Administrators Guide
Quick Num Plan

Directory
Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Confdirectory
Corporate Speed Dials
ClickNDial
Alerting
Voice Alert
IPS Pager
Admin tools
Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report
Manager Assistant
IP Phone / Jabber Interface

Productivity tools
IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Spark Bot
Attendant Console / IVR / Group
Tannounce
Line Group Manager
Silent Monitoring
Extension Mobility tools
TSSO
Delog / Relog
Pin & Password Manager
Recording
Call Recording
Recording Notification

Version: 4.X

Summary

1   Presentation Product

1.1 Overview

Quick Num Plan helps managing the PBX numbering plan of large companies. When several administrators in different locations are able to create directory numbers, a reference tool is required to define what directory numbers should be used.

- Definition of user's directory number ranges, by location and CUCM cluster
- Definition of directory number ranges technical numbers,
- Automatic synchronization with several CUCM clusters,
- Synchronization by text files for non Cisco PBX,
- Provide the most suitable available number,
- Reserve/book directory number,
- Search phone numbers,
- Import/Exports ranges.

1.1.1 Directory ranges definition

Quick Num Plan includes a database where are defined the different directory ranges and on which is replicated the directory of the different CUCM clusters defined.
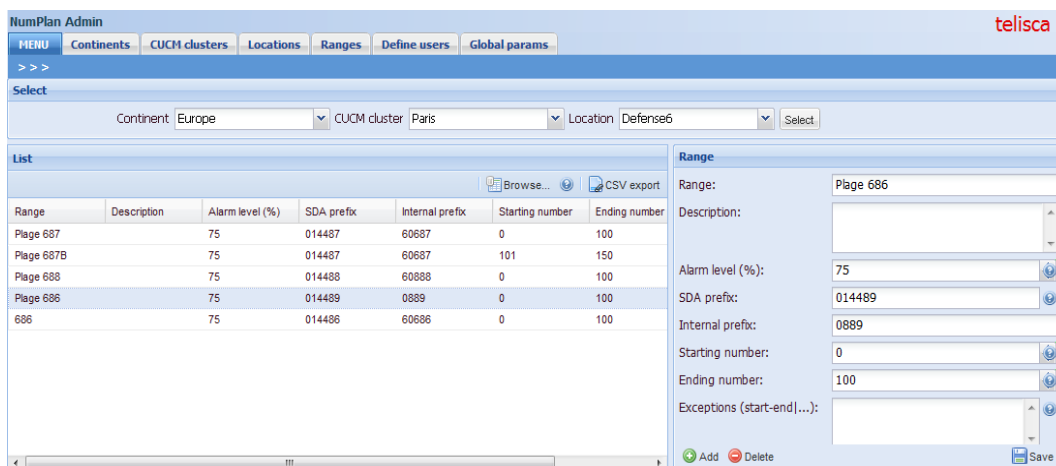
The different levels of segmentation are:

- **Continent/Country**:
- **CUCM cluster**: Cisco CUCM or non Cisco PBX.
- **Site/Category**: Site for user's number, category for technical numbers
- **Ranges**: Normally contiguous, but exceptions defined by one or more beaches. Internal and external numbers (ex: Prefix 60634 + 2000-9999):

Two types of directory numbers are defined:

- User's directory number
- Technical directory numbers: CTI ports, translation patterns, …

It is possible to initially import the list of ranges as well as sites and clusters from a text file.

Creation, update, deletion are possible only for an Administrator login level.

1.1.2 CUCM replication

Quick Num Plan can replicate several CUCM clusters and import text files from non Cisco PBX. The replication is carried out in several times to minimize the size of the requests and to allow an execution several times per day and thus in schedule of production.

The replicated data for user's numbers includes: Directory number, External num. mask plan, IP Phone or Device Profiles, Device type, Associated UserId, Last name, First name, Department.

For the technical numbers: Directory Number, Type (CTI port, translation pattern, hunt pilot, …) IP Phone or Device Profiles or CTI port or Hunt Pilot or… associated, Associated User Id.

1.1.3 Authentication, roles

The access to Quick Num Plan requires an authentication by login, password. The definition of the users is done within the application by the Administrators. Users defined in the application are associated to a role and a range or site or cluster or continent.

