

VOSS Automate

Release 21.4 Overview

January 2023

VOSS
DIGITAL WORKPLACE
MANAGEMENT



Commercial in Confidence

Copyright © 2023 VOSS

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**



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**



Admin Portal Evolution

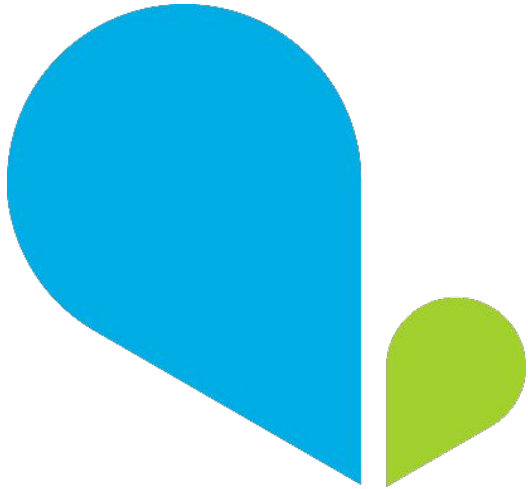


Extensive enhancements to usability, look and feel, and consolidation of admin and BAP portal

- 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



Home / Call Queues / Sales Call Queue

General info | Greeting and music | Call answering | Agent selection | Call overflow handling | Call timeout handling

Name: Sales Call Queue

Resource Accounts:

1st Phone Number of 1st Resource Account: tel:+1303

Language: English (US)

Maximum calls in the queue: 50

Greeting and music | Call answering | Agent selection | Call overflow handling

Options: Play an audio file

Audio File: rory_abc_10.mp3

Options: Play default music

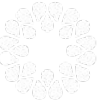
Call answering | Agent selection | Call overflow handling | Call timeout handling

Options: Redirect this call to

Redirect to: External phone number

External phone number:

- Person in organization
- Voice app
- External phone number
- Voicemail (personal)
- Voicemail (shared)



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



Holiday Call Flows | Dial Scope | Resource Accounts

Call flows during holidays

▼ Australia Day

Name: Australia Day

Holiday: Australia Day

Filter (contains)

Options: After hours Research, After Hours Call Flow, Holiday Call Flows, Dial Scope, Resource Accounts

Message: Australia Day, Boxing Day, Christmas, Family Day, Gloryday

Greeting options

Call routing options

Set up the greeting and menu options

Greeting

Options: Add a greeting message

Message

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		Person in organization		mikel@vossdemo.onmicrosoft.com								
1		Operator	+982017766									

After Hours Call Flow | Holiday Call Flows | Dial Scope | Resource Accounts

Sunday: No value set

Start At: [Filter (contains)]

End At: [Filter (contains)]

Monday: [Add]

Tuesday: [Add]

Wednesday: [Add]

None, 12:00 AM, 12:15 AM, 12:30 AM, 12:45 AM, 1:00 AM

Set menu options

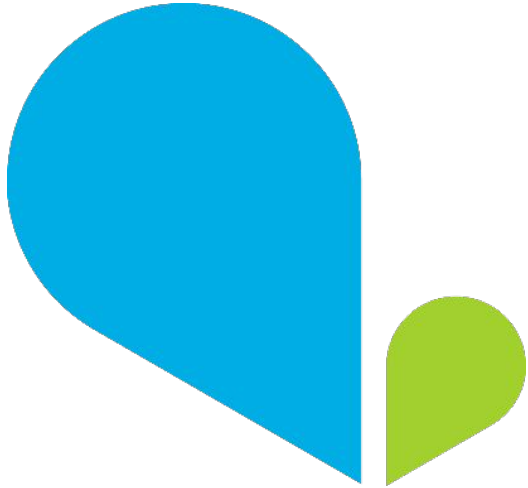
Dial key	Voice Command	Redirect To	Operator	Person in organization	Voice app	Voicemail	Transcription	Skip Voicemail System Message	External phone number	Announcement (Play an audio file)	Announcement (Type in a message)	
0		Operator	+982017766									
1		Voice app			CQ_Sales_1@vossdemo.onmicrosoft.com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



Home / Manage Teams / Marketing Team

Teams | Member Settings | Guest Settings | Messaging Settings | Fun Settings

Display Name * Marketing Team

Description Members of Marketing get added here

Privacy Private

Is Archived

Members *
AdeleV@vossdemo.onmicrosoft.com
admin@vossdemo.onmicrosoft.com
GradyA@vossdemo.onmicrosoft.com

