VOSS Automate

Release 21.4 Overview

January 2023

VOSS
DIGITAL WORKPLACE MANAGEMENT

Commercial in Confidence
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HIGHLIGHTS

- Admin Portal Evolution
- Microsoft Call Queue Improvements
- Microsoft Auto Attendant Improvements
- Microsoft Teams Management
- Microsoft Resource Account Enhancements
- Microsoft Groups Improvements

HIGHLIGHTS

- Microsoft Call Forward & Delegation
- Microsoft External Access Support
- Webex Calling Improvements
- VOSS Platform Licensing
- Single Number Reach Ring Schedule management in Admin Portal

Key Upgrade Planning Steps

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Key Upgrade Planning Steps

There are two features in this release that require some specific planning

- **Admin Portal Evolution**
  - Key capabilities to help streamline the user experience
  - Determine how to evolve the admin user experience in your environment
  - Testing/validating – via lab if available, otherwise VOSS can assist
  - Suggest a plan to incorporate changes during upgrade or soon after to realize benefits
  - See section below and dedicated deck for more details on approach, etc
- **License Enforcement**
  - License key will need to be installed as part of upgrade ideally or up to 7 days after
  - Coordinate with VOSS Customer team on generating license keys in advance of upgrade
    - Platforms need to be registered with VOSS if not already done
    - Platform UUID needed to do this – can be obtained from the license audit file
    - Plan for 5 Business day lead time to generate the license file once info is provided
    - Can start today – don't need to wait for the release, etc

Admin Portal Evolution

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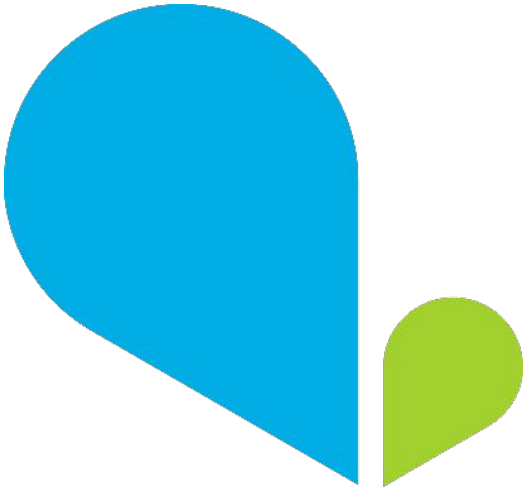
Admin Portal Evolution

Extensive enhancements to usability, look and feel, and consolidation of admin and BAP portal

- See dedicated deck for more details, impact, approach, etc
- Significant improvements to help improve operational efficiency and usability
- VOSS Automate 21.4 Admin Portal Evolution

