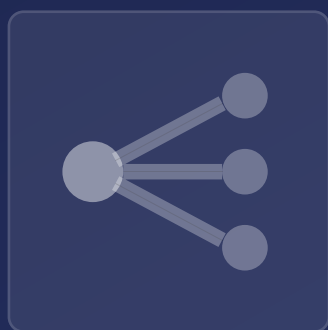
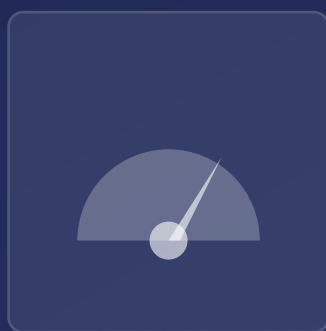


The 10 Reports Behind a Clean CUCM Migration

See what's live, right-size the move, and prove the cutover worked.

A Variphy whitepaper for UC engineers, architects, and the teams running a CUCM-to-cloud migration.



You've already decided to migrate. Are you doing it the right way?

You're moving off Cisco Unified Communications Manager. You may be planning the first wave, working through coexistence, or wrapping up and optimizing what you landed on. You need the migration to go cleanly.

Moving on-premises telephony to the cloud brings three challenges: **controlling cost, keeping visibility into your call data**, and **making sure users actually adopt the new platform**. The way through all three is data you already own. Your CUCM holds a record of what's really being used, how busy it is, and how it's configured.

The ten reports in this whitepaper helps users gain visibility into capacity trends and granular usage by DID, phone model, number, and user, so you can retire what you don't need, size the new platform correctly, and confirm the move worked.

BEFORE CUTOVER

Assess what's live and plan the move.

DURING MIGRATION

Move in waves and keep both platforms visible.

AFTER CUTOVER

Validate performance and stay compliant.

CONTENTS

Before Cutover: Assess and Plan the Move

- 1 Dormant Phones (Physical and Soft)
- 2 Underutilized Users
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During Migration: Keep Both Worlds Visible

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More

Do It Faster: Colleen AI Assistant

Proof: Reporting in Real Migrations

The Migration Reporting Checklist · About Variphy

1 Dormant Phones (Physical and Soft)

Don't migrate or license the dead weight.

SHOWS

Every phone device, hard or soft, with no call activity over the period you choose. This is one of the first reports run, because environments that have changed hands over the years may have accumulated endpoints nobody uses.

USE IT TO

Cut ghost phones from the migration plan so you don't pay to re-provision or license them in the cloud.



V.MIGRATION - Dormant Phones Physical and Soft Phones

Description	All phone devices with no call usage over time period
Date/Time Range	Jan 01, 2026 12:00:00 AM CST - Apr 25, 2026 11:34:18 AM CDT
Cluster	Mexico City

Originating or Terminating Device Name Summary

Originating or Terminating Device Name	Description	Device Pool	Total Call Count
BOT_BLAKE	Blake's Cell Phone	Main	0
IPCOMMMAIN	IP Communicator Main	Main	0
SEP00090FFE0001	Auto 21180	Main	0
SEP0041D2923727	MARKET8	Corolla Rentals	0
SEP0041D2F80AD0	CORENTL1 Rentals super	Corolla Rentals	0
SEP0041D2F8147A	HOSL2 Katie W	Homeowner Services	0
SEP0041D2F8AA2A	CORENT-L2-Legal Pam M	Corolla Rentals	0

Sample: Every device with zero call activity, by device pool.

2 Underutilized Users

Decide which of the survivors make the trip.

SHOWS

Users and devices with very low activity over a year, such as hallway phones, lunchroom phones, server-room extensions, and fax lines that placed a handful of faxes. Set the maximum call-count threshold to define “underutilized” for your environment.

USE IT TO

Move low-use users to softphones or common-area licenses instead of full seats, and question whether that phone in the server room needs to migrate at all.



V.MIGRATION - Underutilized Users*

Description	End Users with no call usage over time period. Must set Maximum Primary Grouping Total Call Count to identify your underutilized threshold.
Date/Time Range	Jan 01, 2026 12:00:00 AM CST - Apr 25, 2026 11:50:27 AM CDT
Cluster	Mexico City

