

# VOSS-4-UC

19.3.4 Feature Deck  
December 2020



# Highlights

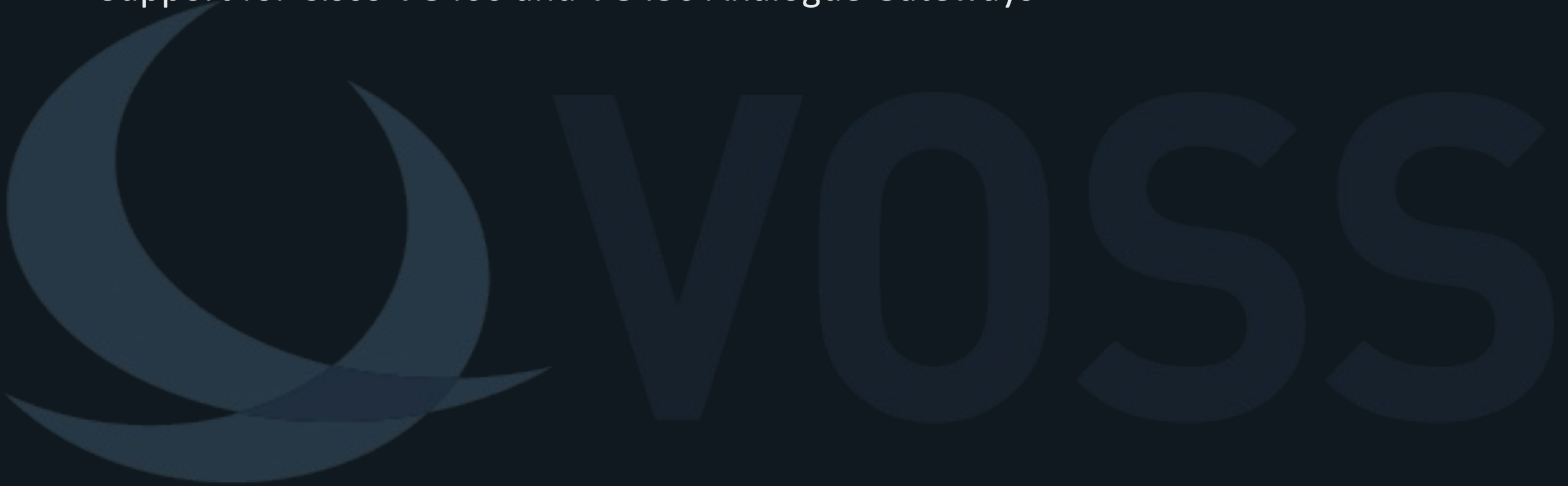
- Cisco Headset Management
- Real-time Cisco Phone Status Export Tool
- Cisco UCM Music-On-Hold File Management
- Enhanced language management for Cisco Unity Connection
- LDAP User Sync Improvements
- Cisco Gateway Management Improvements
- Cisco Application User Device Associate/Disassociate Tool

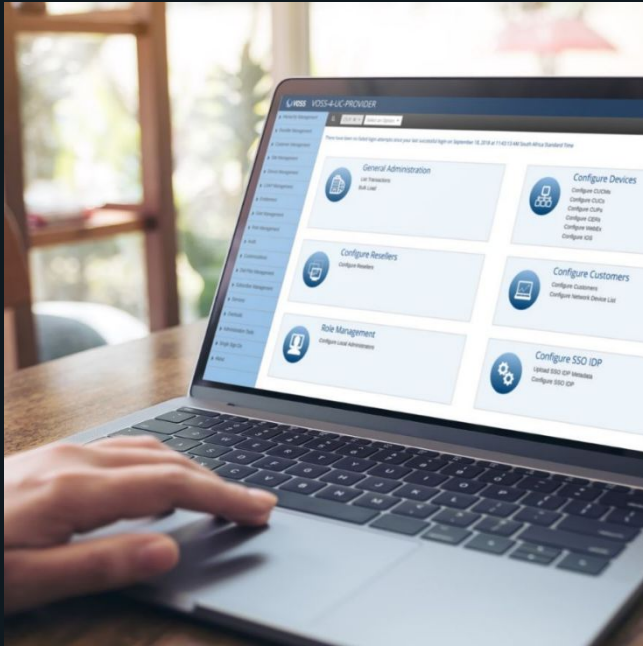
# Business Admin Portal

- Ability to configure additional user settings on Subscriber page
- Dropdowns will now display a message when not all options have been fetched
- Webex Teams license usage chart now updates when drilling down into Site hierarchies

