



David Levy
Akkadian Labs
347-842-1805
dlevy@akkadianlabs.com

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Akkadian Labs Announces Cisco UCCE Support for Provisioning Manager Large Contact Centers can Now Benefit from UC Provisioning Automation

New York, NY: Akkadian Labs, developer of the leading unified communications (UC) provisioning automation solution for enterprises and MSPs, now supports Cisco Unified Contact Center Enterprise (UCCE). Building on their longstanding support of Cisco Contact Center products, Akkadian is pleased to announce that UCCE customers can now access all the benefits of the [Akkadian Provisioning Manager](#) solution.

Large contact centers have unique challenges when it comes to user provisioning. They must account for high turnover, agent skilling and location. Traditionally, provisioning a user in the Cisco UCCE environment has been a manual process that is subject to errors and inconsistencies. With this new support, provisioning in large contact centers can be automated with flexible job templates that meet the challenges of enterprise-scale contact centers (the Unified Contact Center Management Portal is not required).

This new enhancement brings all the value of Akkadian Provisioning Manager to large contact centers in the Cisco UCCE environment, including:

- Full-cycle, zero touch automation via integrations with Active Directory and ServiceNow
- Real-time directory number management
- API Triggers to extend provisioning actions outside of Cisco
- Bulk provisioning
- Role-based access to securely off-load provisioning tasks to a HelpDesk

“We’re proud to announce this new integration, which we believe is the first of its kind on the market,” says Tom Bamert, Chief Product Officer of Akkadian Labs. “Akkadian Provisioning Manager simplifies the provisioning process for large contact centers and achieves a powerful ROI by streamlining repetitive manual tasks.”

About Akkadian Labs

Akkadian Labs helps enterprises streamline user provisioning for unified communications. Our automated UC provisioning software helps turn manual, error-prone provisioning tasks into streamlined, repeatable steps that anyone can perform. Businesses and MSPs trust Akkadian Labs to make their UC platforms more efficient, cost-effective, and easier to manage.

[Schedule a demonstration](#) today to see Akkadian Provisioning Manager in action.

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