Microsoft Call Queue Improvements

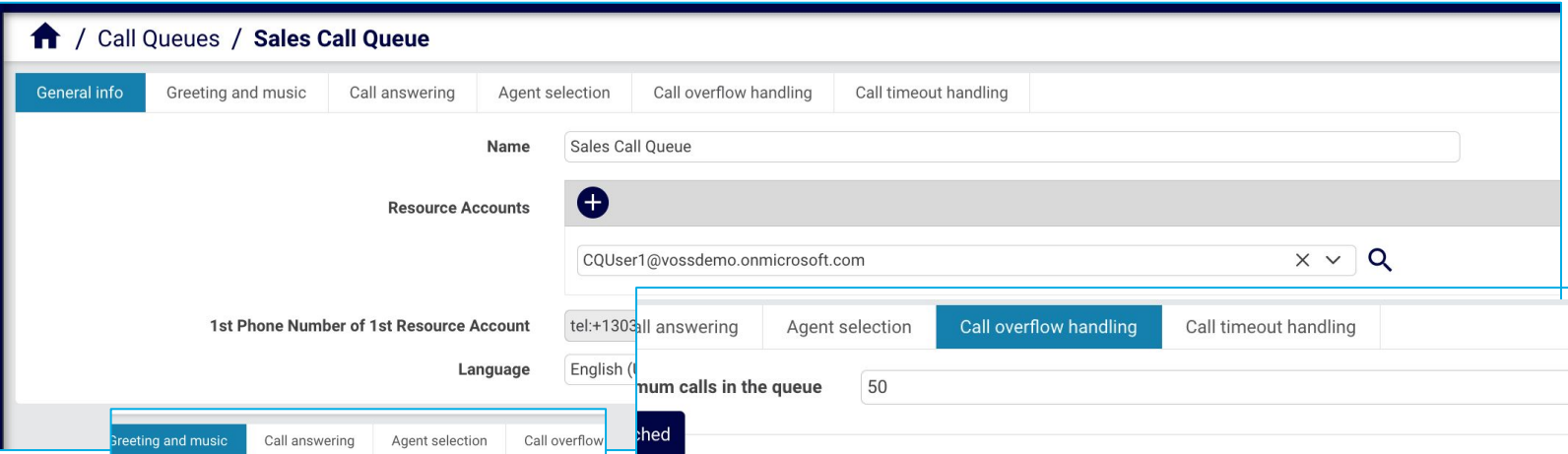


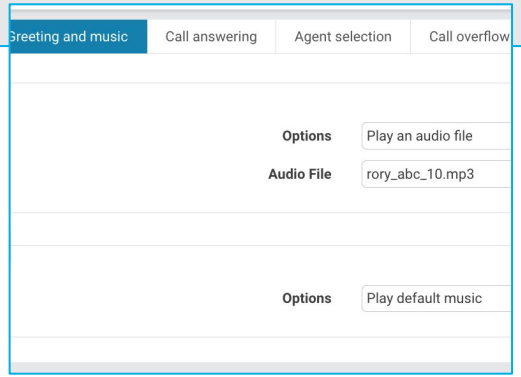
Microsoft Call Queue Improvements

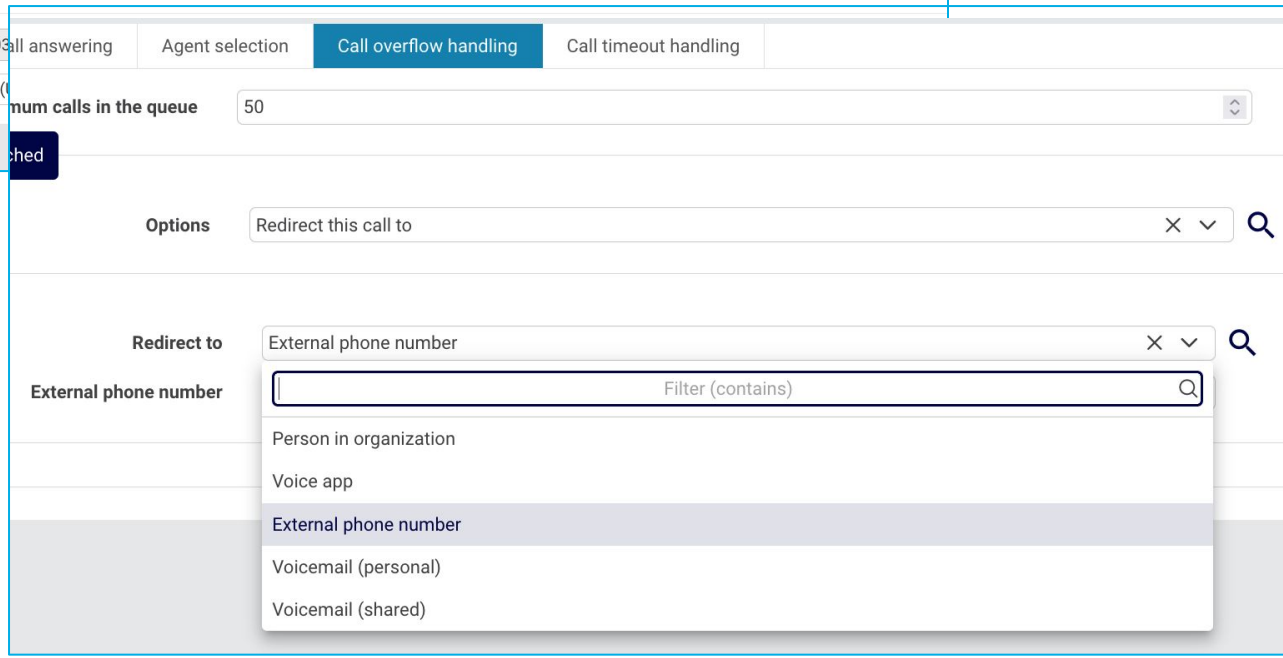
General Usability Improvements of Call Queues

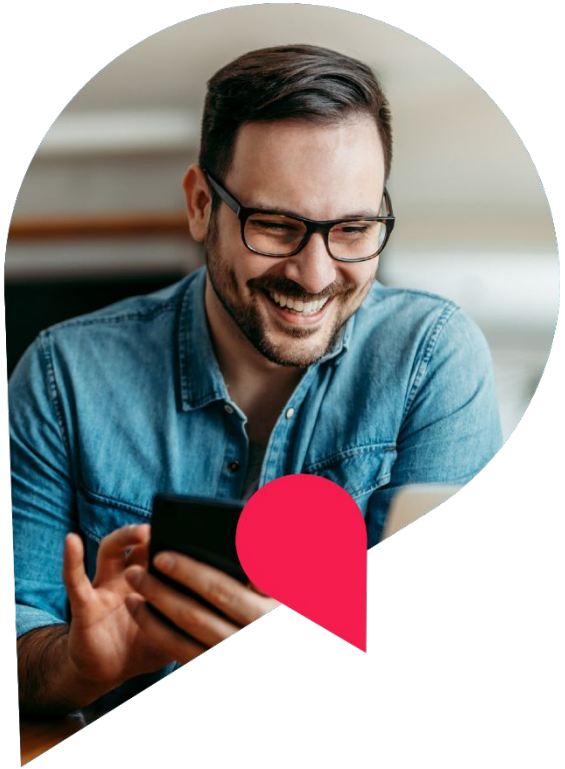
- Basic support for Call Queues were in place prior to 21.4
- GUI selections did not behave consistently with regards to MS native Portal
- Drop-downs now have no PKID's listed and show friendly names throughout
- GUI behavior changes based on admin input (consistent with MS Portal)
- Support built in for Azure Groups and Exchange Distribution Groups and Mailboxes