Channels
General
new

Archive Team

Unarchive Team

Messaging Settings | Fun Settings

Display Name * Emergency Services Delivery Project Team

Description Team in charge of Emergency Services Delivery Planning

Privacy Private

Is Archived

Teams Templates Crisis Communications

Members *
AdeleV@vossdemo.onmicrosoft.com
BenO@vossdemo.onmicrosoft.com

Username * AdeleV@vossdemo.onmicrosoft.com

Role Owner

Display Name



Microsoft Resource Account Improvements



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



MHS (Customer) VOSS Automate

Home / Resource Accounts / New Record

Application ID	Auto Attendant	x v	Q
Display Name	Operator AA		
Username *	MHSOperator		
Domains	vossdemo.onmicrosoft.com	x v	Q
User Principal Name	MHSOperator@vossdemo.onmicrosoft.com		

Domains

vossdemo.onmicrosoft.com

x v

User Principal Name

Filter (contains) Q

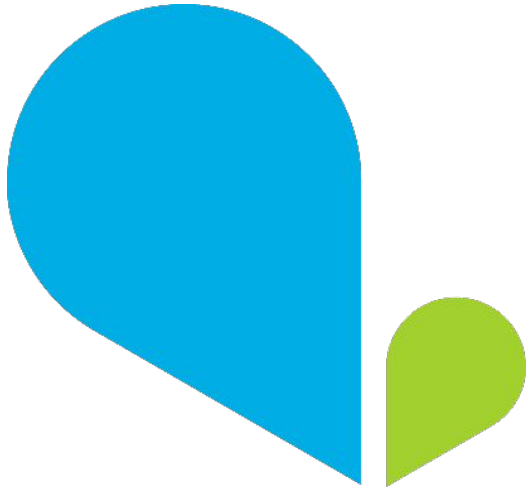
testvoss.com

vossdemo.onmicrosoft.com

vossdemo2.com



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**



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



MS Subscriber Management

Quick Add Groups

Quick Subscriber

Subscribers

User Calling Settings

Home / User Calling Settings / Grady Archie

User Dial Out Policy | User Calling Settings

Outbound calling

In the same country or region as the organizer

Filter (contains)

Any destination

In the same country or region as the organizer

Don't allow

Home / User Calling Settings / Grady Archie

User Dial Out Policy | User Calling Settings

Call Answering Rules | Ring devices

Ring device settings

Also allow | Call delegation

Call delegation

AlexW@vossdemo.onmicrosoft.com

Display name | AlexW@vossdemo.onmicrosoft.com

Permission | Receive calls

Allow changing call settings |

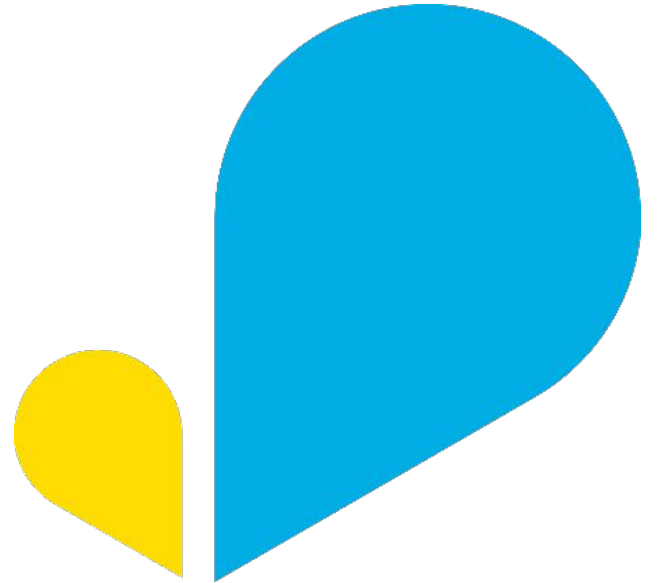
If unanswered | Forward to a person

Select a person | BenO@vossdemo.onmicrosoft.com

Ring for this many seconds before redirecting | 20 seconds (default)



Microsoft External Access Support



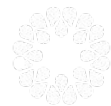
Microsoft External Access Support



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

The screenshot displays the 'External Domain Permissions' configuration page. At the top, there is a search bar with the text 'Block only specific external domains' and a search icon. Below this is a section titled 'Blocked Domains *' which contains a list of three domains: 'dodgywebsite1.com', 'dodgywebsite2.com', and 'dodgywebsite3.com'. Each domain entry has a plus sign on the left and a set of control icons (a downward arrow, a trash can, and an upward arrow) on the right. At the bottom of the form, there are two checkboxes: 'Allow Communication with external Teams Users' and 'Allow Skype Users', both of which are currently unchecked.



