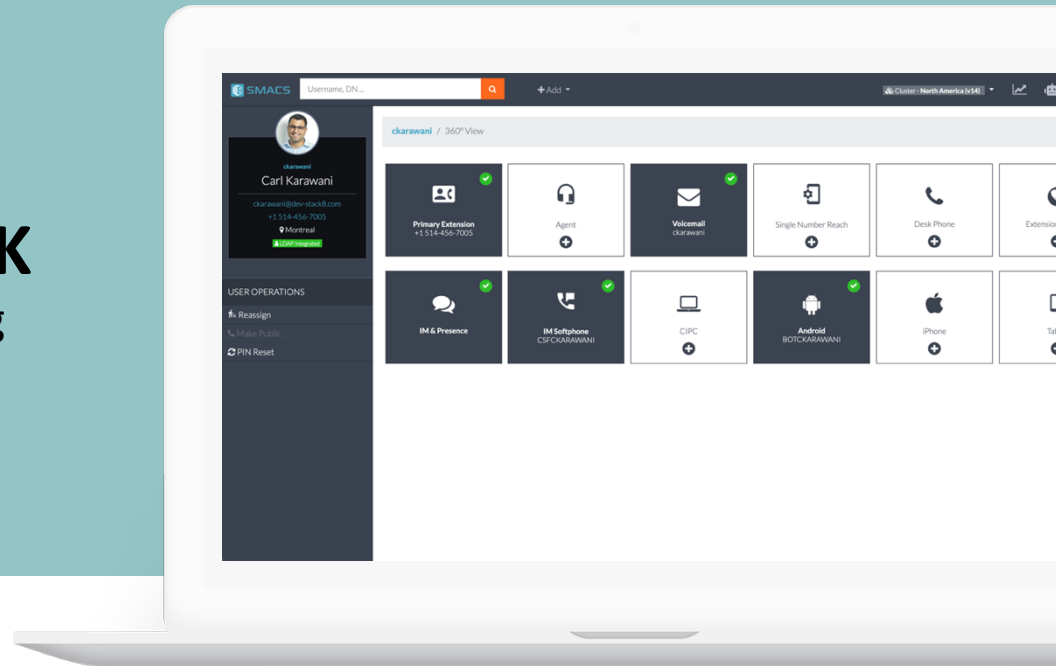




# EMPOWER YOUR HELPDESK

with SMACS Provisioning  
for Cisco-Microsoft  
Hybrid UC



With SMACS you can offload day-to-day provisioning tasks to your helpdesk without ever having to worry about complicated templates or compromising admin security. You can also extend SMACS any way you want with easy-to-use APIs and ITSM integrations.

SMACS can be fully configured to provision Hybrid environments with both **Microsoft Teams Calling** with Direct Routing and **Cisco Call Manager (CUCM)**.

No BS. No surprises. No hassle.

## KEY BENEFITS

### Manage Your Tech

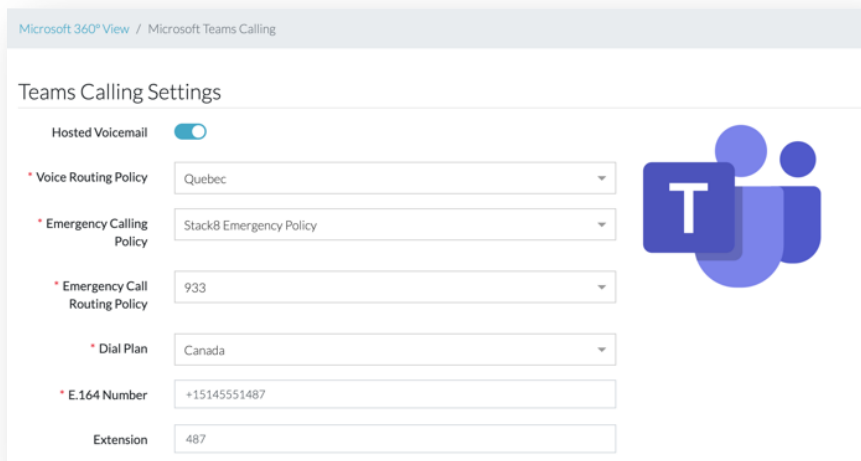
Onboarding and offboarding is easy with SMACS. You can manage all the MACDs and DIDs for your entire workforce with a simple click of the mouse.