Microsoft Call Queue Improvements







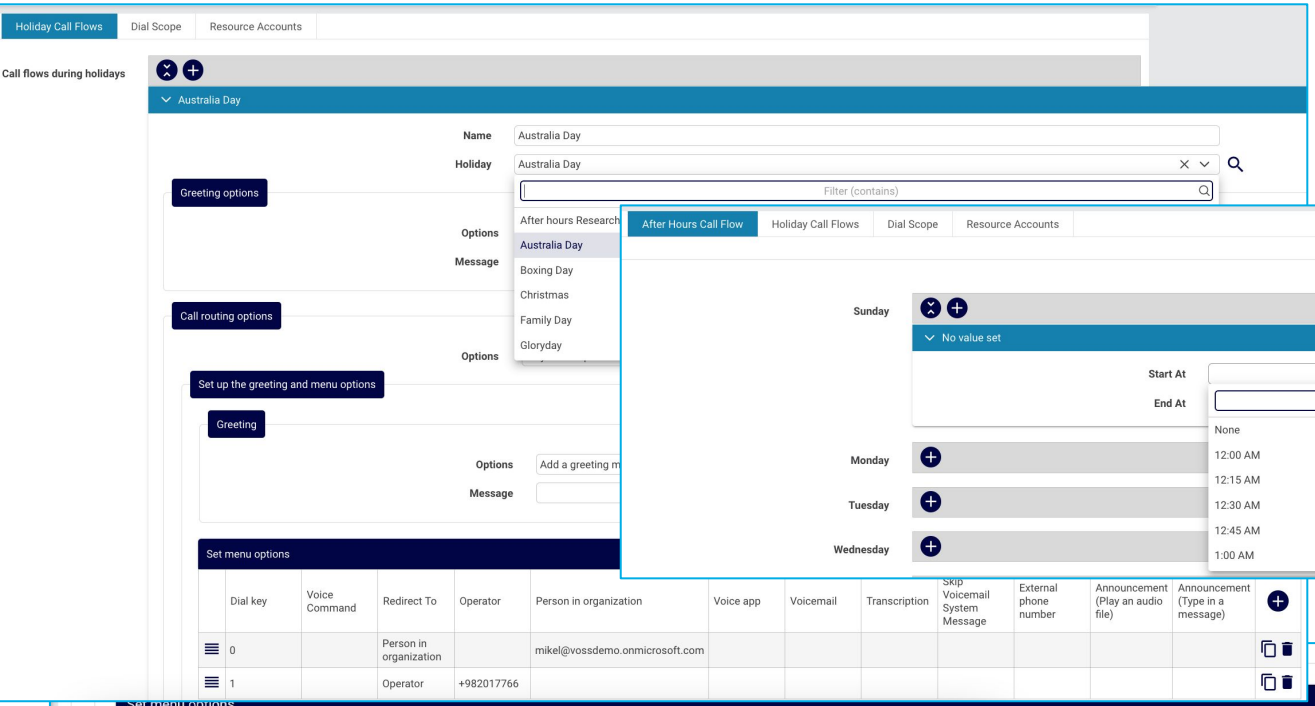


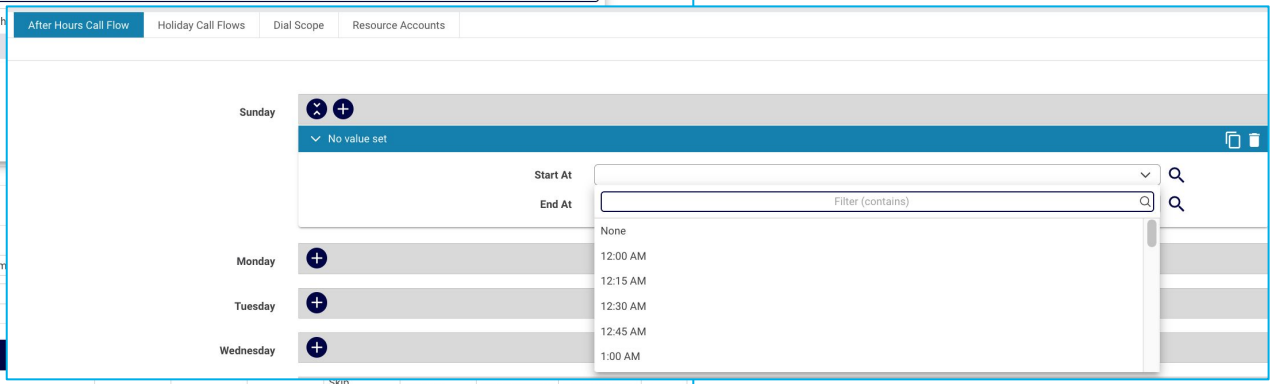
Microsoft Auto Attendant Improvements

Microsoft Auto Attendant Improvements

General Usability Improvements of Auto Attendants

- Auto Attendants were not fit for management via VOSS Automate prior to 21.4
- GUI selections did not behave consistently with regards to MS Teams native Portal
- Call Flow actions and GUI behavior now mimics and is consistent with the MS Teams native Portal
- Afterhours Call Flows now have drop-downs that match the MS Teams native Portal and prevents admins from making incorrect selections
- Holiday Call Flows now allow you to select Holidays from a list and have a consistent Call Routing section on par with the MS Teams native Portal
- Now also able to create Holidays using the VOSS Automate Portal



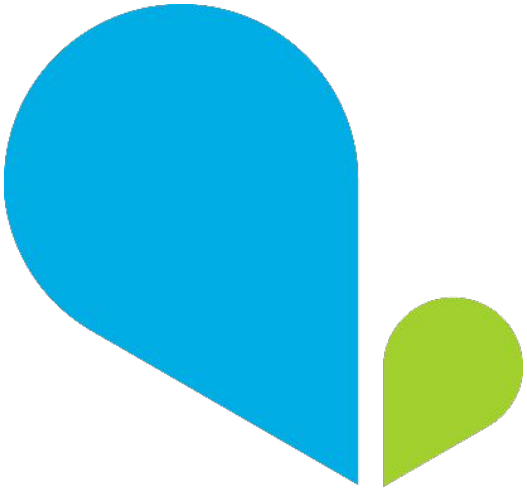


Set menu options

	Dial key	Voice Command	Redirect To	Operator	Person in organization	Voice app	Voicemail	Transcription	Skip Voicemail System Message	External phone number	Announcement (Play an audio file)	Announcement (Type in a message)	
☰	0		Operator	+982017766									
☰	1		Voice app			CQ_Sales_1@vossdemo.onmicrosoft.com							
☰	2		External phone number							+18763382901			
☰	3		Announcement (Play an audio file)								error.wav		