## Other Enhancements

- Support for Cisco VG400 and VG450 Analogue Gateways





## New Features

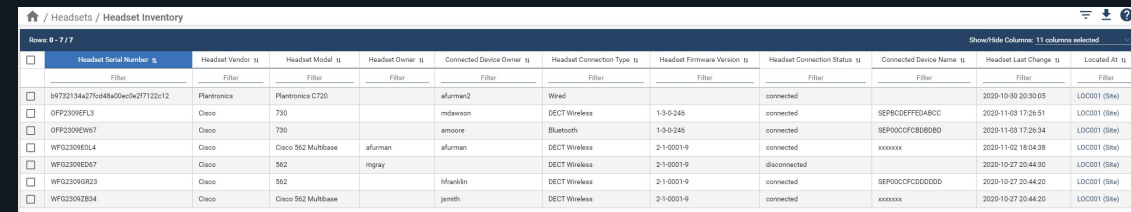
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# Headset Management

– Integrated into VOSS-4-UC – 19.3.4 release

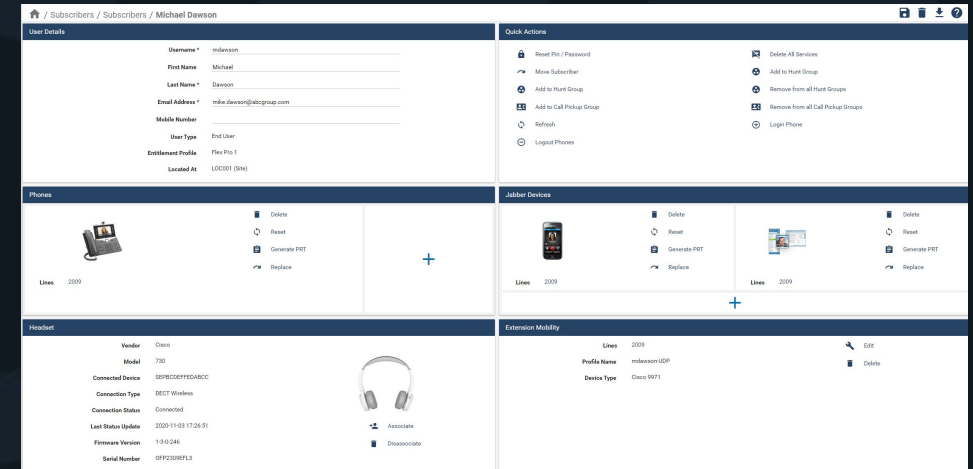
- Subscriber/Device single pane of glass extended – inventory, templates (manage firmware and defaults), PRT logs
- Enable Headset service in UCM Cluster(s)
- Incorporate into billing/expense management
- Inventory tracking of assets and usage



Headset Serial Number	Headset Vendor	Headset Model	Headset Owner	Connected Device Owner	Headset Connection Type	Headset Firmware Version	Headset Connection Status	Connected Device Name	Headset Last Change	Located At
b9792134e7c0d48a0e0e271122612	Plantronics	Plantronics C720		afurman2	Wired		connected		2020-10-30 20:30:05	LOC001 (Site)
0F2309EFL3	Cisco	730		midawson	DECT Wireless	1-3-0 246	connected	SEPBC0EFFEDABC	2020-11-03 17:26:51	LOC001 (Site)
0F2309EW67	Cisco	730		amooore	Bluetooth	1-3-0 246	connected	SEP00CCFC8080B0	2020-11-03 17:26:34	LOC001 (Site)
WF02309EIL4	Cisco	Cisco 562 Multibase	afurman	afurman	DECT Wireless	2-1-0001-9	connected	xxxxxx	2020-11-02 18:04:38	LOC001 (Site)
WF02309ED67	Cisco	562	ngray		DECT Wireless	2-1-0001-9	disconnected		2020-10-27 20:44:30	LOC001 (Site)
WF02309GR23	Cisco	562		hmarkin	DECT Wireless	2-1-0001-9	connected	SEP00CCFC8080B0	2020-10-27 20:44:20	LOC001 (Site)
WF02309Z834	Cisco	Cisco 562 Multibase		jonath	DECT Wireless	2-1-0001-9	connected	xxxxxx	2020-10-27 20:44:20	LOC001 (Site)

