

AudioCodes Live Cloud for Teams

Version 1.0.220



Table of Contents

- 1 Features in this Release7**
- 1.1 New Service Levels.....7
- 1.2 PowerShell Enhancements8
- 1.3 Multi-Tenant Authentication for Azure Active Directory.....8
- 1.4 Multi-Tier Operator Management9
- 1.5 Bring Your Own Carrier (BYOC) Connectivity Option9
- 1.6 SBC and M365 Onboarding Script Templates9
- 1.7 Microsoft Teams Notification Service.....9
- 1.8 New Single Sign On (SSO) to Service Cloud from Customer Portal 10
- 1.9 Add New Site Locations..... 10
- 1.10 Main Dashboard Enhancements 11
- 1.11 Filter Enhancements 11
- 1.12 QOE Threshold Management 11
- 1.13 Reports Enhancements..... 12
- 1.14 Monitoring System Tasks..... 12
- 1.15 Delete Customers 12
- 1.16 Backup and Restore Customers 12

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Abbreviations and Terminology

Each abbreviation, unless widely used, is spelled out in full when first used.

Related Documentation

| Document Name |
|--|
| Live Cloud for Teams User's Manual |
| AudioCodes User Management Pack 365 SP Edition Installation and Administration Guide |

Document Revision Record

| LTRT | Description |
|-------|---------------------------|
| 26485 | Initial document release. |

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Software Versions

| Product | Version |
|---|----------------|
| Live Cloud for Teams | 1.0.220 |
| User Management Pack 365 | 8.0.2020 |
| User Management Pack 365 Installer (in ISO) | 8.0.220.101-26 |
| EMS.Installer.exe (in ISO) (OVOC) | 8.0.2000 |
| EmsClientAgent.msi | 7.8.13 |
| EmsMainAgent.msi | 7.8.15 |
| Public OVOC Connector | 1.0.6 |
| SBC | 7.4.100 |

1 Features in this Release

This chapter describes the new features in this release.

1.1 New Service Levels

The following new service levels are offered:

- **Hosted Essentials:**

- Configure SBC-as-a-service as Microsoft Teams Direct Routing endpoint
- Add or Edit Prefixes at SBC level for specific locations
- Onboarding automation for SBC configuration
- Connect to any SIP trunk or bundle your own minutes plans

- **Hosted Essential+¹:**

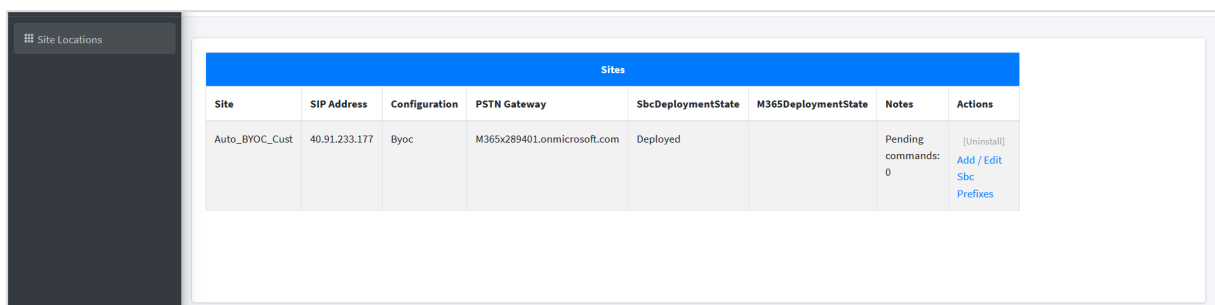
- Add or delete users and easily manage DID assignments
- Configure operator O365 credentials and whether the operator logs into Live Cloud for Teams using username and password or Token authentication.
- Add SBC site locations

- **Hosted PRO²:** Full employee management including:

- Connect to SIP IP-PBX
- Edit Teams data and policies directly
- Full Number assignment capabilities
- Create templates for a variety of user groups with different policies.
- Audit changes on Teams tenant and rollback if required
- Update Voice Routing policies
- Connect to Microsoft Teams Notification Service (see below)

The following screens display examples of the self-service portal for each of the service levels.