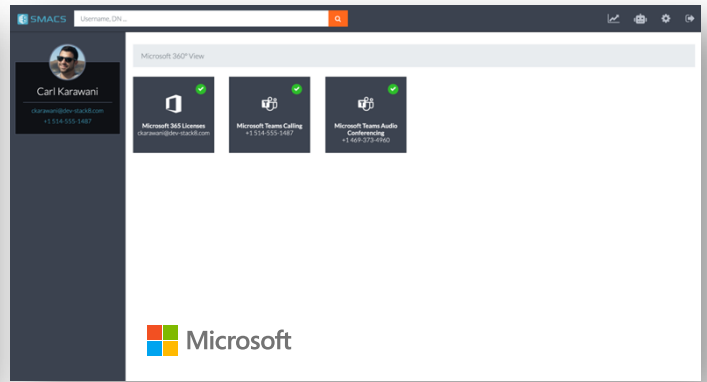
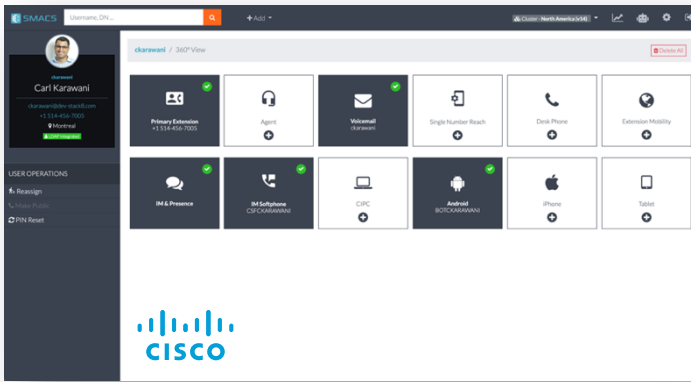
### Automate Your Tasks

With SMACS workflow automation you can setup provisioning and device modifications without ever needing manual intervention.

### Control Your Workplace

SMACS provides the big picture with comprehensive analytics and reporting so you can make informed decisions about user and device usage.





## THE BEST OF BOTH WORLDS

You can use MS Teams while maintaining the safety of your existing phone system. Simply configure a trunk between systems and modify dial plans to persist internal dialing policies, even between users on MS Teams and Cisco. What's more, you can even keep your existing devices and phone numbers.

## MASTER FEATURE LIST FOR CISCO-MICROSOFT HYBRID UC

### MANAGE

- Live and Interactive 360 View
- 1-Click Provisioning with No Template Required
- Dial Plan Management
- Agent Provisioning & Skilling
- Voicemail Management and Pin Resets
- Phone Model Swap
- Drag n' Drop Phone Editor
- Profile Reassignments
- Misconfiguration Feedback
- UnifiedFX Remote Control
- Comprehensive Audits
- Role Based Access Control
- Single Sign-On (SSO)

### CONTROL

- Reports Designer
- Device Utilization with Registration Status
- Dial Plan Inventory of Extensions and DIDs
- Global LDAP/AD Directory Reports
- License Optimizations

### AUTOMATE

- Zero-touch Provisioning and Deprovisioning
- Automation Jobs based on LDAP Filters
- Bulk Provisioning
- ServiceNow Automation
- RESTful APIs

### INTEGRATE

- Microsoft Teams with Direct Routing
- Cisco Call Manager (CUCM)
- Cisco Unity Connection (CUC)
- Cisco IM & Presence
- Cisco UCCX
- Cisco PCCE

### SELF-SERVE

- Deskphone Self-Provisioning
- Drag & Drop Phone Editor (Speed Dials/BLFs)
- Call Forwarding
- Pin Reset for Voicemail
- Pin Reset for Extension Mobility
- Single Number Reach