– Integrated into VOSS Assurance and Analytics:

- Incorporated into call quality tracking and headset metrics – identify issues
- Compliance checking – headset firmware versions, correct headsets
- Usage tracking of headsets across the estate



The screenshot shows the 'User Details' page for Michael Dawson. It includes fields for Username, First Name, Last Name, Email Address, and Mobile Number. Below these are sections for 'Phones' and 'Jobber Devices', each with a 'Delete' button and a '+ Add' button. The 'Headset' section shows details for a Cisco 730 headset, including its model, connection type (DECT Wireless), status (Connected), last status update, firmware version, and serial number. There are 'Associate' and 'Disassociate' buttons next to the headset icon. The 'Extension Mobility' section shows the user's profile name and device type (Cisco 9971).

# Real-time Cisco Phone Status Export Tool

- Allows phone status to be exported
  - Supports filters for any phone status, CUCM, IP Address, Directory Number
  - Can be customised to add specific file name prefix
  - Exports to CSV file format

Phone Status Export

Status\* Registered

Call Manager ing-cl1-p

Device Name IPC

IP Address 192.168.

Directory Number

File name prefix InGen

Notes

This tool will export Call Manager device statuses matching the provided filters. A Call Manager filter is required when running the tool above the customer hierarchy. If the matched phones are spread over more than 3 Call Managers, the action will fail and you will be required to further refine your search.

	A	B	C	D	E	F	G	H	I	J
1	Phone Hierarchy	cm_node	ip_address	status	Name	DirNumber	DeviceClass	Model	Product	BoxProduct
2	sys.hcs.CS-P.CS-NB.InGen.ING-Boston-CL1	CUCM	192.168.100.28	Registered with CUCM	IPCADAMP	81054104-Registered,81057500-Registered	Phone	30016	30041	0
3										

# Cisco UCM Music-On-Hold File Management

- Define Music On Hold Clusters and designate Subscriber servers with Music Server role
- Upload MOH file/s to single or multiple MOH Clusters
- Add and Manage MOH Audio Sources

### Manage MOH Audio Source [2]

MOH Audio Stream Number	2
MOH Audio Source Name	MOH_Source_1
MOH Audio Source File	audio.xml
Initial Announcement	Welcome
Play Initial Announcement to Hunt Pilot callers	<input checked="" type="checkbox"/>
Periodic Announcement	Wait In Queue Sample
Periodic Announcement Interval	30
Locale Announcement	English United States

### Manage MOH Clusters [MOH\_Cluster1]

Cluster Name*	MOH_Cluster1
Publisher Server Name*	192.168.100.15
Publisher Hostname or IP Address*	192.168.100.15
Publisher Username*	ccmadmin
Publisher Password*	••••••
Repeat Publisher Password*	••••••
CUCM Subscriber Details	<div><div><div><div><div><span>Subscriber Server Name*</span> Subscriber_1</div><div><span>Hostname or IP Address*</span> 192.168.100.16</div><div><span>Username*</span> ccmadmin</div><div><span>Password*</span> ••••••</div><div><span>Repeat Password*</span> ••••••</div><div><span>Is Music Server</span> <input checked="" type="checkbox"/></div></div></div></div></div>

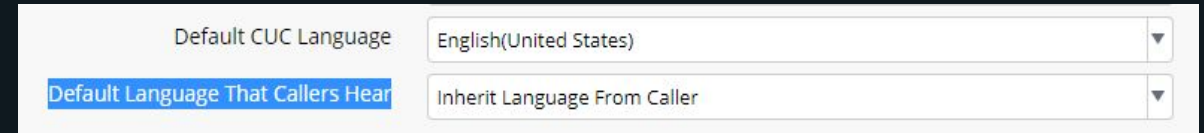
### Manage Files And Upload to MOH Cluster

Filename*	audio.wav
	<input type="button" value="Browse"/>
Description	MOH_File_1
CUCM MOH Cluster	["MOH_Cluster1"]



