

## Telecom Administration

### Description

# Infrastructure Support & Telecom Administration

- ATMECS & Content Team

### Challenges:

- Limited or no documentation
- Migration from Avaya to Cisco
- Integration of the additional departments to the environment
- Limited monitoring capability

### Solution Approach:

- Migration from Avaya telephony system to Cisco
- MACD (Move, add, change and delete)
- Troubleshooting of IP phone registration issues, softphone issues & call routing Issues
- Monitoring call signaling protocols on Voice Gateways like MGCP, SIP
- Troubleshooting media resource issues in transcoder, MOH, conference bridges, IPT voice quality issues between and within locations
- Upgrading, adding licenses and troubleshooting all aspects of CUCM along with intimate usage of the tools CUCM offers (RTMT, DNA)  
Manual CUCM Backup if required.

### ATMECS Contribution:

- Integrated the alternate monitoring tool (RTMT) to keep track of VoIP activity including all the UC application

### Infrastructure Support Telecom Administration

### Category

1. Atmecs-Casestudy

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