

VOSS Automate

Release 21.2 Overview

January 2022

VOSS
DIGITAL WORKPLACE
MANAGEMENT



Commercial in Confidence

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HIGHLIGHTS



- New Branding
- Microsoft Exchange Online Support
- Portal Enhancements
- Operational Enhancements
- Performance Improvements



NEW BRANDING



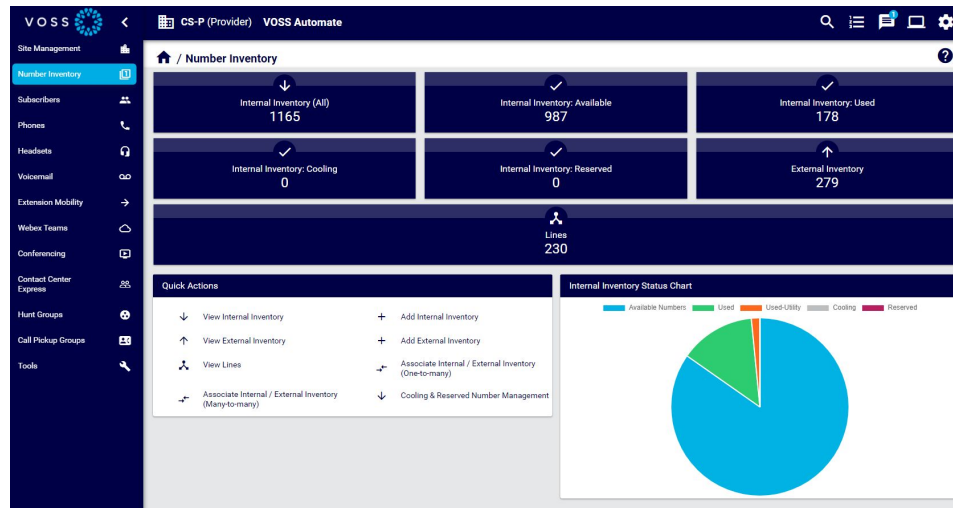
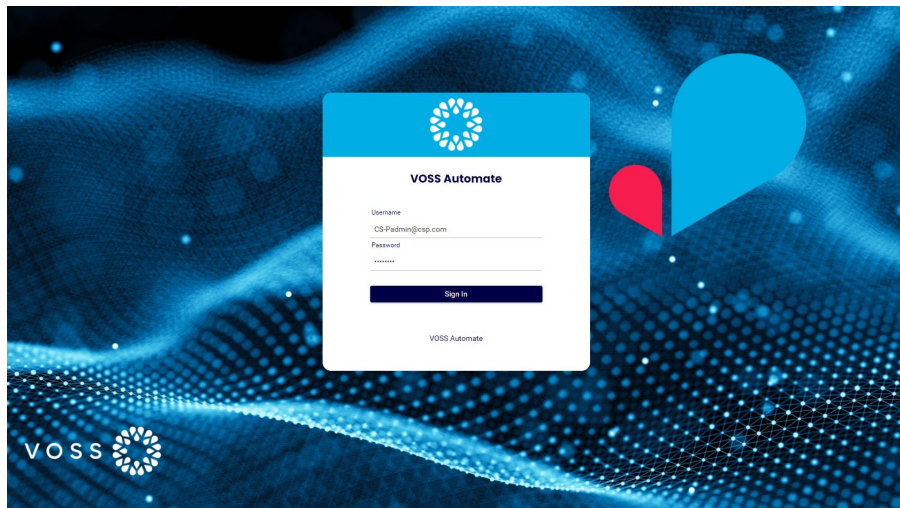
NEW BRANDING



We have updated our portals across the entire product suite to match our new corporate branding.

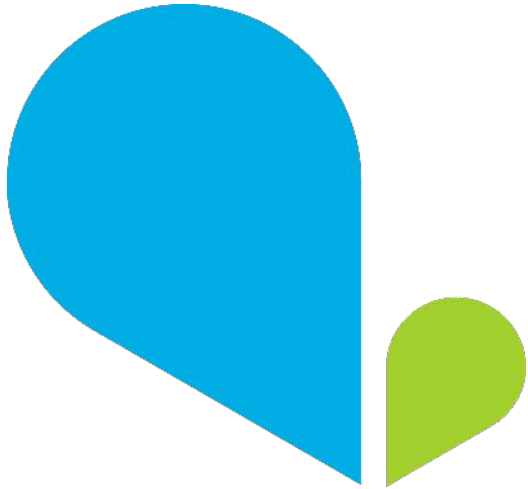
This also introduced many new theme settings for more granular control in themes

VOSS-4-UC will be known as **VOSS Automate** going forward





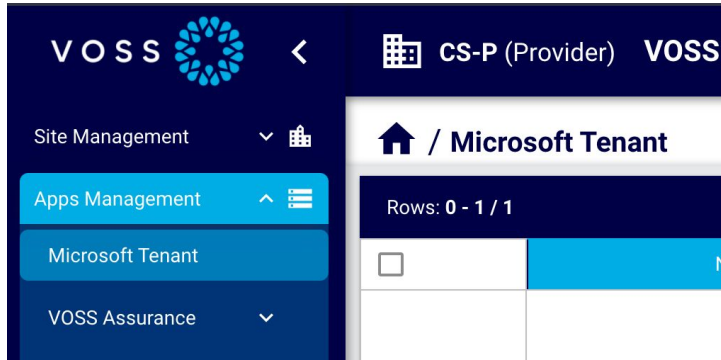
MICROSOFT EXCHANGE ONLINE SUPPORT



MICROSOFT EXCHANGE ONLINE SUPPORT



Introduced support for managing Exchange Online mailboxes.