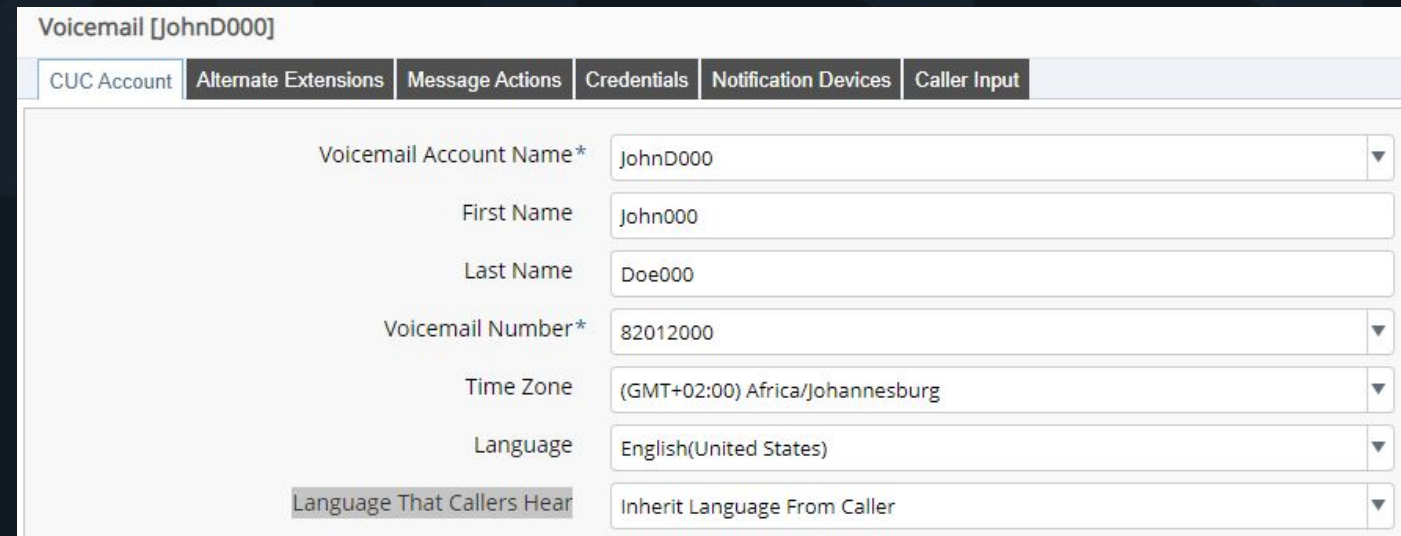
# Enhanced language management for Cisco Unity Connection

- Adds the “Default Language That Callers Hear” setting to Site Default Doc
- The Language value is inherited from Site Default Doc when Voicemail is added
- The Language value can also be configured manually by exposing the field in the required FDPs for Subscriber and Voicemail menus



Default CUC Language: English(United States)

Default Language That Callers Hear: Inherit Language From Caller



Voicemail [JohnD000]

CUC Account | Alternate Extensions | Message Actions | Credentials | Notification Devices | Caller Input