Originating, Dialed or Terminating CUCM End User ID Summary

Originating, Dialed or Terminating CUCM End User ID	Department	Total Call Count	Originating Call Count	Dialed Call Count	Terminating Call Count	Total Call Duration	Total Average Call Duration
MASON, CONNIE (CMASON)	Duck Sales	10	8	0	2	00:03:31	00:00:21
BTONKINSON		9	2	0	7	00:23:18	00:02:35
GIBBS, RUTH (RGIBBS)	Home Services	9	6	0	3	00:54:49	00:06:05
TLEAR		9	3	0	6	01:36:10	00:10:41
CTWIDDY		7	7	0	0	00:08:46	00:01:15
JMALARNEY		7	7	0	0	00:33:51	00:04:50
MERRELL, PAM (PMERRELL)	Administration	7	3	0	4	00:04:21	00:00:37
RADTKE, BILLY (BRADTKE)	Maintenance	6	6	0	0	00:09:11	00:01:32
ROBERTS, DAVE (DROBERTS)	Operations	6	4	0	2	00:12:14	00:02:02

Sample: End users ranked by total call count against your “underutilized” threshold.

3 IP Phone Serial Number

An unwelcome surprise is a phone that physically can't make the trip.

SHOWS

Model, serial number, firmware, and hardware revision for every Cisco IP phone, pulled from the phones themselves since the hardware revision isn't stored in CUCM. Only certain revisions convert to the MPP firmware cloud calling requires.

USE IT TO

Sort the fleet into reuse versus replace and budget the hardware months ahead, then cross-check against the dormant and underutilized lists so you don't replace a phone you should retire.

V.MIGRATION - IP Phone Serial Number

Description	As-built inventory of model, serial number, firmware, and hardware revision for every phone
Generated	Jul 21, 2026 9:00:00 AM PDT

IP Phone Inventory

Phone	Model	Device Pool	Extension	Firmware Version	Serial Number
SEPE8B748EE3575	CP-8945	Denver	1004	SIP 9-4-2SR3-1	SEPE8B748EE3575
SEP00137F163C00	CP-7960G	Denver	1000	8.1(SR.2)	SEP00137F163C00
SEPD0D0FD711A65	CP-6921	Granite_Bay	1005	SCCP 9.4.1.3.SR3	SEPD0D0FD711A65
SEP3037A616CD2D	CP-8961	Denver	1015	sip8961.9-4-2SR4-1	SEP3037A616CD2D
SEPF866F298F03B	CP-6941	Granite_Bay	1011	SCCP 9.4.1.3.SR3	SEPF866F298F03B
SEP001F9E2598E0	CP-7941G	Denver	7941	*SCCP41.9-4-2SR3-1S*	SEP001F9E2598E0
SEP00077D64F8CF	CP-6945	Denver	1009	SCCP 9-4-1-3SR3	SEP00077D64F8CF
SEP001FCAE9CF68	CP-7975G	Denver	1006	*SCCP75.9-4-2SR4-3S*	SEP001FCAE9CF68
SEP24B657B19048	CP-9971	Denver	1014	sip9971.9-4-2SR4-1	SEP24B657B19048
SEPF866F29895F6	CP-6961	Granite_Bay	1008	SCCP 9.4.1.3.SR3	SEPF866F29895F6
SEP00077DDFBFEF	CP-8941	Denver	1251112	SCCP 9-4-2SR3-1	SEP00077DDFBFEF
SEPB000B4BAF0D8	CP-8851	Denver	1003	sip88xx.12-8-1-0001-455	SEPB000B4BAF0D8

Sample: The IP Phone Serial Number as-built report — model, firmware, serial, and hardware revision per device, also available as a full XLS export.

