# Asterisk Deployment Summary Example

This document is an example summary of your voice network for Digium Technical Support staff. It allows Digium technical staff to quickly understand the details of your network and provide support. For L4 Subscribers, this document is kept on file and updated as needed to provide the entire round-the-clock staff the context to assist you well. Please use this as a guideline to write an initial summary and provide it to Digium Technical Support.

Overview

Acme, Inc. uses Asterisk as PBX for its five offices around the world. They have two IT staffers at their headquarters location that are primarily responsible for data networks and business systems, but they rely heavily on Digium to provide telephony expertise.

All servers have a public key installed for user "digium" which is allowed sudo access; password authentication is not allowed for "digium." The private key is in the Digium support ssh server.

Diagram
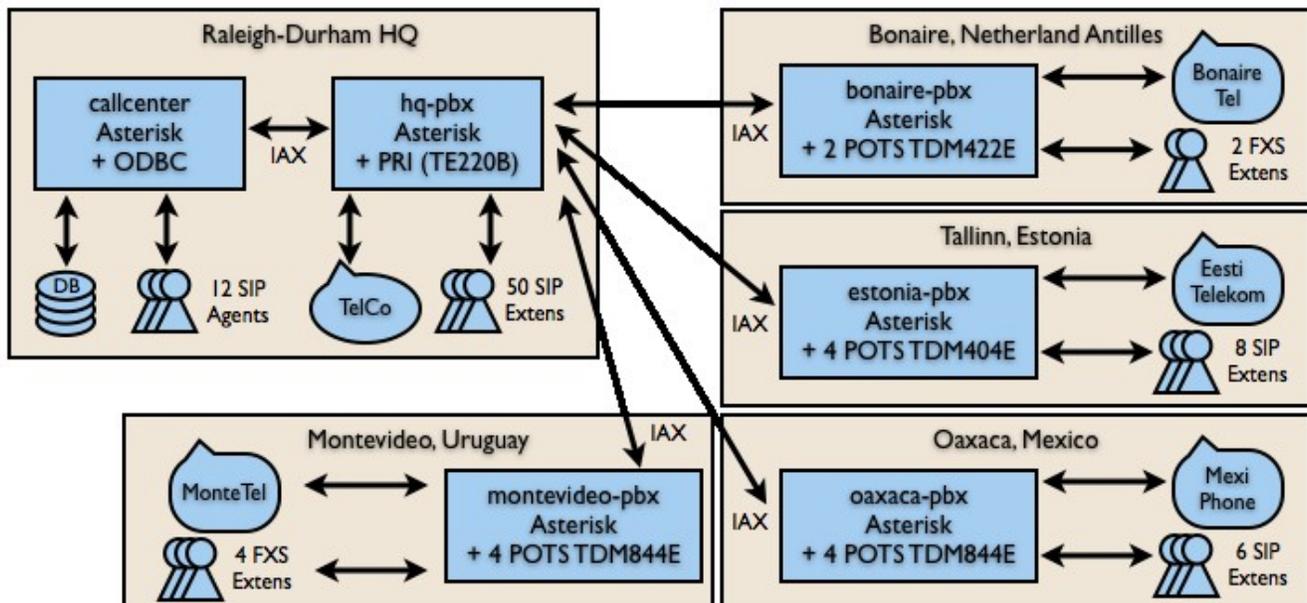
Primary Contacts

- Joe Bourke <jbourke@acme-example.com>
  919-555-4113

- Sam Smith <ssmith@acme-example.com>
  919-555-4114

[describe each site]

Raleigh-Durham, NC, US

At the headquarters, Acme has two Asterisk servers: one for a small call center of 12 agents, and one server as the PBX. All remote offices are peered to the primary PBX via IAX, as well as the local call-center server. The call-center server sends AMI events to orderlyq.com, an outsourced queue-stats reporting service.

Normal business hours are 8-5 M-F, Eastern time. All regular system maintenance is scheduled for non-business hours. Please coordinate with Point of Contact to schedule any maintenance.

[describe each server, its purpose, connectivity, basic configuration, address and credentials]

hq-pbx.acme-example.com

[describe each server]

The hq-pbx has PSTN connectivity provided by TelCoCompany, via PRI connected to a Digium TE220B. For service beyond the local area, SIP Trunks from ITSPcorp are used. IAX2 connects this PBX to the call center server and to the Asterisk PBX systems in remote offices. Any office may place calls to other offices and their local area. For example, an employee in Estonia may make a local call out of the hq-pbx PRI.

The server accepts registrations from employees' 40-50 Polycom handsets over the LAN. Some employees have DIDs in the range of 919-555-4100 through -4120. Digium technicians may use the test number 919-555-4112, as it rings a handset in the IT office only.

callcenter.acme-example.com

The call center server serves 12 agents that use Polycom SIP handsets, and is peered with the hq-pbx for outside calls. Calls are directed to two queues using an ODBC database dip in dialplan. Recognized customers are routed to the "customers" queue, unrecognized callers are sent to the "general" queue. *[Describe database schema if non-obvious, and database administrator contact info if other than PoC.]* The queues are set for roundrobin and are available between 9am – 4:30pm local time (eastern). A recorded message is played after-hours, with no voicemail.

proneprov.acme-example.com

The provisioning server runs DHCPd and TFTPd to provision approximately 65 total SIP extensions. The configurations are generated by perl scripts when new phones are introduced, and a cron-triggered script monitors the logs for unauthorized phones and other conflicts.

Bonaire, Netherland Antilles

bonaire-pbx.acme-example.com

The Bonaire office has only two employees that rarely make outside calls. The PBX has a Digium TDM422E card with two POTS lines (011-599-7XX-XXXX and 011-599-7XX-XXXX) from BonaireTel, and two analog extensions, x4201 and x4202. Using the available internet service, this server often takes calls via IAX from the headquarters. Please coordinate with Point of Contact to schedule any maintenance.

Tallinn, Estonia

estonia-pbx.acme-example.com

The Tallinn, Estonia office has eight employees that make regular local business calls. The PBX has a Digium TDM404E card with four POTS lines (011 372 696 xxx1 through 011 372 696 xxx4) from Eesti Telekom, and eight Polycom SIP handsets, x4301-4308. Using the available internet service, this server often takes calls via IAX from the headquarters. Please coordinate with Point of Contact to schedule any maintenance.

Oaxaca, Mexico

oaxaca-pbx.acme-example.com

The Oaxaca, Mexico office has ten employees that make regular local calls. The PBX has a Digium TDM844E card with four POTS lines from MexiPhone (954-555-1201 through -1204), and four analog extensions, x4401-4404. The system also uses six Polycom SIP handsets. Using the available internet service, this server often takes calls via IAX from the headquarters. Please coordinate with Point of Contact to schedule any maintenance.

Montevideo, Uruguay

montevideo-pbx.acme-example.com

The Montevideo, Uruguay office has four employees that make regular local calls. The PBX has a Digium TDM844E card with four POTS lines from MonteTel, and four analog extensions, x4501-4504. Using the available internet service, this server often takes calls via IAX from the headquarters. Please coordinate with Point of Contact to schedule any maintenance.