Essentials



| Sites | | | | | | | |
|----------------|---------------|---------------|-----------------------------|--------------------|---------------------|---------------------|--|
| Site | SIP Address | Configuration | PSTN Gateway | SbcDeploymentState | M365DeploymentState | Notes | Actions |
| Auto_BYOC_Cust | 40.91.233.177 | Byoc | M365x289401.onmicrosoft.com | Deployed | | Pending commands: 0 | [Uninstall] Add / Edit Sbc Prefixes |

¹ In addition to the Hosted Essentials except for managing prefixes on SBC.

² In addition to the Hosted Essentials+

Essentials +

Hosted Pro

| User Ty | Full Name | SIP Add | Line Uri | Templat | Depart | Online | Online | Site Loc | Usage L | Enterpri |
|----------|-------------------|------------|------------|---------|-----------|-----------|-----------|-----------|---------|----------|
| Teams... | auto17 | sip:aut... | tel:121... | | TEST_c... | VR24 | audio0... | ACcoil... | IL | Yes |
| Teams... | auto13 | sip:aut... | tel:+90... | | Dep1 | VR24 | audio0... | ACcoil... | IL | Yes |
| Teams... | auto4 user | sip:aut... | tel:+12... | | Inform... | newVR | audio0... | ACcoil... | NL | Yes |
| Teams... | auto5 user miryam | sip:aut... | tel:+12... | | Inform... | | | | IL | Yes |
| Teams... | auto21 | sip:aut... | tel:+11... | | Inform... | Unrest... | audio0... | ACcoil... | IL | Yes |
| Teams... | auto22 | sip:aut... | tel:+10... | | Inform... | Unrest... | audio0... | ACcoil... | IL | Yes |
| Teams... | auto14 | sip:aut... | tel:+90... | | Inform... | VR24 | audio0... | ACcoil... | IL | Yes |
| Teams... | auto12 | sip:aut... | tel:+90... | | Inform... | VR24 | audio0... | ACcoil... | IL | Yes |
| Teams... | auto3 user | sip:aut... | tel:+12... | | Inform... | newVR | audio0... | ACcoil... | IL | Yes |
| Teams... | auto11 | sip:aut... | tel:+90... | | Inform... | VR24 | audio0... | ACcoil... | AQ | Yes |
| Teams... | auto25 | sip:aut... | tel:+10... | | Inform... | Unrest... | audio0... | ACcoil... | IL | Yes |

1.2 PowerShell Enhancements

This version supports the Microsoft Teams PowerShell module which is installed as part of the UMP-365 upgrade (version 8.0.220) for enabling the Token authentication mechanism (see below).

1.3 Multi-Tenant Authentication for Azure Active Directory

Operators can be managed in the Azure AD multi-tenant topology that is managed as an enterprise application in the Customer's Azure Active Directory. Operators are initially signed in via Azure AD with Microsoft MFA/OAuth 2.0/Conditional Access/CASB Token authentication. Authorization and consent is granted by the Azure AD owner of each Tier Tenant. An application must be registered for Live Cloud including the configuration of global operator roles ("Admin", "Operator" and "Monitor"). Tenants can then add their own operators assigning one of these roles. In addition, an application must be registered on Azure for the UMP-365 for managing both the Token authentication mechanism and the Admin Users (Account) redirect URI's sign-in.

1.4 Multi-Tier Operator Management

The Live Cloud for Teams Interface and the self-service portal now supports multi-tiering for the following tiers:

- AC Service (Sys Admin)
- Service Provider
- Channel
- Business Customer

The Live Cloud for Teams Interface displays context-sensitive menus and data according to one of the above logged in tier operators. Likewise access to the Self-service portal is context-sensitive according to the logged in operator. For example, the Channel operator only views those customers and users that are managed under their tenant.

1.5 Bring Your Own Carrier (BYOC) Connectivity Option

In the Onboarding wizard, the option allows the configuration of the SBC with the BYOC option in addition to SIP Trunk and IP-PBX.