4 Capacity Utilization – PRI

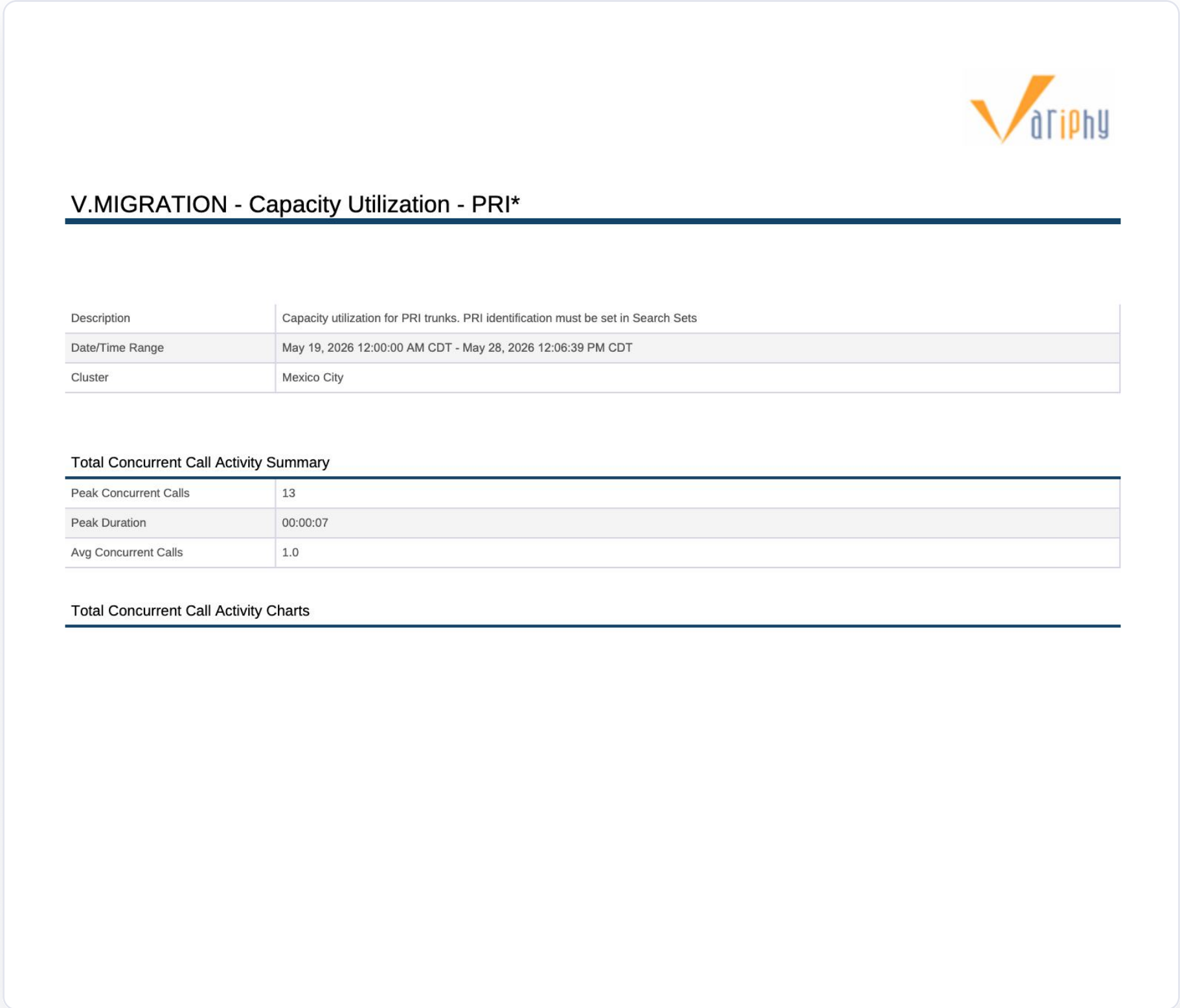
Size cloud PSTN capacity to your real peak, not your circuit count.

SHOWS

Concurrent-call activity across your PRI trunks — peak concurrent calls, average concurrency, and how long you actually sat at each level over the window you choose. Most environments discover they are carrying far fewer simultaneous calls than the channels they pay for.

USE IT TO

Right-size cloud PSTN sessions instead of buying one-for-one against your existing PRI channels, and keep enough headroom that peak-hour calls aren’t blocked.



Sample: PRI capacity utilization — peak and average concurrent calls with time-at-level detail.

5 Capacity Utilization – SIP Gateways

Do the same math on the trunks you’re consolidating.

SHOWS

Call-stream capacity, average and peak utilization, and total calls per SIP trunk or CUBE. In the sample below, 226 streams are provisioned across eight trunks; the busiest peaks at 24 of 30 while a standby carrier trunk never gets past 2 of 23.

USE IT TO

Decide which trunks and carriers survive consolidation, and how many sessions the new platform actually needs on day one.

