

# VOSS Automate

## Release 21.3 Overview

April 2022

**VOSS**  
DIGITAL WORKPLACE  
MANAGEMENT



Commercial in Confidence

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# HIGHLIGHTS



- Microsoft / Cisco Hybrid Management
- Support for users with dual Admin / End User Roles
- Number Inventory Alerting
- Webex App Management Enhancements
- Operational Enhancements
- Admin Portal Improvements



**Microsoft / Cisco  
Hybrid  
Management**



# Microsoft / Cisco Hybrid Management



*The Cisco / Microsoft Hybrid Feature automates and provisions the dialplan and configuration needed for Subscribers moving to/from Cisco and or Microsoft*

- Select a Subscriber from a drop-down and choose a service type and line number, to automate the manual tasks needed by Providers or Large Enterprises considering a mixed estate transitioning from Cisco to Microsoft
- Works out of the box off of the HCS Looping Dialplan, but can consult with VOSS to tailor your own dialplan
- Still able to leverage your own Quick Add Groups and Template Settings
- Multiple Service Types out of the box provides various options and states of Cisco, or Microsoft or Hybrid Subscribers

# Microsoft / Cisco Hybrid Management



- In order to enable Hybrid capabilities, you would need to login as a Provider and go to Customizations -> Global Settings -> Enabled Settings, and Enable the Cisco/Microsoft Hybrid Service

## Global Settings

Number Inventory

Number Inventory Alerting

Webex App

Pexip Conference

Email

Phones

User

Flow Through Provisioning

Enabled Services

Enable Cisco / Microsoft Hybrid

Yes

# Microsoft / Cisco Hybrid Management



- Multiple Service Types are shipped in 21.3 which will automatically convert a user to a specific state. Either a Cisco-Only User, Microsoft Only user, or some Hybrid Version in between.

The screenshot displays the VOSS Automate interface for managing users. The left sidebar contains navigation options such as 'Flow Through Provisioning Configuration', 'Customizations', 'Cisco Dial Plan Management', 'MS Teams Dial Plan Management', 'MS Teams Policies', 'Number Management', 'Cisco Subscriber Management', and 'MS Subscriber Management'. The main content area is titled 'Hybrid Subscriber Management: Cisco-Microsoft' and shows a 'User Details' form. The form includes a checkbox for 'Include users at higher hierarchy' and several input fields: 'Username \*' (jdaily@vossdemo.onmicrosoft.com), 'Service Type \*' (dropdown), 'Entitlement Profile' (dropdown with a search filter), 'Quick Add Group \*' (dropdown), 'First Name', 'Last Name', 'Email Address' (jdaily@vossdemo.onmicrosoft.com), and 'Title'.

VOSS < GeoLogic - Hybrid (Site) VOSS Automate

Home / Hybrid Subscriber Management: Cisco-Microsoft

User Details

Include users at higher hierarchy

Username \* jdaily@vossdemo.onmicrosoft.com

Service Type \*

Entitlement Profile Filter (contains)

Quick Add Group \*

First Name

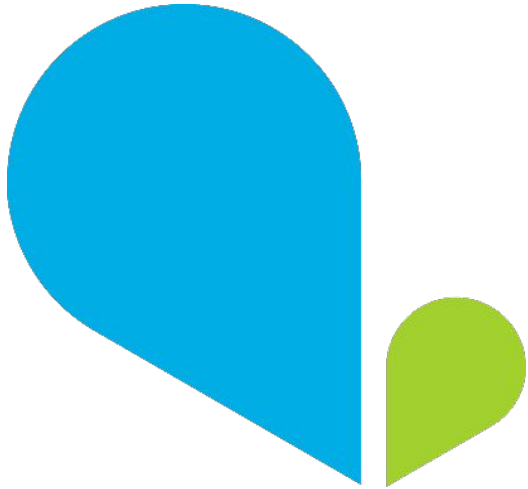
Last Name

Email Address jdaily@vossdemo.onmicrosoft.com

Title



# Support for users with dual Admin / End User Roles



# Support for users with dual Admin / End User Roles



*We've introduced the ability for a single user account to be configured as both an End User (with services) and as an Administrator.*

- Single set of credentials for administration and end user access
- Simplifies external authentication (LDAP and SSO)
- Supports concurrent use of both Admin and Self-service portals in same browser
- Easy to configure
  - a. Create instance of Authorized Admin Hierarchy at relevant hierarchy level
  - b. Provision End User as usual
  - c. Associate End User with Authorized Admin Hierarchy



# Support for users with dual Admin / End User Roles (cont...)



VOSS < AAAGlobal (Customer) VOSS Automate

Search, List, Messages (2), Laptop, Book, Settings

Home / Users / dual-user-demo

User Type: End User + Admin

Authorized Admin Hierarchy: AAAGlobal Customer Admin Scope

VOSS Self-service dual-user-demo

Quick Menu

Your Company Phones

Activity...

