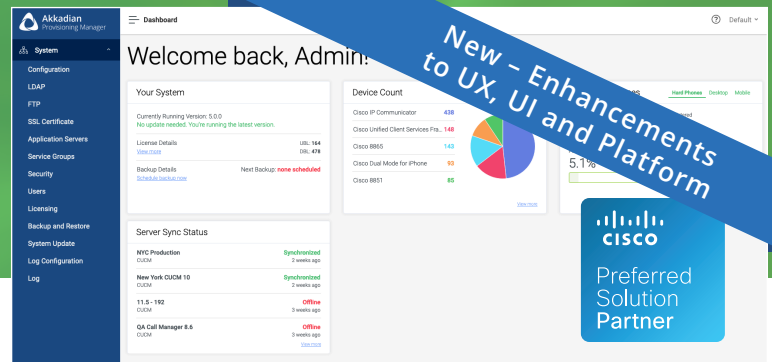


## PRODUCT INFOSHEET

# Akkadian Provisioning Manager™



## Automation Engine for Cisco UC

Manual provisioning across multiple UC servers, clusters and applications is time-consuming and subject to errors or inconsistencies, requiring rework. Our easy-to-use, turnkey solution streamlines Cisco Collaboration administration by automating moves, adds, changes and deletes. Get simple, fast and secure provisioning of users with multiple devices for all your UC applications from a single pane of glass.

FEATURE	BENEFIT
<b>Unified workflows</b> across multiple UC applications	<ul style="list-style-type: none"> <li>Automation and digital transformation</li> <li>Simplified MACDs and streamlined administration</li> </ul>
<b>Role-based access</b> to offload tasks to your ServiceDesk	<ul style="list-style-type: none"> <li>Risk mitigation and security</li> <li>Free up IT to work on strategic projects</li> </ul>
<b>Self-service</b> portal for employees	<ul style="list-style-type: none"> <li>Scalability and process efficiency</li> <li>End-user empowerment and customer satisfaction</li> </ul>
<b>Integration</b> with Active Directory, HR, Identity Management and ITSM	<ul style="list-style-type: none"> <li>Zero-touch provisioning</li> <li>Improved SLA's</li> </ul>
<b>Reporting</b> on configuration changes consolidated across multiple clusters	<ul style="list-style-type: none"> <li>Enhanced visibility, management and compliance</li> </ul>
<b>Bulk provisioning</b> to add or delete multiple users from one CSV file	<ul style="list-style-type: none"> <li>Reduce an hours-long task to minutes</li> </ul>

### CISCO PRODUCT SUPPORT

- CUCM 10.x-12.x
- Unified Contact Center Express 10.x-11.x
- Packaged Contact Center Enterprise 10.5-11.x
- Unity Connection 10.x-12.x

- Webex Meetings
- Webex Teams
- Jabber



### USE CASES

- Streamline MACDs
- Phone upgrades and migrations
- Contact center provisioning
- Offload tasks to your HelpDesk
- New dial plan roll-out

## Key Features



### Automation

Eliminate manual tasks from Cisco UC provisioning, reporting, compliance, and management.



### Zero-touch On-boarding

Integrate with Active Directory for automated provisioning or de-provisioning of users.



### Self-service Portal, Self-provisioning

Let employees provision themselves and manage their own lines, intercoms, and speed dials.



### Directory Number Management

Real-time directory number management with cross-cluster support.



### RESTful API

Integrate with ITSM, HR, and identity management software such as ServiceNow.



### Remote Phone Control

Access Cisco IP phones to test, place calls, and change settings.



### Roles-based Access

Decide who has access to which jobs and tools. Custom dashboards.



### Visual Phone Editor

You can even let end users do it themselves via the self-service portal.



### Phone Swap

Upgrade old phone models to new phone models with a mobile app.



### Dial Plans

Query reporting allows you to easily adopt dial plans, like E164.



### High Availability

Automated roll-over to maximize uptime.

### And More...

- Contact Center Provisioning
- Bulk Provisioning
- Multi-Cluster Support
- Reporting

## Want to learn more? Schedule a Demo



### ABOUT US

Collaboration, an increasingly fundamental characteristic of successful businesses, is often overlooked. Creating software that helps people collaborate is our focus. We offer software products and solutions that integrate Unified Communications environments as well as other business focused enterprise applications.

**Technology is complex. We make it simple.**

### Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

Jun20

Contact Us to Learn More About Our Software Products

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