Directory search: Dial by name

Microsoft Teams Management



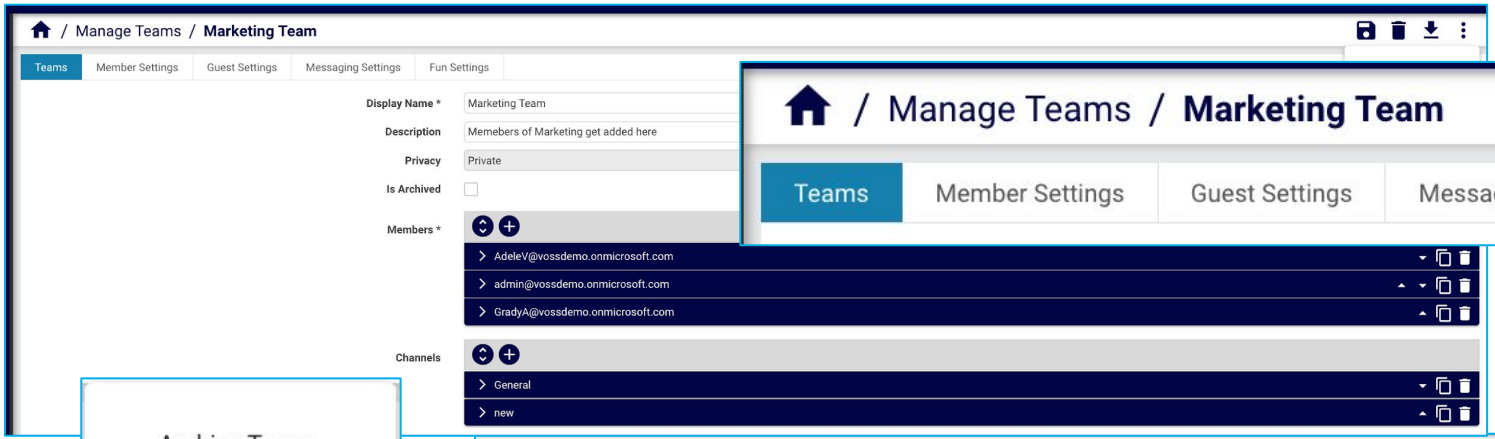
Microsoft Teams Management

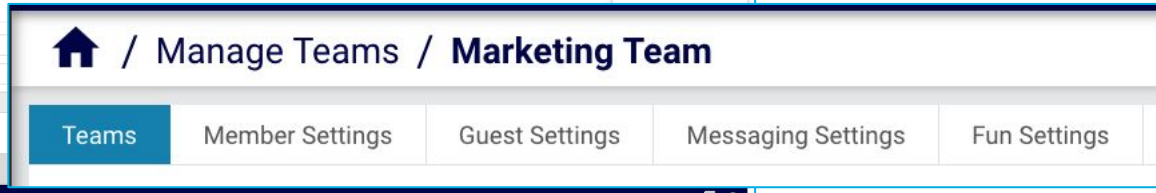
Ability to Manage Microsoft Teams via VOSS Automate

- It is now possible to sync in existing Teams from the MS Teams Portal. This was not possible prior to 21.4
- Admins can also Add, Modify, Delete and Archive/Unarchive new or existing Teams using the VOSS Automate Portal
- Teams can be added from a template via the VOSS Automate Portal directly
- Templates are synced into VOSS Automate, but not possible to Add, Modify or Delete Team Templates
- Admins can add/remove members and channels to Teams

*Private and Shared Channels associated to a Team will be synced in correctly, but adding new Channels to a Team is limited to Standard Channels only

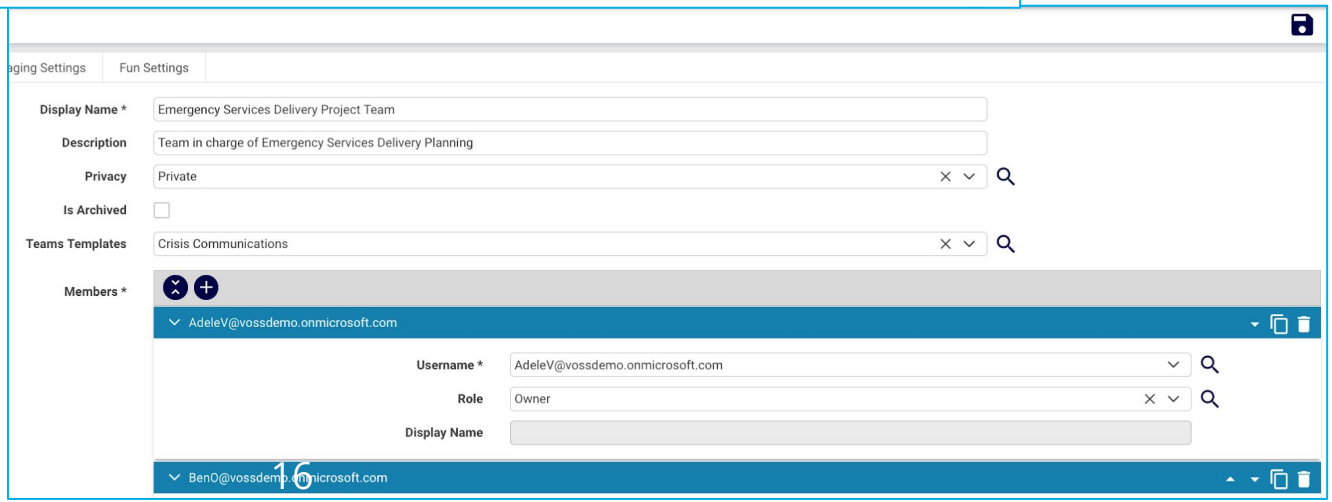
Microsoft Teams Management





Archive Team

Unarchive Team



Microsoft Resource Account Improvements

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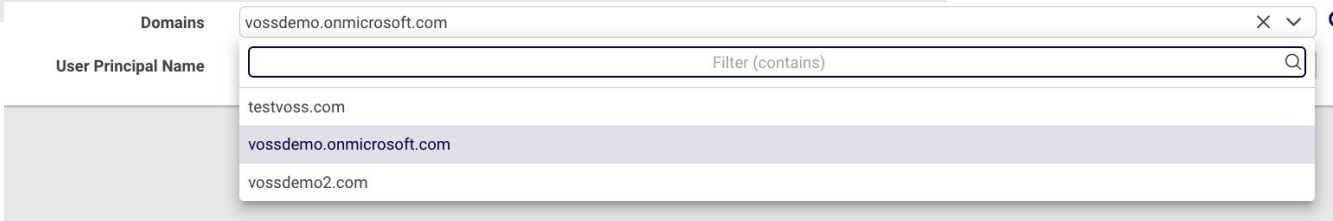
Microsoft Resource Account Improvements

General Usability Improvements of Resource Accounts

- Prior to 21.4, it was hard to create Resource Accounts using VOSS Automate. There was no domain drop-down, meaning admins would have to type it in perfectly
- Domains are now synced in from Azure and provide a friendly drop-down
- The UPN which will be created is now displayed as a read-only field, based off of the username input in conjunction with the domain selected