VOSS < AAAGlobal (Customer) VOSS Automate

Search, List, Messages (1), Book, Settings

Home

Hierarchy Management

Site Management

Device Management

LDAP Management

General Administration

Configure Sites

List Transactions

Bulk Load

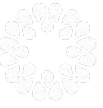
Configure I DAP

Manage Users

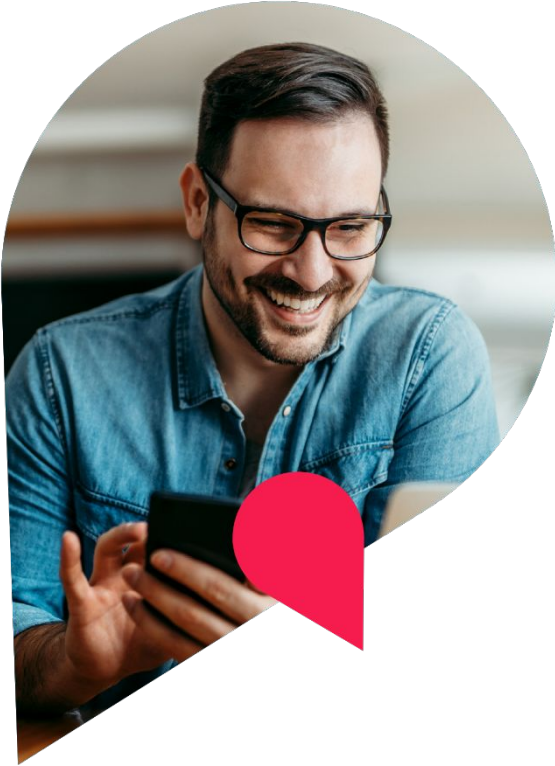
dual-user-demo

About

Sign out



# Number Inventory Alerting



# Number Inventory Alerting



*We've introduced the ability for Administrators to be alerted when they're internal numbers exceed the available threshold*

- Enable Number Alerting via Global Settings
- Set the aggregate level
- Set the available threshold percentage
- Choose whether you want to be alerted via email or not (default behavior is via syslog and GUI notifications). A new sample email template for alerting is provided out of the box
- Choose to ignore hierarchies which have no numbers
- Alert triggers run once a day

