



A MITEL
PRODUCT
GUIDE

MiCollab

ACD SIP Softphone Agent Integration Guide

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Contents

1 MiCollab SIP Softphone Agents Integration.....	1
1.1 Overview of ACD Agent.....	1
1.2 Compatibility	1
1.3 User Scenarios	2
2 Adding New ACD SIP Softphone Agents.....	4
2.1 Create Template.....	4
2.2 Create User	7
2.3 Configure User for MiVB and MiCC.....	9
3 Adding an ACD SIP Softphone Agent to Existing Agent	10
3.1 Edit User	10
3.2 Configure ACD Agent Skill Groups in MiVB and MiCC.....	12
4 Migrating an Existing Minet ACD Agent to SIP Softphone	13
4.1 Creating a Template	14
4.2 Migration of User.....	17
4.3 Executing the User Migration Script.....	18
5 References.....	20

MiCollab SIP Softphone Agents Integration

This chapter contains the following sections:

- [Overview of ACD Agent](#)
- [Compatibility](#)
- [User Scenarios](#)

This document describes how to provision and setup the ACD SIP Softphone in MiCollab, MiVB, and MiCC. It includes procedures on how to setup a new agent on MiCC, MiCollab, MiVB, and MBG for the SIP ACD softphone to function. This document also includes details on migrating existing agent using a MiNET phone into a SIP ACD SIP Softphone agent on MiCC, MiCollab, MBG, and MiVB.

1.1 Overview of ACD Agent

The ACD SIP Softphone feature extends Hot Desking capabilities to a SIP softphone. This feature allows the user to inherit Hot Desking features, such as ACD on the SIP softphone. Once the user logs in to a ACD SIP softphone, the MiVoice Business system associates the user's personal phone settings, such as directory number and other settings to the softphone.

Note:

This ACD SIP Softphone feature can be used together with MiCC and MiVB.

1.2 Compatibility

The ACD SIP Softphone feature is compatible with the following product versions:

Products	Supported Releases
MiVoice Business	9.4

Products	Supported Releases
MiCollab	9.5
MiContact Center Business	9.1

Note:

While MiCC-B 9.1 is supported for basic functionality, support of ACD features such as Barge-in(invoke), Whisper Coach(invoke) and Call Recording(stop/start phone-based) and Silent Monitor (invoke) are available when the SIP softphone is integrated with the MiCC-B Web Ignite client at MiCC-B release 9.5 onwards. They are not available natively on the SIP softphone without the Web Ignite integration, except to some limited capacity through use of dial up feature codes.

The ACD SIP Softphone feature is supported only in MiCollab integrated mode.

If the system is in collocated mode, you must convert it to integrated mode. To convert collocated mode into integrated mode, see *MiCollab Administration Guide and MiCollab Server Manager Help*.

You must enable **Flow Through Provisioning**. To enable, see *MiVoice Business System Administration Tool Help*.

1.3 User Scenarios

This solution guide covers the procedures to configure the following user scenarios:

User Scenarios	Possible Conditions
Adding a New ACD Agent	Agent with SIP softphone only
	Agent with SIP softphone and other devices (devices include Desk phone, UC Endpoint, and so on)
Adding New SIP softphone for an existing Agent	Agent having other devices
Migrating an existing ACD Agent to SIP softphone	ACD Agent with one Hot desk device
	ACD Agent with one Hot desk device and MiNET Softphone

User Scenarios	Possible Conditions
	ACD Agent with one Hot desk device and other devices (devices include Desk phone, UC Endpoint, and so on)

Adding New ACD SIP Softphone Agents

2

This chapter contains the following sections:

- [Create Template](#)
- [Create User](#)
- [Configure User for MiVB and MiCC](#)

To add a new ACD SIP Softphone agent, you need to perform the following procedure

Step 1	2.1 Create Template By using Default Template or Custom Template
Step 2	2.2 Create User By using Quick Add, Bulk User Provisioning (BUP), or Active Directory (AD) with Integrated Directory System (IDS) Sync
Step 3	2.3 Configure user for MiVB and MiCC

After you perform these steps, A welcome email is sent to the configured user with the link to download the PC client, they will also receive a deployment email with the steps to deploy the client and register it. The user will need to follow the screen steps to register and login to the client.