Microsoft Resource Account Improvements



Microsoft Groups Improvements

Microsoft Groups Improvements

Groups are synced into VOSS Automate

- Prior to 21.4, VOSS Automate was not aware of any Azure Groups
- Groups now get synced into VOSS Automate, making them selectable from features such as Call Queues and Auto Attendants
- As part of 21.4, it is not possible to Add, Modify or Delete any groups using the VOSS Automate Portal

Call Forward & Delegation Support

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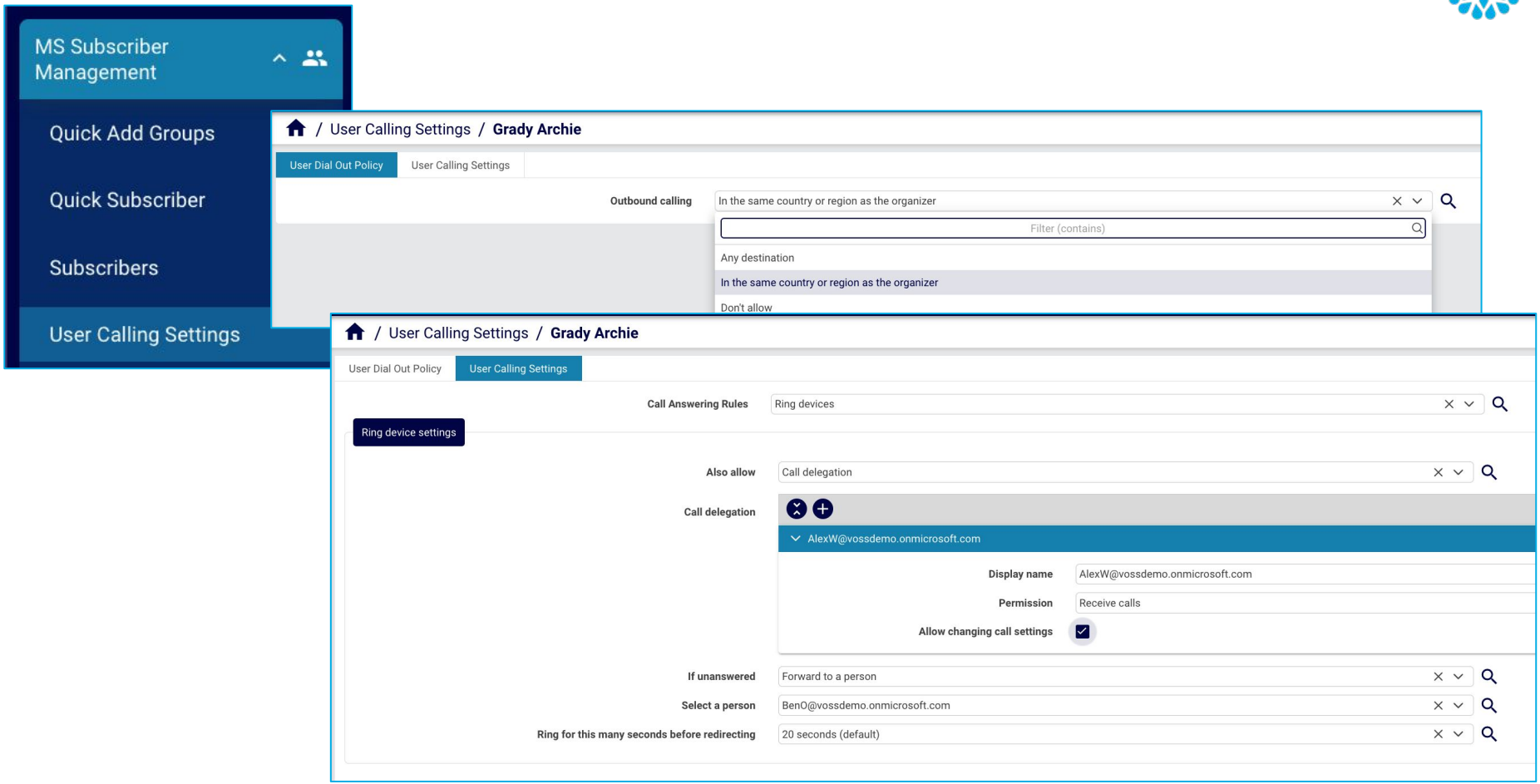
Call Forward & Delegation Support

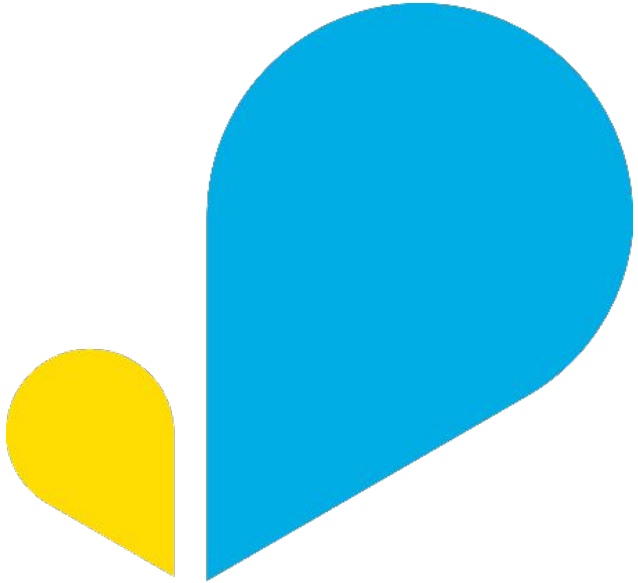
It is now possible to manage Call Forward and Delegation of MS Teams Voice-Enabled Users

- Prior to 21.4, these per-user Call Forward Settings were not available
- Caller Settings are exposed as part of a separate menu item and not found on the Subscribers settings via the Admin Portal
- Similar GUI behavior which mimics the MS Teams native Portal

