



MANAGED CISCO COLLABORATION - SERVICE GUIDE

Last Modification Date: 03/10/2022
Exported and Shared on: 03/19/2024

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1 OVERVIEW

The Managed Cisco Collaboration covers the availability monitoring for a customer's integrated collaboration infrastructure for voice and video calling, messaging, and mobility.

This managed service is based upon the quantity of phones, ports and servers.

- As the number of devices increase, fees for this service may increase.
- This is a managed service for client owned equipment.
- On premise
- IaaS

Underlying network, storage and compute infrastructure support will require additional charges.

2 SERVICE DESCRIPTION

2.1 SERVICE DETAIL

- Hardware or Software Installation, upgrade or replacement is not included with Managed Cisco Collaboration support unless related to security response per the vendor for covered devices and applications.
 - Professional services may be purchased to assist with installation, upgrade or replacement. Call Center and other applications
 - Basic support for Cisco Unified Communications includes support for Unified Communications Manager (UCM), and Unity Connections or Unity. Support for Cisco Unified Collaboration Center Express (UCCX), Instant Messaging and Presence (IM&P), etc... will require an additional per agent or server fee for coverage.
 - Third party applications that interface with the collaboration environment are not covered. Explicit support for certain applications may be supported through additional coverage.
 - Support for devices in-line with the Collaboration Applications are not included. Examples include voice gateways, switches, firewalls etc... Additional support for these devices may be purchased separately.
 - Virtual Application server coverage does not include support for the underlying host server.

2.2 ROLES AND RESPONSIBILITY MATRIX

	Client	Managed Cisco Collaboration	Extended Services
24X7X365 support		X	
Alarms for fault monitoring, performance thresholds and SNMP traps		X	
Incident tickets with transparent detail		X	



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Customer portal for service tickets device management		X	
Customer portal for reports		X	
Vendor escalation and case management		X	
Unlimited remote support		X	
Installation and Configuration			
Hardware or Software installation	X		X
Hardware or Software Upgrades	X		X
Hardware or software replacement	X		X
Software licenses and subscriptions	X		
Monitoring			
Unified Communications Manager (UCM) Server		X	
Unity Connection (UC) or Unity Server		X	
Instant Messaging and Presence Server (IM&P) server 2		X	
Unified Contact Center Express (UCCX) server 2		X	
Unified Contact Center Express Agents 2		X	
Host server availability and status for collaboration applications 2		X	
Virtual server status and performance with threshold for collaboration applications		X	



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Backup verification of Cisco collaboration applications		X	
Automated alerts		X	
Mobility services		X	
Jabber client	X		
Desktop/Device/Mobile clients	X		
Change Management			
Add new calling search space		X	
Add new user		X	
Add new feature	X		
Modify extensions on a phone		X	
Modify calling permissions on a phone		X	
Modify calling search space		X	
Modify hunt groups		X	
Modify translation pattern		X	
Add auto attendant call tree		X	
Modify auto attendant call tree		X	
Modify voicemail settings on a phone		X	
Modify holiday greetings		X	
Modify open/close date or time		X	
Modify call center agent membership 2		X	



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Modify call center script 1		X	
Integrate 3rd party application		X	
Install collaboration applications on mobile/desktop/laptop		X	
Incident and Problem Management			
Backup setup for UCM/UC/UCCX/IM&P/3rd party applications	X		
Backup repository for UCM/UC/UCCX/IM&P/3rd party applications	X	X	
Restoration from backup for UCM/UC		X	
Restoration from backup for UCCX/IM&P/3rd party applications 2		X	
OS incident resolution for UCM/UC		X	
OS incident resolution for UCCX/IM&P/3rd party applications 2		X	
Restart failed processes for UCM/UC		X	
Restart failed processes for UCCX/IM&P/3rd party applications 2		X	
Event triage		X	
Assist in hardware incident resolution		X	
Escalation management		X	
Root cause analysis		X	
Trouble shoot 3rd party applications 2		X	
Patch Management			



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Patch software for critical security vulnerability		X	
Patch software for other security, firmware or feature patches 1	X		
Upgrade software for feature request 1	X		
End Of Life/End of Sale	X		
Software patching analysis and recommendations	X		X
Reporting			
Hardware availability		X	
Device performance and capacity		X	
Trouble tickets		X	
Change tickets		X	
Monthly overview reports		X	
SLA reports		X	
Analysis of device performance trends capacity and forecasting		X	
Circuit utilization		X	
Provide quarterly fault and performance reports as requested		X	
Custom reports 1	X		

¹ InterVision engineering services may be purchased to assist

² More can be purchased for an additional charge



³For devices covered under Monitor-only, incidents, changes, patching or upgrades are not covered.

2.3 REPORTING

- Hardware availability
- Device performance and capacity
- Trouble tickets
- Change tickets
- Monthly overview reports
- Circuit utilization

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