To define Agents and Groups, please see *MiVoice Business System Administration Tool Help* and *MiContact Center for Business Installation and Administration Guide*.

2.1 Create Template

The template contains the user information and applies SIP softphone capability for Hot Desking users along with Teleworker service for the user.

The default template “HotDesk SIP Softphone User” includes a Hot Desk SIP Softphone user with a single phone, you can also create a custom template to assign other devices

to a user. The template allows the administrator to create many users with similar configurations.

Note:

SIP ACD device require one of the following standard UCC (V4.0) bundles or a a' la carte / individual license.

- The two UCC license bundles that include a SIP ACD softphone license are:
 - 54006542 UCC(V4.0) Standard User License for Enterprise
 - 54006545 UCC(4.0) Premium User License for Enterprise
- The à la carte / individual license requires the MiCollab Client Software and a softphone license as a basic option, it is however recommended to use the UCC bundles to provide a more complete solution to the customer.

As of MiCollab Release 8.0 and with the introduction of the MiTeam Uplift part number, Premium UCC bundles are no longer available for sale. Existing Premium UCC users (previous releases) will continue to be supported and may purchase the MiTeam service through the subscription renewal part number.

1. Default Template

The default template includes a single Primary Phone that is configured as a SIP ACD Softphone as per Figure 1 below.

Figure 1: Edit User Page

This is a default template. Some fields have been disabled.

Label: HotDesk SIP Softphone User
Description: HotDesk SIP Softphone User with a single phone

User Information

UCC Bundle: UCC Premium User for Enterprise (V4.0)
 Department: <none>
 Location: <none>
 Prompt Language: System Default - English (United States)
 Password: ☐ Same as Primary Phone Extension
☒ Randomly Generate
☐ Use this value
 TUI Passcode: ☐ Same as Primary Phone Extension
☒ Randomly Generate
☐ Use this value
☒ IDS Manageable

Service Information

☒ Include Primary Phone

Service Label: Primary Phone
☐ Private
 Network Element: Local_88
 Secondary Element:
☐ Use DID Service Number as Outgoing DID Number
 CESID:
☒ Hot Desking User
☒ ACD Agent
☒ Enable SIP Softphone for MiCollab for PC client
☐ External Hot Desk License
 Deployment Profile: default
 Preferred Set: No Device
☒ Include Teleworker Service
 Service Level: Full
 Zone ID: 1
 Call Coverage Service Number: 1
 Day: Night 1: Night 2:
 Class Of Service: 1 1 1
 Class Of Restriction: 1 1 1

☐ Include Secondary Phone
☐ Include Other Phone
☐ Include Group
☐ Include Speech Auto Attendant
☒ Include MiCollab Client Service

Feature Profile: UCC (V4.0) Standard
 User Profile: Default User Profile
 Desk phone extension: None
 Soft phone extension: Primary
 Deployment Profile: Do Not Deploy
☐ MiTeam Classic

User Information

For Password and TUI Passcode, the default value is “Randomly Generate”. “Same as Primary Phone Extension” and “Use this value” radio buttons are disabled.

Service Information

- Include Primary Phone: Checked and disabled
 - Hot Desking User: Checked and disabled
 - ACD Agent: Checked and disabled
 - Enable SIP Softphone: Checked and disabled
 - External Hot Desk License: Unchecked and disabled
 - Preferred Set: Default value is “No Device” and disabled
 - Deployment Profile: Default value is “Default”
 - Include Teleworker Service: Checked and disabled
 - Service Level: Default value is “Full” and disabled

- Include Secondary Phone: Disabled
- Include Another Phone: Disabled
- Include Group: Disabled
- Include MiCollab Client Service
 - Feature Profile: Default value is “UCC (V4.0) Standard” and disabled
 - Desk phone extension: Default value is “None”
 - Soft phone extension: Default value is “Primary”
 - Deployment Profile: Default value is “Do Not Deploy”
- Include NuPoint Unified Messaging Voicemail: Disabled
- Include Audio, Web and Video Conferencing: Disabled

2. Custom Template

Creating a copy of one of the default templates or creating a new custom template via the MiCollab Users and Services > User Templates section, allows for a more flexible and a customized deployment option.