Call Forward & Delegation Support



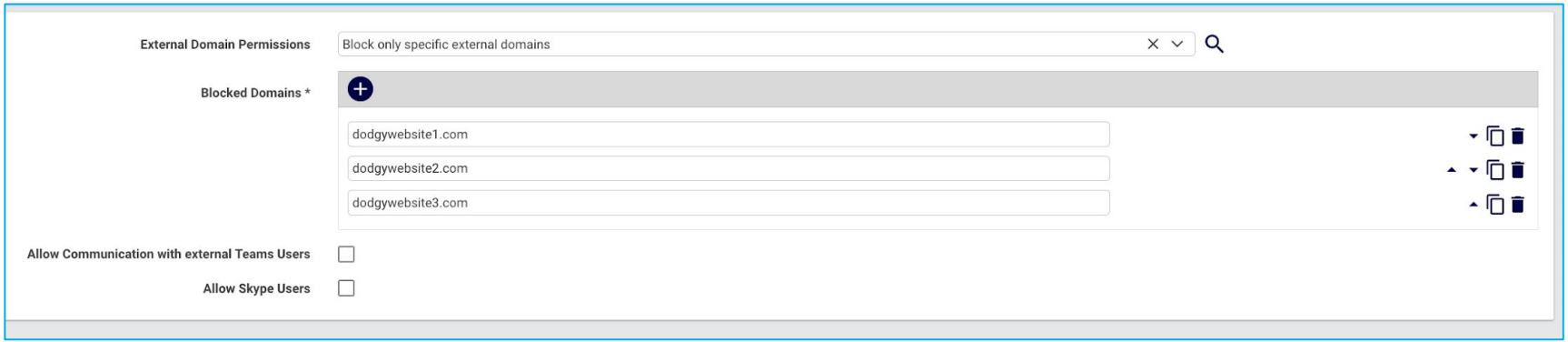
Microsoft External Access Support

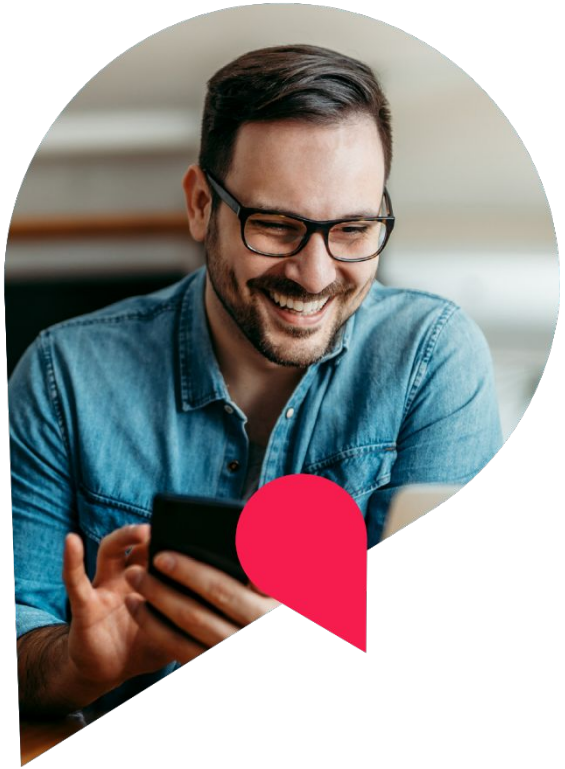


Microsoft External Access Support

Ability to manage External Access via VOSS Automate

- Prior to 21.4, it was not possible to configure External Access via the VOSS Automate Portal
- All settings available and configurable, similar to MS Teams native Portal





Webex Calling Improvements

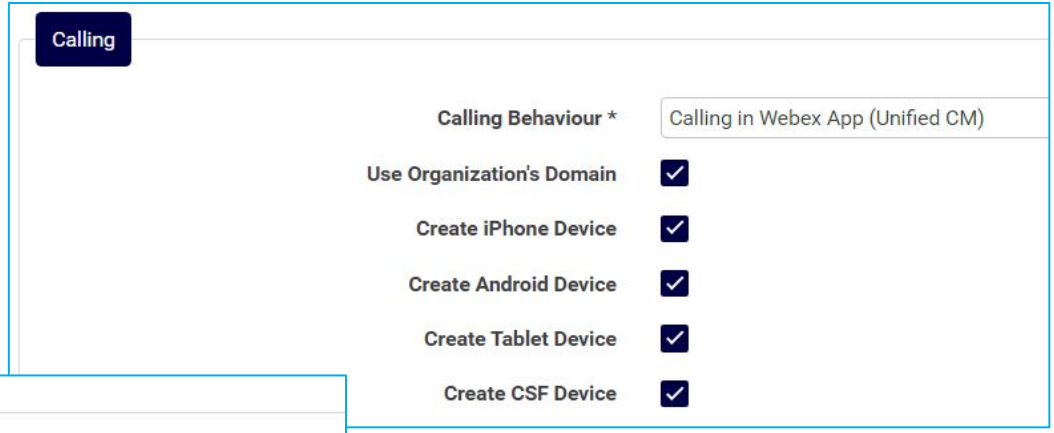
Webex Calling Improvements

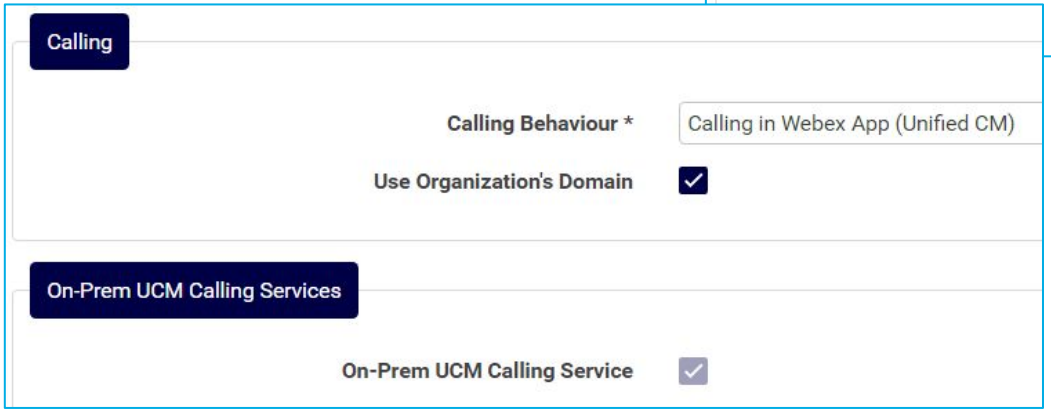
Integration with new Calling Behavior and User Settings API