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

Calling

Calling Behaviour *

Use Organization's Domain

Create iPhone Device

Create Android Device

Create Tablet Device

Create CSF Device

Calling

Calling Behaviour *

Use Organization's Domain

On-Prem UCM Calling Services

On-Prem UCM Calling Service

Webex Calling Improvements



- New Customer Access default settings

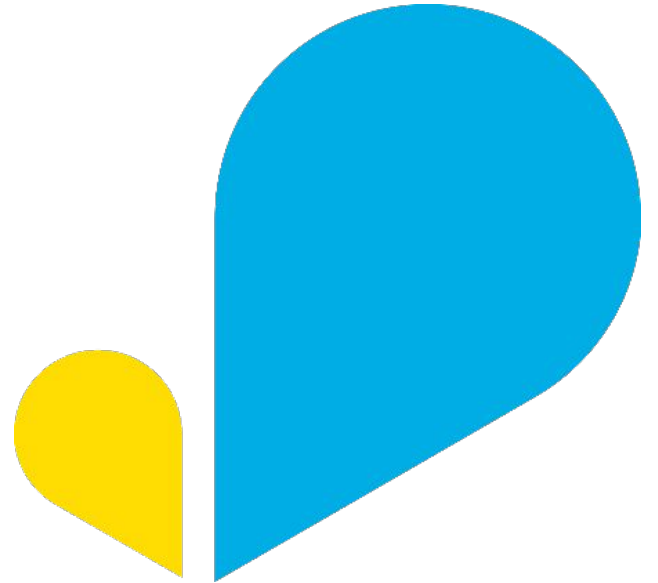
Default Calling Behaviour	Calling in Webex App (Unified CM)	X	▼	🔍
Use Organization's Domain	<input checked="" type="checkbox"/>			
Default UC Manager Profile *	Profile1		▼	🔍
Email Domain for Hybrid Calling in Workspaces	webex.com			
Directory Synchronization Enabled	<input checked="" type="checkbox"/>			

- Quick Add Subscriber provisioning improvements

Webex App	<input checked="" type="checkbox"/>					
Webex App User Template	Webex App User - Messaging & Meetings & Webex Calling via CUCM - CSF Jabber Device			X	▼	🔍



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

Client Services Framework or CTI Remote Device

Ring Schedule

▼ Mon : 08:00 - 17:00

Day	Mon	X	▼	🔍
Start Time	08:00	X	▼	🔍
End Time	17:00	X	▼	🔍

▲ Tue : 08:00 - 17:00

Day	Tue	X	▼	🔍
Start Time	08:00	X	▼	🔍
End Time	17:00	X	▼	🔍

SNR Ring Schedule management in Admin Portal



- Dedicated Single Number Reach Relation

🏠 / Single Number Reach ☰ +

Rows: 0 - 5 / 5 8 columns selected

<input type="checkbox"/>	Profile Name ↑⇅	Description ↑↓	User ID ↑↓	Device Pool ↑↓	Calling Search Space ↑↓	Rerouting Calling Search Space ↑↓
	🔍 Filter	🔍 Filter	🔍 Filter	🔍 Filter	🔍 Filter	🔍 Filter
<input type="checkbox"/>	jwick02-RDP	john wick RDP	jwick02	Cu1Si11-DevicePool	Cu1Si11-InternalOnly-CSS	Cu1Si11-LBRStdNatWkHrsCLIRyFONyFACnCMC-CSS
<input type="checkbox"/>	mvalder01-RDP	Mable Valder RDP	mvalder01	Cu1Si2-DevicePool		
<input type="checkbox"/>	newtestuser-RDP	New TestUser RDP	newtestuser	Cu1Si2-DevicePool		
<input type="checkbox"/>	tomjerry-RDP		tom.jerry	Cu1Si2-DevicePool		



**VOSS Platform
Licensing**

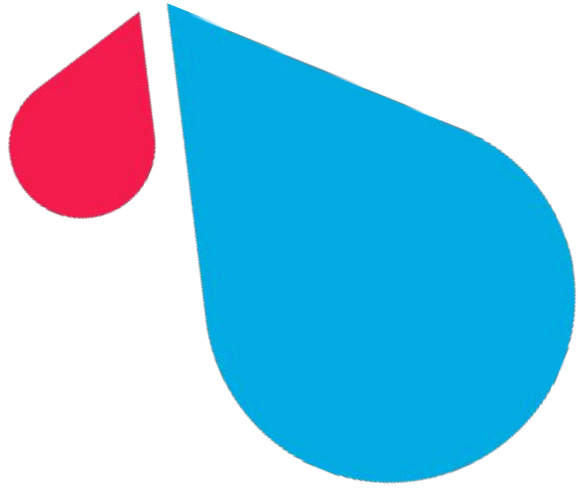


VOSS Platform Licensing



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