This custom template will allow for the addition of services such as more phones or services by changing the UCC Bundle type or Feature Profile.

A SIP ACD Softphone requires all of the follow check boxes enabled to work correctly:

- Hot Desking User
- ACD Agent
- Enable SIP Softphone for MiCollab for PC Client

When you save your custom User Template, MiCollab will automatically create a new User Role that can be used for user creation.

See the MiCollab Administrator’s Guide for further information on creating templates.

2.2 Create User

You can create a SIP ACD User using any of the following methods.

1. Quick Add

From the MiCollab Users and Services User section select Quick Add.

Using the drop-down menu select the appropriate role that contains a SIP ACD Softphone. This will then display the setting available for this user including their directory number.

Once saved the user and all associated services will be created.

Figure 2: Quick Add Page

Edit User - Gandhi, Neha

Save Cancel

User Phones NuPoint Unified Messaging MiCollab Client Audio, Web and Video Conferencing Teleworker

Add New Phone Delete Phone

2234 (on abc)

*Number: 2234

Service Label: Primary Phone

Secondary Element:

DID Service Number: ☐ Use as Outgoing DID

CESID:

☒ Hot Desking User

☒ ACD Agent

☒ Enable SIP Softphone

☐ External Hot Desk License

Deployment Profile: default Status: Un-Deployed

Preferred Set: No Device

Advanced Phone Settings:

Save Cancel

Note:

- By default, **Hot Desking User**, **ACD Agent** and **Enable SIP Softphone** checkboxes will be disabled.
- Check the box, **Enable SIP Softphone**, to enable the functionality for a hot desking user. When you enable this functionality, MiCollab Client Service assigns the phone type as SOFTPHONE and Device Type as 76.
- The Enable SIP Softphone for MiCollab for PC Client setting is supported for MiCollab for PC Client only.
- By default, **Preferred Set** value is set to **No Device** and is disabled, and **Deployment Profile** value is **Default**. You can change the Deployment Profile value and set as **Configured** on the Client Deployment side.
- The Teleworker service for the user will be enabled/disabled based on the template configuration.

2. Add

From the MiCollab Users and Services User section select the Add button to manually create the user and associated devices.

This is a more involved process, as it doesn't depend on a previously configured Role/Template, but it does allow the flexibility should you need to create a unique configuration for the user.

As with the Quick Add method, once you select the Add button you will first need to complete the user and authentication details. Once you select save, MiCollab will create the user and present multiple tabs with the various service options.

To complete the SIP ACD softphone setting go to the Phones tab and select Add New Phone button.

This will display the Phones tab that needs to be configured as a SIP ACD softphone as per Figure 3 Add SIP ACD Softphone.

3. Bulk User Provisioning (BUP) & IDS

Users can also be created from Bulk User Provisioning or IDS (Active Directory) sync. When the appropriate role is selected, the user with same configuration as stated above will be created for the users.

2.3 Configure User for MiVB and MiCC

After creating template and users, you must configure the users to MiVB and MiCC.

Note:

Usually, the users will be created automatically in the MiVB if the Micollab and the MiVB have flow through provisioning. But, in the case of MiCC, the users are required to be created manually again though they are existing users of MiVB and MiCC.

1. Configure newly added users to Agent Group in flow through and users on MiVB in non-flow through environment. For details on this configuration, see **System Applications > Automatic Call Distribution > ACD > Programming** section in the *MiVoice Business System Administration Tool Help*.
2. Configure user on MiCC. For details on this configuration refer to *MiContact Center Business Installation and Administration Guide*, **Adding ACD Hot Desking Agents** section.

Adding an ACD SIP Softphone Agent to Existing Agent

3

This chapter contains the following sections:

- [Edit User](#)
- [Configure ACD Agent Skill Groups in MiVB and MiCC](#)

To add a new ACD SIP Softphone capabilities to an existing user, you need to perform the following procedure

Step 1	3.1 Edit User Edit existing user and an ACD SIP Softphone
Step 2	3.2 Configure ACD GROUP in MiVB and MiCC

After you perform these steps, a welcome email is sent to user with the link to download the PC client and a deployment email is sent to the user with the steps to deploy the client and register it. Please follow the screen steps to register and login to the client.