Voicemail Account Name\*: JohnD000

First Name: John000

Last Name: Doe000

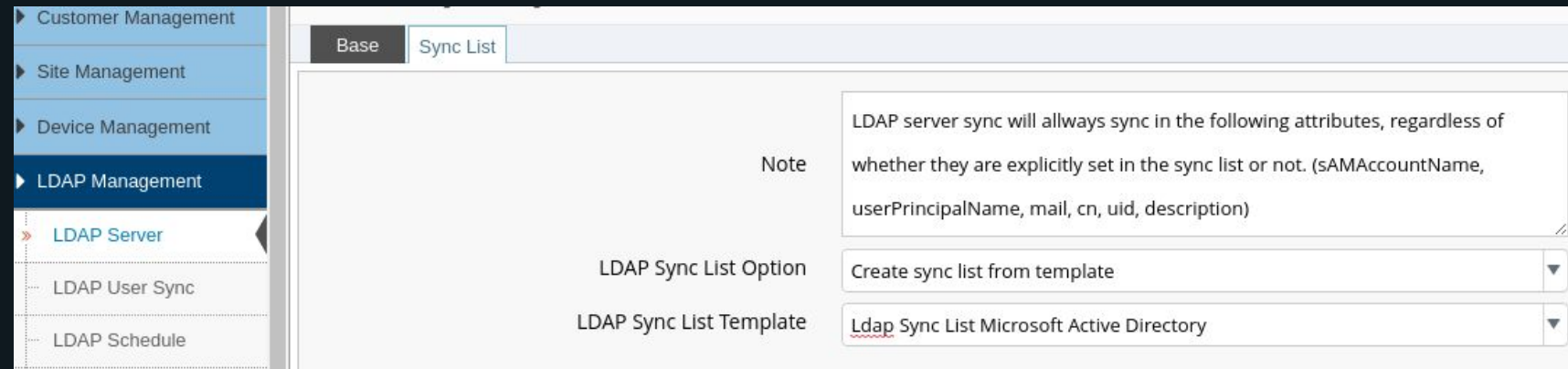
Voicemail Number\*: 82012000

Time Zone: (GMT+02:00) Africa/Johannesburg

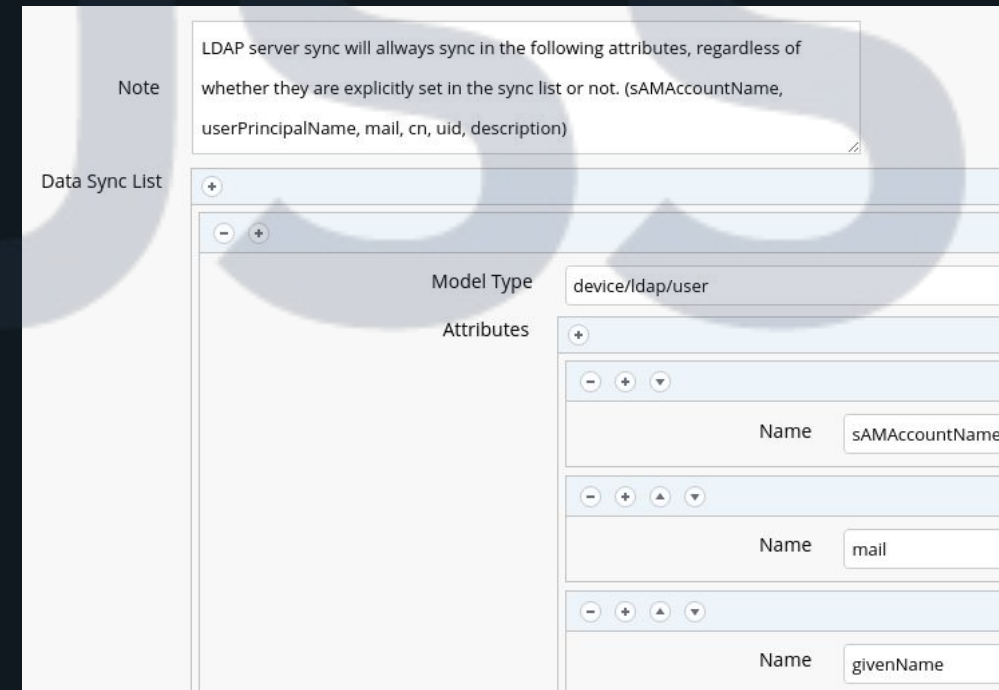
Language: English(United States)

Language That Callers Hear: Inherit Language From Caller

# LDAP User Sync Improvements



- Extended filtering of LDAP field data
  - Data Sync List limits the field data imported from LDAP into VOSS-4-UC device cache
  - Data Sync List limits the detected field data changes causing sync workflow execution
  - No change in behavior when no Sync List defined



# Cisco Gateway Management Improvements

- Analog Gateways are now supported for Overbuild

- A one-click operation, allows admins to merely select the CUCM IP Address, and hit Save