- Calling Behavior and User Settings are synced directly from the Control Hub API
- Integrated directly with Subscriber and Webex App User menus
- Quick Add Subscriber provisioning improvements and updated “Webex App” reference CFTs.
- Additional default settings added to Customer Access menu for Default Calling Behavior, Use Organization’s Domain and Default UC Manager Profile
- CSV file upload to perform User updates is no longer required and has been deprecated (Remove the menu item from customized menus)

Webex Calling Improvements

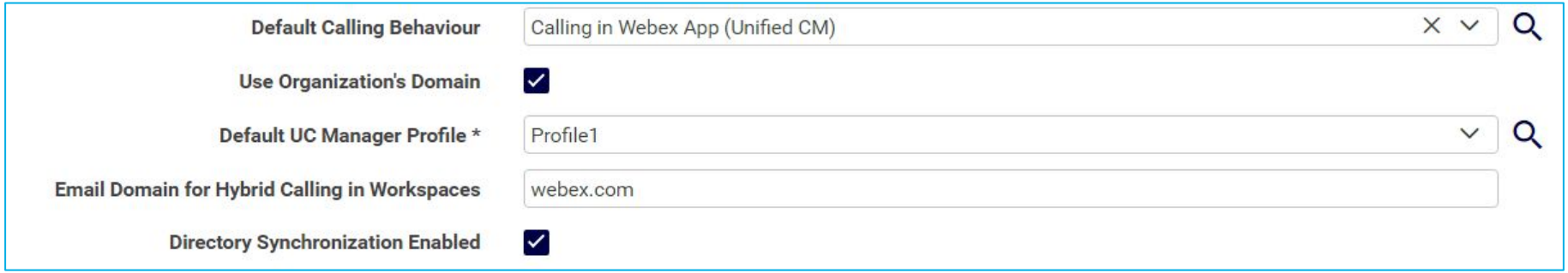
- Updates to Webex App Users and Subscribers