To define Agents and Groups, please see *MiVoice Business System Administration Tool Help* and *MiContact Center for Business Installation and Administration Guide*.

3.1 Edit User

To add a Hot Desk ACD SIP softphone agent, go to **Phones > Hot Desking user**.

Figure 3: Edit Page without Deployment Field Enabled

Edit User - user, createe

Save Cancel

User Phones NuPoint Unified Messaging MiCollab Client Audio, Web and Video Conferencing Teleworker

New Phone

Service Label: Desk Phone

*Phone Type: Mitel PBX Phone

*Network Element: abc

Secondary Element:

*Number: 6789

DID Service Number:

CESID:

☐ Use as Outgoing DID

☒ Hot Desking User

*Device Type: 5320 IP

MAC Address:

Service Level: Full

Zone ID: 1

Call Coverage Service Number: 1

Day Night 1 Night 2

*Class Of Service: 1 1 1

*Class Of Restriction: 1 1 1

Save Cancel

1. Select the **Hot Desking User**, **ACD Agent**, and **Enable SIP Softphone** checkboxes separately.
2. The **Deployment Profile** field will appear with default value and the **Preferred Set** field will appear with default value **"No Device"**. Both these fields will be disabled.

Figure 4: Edit Page with Deployment Field Enabled

Edit User - user, createe

Save Cancel

User Phones NuPoint Unified Messaging MiCollab Client Audio, Web and Video Conferencing Teleworker

New Phone

Service Label: Desk Phone

*Phone Type: Mitel PBX Phone

*Network Element: abc

Secondary Element:

*Number: 6789

DID Service Number:

CESID:

☒ Hot Desking User

☒ ACD Agent

☒ Enable SIP Softphone

☐ External Hot Desk License

Deployment Profile: default

Preferred Set: No Device

Service Level: Full

Zone ID: 1

Call Coverage Service Number: 1

Day Night 1 Night 2

*Class Of Service: 1 1 1

*Class Of Restriction: 1 1 1

Save Cancel

3. You can deploy the phone as per deployment profile.
4. If the Teleworker service is required for the phone, you must create it from the Teleworker tab.

After you create the phone, the following fields will be disabled:

- Hot Desking user
- ACD Agent
- Enable SIP Softphone
- External Hot Desk License
- Preferred Set

3.2 Configure ACD Agent Skill Groups in MiVB and MiCC

After editing the user and adding ACD SIP Softphone, you must configure ACD Agent Skill Groups in MiVB and MiCC.

1. For details on this configuration for MiVB, see **System Applications > Automatic Call Distribution > ACD > Programming** section in the *MiVoice Business System Administration Tool Help*

Note:

If adding the user to the ACD Agent Skill Groups is done in the MiVB, you must run a manual synchronization from the MiCC to sync the data.

2. For details on this configuration for MiCC, see *MiContact Center Business Installation and Administration Guide*, **Adding ACD Hot Desking Agents** section.

Note:

If adding the user to the ACD Agent Skill Groups is done in the MiCC, it will automatically sync the data in the MiVB.

Migrating an Existing Minet ACD Agent to SIP Softphone

4

This chapter contains the following sections:

- [Creating a Template](#)
- [Migration of User](#)
- [Executing the User Migration Script](#)

MINET ACD phones are no longer supported and hence they get converted or migrated to SIP Softphones. This change of template from MiNET to SIP, will convert all users in the CSV to the new role. With this the services of the users will also change based on the new role.

To migrate an existing MiCollab user with the MiNET ACD Phone to the new ACD SIP Softphone perform the following steps.

Step 1	4.1 Creating A Template Add a new template if the default Hot Desk SIP Softphone User template does not have the detail you require.
Step 2	4.2 Migration of User Remove the Desk Phone and/or MiNET softphone from MiCollab Client Service tab. This will delete phones from UCA DB.
Step 3	4.3 MiCollab SIP Softphone Agents Integration Create a .CSV file with the details of the user that must be migrated.

After you perform these steps, a welcome email is sent to the user with the link to download the MiCollab PC client application and a deployment email is sent to the user. Follow the steps in the email to register the client and login the MiCollab user.

4.1 Creating a Template

The template contains the user information and applies the SIP softphone capability for Hot Desking users along with Teleworker service to the user.

