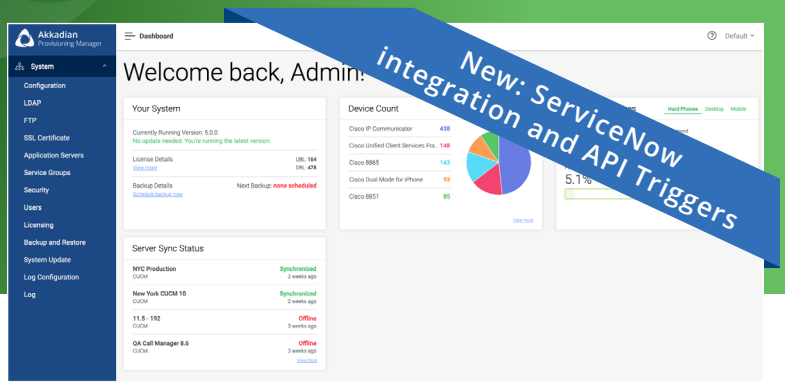
Akkadian Labs®

Simple.
Seamless.
Unified.

PRODUCT INFOSHEET

Akkadian Provisioning Manager™



Compatible | Microsoft 365

Automation Engine for UC Provisioning

Manual provisioning across multiple UC applications, servers, and clusters is time-consuming and subject to errors or inconsistencies, requiring rework. Our easy-to-use, turnkey solution streamlines UC 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
Unified workflows across multiple UC applications, servers, and clusters	▪ Automation and digital transformation ▪ Simplified MACDs and streamlined administration
Role-based access to delegate tasks to your operations team	▪ Risk mitigation and security ▪ Free up IT to work on strategic projects
Self-service portal for employees	▪ Scalability and process efficiency ▪ End user empowerment and customer satisfaction
Native integration with Microsoft Active Directory and ServiceNow	▪ Zero-touch provisioning ▪ Improved SLA's
Reporting on configuration changes consolidated across multiple clusters	▪ Enhanced visibility, management and compliance
Bulk provisioning to add or delete multiple users from one CSV file	▪ Reduce an hours-long task to minutes

PRODUCT SUPPORT

- CUCM 10.x–14.x
- Unity Connection 10.x–14.x
- Webex Control Hub (Webex Meetings/Teams)
- Jabber
- Unified Contact Center Express 10.x–12.x
- Packaged Contact Center Enterprise 10.5–12.x
- Microsoft 365
- Microsoft Teams

USE CASES

- Streamline MACDs
- Phone upgrades and migrations
- Contact center provisioning
- Delegate tasks to your operations team
- New dial plan roll-out

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Key Features

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

Zero-touch Provisioning
Native integration with Microsoft Active Directory and ServiceNow.

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.

API Triggers
Automatically update systems outside of your UC.

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...
- RESTful API
- Contact Center Provisioning
- Reporting
- Bulk Provisioning
- Multi-Cluster Support

Want to learn more?

Schedule a Demo

Contact Us

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.

Cisco Compatible

Microsoft 365

Our Product Suite

Akkadian Provisioning Manager

Akkadian Site Builder

Akkadian Contact Manager

Akkadian Console

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Contact Us to Learn More About Our Software Products

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