- Searches on End Point Device Pool
  - Has to match SDD or Overbuild DP

- Add Port to Analog Gateway

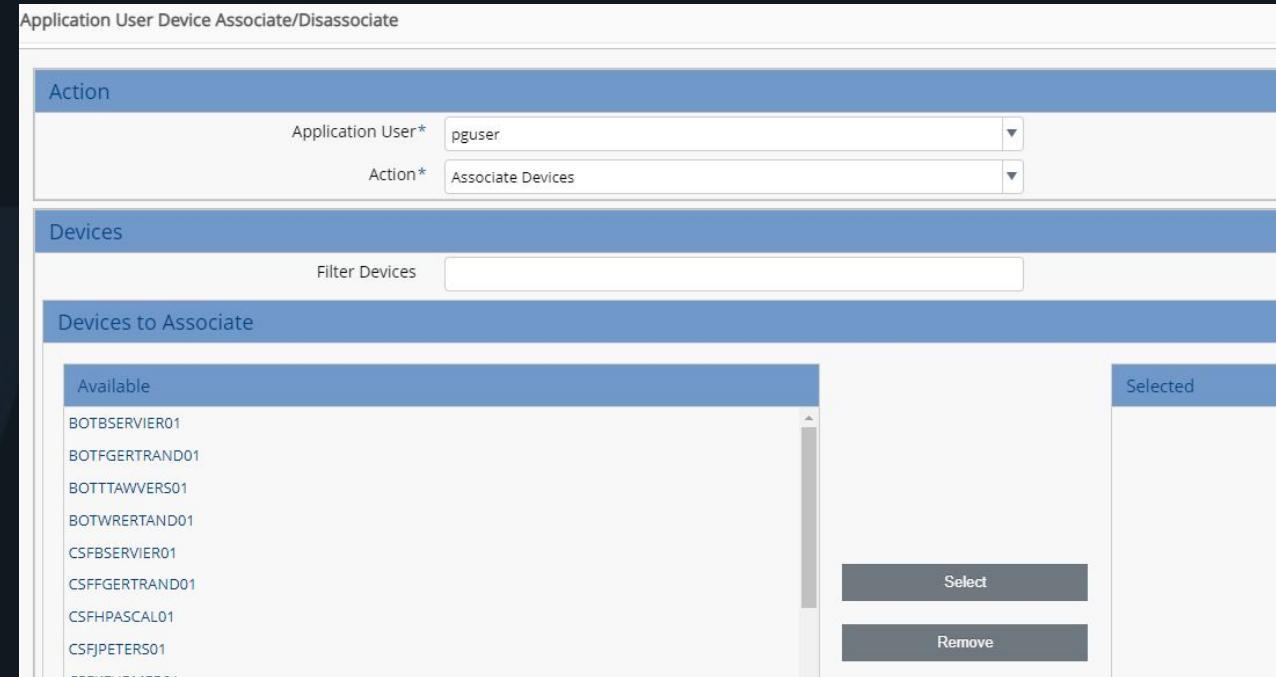
- Ability to Add Port Config, without searching for free ports

- Automatically assigns available DN

The screenshot displays the Voss 4-UC-Provider web interface. The top navigation bar includes the Voss logo and the text 'VOSS-4-UC-PROVIDER'. A left-hand navigation menu lists various management categories: Entitlement, User Management, Role Management, Customizations, Dial Plan Management, Number Management, Subscriber Management, Services, Overbuild, and Overview Tool. The 'Overbuild' section is expanded, showing sub-options like Move Users, Move Phones, Site Defaults, Run Overbuild, Run CUCDM8 Dial Plan Overbuild, User Phone Associate Tool, Overbuild Analog Gateway, and Overview Tool. The main content area is split into two panels. The top panel, titled 'Overbuild Analog Gateway', shows a dropdown menu for 'CS-P' with a 'Select an Option' button and a list of IP addresses: 10.120.9.245, 192.168.100.15, 192.168.100.16, and 192.168.100.17. Below this, the 'CUCM IP Address' field is populated with '192.168.100.15'. The bottom panel, titled 'Add port to Analog Gateway', contains several configuration fields: 'Gateway Domain\*' (test.com), 'Description' (test.com), 'MGCP Template Name' (GS\_AGW\_AddPortMGCP\_CFT), 'Owner User ID' (empty), 'Inventory Filter' (Show Unused Numbers (Site only)), 'Directory Number' (82010008), and 'Calling Search Space\*' (Cu1S11-InternalOnly-CSS). A 'Device Management' sidebar on the left of the bottom panel lists various services like CUCM, CUCM Music On Hold, CUCM FAC Management, CUC, CUP (deprecated), CER, UCCX, WebEx, Prime Collab, and IOS. The 'IOS' section is expanded to show 'IOS Devices', 'Analog Gateways', and 'Add port to Analog Gateway'.