You can migrate a user using the default template (Hot Desk SIP Softphone User) or you can create a custom template if the default template does not have all the information you require.

The custom template should be similar to the user's existing template except that the phone that is being migrated to the ACD SIP softphone will have Enable SIP Softphone option enabled.

Note:

The user service will migrate as per the new template and previous services will be removed from the user's account.

To use the SIP ACD Hot Desk Softphone in the template:

1. Click on the **Copy** button to copy the existing template and select the **Enable SIP Softphone** and **Include Teleworker Service** checkboxes, if required.

Note:

- Copying the existing user template will copy even the selected service features of that template.
- Under the **Service Information > Include Primary Phone > Device Type**, make sure to select the **Include Teleworker Service** checkbox.

Figure 5: Displays the existing Template

User Template - HotDesk SIP Softphone User

Label:

Description:

User Information

UCC Bundle:

Department:

Location:

Prompt Language:

Password: ☐ Same as Primary Phone Extension
☒ Randomly Generate
☐ Use this value

TUI Passcode: ☐ Same as Primary Phone Extension
☒ Randomly Generate
☐ Use this value

☒ IDS Manageable

Service Information

☒ Include Primary Phone

Service Label:

☐ Private

Network Element:

Secondary Element:

☐ Use DID Service Number as Outgoing DID Number

CESID:

☒ Hot Desking User
☒ ACD Agent
☒ Enable SIP Softphone for MiCollab for PC client
☐ External Hot Desk License

Deployment Profile:

Preferred Set:

☒ Include Teleworker Service

Service Level:

Zone ID:

Call Coverage Service Number:

	Day	Night 1	Night 2
Class Of Service:	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>
Class Of Restriction:	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>

☐ Include Secondary Phone
☐ Include Other Phone
☐ Include Group
☐ Include Speech Auto Attendant
☒ Include MiCollab Client Service

Feature Profile:

User Profile:

Desk phone extension:

Soft phone extension:

Deployment Profile:

☐ MiTeam Classic

Select **SIP Softphone ACD** for the type in the **Softphone extension** dropdown.

Note:

- Ensure to select the **Enable SIP Softphone** checkbox for MiCollab for PC Client, as the user will not be able to use the SIP SoftPhone unless this is enabled.
- If the Other Phone is used, then ensure to select the **Derive DN** checkbox in the template.

Figure 6: New Template

User Template - HotDesk SIP Softphone User

Label:

Description: Copy of HotDesk SIP Softphone User with a sing

User Information

UCC Bundle: UCC Premium User for Enterprise (V4.0)

Department: <none>

Location: <none>

Prompt Language: System Default - English (United States)

Password: ☐ Same as Primary Phone Extension
☒ Randomly Generate
☐ Use this value

TUI Passcode: ☐ Same as Primary Phone Extension
☒ Randomly Generate
☐ Use this value

☒ IDS Manageable

Service Information

☒ Include Primary Phone

Service Label: Primary Phone

☐ Private

Network Element: Local_88

Secondary Element:

☐ Use DID Service Number as Outgoing DID Number

CESID:

☒ Hot Desking User
☒ ACD Agent
☒ Enable SIP Softphone for MiCollab for PC client
☐ External Hot Desk License

Deployment Profile: default

Preferred Set: No Device

☒ Include Teleworker Service

Service Level: Full

Zone ID: 1

Call Coverage Service Number: 1

	Day	Night 1	Night 2
Class Of Service:	1	1	1
Class Of Restriction:	1	1	1

☐ Include Secondary Phone
☐ Include Other Phone
☐ Include Group
☐ Include Speech Auto Attendant
☒ Include MiCollab Client Service

Feature Profile: UCC (V4.0) Standard

User Profile: Default User Profile

Desk phone extension: None

Soft phone extension: Primary

Deployment Profile: Do Not Deploy

2. Click **Save**. It automatically creates a new role with the same name.

Note:

You can confirm the changes from Users and Services > User Roles tab, this role name will be used for migrating the users.

4.2 Migration of User

1. Navigate to the user that need to be migrated from User and Services.
2. Under the MiCollab Client tab, set the **Soft phone extension** and **Desk phone extension** fields to 'None', click **Save**.