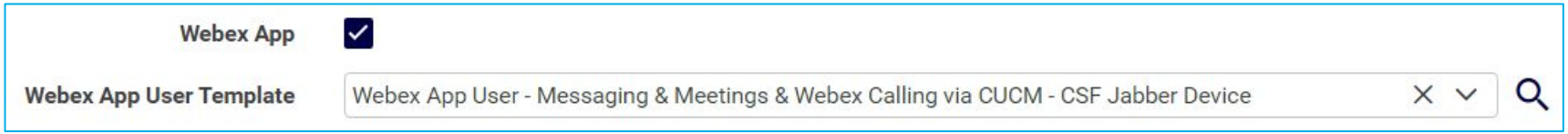


Webex Calling Improvements

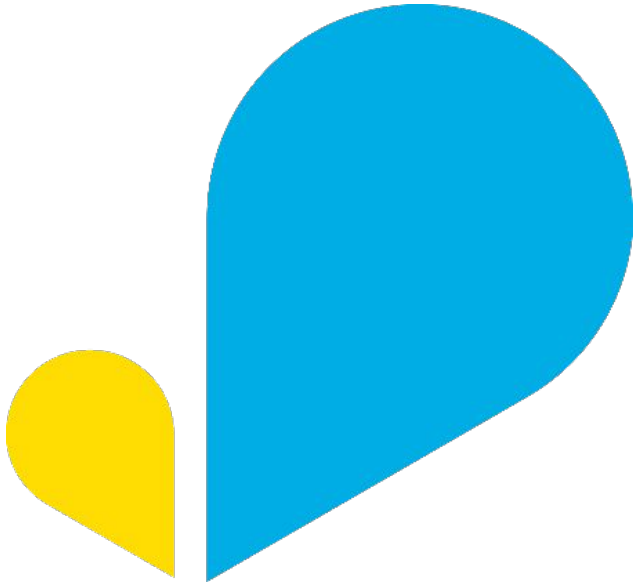
- New Customer Access default settings



- Quick Add Subscriber provisioning improvements



Single Number Reach Ring Schedule management in Admin Portal



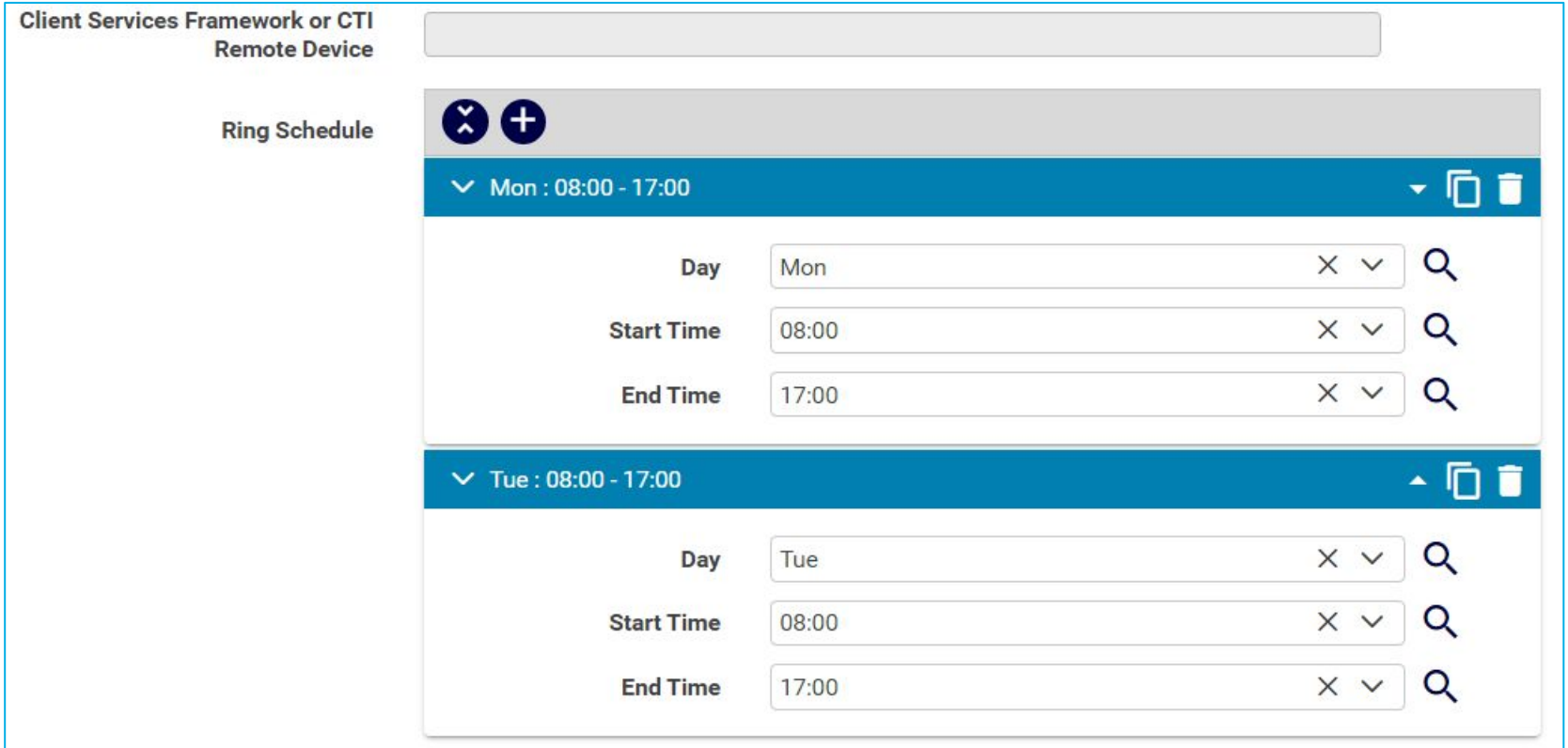
SNR Ring Schedule management in Admin Portal

Ring Schedule management for Remote Destinations in Single Number Reach

- Manage Ring Schedules from Admin Portal and Classic Admin
- Updates to existing the Subscriber Single Number Reach page
- New standalone Relation (relation/SingleNumberReach) provides a separate menu for dedicated management, adding additional Remote Destination Profiles to existing Subscribers or simpler Bulk Loader or API integration.
- **Note:** Ring schedules which are added or managed from Self Service portal should not be managed from the Admin interface – Only use Self Service
- Unified CM must be upgraded to 11.5.1 SU10, 12.5 SU6, 14.0 or later to support modification of existing Ring Schedules

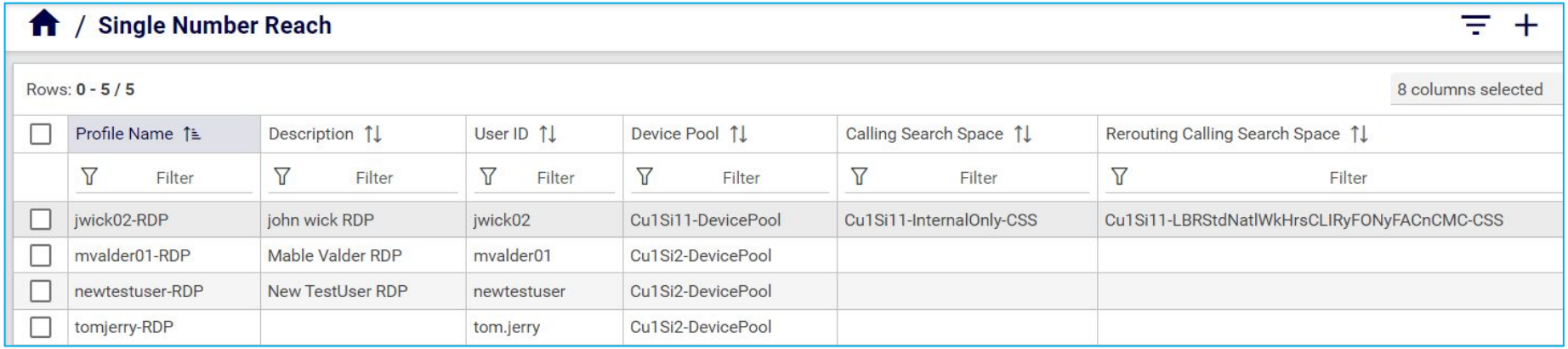
SNR Ring Schedule management in Admin Portal

- Manage Ring Schedules



SNR Ring Schedule management in Admin Portal

- Dedicated Single Number Reach Relation



VOSS Platform Licensing

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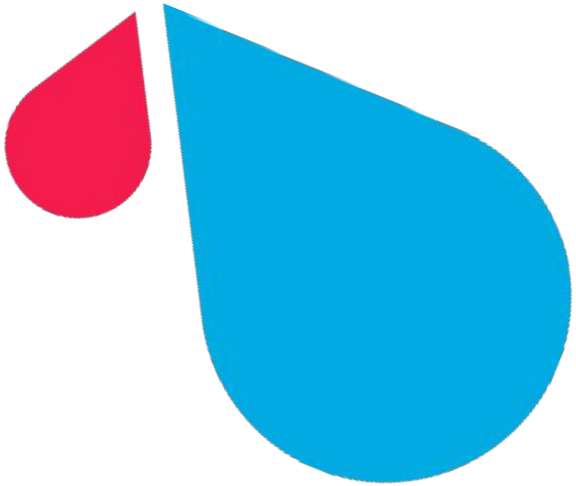
VOSS Platform Licensing

License file to control VOSS Automation availability based on Subscription status

- Applies to any VOSS instance – Lab, Product, staging, etc
- License key will need to be installed as part of upgrade ideally or up to 7 days after
- License key will control VOSS being available inline with subscription period
- Notifications nearing license expiry to initiate new license generation (tied to renewal process typically)



Thank You