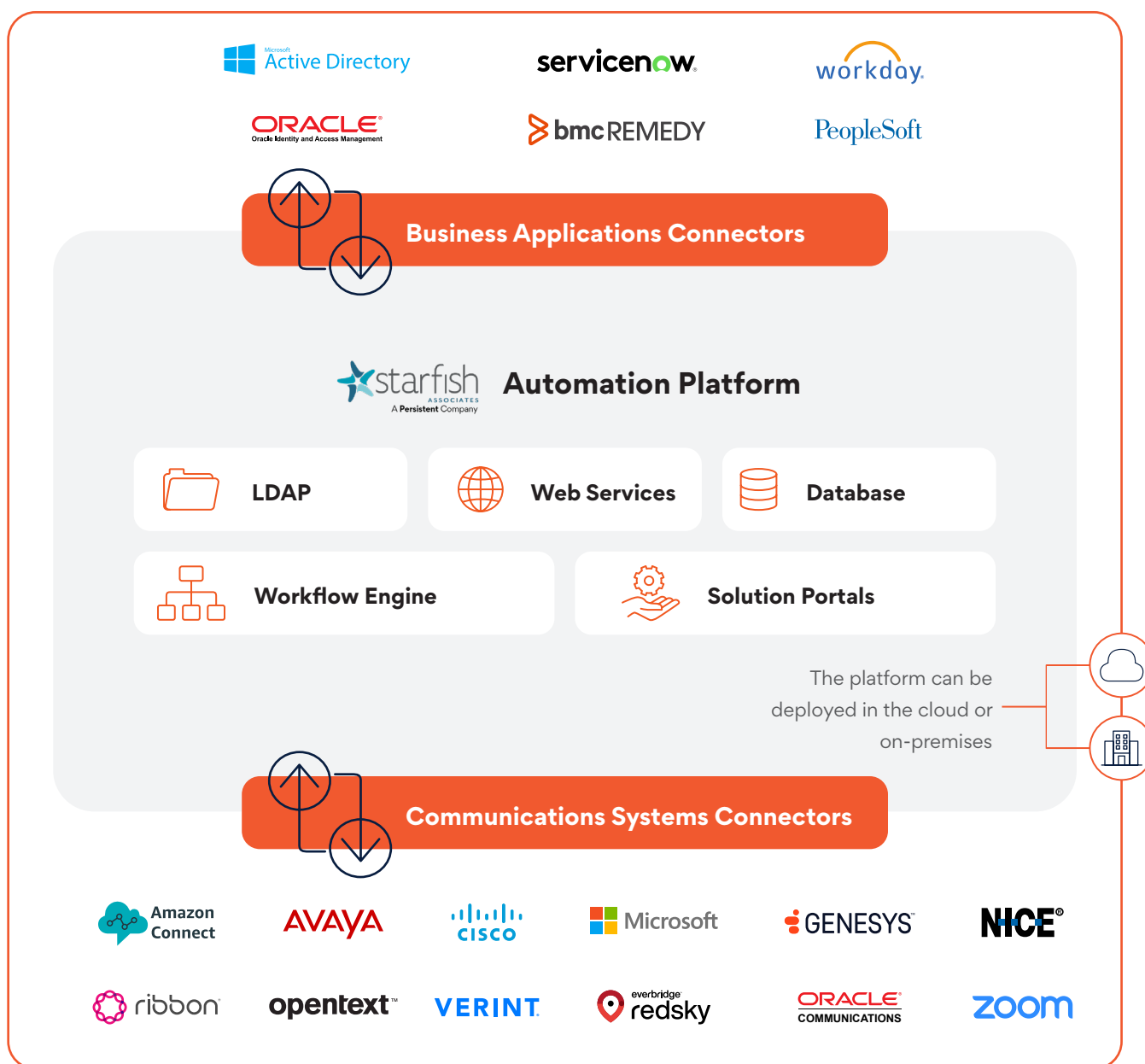# Persistent

Migration Solution

Streamline and simplify the process of migrating users, agents and their associated resources to new UC and contact center systems

Migrating users, agents, and their associated resources to new communication systems is a manual, complex process for enterprises and can take weeks or months to complete. By automating migrations, time consuming and error prone manual work is replaced with automated tasks that dramatically reduce the cost and duration of migration projects.

Solution Overview

Migration Solution streamlines the process of migrating resources between communication systems, including Avaya, Cisco, Genesys, Microsoft Teams and more. By leveraging the workflow engine, communication resources are automatically extracted from the source systems and configured on the destination systems.

Migration Portal enables administrators to select source and destination systems along with desired workflows and options. With just a few clicks, new communication resources are configured on the target systems while the existing resources on the source system are disabled and then de-provisioned.

Solution Benefits

Streamline

Quickly extract resources from Amazon Connect, Avaya, Cisco, Genesys systems and more, accurately configure them on the new target, and then deprovision users on the source.

Simplify

Easily migrate UC users or contact center agents, and automatically log all transactions.

Optimize

Increase the efficiency of your operations by accelerating migrations and ensuring accurate results.

Key Features

Multi-Vendor Visibility

Provides visibility across multiple communications systems, with connectors for leading UC and contact center systems including Avaya, Cisco, Microsoft Teams, Genesys, and Amazon Connect.

Configurable Workflows

You can select and configure migration workflows for source and destination systems. You can even segment the process according to your own business rules.

Source to Destination Data Mapping

Data retrieved from source systems can be mapped, processed and modified before re-building on the destination systems.

Control Criticality of Tasks within Workflows

Tasks within workflows can be designated as critical or not critical. Based on the designation, an error condition can either stop the process or report and continue execution of the workflows.

Parallel Processing

Task groups within workflows can be designated for parallel processing in the event there are no dependencies such as building resources simultaneously on multiple systems.

Extensive Auditing and Logging

Execution results of every task in all workflows are logged and maintained. The results can be displayed in the migration portal as a summary view (workflow level) and as a detailed view (task level).

USA
Persistent Systems, Inc.
2055 Laurelwood Road, Suite 210
Santa Clara, CA 95054
Tel: +1 (408) 216 7010
Fax: +1 (408) 451 9177
Email: info@persistent.com

India
Persistent Systems Limited
Bhageerath, 402
Senapati Bapat Road
Pune 411016
Tel: +91 (20) 6703 0000
Fax: +91 (20) 6703 0008

P Persistent

www.persistent.com