V.MIGRATION - Capacity Utilization SIP Gateways

Description	Capacity utilization search by SIP trunk				
Date/Time Range	Jan 01, 2026 12:00:00 AM CST - Apr 25, 2026 11:38:37 AM CDT				
Cluster	Headquarters				
Originating or Terminating Device Name Concurrent Call Activity Summary					
Originating or Terminating Device Name	Call Stream Capacity	Average Call Stream Utilization	Peak Call Stream Utilization	Peak Utilization Time Duration	Total Calls
SIP_TRUNK_CONTACT_CENTER (SIP TRUNKS)	30	0.31 (1.03%)	24 (80.00%)	00:06:35	22,150
SIP_TRUNK_CARRIER_A_EAST (SIP TRUNKS)	46	0.24 (0.52%)	21 (45.65%)	00:02:14	18,442
SIP_TRUNK_CARRIER_A_WEST (SIP TRUNKS)	46	0.18 (0.39%)	17 (36.96%)	00:00:47	13,908
SIP_TRUNK_CUBE_PRIMARY (SIP TRUNKS)	23	0.1 (0.43%)	13 (56.52%)	00:00:11	9,990
SIP_TRUNK_SITE_MONTERREY (SIP TRUNKS)	12	0.05 (0.42%)	6 (50.00%)	00:01:03	3,271
SIP_TRUNK_CUBE_DATACENTER (SIP TRUNKS)	23	0.02 (0.09%)	5 (21.74%)	00:04:28	1,397
SIP_TRUNK_CUBE_DR (SIP TRUNKS)	23	0.01 (0.04%)	3 (13.04%)	00:01:52	604
SIP_TRUNK_CARRIER_B_BACKUP (SIP TRUNKS)	23	0.0 (0.00%)	2 (8.70%)	00:00:09	216

Sample: Per-SIP-trunk provisioned capacity versus real peak call-stream utilization.

6 Hunt Plan Report

Rebuild the groups that carry your business from the real configuration.

SHOWS

Every hunt pilot with its route filter, hunt list, line groups, and the directory numbers and partitions behind them — the as-built structure of the call routing your business depends on, straight out of CUCM.

USE IT TO

Map each hunt pilot to its cloud equivalent — a Webex or Teams call queue, a hunt group, or a contact center — and confirm nothing was quietly left behind after cutover.

Hunt Plan				
Hunt Pilot	Route Filter	Hunt List	Line Groups	
2100 (PT-Directory-Numbers)	- None -	HL_Support	LG_Support_Tier1	2101 (PT-Directory-Numbers)
				2102 (PT-Directory-Numbers)
				2103 (PT-Directory-Numbers)
				2104 (PT-Directory-Numbers)
2200 (PT-Directory-Numbers)	- None -	HL_Sales	LG_Sales	2201 (PT-Directory-Numbers)
				2202 (PT-Directory-Numbers)
				2203 (PT-Directory-Numbers)
				2204 (PT-Directory-Numbers)
2300 (- None -)	- None -	HL_FrontDesk	LG_Operators	2301 (PT-Directory-Numbers)
				2302 (PT-Directory-Numbers)
2400 (PT-Directory-Numbers)	- None -	HL_Billing	LG_Billing	2401 (PT-Directory-Numbers)
				2402 (PT-Directory-Numbers)
				2403 (PT-Directory-Numbers)
2500 (PT-Directory-Numbers)	- None -	HL_Dispatch	LG_Dispatch	2501 (PT-Directory-Numbers)
				2502 (PT-Directory-Numbers)
				2503 (PT-Directory-Numbers)
				2504 (PT-Directory-Numbers)
				2505 (PT-Directory-Numbers)
8005551212 (DID-Numbers)	- None -	HL_Support	LG_Support_Tier2	2105 (PT-Directory-Numbers)
				2106 (PT-Directory-Numbers)
				2107 (PT-Directory-Numbers)

Sample: Hunt pilots with their hunt lists, line groups, and member directory numbers.