CAUTION:

This will delete all the user's details from UCA DB and clear the phone settings in MiCollab Client.

The screenshot shows the 'MiCollab Client' configuration window for a 'Hot desk' user. The window has a title bar with 'Save', 'Cancel', and 'Connect to MiVB System Tool' buttons. Below the title bar is a tabbed interface with tabs for 'User', 'Phones', 'NuPoint Unified Messaging', 'MiCollab Client' (which is selected), 'Audio, Web and Video Conferencing', and 'Teleworker'. The 'MiCollab Client' tab contains the following settings:

- MiCollab Client for Hot desk** (Section Header)
- Feature Profile:** UCC (V4.0) Standard (Dropdown)
- User Profile:** Default User Profile (Dropdown)
- Desk phone extension:** None (Dropdown)
- Soft phone extension:** None (Dropdown)
- Mailbox number:** None (Dropdown) **Number:** [Empty Text Field]
- Deployment Profile:** Do Not Deploy (Dropdown)
- ☐ MiTeam Meetings
- ☐ MiTeam Classic

At the bottom of the window are 'Save' and 'Cancel' buttons.

3. Execute the script on the MiCollab as follows, see section 8.3 for more details.

After the migration is complete, a success message appears. If not, an error message indicating the reason for the migration failure appears.

Note:

When migrating users, there should not be any special characters in the new role name.

4.3 Executing the User Migration Script

When you execute the migration script, the user's role automatically changes to the newly created template. MiNET Hot Desk will change to SIP Hot Desk phone.

Note:

If the phone is in a call, this action will fail. Please check if all the users are migrated successfully.

Limitation: The administrator needs to update the password associated with the user(s) in MiCollab (USP) if the user(s) was created via MiVB. Deploying the user without doing so, will cause the MiCollab Client login to fail

1. Navigate to the user that need to be migrated from USP.

The screenshot shows a web-based configuration interface for the MiCollab Client. At the top, there are buttons for 'Save', 'Cancel', and 'Connect to MiVB System Tool'. Below these are several tabs: 'User', 'Phones', 'NuPoint Unified Messaging', 'MiCollab Client' (which is currently selected), 'Audio, Web and Video Conferencing', and 'Teleworker'. The main content area is titled 'MiCollab Client for Hot desk' and contains several configuration options:

- Feature Profile:** A dropdown menu set to 'UCC (V4.0) Standard'.
- User Profile:** A dropdown menu set to 'Default User Profile'.
- Desk phone extension:** A dropdown menu set to 'None'.
- Soft phone extension:** A dropdown menu set to 'None'.
- Mailbox number:** A dropdown menu set to 'None', followed by a 'Number:' label and an empty text input field.
- Deployment Profile:** A dropdown menu set to 'Do Not Deploy'.
- Below the deployment profile, there are two unchecked checkboxes: 'MiTeam Meetings' and 'MiTeam Classic'.

2. Run the script that is available at `/usr/mas/bin/migrateusers.py` on MiCollab as follows:

- a. Create a .CSV file with the details of all users that must be migrated.

Note:

The mandatory fields in .CSV file are Role Name and Primary Phone. If the user has multiple phones, then provide the Secondary and Other Phone details.

The format of .CSV file is as follows:

First Name	Last Name	Role Name	Primary Phone	Secondary Phone	Other Phone
------------	-----------	-----------	---------------	-----------------	-------------

Microsoft Excel can be used to create this file. An example copy of .csv file can be found at: ***/usr/mas/bin/***. The file should be saved as **UserData.csv**

- b.** Copy UserData.csv file on MiCollab in /tmp folder
- c.** Open a putty session to MiCollab and run the following command: ***“/usr/mas/bin/migrateusers.py”***

A message notifies successful completion of the migration. If the migration fails, an error message appears, indicating the reason for the failure.

To know details of errors, see the UserHavingError.csv file *at /tmp/UserHavingError.csv*.

- MiCollab Server Manager Help
- MiCollab Installation and Maintenance Guide
- MiCollab Administrator Guide
- MiVoice Business System Administration Tool Help
- MiContact Center – MiVoice Business User Guide
- MiContact Center – MiVoice Business Installation and Administration Guide