# Cisco Application User Device Associate/Disassociate Tool\*

- Manage Device Association for Application Users (Phones, CTI Route Point, CTI Port, Device Profiles)
- Improves efficiency by Associating or Disassociating multiple Devices in a Single update step
- Only shows Devices which reside at the selected Site
- Offers a filter to reduce list of devices / device profiles



\* Not available on default menus and if required needs to be exposed

# Business Admin Portal Improvements

- Ability to configure additional setting on Subscriber page - configurable using a Field

## Display Policy (FDP)

- Entitlement Profile
- IPCC Extension
- Enable IM & Presence
- Department\*
- Manager\*
- Home Number\*
- Directory URI\*
- Telephone Number\*

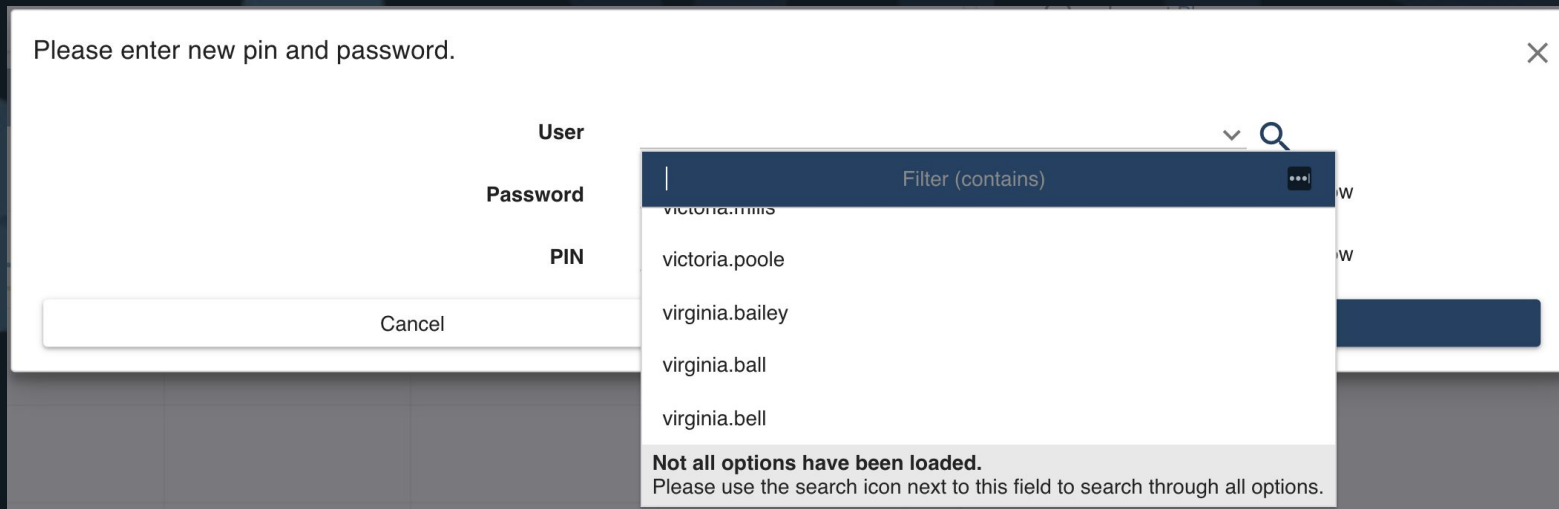
The screenshot displays the VOSS Business Admin Portal interface. The left sidebar contains navigation options: Site Management, Number Inventory, Subscribers, Phones, Voicemail, Extension Mobility, Webex Teams, Contact Center Express, Hunt Groups, Call Pickup Groups, and Tools. The main content area shows the user details for Abigail McLean, including fields for Username, First Name, Last Name, Email Address, Mobile Number, Enable IM & Presence (checked), IPCC Extension, Entitlement Profile, User Type, and Located At.

User Details	
Username *	abigail.mclean
First Name	Abigail
Last Name *	McLean
Email Address	abigail.mclean@aaaglobal.com
Mobile Number	
Enable IM & Presence	<input checked="" type="checkbox"/>
IPCC Extension	59190
Entitlement Profile	["FlexCorp-Standard-EP", "hcs.CS-P"]
User Type	CUCM Local
Located At	AAA-Bonnievale (Site)

\* Not shown in screenshot - can be added by updating FDP

# Business Admin Portal Improvements

Dropdowns fetching dynamic options will load 1000 choices at a time. If there are more than 1000 options available, a message is displayed to the user. In this case the search icon next to the dropdown can be used to search for options not included in the first 1000 choices.