7 Auto Attendant Usage

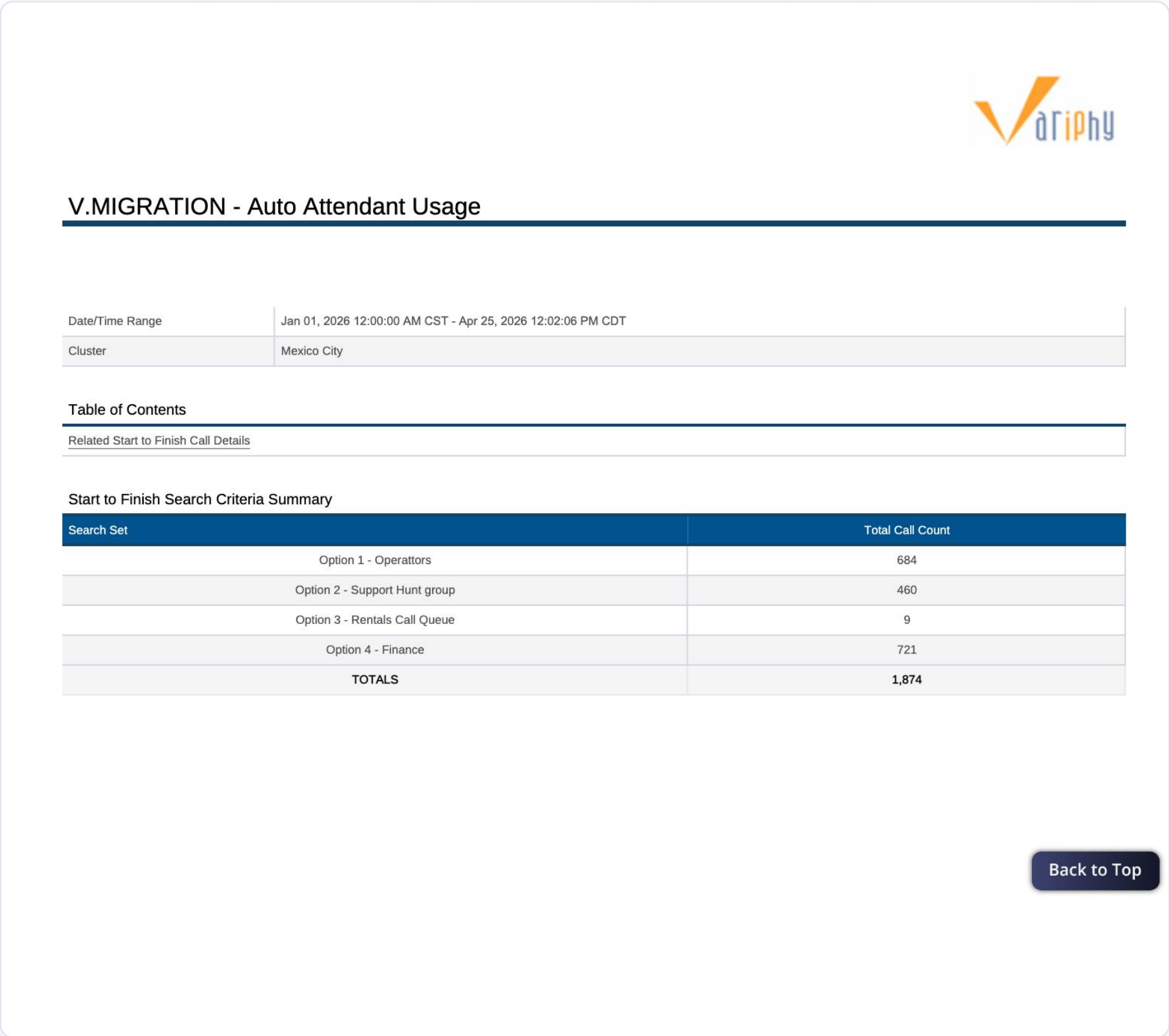
Migrate the menu you use, not the one you inherited.

SHOWS

Total call count per auto-attendant option over the period you choose, so you can see which menu choices carry traffic and which have been dead since a reorg or a pandemic-era change nobody cleaned up.

USE IT TO

Streamline and re-order menus before you rebuild them in the cloud, so callers reach the right place instead of the first option that sounds close.



Sample: Total call count per auto-attendant option — the menu’s real traffic pattern.

8 Route Plan Report

Reproduce the dial plan or retire it on purpose.

SHOWS

Patterns, route filters, route lists, route groups, and partitions as they exist in CUCM today — including E911, the 9.@ pattern, and the SIP trunk each pattern points at.

USE IT TO

Rebuild dialing behavior on the new platform without guesswork, and use the as-built snapshot to answer “how was this set up before?” long after the cluster is powered off.

Route Plan Report				
Summary				
Cluster:	Headquarters			
Server:	10.20.30.45			
Version:	12.5.1.13900(152)			
Date:	Tue Apr 30, 2026 2:39 AM CDT			
Route Plan				
Pattern	Route Filter	Route List/Device	Route Groups	
911 (E911)	- None -	RL_E911	RG_E911_Local	SIP_TRUNK_CUBE_PRIMARY
9.911 (E911)	- None -	RL_E911	RG_E911_Local	SIP_TRUNK_CUBE_PRIMARY
0 (PT-Directory-Numbers)	- None -	RL_Operator	RG_Operator	
9.[2-9]XXXXXX (PT-Directory-Numbers)	LOCAL	RL_Local	RG_Carrier_A_East	SIP_TRUNK_CARRIER_A_EAST
9.1[2-9]XX[2-9]XXXXXX (PT-Directory-Numbers)	LONGDISTANCE	RL_LongDistance	RG_Carrier_A_East	RG_Carrier_A_West
9.1800XXXXXXX (PT-Directory-Numbers)	TOLLFREE	RL_TollFree	RG_Carrier_A_East	
9.011! (PT-Directory-Numbers)	INTERNATIONAL	RL_International	RG_Carrier_B	SIP_TRUNK_CARRIER_B_BACKUP
9.011!# (PT-Directory-Numbers)	INTERNATIONAL	RL_International	RG_Carrier_B	SIP_TRUNK_CARRIER_B_BACKUP
9.1900XXXXXXX (PT-Directory-Numbers)	- None -	- Block This Pattern -		
9.1[2-9]XX[2-9]XXXXXX (PT-Mobility)	LONGDISTANCE	RL_LongDistance	RG_Carrier_A_West	
2XXX (PT-Directory-Numbers)	- None -			
7XXX (PT-Conference)	- None -	RL_Conference	RG_Conference	
8XXX (PT-Intersite)	- None -	RL_Intersite	RG_Intersite_ICT	ICT_MONTERREY
1251XXX (PT-Directory-Numbers)	- None -	CUC_RL	CUC_RG	CUC_SIP_TRUNK (Port: All ports)