The different roles are available:
-   Administrator: ranges' and users' creation, system configuration, global parameters,
-   Reserve a directory number.
-   Read only reports.

1.1.4 Browse function

It is possible to carry out a search in all the ranges for a number.

Search is carried out by: Internal number, External number, UserId, Name.

The search result posts the numbers used, the reserved numbers and optionally the free numbers.

It is also possible to export a cluster, a site, a whole beach in file CSV. It is possible to export the numbers used and reserved or all the possible numbers of the range.

1.1.5 View the level of use of ranges

By selecting the cluster, one posts the list of the ranges of the cluster with: Site/Category, Range, Number start, Number end, % use, a color utilization threshold.

1.1.6 Reserve/book a directory number

Quick Num Plan allows finding the best suitable free number in all the ranges associated to the site.

The determination of one or more numbers available is automatic and uses the numbers released for the longest time or never used. As soon as number (internal number and SDA) is selected it is temporarily blocked. A button makes it possible to reserve it or cancel. The reservation is valid three days (global parameter). It is possible to export the result of the reservation with the internal number and SDA.

The reservation of a number can also be manual, with the administrator role, by entering the internal number and a comment. The reservation is valid for the duration entered by the user (3 days by default).

It is possible to upload a text file containing the internal number, a comment and the duration of reservation in days in order to hold a set of phone numbers.

1.1.7 Manage directory prefixes

It is possible to visualize a grid containing the list of prefixes: prefix code, site, range, description, comment.

The Administrator can create, update or delete and import/export text file.

2 Pre-requisites, installation

For more information, please read the common requirements for all telisca apps in IPS Framework Administration Guide

Supported Cisco CUCM:
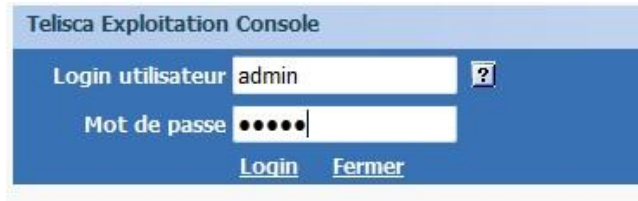- CUCM version 10.5, 11.5, 12, 12.5, 14

Windows servers supported:
- Windows Server 2012 R2 Essentials or Standard
- Windows Server 2016 Essentials or Standard
- Windows Server 2019 Essentials or Standard
- Windows Server 2022 Standard

- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
- Cloud ready

3 Administration

3.1 Authentication

The URL to launch Quick Num Plan administration is http://host/IPSCFG/prod, the initial default administrator login is: admin, password: 123456.

The login is stored 'encrypted) in Quick Num Plan database. From the administrator login it is possible to change the password, change the language, define other administration and exploitation users.
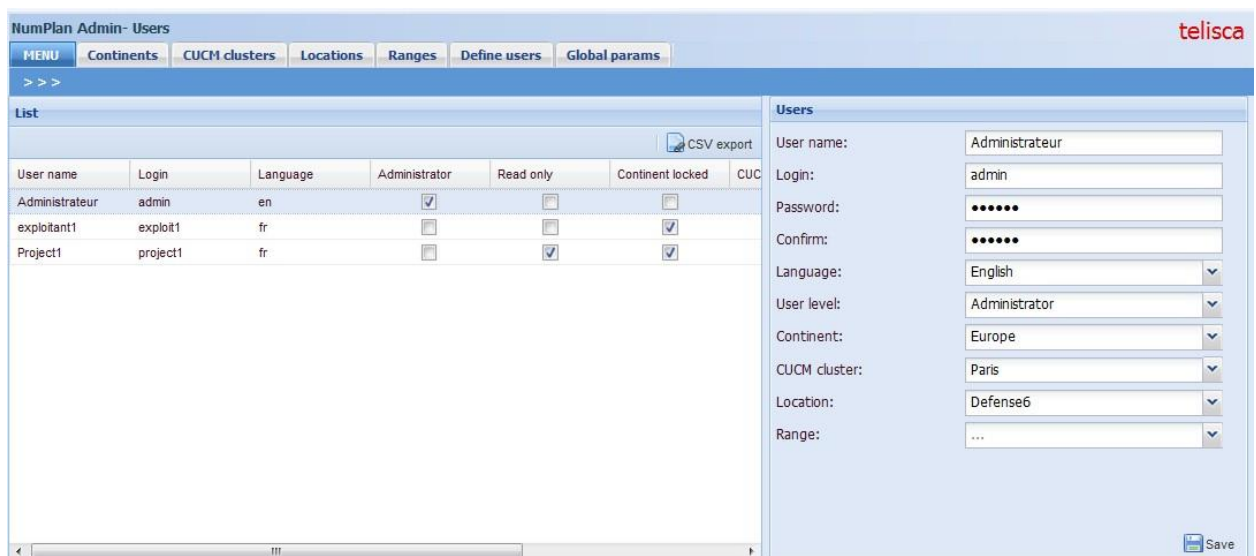
Three levels of access rights may be defined:

- Administrator: Administration and exploitation menus.
- Exploitation : Exploitation menu
- Read only : Exploitation menu, only: List ranges, Export, search, prefix codes (read only)

3.1.1 Administration menu

The Admin menu is available only to the Administration users. It is used to define the Continents, CUCM clusters, Location and Range. It is also used to define the users and some global parameters.

3.1.2 Users

Define the user's login, password default language, level. For exploitation user, you may limit the user to a continent, CUCM cluster, location or range.
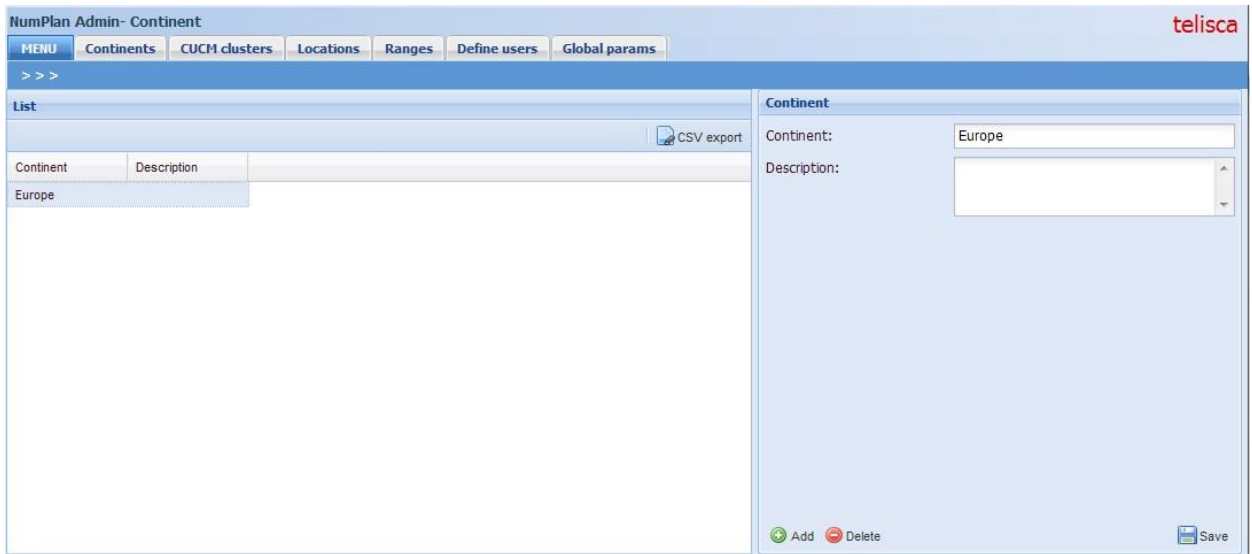
3.1.3 Continent
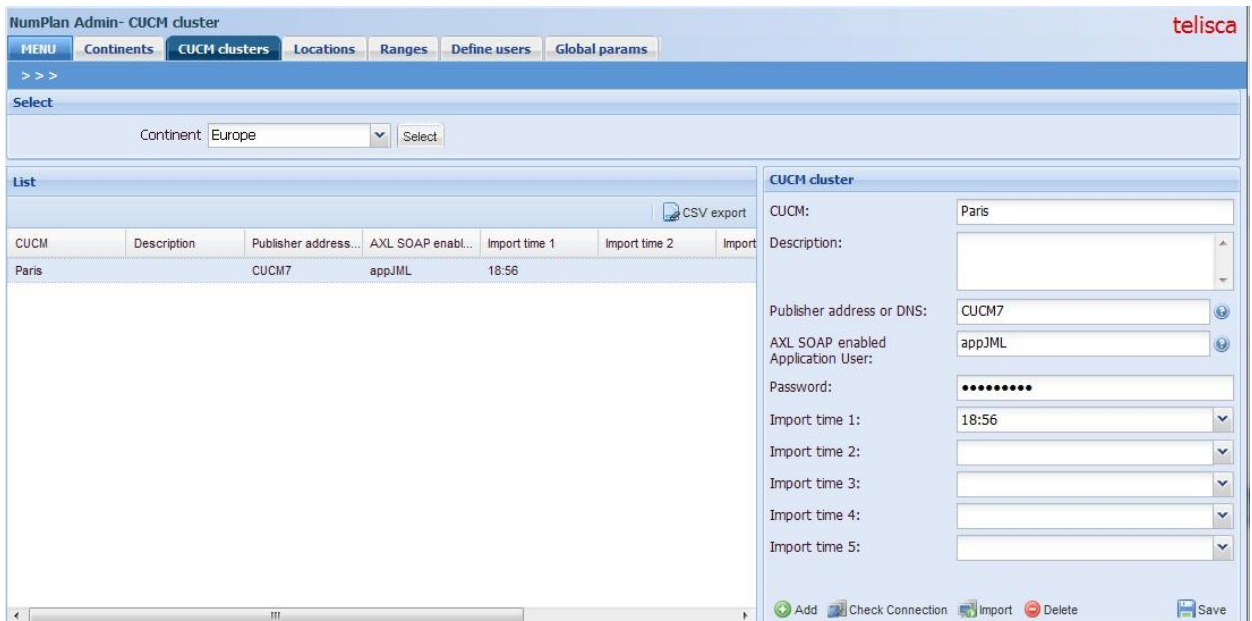
May be used to define a Continent or a country.