Please enter new pin and password.

User

Password

PIN

Cancel

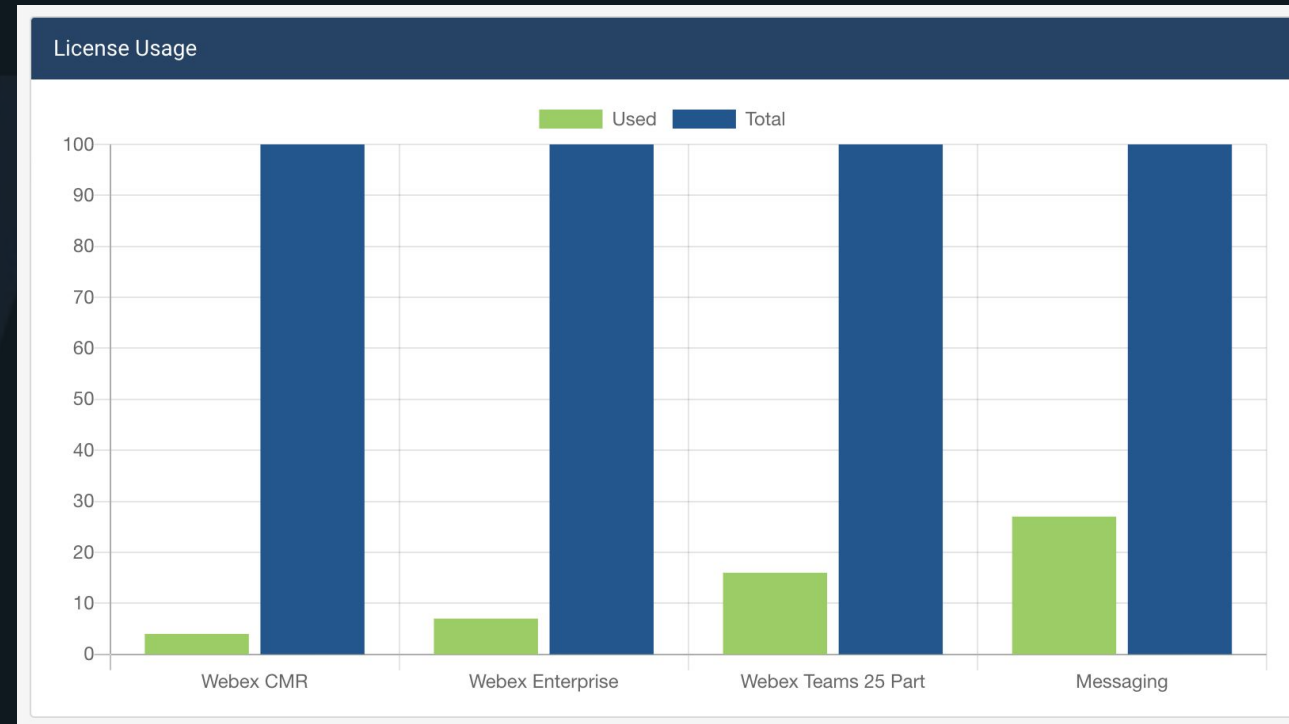
Filter (contains)

- victoria.mims
- victoria.poole
- virginia.bailey
- virginia.ball
- virginia.bell

**Not all options have been loaded.**  
Please use the search icon next to this field to search through all options.

# Business Admin Portal Improvements

The Webex Teams license usage chart is now updated when drilling into a Site hierarchy level and show the license usage for that particular site.



# Support for Cisco VG400 and VG450 Analogue Gateways

- Support for both SCCP and MGCP Protocols
- GigabitEthernet0/0/0 to GigabitEthernet0/0/3 has been added to the Gateway Network Interface list

Analog Gateways

**Gateway** Gateway Units Endpoints Config

IOS Device*	IOSDevice1
Product*	VG400
Protocol*	VG202 VG204
Gateway Name*	VG224 VG310
Description	VG320
Call Manager Group*	VG350 VG400
Enable Command Builder	VG450
Gateway Network Interface*	GigabitEthernet0/0/0



Thank You

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[www.voss-solutions.com](http://www.voss-solutions.com)