# Number Inventory Alerting



🏠 / Global Settings

Number Inventory

Number Inventory Alerting

Webex App

Pexip Conference

Email

Phones

User

Flow Through Provisioning

Enabled Services

Enable Alert on Available Numbers

Yes

× ▾



Alert Aggregate Level

Inherit

× ▾



Provider

Availability Threshold Percentage

Inherit

× ▾



30

Enable Email Group

Inherit

× ▾



No

Alert Email Group

Inherit

× ▾



Ignore Hierarchies With No Numbers

Inherit

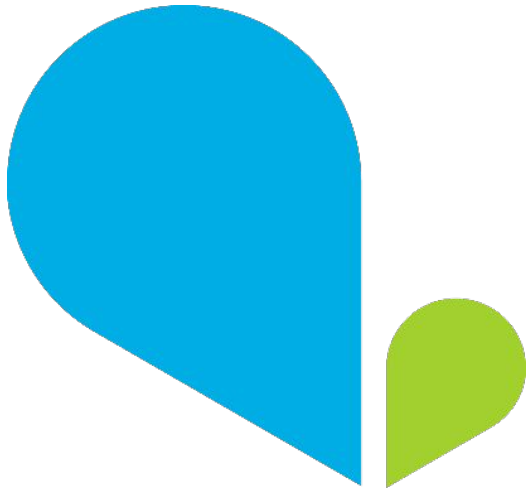
× ▾



No



# Webex App Management Enhancements



# Webex App Management Enhancements

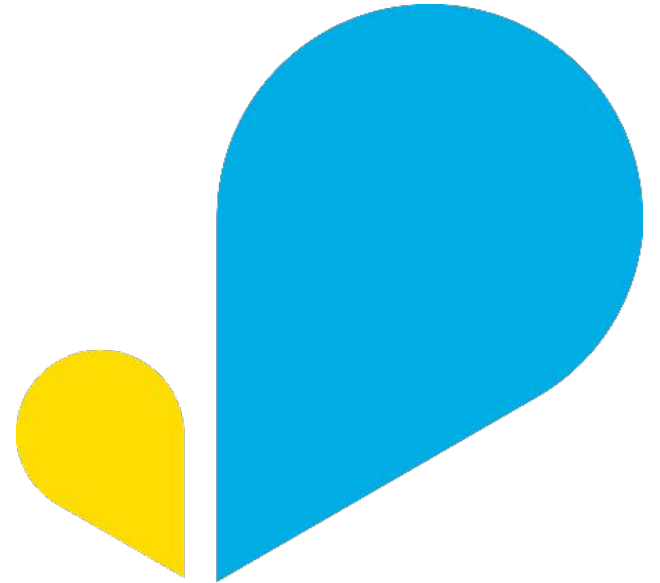


## *Improvements to Webex App User provisioning*

- Renamed Webex Teams to Webex App throughout GUI
- Quick Add Subscriber Spark CFT now determines which Jabber devices to Add
- Quick Add Subscriber will import Webex App User automatically if it exists
- Organization's Domain can be set in Site Default Doc for Quick Add Subscriber provisioning
- Generated CSV now includes user's phone number.



# Operational Enhancements



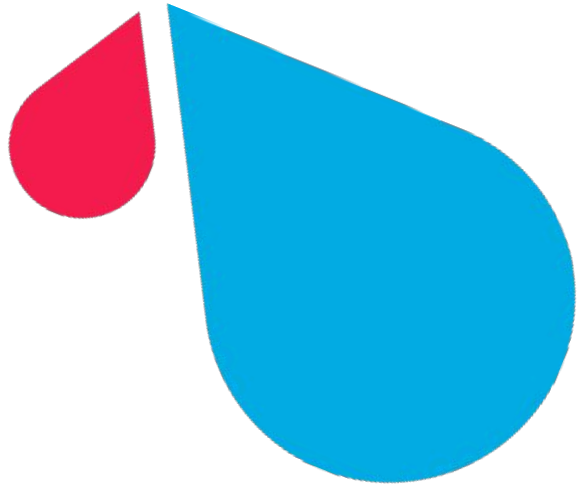
# Operational Enhancements



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

- Support for Flow Through Provisioning User Onboarding from LDAP / CUCM sources
- Improved Site summary listings
- Additional Microsoft License Information added to Subscriber Data Extract (SDE)
- Ability to set Tenant Dial Plan when onboarding Microsoft subscribers
- Support for certificate based authentication for O365 integration
- Option to keep (and reset to template) a phone when deleting a subscriber
- Improved phone information in dropdowns on Quick Add Subscriber and Replace Phone
- Ability to manually trigger an LDAP sync on Cisco UCM
- Support for IM&P CUCM server types during Insights assets onboarding automation





# **Admin Portal Improvements**



# Admin Portal Improvements

- Improved Menu Layout / Landing Page management
- Improved list component behaviour on forms
- Theme controls to control the background color for text boxes

The screenshot displays the Admin Portal interface for managing menu layouts. The main window shows the configuration for 'HcsCustomerMenu' with fields for Name and Description. Below this is a table of menu items:

	Menu Items	Filters	Icon	Title	Description	Condition	Type	Href	Field Display Policy	Configuration Template	Custom Component	Landing Page	Display As
☰	+ 🗑️	>	🔍	Hierarchy Management									
☰	+ 🗑️	⌵	🏠	Site Management									

Below the table is another section for 'Menu Items' with a similar table structure:

	Menu Items	Filters	Title	Description	Condition	Type	Href	Field Display Policy	Configuration Template	Custom Component
☰	+ 🗑️	+	🔍	Sites		relation/HcsSiteREL				
☰	+ 🗑️	+	🔍	Defaults		data/SiteDefaultsDoc		No Overbuild tab		

On the right side, there are form controls for user and locale selection:

- Mobility User ID: JohnD030
- Owner User ID: JohnD030
- User Locale: [Dropdown]
- Network Locale: [Dropdown]
- Line: 82012030\_Cu1-DirNum-PT

Below the line selection, there are additional form controls:

- Link To Line: [Dropdown]
- Inventory Filter: [Text Box]
- Pattern: 82012030 (Used)