Sample: The as-built route plan — patterns with their route filters, route lists, route groups, and target trunks.

9 IP Phone Registration

Watch phones leave CUCM live, wave by wave.

SHOWS

Which phones are registered, unregistered, or changed state, including a device that registered, made a couple of calls, and dropped off since. Real-time thresholds flag problems as they happen.

USE IT TO

Confirm what’s actually in service before and during each wave, and catch a stalled cutover on a dashboard instead of in a help-desk ticket.

V.MIGRATION - IP Phone Registration

Status Summary

Status	Phone Count
Registered	15
Unknown	58

Registered Devices

Phone	Type	Description	Device Pool	Extension	IP Address	S
ipcmsikes	Cisco IP Communicator	IPC Matt Sikes	Wisconsin	1251107	10.20.30.201	F
ipcvvrba	Cisco IP Communicator	IPC Victor Vrba	Wisconsin	1251108	10.20.30.202	F
SEP00077DDFBFEF	Cisco 8941	8941 Phone	Denver	1251112	10.20.31.224	F
SEPB000B4BAF0D8	Cisco 8851	Bat Signal	Denver	1003	10.20.31.236	F
SEP001FCAE9CF68	Cisco 7975	7975 Phone	Denver	1006	10.20.31.219	F
SEP001F9E2598E0	Cisco 7941	7941 TLS Test	Denver	7941	10.20.31.216	F
SEPF866F29895F6	Cisco 6961	6961 Phone	Granite_Bay	1008	10.20.31.222	F
SEPF866F298F03B	Cisco 6941	6941 Phone	Granite_Bay	1011	10.20.31.212	F
SEP00137F163C00	Cisco 7960	7960 Phone	Denver	1000	10.20.31.201	F
SEP24B657B19048	Cisco 9971	9971 Phone	Denver	1014	10.20.31.220	F
SEPD0D0FD711A65	Cisco 6921	6921 Phone	Granite_Bay	1005	10.20.31.205	F
SEP00077D64F8CF	Cisco 6945	6945 Phone	Denver	1009	10.20.31.218	F

Sample: The IP Phone Registration report — status summary plus per-device registration state and timestamp, also available as a full XLS export.

10 Total Volume Report

Prove the new platform carries the same traffic the old one did.

SHOWS

Total and average call volume for a period. Run it on CUCM before the move to set the benchmark, then run the equivalent report on Webex Calling, Teams Phone, or Zoom Phone afterward. Volumes should look about the same; a big gap means something is misrouted or unreported.

USE IT TO

Establish the pre-migration baseline, then confirm consistent or improved performance on the new platform rather than hoping it worked.



V.MIGRATION - Total Volume Report

Description	This report provides a list of total row counts for the run period.
Date/Time Range	Jan 01, 2026 12:00:00 AM CST - Apr 25, 2026 11:49:49 AM CDT
Cluster	Mexico City

Total Call Scenario Volume (Per Date Central Daylight Time)

Call Scenario	Call Count	% Of Total	Avg Count Per Date	Avg % Per Date	Low Per Date	High Per Date	Total Duration	Avg Total Duration Per Date	Avg Call Duration
Total Calls	23,719	--	204.47	--	0	2,833	380:10:37	03:16:39	00:00:58

Sample: CUCM total volume by scenario and direction — the pre-migration benchmark, re-run post-cutover.

Need even deeper visibility into your migration? A full Variphy migration assessment goes further, adding department and device-pool utilization, translation patterns, user-controlled devices, end users, Unity call handlers and distribution lists, international calling, abnormal call termination, and side-by-side Webex Calling, Teams Phone, and Zoom Phone reporting.

