Cisco Implementation Roadmap

Composed items are shaded green

Notes:
1. 4500 active phones lines to be cut over: 1750 users, 2750 utility phones
2. All existing voice services, including E911 and trunking, will be replaced/upgraded.
3. LTS rollout will include process/documentation validation and feedback.
5. Need to target dates for self service portal rollout; Unity voice mail web portal; softphone implementations (dependent on Expressway); attendant console/auto attendant; ACD