Simply enable Exchange on your Microsoft Tenant settings and provide the certificate thumbprint.

Microsoft Exchange

Enable Microsoft Exchange

Certificate Thumbprint *

Show

MICROSOFT EXCHANGE ONLINE SUPPORT

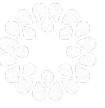


Manage mailboxes and permissions from within the Subscriber context.

Mailboxes, Shared Mailboxes, Distribution groups, and delegation/permissions key use cases added

The screenshot displays the VOSS Automate web interface for managing a subscriber named Adele Vance. The interface is divided into several sections:

- Navigation:** A left sidebar contains various management tools such as Site Management, Number Inventory, Subscribers (highlighted), Phones, Headsets, Voicemail, Extension Mobility, Webex Teams, Conferencing, Contact Center Express, Hunt Groups, Call Pickup Groups, and Tools.
- Header:** Shows the provider 'CS-P (Provider) VOSS Automate' and the current user context 'Subscribers / Adele Vance'.
- User Details:** A form containing fields for User Name (AdeleV@vossdemo.onmicrosoft.com), First Name (Adele), Last Name (Vance), Email Address (AdeleV@vossdemo.onmicrosoft.com), Entitlement Profile (dropdown), User Type (End User), and Located At (AAAGlobal (Customer)).
- Quick Actions:** Includes 'Refresh' and 'Reset Pin / Password'.
- Microsoft Teams:** A table showing configuration for Enterprise Voice Enabled (Yes) and Line URI (\+13124448052).
- Microsoft Exchange:** A table showing Exchange Enabled (Yes) and Mailbox Permissions. The permissions section lists 'Read and manage (6)' with a list of users (JohannaL, AlexW, LeeG, GradyA, exwilliams, JoniS) and a 'Show All' link. Below this, 'Send as (0)' and 'Send on behalf (0)' are both listed as having no additional permissions set.



PORTAL ENHANCEMENTS



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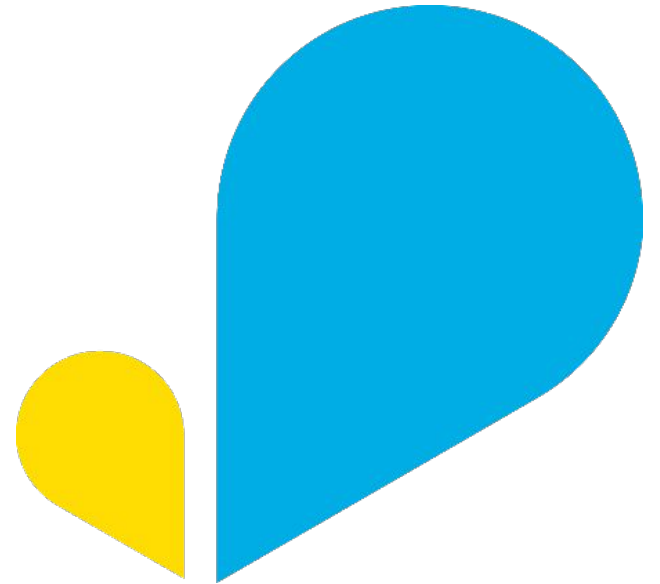
We're continuing with the evolution and improvement of our new Admin Portal.

Here are some key things to look out for in this release...

- Improved hierarchy picker usability
- Improved behavior for lists on forms
- Improved field presentation on forms
- Improved presentation of tabs on forms
- Expanded theme controls – favicon, additional colors etc.



OPERATIONAL ENHANCEMENTS

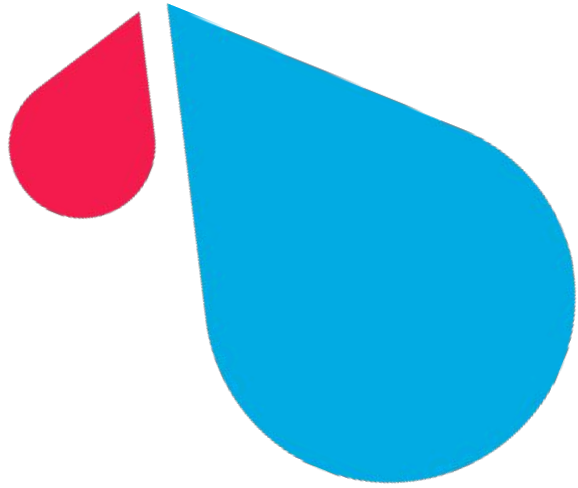


OPERATIONAL ENHANCEMENTS



We've made some enhancements, here are the ones worth highlighting...

- Improved MS Teams Call Queue and Auto Attendant management
- Allow service plans to be toggled for Microsoft users
- Made Route List optional when updating Cisco Unity Call Handlers with a pilot number
- Allow Name and MOH File to be modified on Cisco UCM MOH Audio Source
- Added support for Cisco UCM and Unity Connection 14 SU1
- Added support for Macros in Model Instance Filters
- Added support for FIPS compliant libraries (bring your own Ubuntu Advantage license)



PERFORMANCE IMPROVEMENTS

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We implemented a new caching mechanism which greatly improves system performance across the board, but specifically in the areas below

- User related syncs ~25% faster *
- Portal navigation ~50% faster *

* Tests performed in a lab environment – production results may differ. Results as compared with 21.1.