DO IT FASTER

Colleen AI Assistant

During a migration you'll run the same reports again and again, across two platforms, often against a deadline. Colleen AI Assistant, Variphy's natural-language interface, is built for that pressure. You describe what you need and Colleen builds the widget, dashboard, report, or answer, working against your full Variphy dataset.

The assessment questions in this paper become sentences:

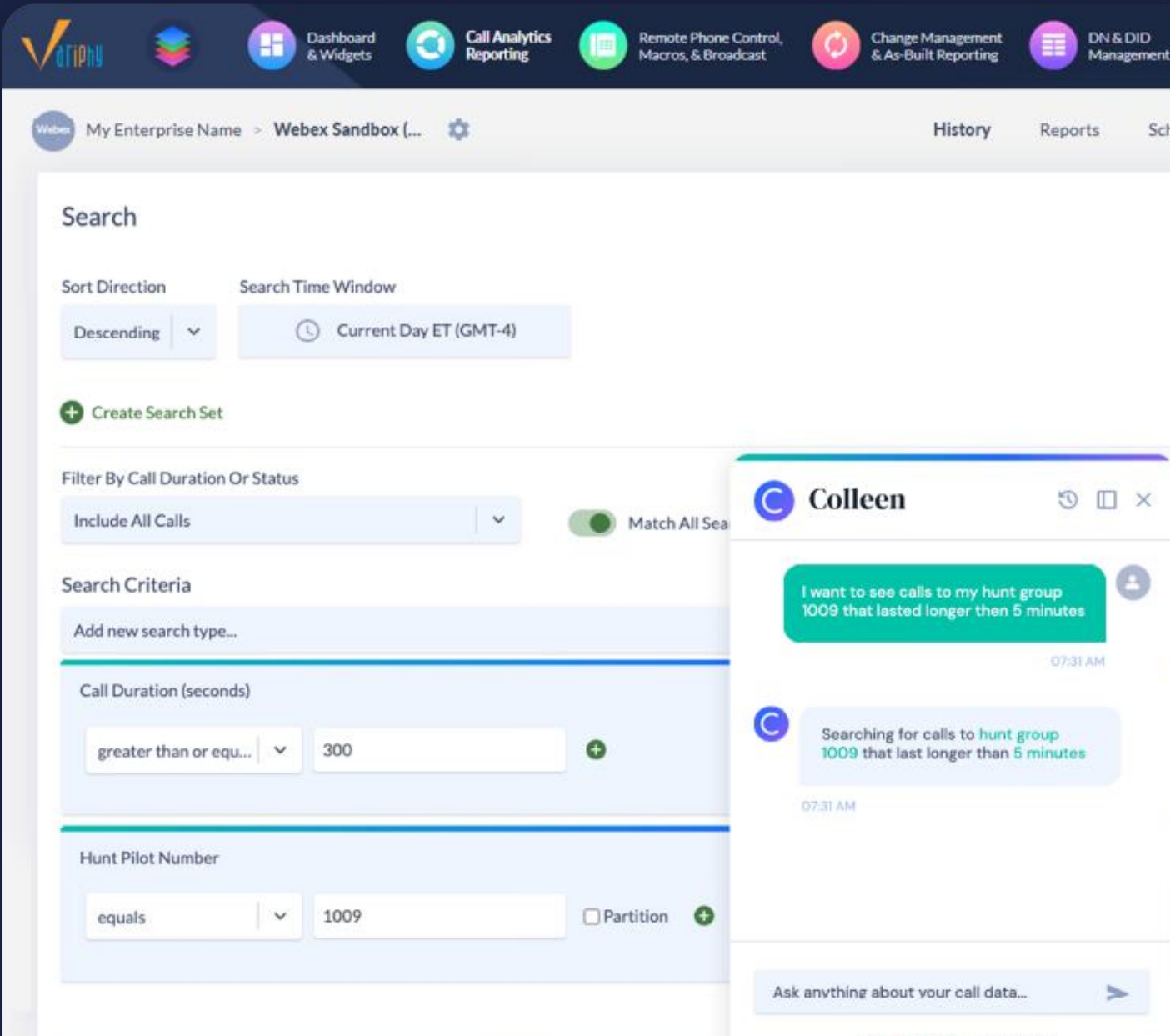
"Show me dormant physical phones with no activity in ninety days."

"What was our concurrent-call peak last month by site?"

"Compare total call volume on CUCM versus Webex Calling this week."

It lowers the barrier when a migration pulls in people who don't live in the reporting tool every day, and it turns before-and-after validation into asking the same question twice. For MSPs and multi-site programs running many migrations at once, that speed adds up quickly.

