800-375-9546**  
[info@skyline-ats.com](mailto:info@skyline-ats.com)

## Audience (Partners only)

### Description

The Cisco® Express Collaboration QuickStart Implementation is a unique Skyline-ATS on-site offering designed to assist partners who are new to the Cisco Express Collaboration Specialization. A dedicated Skyline-ATS UC Engineer will review the partner's design, assist with re-design when necessary, and will be assigned to the partner's site location for the five (5) day QuickStart Implementation. The engagement is focused on the initial design, preparation of partner's existing infrastructure, installation, and deployment of an operational Cisco Unified Communications Business Edition 6000 (UCM-BE6K) system.

The intended audience is Cisco Express Collaboration specialized partner personnel who need deployment experience as well as a well defined knowledge transfer on the UCMBE6K, design, installation and deployment.

### Overall Objectives

- Collaborate with key personnel to design and determine functionality goals.
- Interactive training and design sessions geared to educate the partner and finalize the design.
- Provide interactive training to partner personnel throughout the five (5) day on-site implementation process focusing on those areas the partner feels they need assistance with.



## Cisco UCMBE6K Deployment

This QuickStart guide will include assistance in the following areas with emphasis in the areas which the partner requests:

- Bill of Material (BOM)/Infrastructure design review pre-installation.
- Provide interactive training and assistance with the following:
  - Station reviews and gathering database information.
  - Configuration of Quality of Service (QoS) for voice and video on a Cisco Systems network infrastructure.
  - Installation and configuration of:
    - One (1) UCMBE6K system.
    - Communications Manager.
    - Unity Connection.
    - Presence and Provisioning Manager applications onto the server.
  - The configuration of PRI and/or SIP and/or Analog connections to PSTN with or without Survivable Remote Site Telephony (SRST).
  - Implementing call routing solution(s) within the advertised capabilities of the system.
  - The design and configuration of a dial plan that includes 911, internal, toll free, local, long distance and international dialing restrictions utilizing a PSTN access code and/or steering digits.

*Note: A dial plan design that does not include a PSTN access code (typically a 9 or 8) is NOT recommended, is out of scope for this QuickStart, and will require an approved change request prior to design and implementation.*

- The configuration of features required as a result of the station review process.
- Creation of user profiles in Communication Manager and Unity Connection.
- Configuration
  - Phone and voicemail users.
  - Presence application.
  - Provisioning Manager.
  - Video endpoints.
- Up to ten (10) Cisco Jabber® clients.

## Cisco UCMBE6K Deployment (Continued)

Note: Partner should provide a diverse list of clients to be configured to include whichever type of Jabber clients that will be deployed. Jabber types are as follows:

- Jabber for Mobile (e.g., iPhone®, iPad®, Android®, etc.).
- Jabber for Windows® and/or Mac®.
- Design and implementation of automated attendants based on the results of the station review process.
- Design and configuration of:
  - InformaCast Basic
  - Music on Hold (MOH)

## Disclaimer

The following items are NOT included in a standard Express Collaboration QuickStart Implementation but may be added for additional time and cost to the initial course:

- Contact Center Express implementation.
- Remote Site implementation.
- Video infrastructure implementation.
- Quality of Service (QoS) implementation on non Cisco branded equipment.

## Customer Responsibilities

1. Attend a Bill of Material (BOM)/Infrastructure design review pre-installation.
2. Provide proper rack and other supporting infrastructure (e.g., power, HVAC, etc.).
3. System must be racked and powered prior to Skyline-ATS arriving on-site.
4. Partner
  - a. Must provide adequate resources to perform the implementation with Skyline-ATS providing interactive training and guidance.
  - b. Will configure multi-cast when required for InformaCast® prior to Skyline-ATS' engineer arriving onsite.
  - c. Will place and test all endpoints.
  - d. Will provide end user training.
  - e. Will provide first day service support.



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## Statement of Work

After a Skyline-ATS' UC Engineer thoroughly qualifies the partner's UC requirements, a detailed Statement of Work (SOW) will be submitted for partner approval prior to the QuickStart Implementation engagement.

## Instructor Led Training

Instructor Led Training (ILT) is also available for those partners that want to increase their knowledge of Collaboration technologies beyond what is provided in this implementation.