Contained Front End (CFE/CAPSL)

Automating User and Device profile maintenance for CUCM.

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The Atea Contained Front End provides a tightly controlled environment that allows utility tasks involved in the day to day moves, adds and changes in a telephony network to be given to the broader operational team without risking direct access to the CUCM environment. The system can even be automated by using **CAPSL** linked to an AD.

The Contained Front End acts as an intermediary step between the user and the live CUCM system. The application presents the user with a simplified view of the CUCM allowing operational tasks to be undertaken while restricting access to the full CUCM system. This means that changes which could cause network degradation or failure cannot be made by unauthorised personnel while still pushing day to day telephony management tasks to a broader operational team.
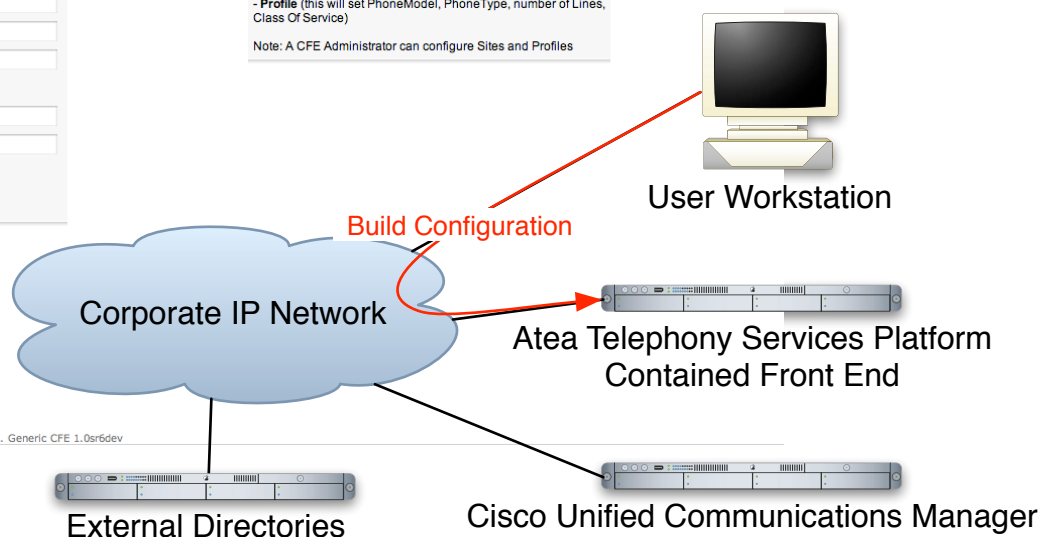
This simpler and more streamlined front end reduces maintenance time by up to 90% by reducing the number of web pages required, automatically assigning extensions and by pre populating fields. This has the added benefit of substantially reducing errors.

How does a Contained Front End work?

To explain how Contained Front Ends work in practice, its best to take a look at a typical day to day operational task. In this example deploying a new telephone handset, a task
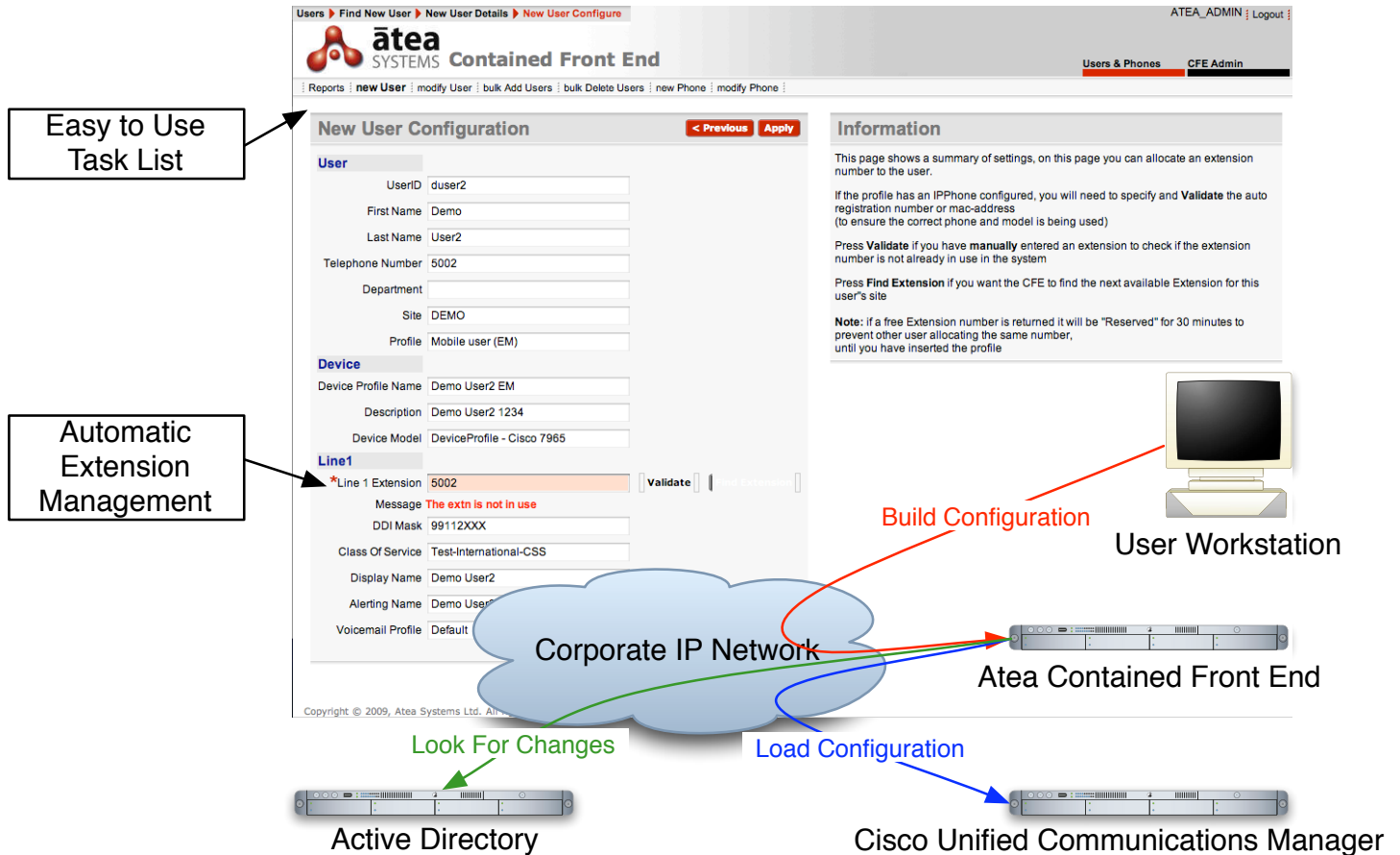
Contained Front End features:

- Automatic provisioning of User and Device profiles from AD via **CAPSL**
- **Reduces maintenance time by 90%**
- No direct CUCM management access is provided to users
- Easily driven web front end for tasks
- Pull down menus limit configuration options and removes configuration accidents
- Allows tasks to be created for specific roles
  - Help Desk
  - Network Operations
  - Branch Administrators
- Audit trail for all changes
- Integrates with CUCM for Authentication and Authorisation
- Leverages the Atea TSP architecture
- Emails users once added or changed

Build Configuration

User Workstation

Corporate IP Network

Pull down menus limit errors

Atea Telephony Services Platform
Contained Front End

External Directories

Cisco Unified Communications Manager

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which occurs over and over in any network. To deploy single telephone handset in a CUCM network the administrator will need to, create a user in the CUCM user directory, assign one or more new extension numbers to that user, create a phone configuration, specifying the user's class of service requirements, then pushing all of this configuration data into the active CUCM.

Contained front ends are designed to dramatically simplify this process, by presenting all these configuration parameters as simple drop down options on a web page. The contained front end application achieves this by deriving the necessary configuration data from pre-configured configuration templates - including device pools, extension number ranges and partitioning information, then look up the next available extension, create the user, create the line, create the phone, assign the line to the phone, and then the phone to the user.

Easy to Use Task List

Automatic Extension Management

Build Configuration — User Workstation

Corporate IP Network

Atea Contained Front End

Look For Changes

Load Configuration

Active Directory

Cisco Unified Communications Manager

How are Contained Front Ends used?

The Atea Systems Contained Front End approach to network maintenance can be applied to a wide variety of network administration tasks. Any repetitive task is broken down to its constituent parts and then each of these is mapped to a drop down menu on a management web page. The application carries out all the background CUCM changes and configurations.

Some of the activities the CFE supports . .

- To deploy a user entity, user device profile or ip phone (Add a   line to a line group)
- Add a group of devices for a user. i.e. EM profile, Jabber etc
- Add a line to an existing phone
- Changing class of service on a line
- Adding a line into a pick up group
- Allocate unused extension numbers and manage
    extension ranges for specific sites
- Create Profiles to enable templated configurations
    to be easily assigned to different types of users
- Reset PINs and passwords
- Manage speed dials
- Modify user, device or line settings
- Automatically Add VoiceMail Box (Unity Connection)

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- Reset VoiceMail PIN (Unity Connection)
- Bulk Adds or Deletes from .csv files
- Multi-tenant CUCM to limit administrators to the users and devices in their respective domains
- Add, Modify or Delete users and all their associated elements in CUCM and CUC in a single activity

Contained Front Ends may be particularly effective in an outsourced or multi-tenanted Cisco UCM Environment. In this case the outsourcer can maintain tight and secure control of the Call Manager, ensuring no unauthorised changes are made, while allowing the end customer to manage their own moves, add and changes. This is quicker and more efficient for the end customer, increases customer satisfaction and makes the network operations of the outsourcer more efficient, increasing profitability.

CAPSL.

CASPL stands for CUCM Automatic Provisioning for LDAP. This facility of CFE provides an automatic add, change or delete capability when the system is linked to an Active Directory. No user intervention is required for extension mobility users to be added to the CUCM and CUC systems.

CAPSL uses the templates in CFE to build the UCM, WMS (if required) and UC configurations. Fine control over the LDAP fields used and the CAPSL associations mean the system can be integrated into almost any environment, saving time and money.

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