Meet Colleen >



Reporting in real migrations



CUCM → Webex Calling · +1,000 users

A financial cooperative that relied on Variphy for CUCM reporting for years. When it migrated to Webex Calling, it tried another analytics tool, found the data wasn't as detailed, and came back to Variphy as soon as a Webex Calling solution was available. Its administrators could again generate ad-hoc reports and troubleshoot calls to verify functionality.

“

It was a great relief for our organization to be able to continue using the same reporting solution we had liked when we were in our old environment.



RingCentral → Zoom Phone · ~50 users

Western Steel has served the industrial market around Colorado Springs for more than a century. When the company moved its calling to Zoom Phone after a stint on RingCentral, the transition went smoothly, but the team soon needed reporting and dashboards the platform didn't provide on its own. They brought in Variphy and had management-ready data almost immediately.

“

Within the first week of using Variphy, I was able to get my upper management team the data they needed. This was priceless to our organization and created growth and training opportunities previously unseen due to a lack of data.

Moving the platform was the manageable part. Making sure it was done cleanly required visibility only Variphy could offer.

TAKE IT WITH YOU

The migration reporting checklist

Wherever you are in the move, these are the questions the 10 reports answer.

BEFORE CUTOVER

- ☐ Which phones are dormant and shouldn't move? **(1)**
- ☐ Which phones can convert to MPP firmware, and which must be replaced? **(3)**
- ☐ How many SIP sessions do we really need after consolidation? **(5)**
- ☐ Which auto-attendant menu options are actually used? **(7)**
- ☐ Which users are barely active and could downgrade to softphones? **(2)**
- ☐ What PRI concurrency do we actually peak at? **(4)**
- ☐ What hunt pilots, hunt lists, and line groups must be rebuilt as queues? **(6)**
- ☐ What patterns, route lists, and partitions make up the dial plan? **(8)**

DURING MIGRATION

- ☐ Can we see phones dropping off CUCM in real time as waves move? **(9)**

AFTER CUTOVER

- ☐ Does post-cutover volume on the new platform match the CUCM baseline? **(10)**

THE 10 REPORTS AT A GLANCE

- 1 Dormant Phones.** Hard and soft phones with no call activity — endpoints that shouldn't move at all.
- 2 Underutilized Users.** Low-activity users and devices, candidates for softphone or common-area licenses.
- 3 IP Phone Serial Number.** Model, firmware, serial, and hardware revision, read from the phones themselves.
- 4 Capacity Utilization – PRI.** Peak and average concurrent calls across your PRI trunks over time.
- 5 Capacity Utilization – SIP Gateways.** Provisioned call-stream capacity versus real peak use per trunk.
- 6 Hunt Plan Report.** As-built hunt pilots, hunt lists, line groups, and member directory numbers.
- 7 Auto Attendant Usage.** Call count per menu option — which choices carry traffic, which are dead.
- 8 Route Plan Report.** As-built patterns, route filters, route lists, route groups, and partitions.
- 9 IP Phone Registration.** Live registration state per device as phones leave CUCM wave by wave.
- 10 Total Volume Report.** The pre-cutover call-volume baseline you re-run on the new platform.

Get the pack.

The Migration Reporting Template Pack is a ready-to-run set of these reports in Variphy — see for yourself how much clearer the move gets when every decision has data behind it.

[Download the Template Pack](#)



Two decades of turning communications data into answers.

Variphy is headquartered in California's Silicon Valley and has delivered unified communications analytics and tooling for more than 20 years. Our mission is to build the most powerful and complete Communications Intelligence platform available, with a personalized level of service for every enterprise and partner we work with.

2,000+

CUSTOMERS

10M+

PHONES AND USERS

35+

COUNTRIES

20+

YEARS IN UC ANALYTICS

Key Benefits

- ✓ **Unlimited** Data Retention.
- ✓ **Centralized Platform** Support.
- ✓ **Advanced** Search and Filtering.
- ✓ **AI-Powered** Intelligence.
- ✓ **Risk-Free** Proof of Concept.
- ✓ **Role-Based** User Access.
- ✓ **Automated** Report Delivery.
- ✓ **Fully Customizable** Reports.
- ✓ **Standardized** Provisioning.
- ✓ **Variphy** Deployment Options.

Supported Platforms

On-Premises UCM

Webex Calling

Webex Contact Center

UCCX

CUBE

Zoom Phone

Microsoft Teams

[Start a free trial ›](#)

[Request a demo ›](#)