3.1.4 Cluster CUCM

Define a CUCM cluster in order to replicate the directory numbers used by the cluster.

The Administor should enter the DNS of the CUCM Publisher. The DNS should be exactly the same as the CUCM SSL certificate and the CUCM SSL certificate should have been downloaded ton Quick Num Plan server. This avoid unattended SSL time out.

The Application User should be defined in CUCM Administration and should have read only AXL SOAP rights.

3.1.5 Sites

Can be used to define a city or a building.

Two categories of sites:

- Real extension : SDA
- Technical directory number (CTI ports, Translation patterns, …) : technical

3.1.6 Range

Can be used for a department, an organization.

3.2 Exploitation menu

The exploitation menu includes the following folders:

- Profile : Define user's personal profile
- Search : Directory number search by site of all the database
- Export : Export cluster, site or range
- List ranges: List ranges by site with usage percentage.
- Automatic booking: Provide the most appropriate directory number to use and book it.
- Manual booking : Administrator can bool selected directory numbers (manually, range, import, delete)
- Prefix code (RIG): May be edited or imported by the Administrator.

4 Exploitation

4.1 Data backup

The settings are stored in the directory:
C:\inetpub\wwwroot\IPSCFG\data. It is possible to define a backup directory from IPS Administration (see below), Global Config menu, and Parameters folder.

Telisca IPS Start-up service backup Quick Num Plan database every day at 23. The backup files are renamed with a postfix including the date (format _YYMMDD). It is possible to define a backup directory from IPS Administration (see below), Global Config menu, and Parameters folder.

The backup are purged after 14 days.

IPS Administration is another URL administration which not used directly by Quick Num Plan. The URL is http://host/IPSCFG/admin, the login must be part of the administrators' group (local or domain).

4.2 Log files

You can request support from telisca by sending a mail to support@telisca.com. Please join a description of the issue and log files. Quick Num Plan logs are available in c:\inetpub\wwwroot\IPSCFG\LOGS