1.6 SBC and M365 Onboarding Script Templates

The Onboarding wizard enables you to apply template deployment scripts for both the SBC and Microsoft 365 configuration. AudioCodes Professional Services provides a library of templates scripts that are based on common customer scenarios. The SBC Onboarding wizard applies the SBC Onboarding CLI scripts to the SBC device during the deployment process. Likewise it applies the Microsoft 365 scripts to the Azure platform. The scripts can be tailored to Service Provider requirements globally or for specific M365 tenants. Customer Variables can also be defined and applied to scripts.

1.7 Microsoft Teams Notification Service

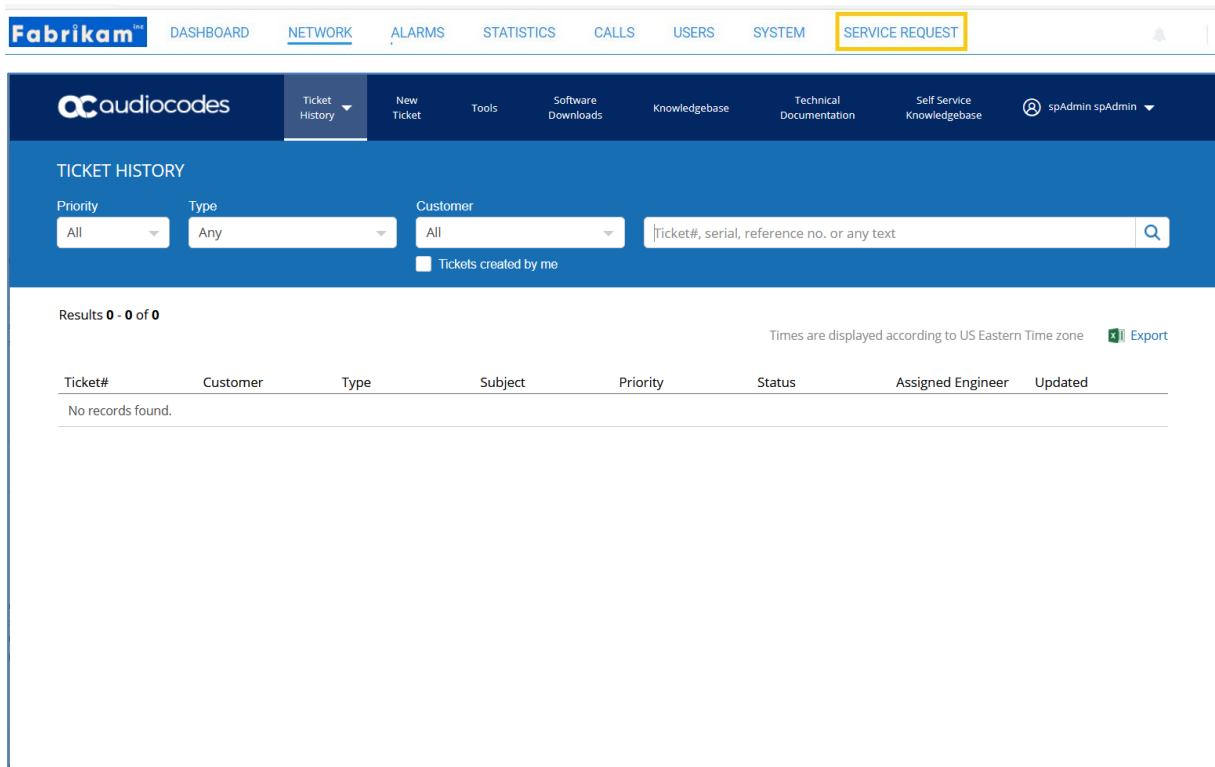
The Onboarding Wizard includes an option to connect to the Microsoft Teams Notification Service for retrieving CDRs for Teams calls. The configuration includes the setting of the Azure Application ID (for the Registration service) and the corresponding Client secret.

OVOC displays retrieved calls, statistics and reports separately on both customer's TEAMS side (TEAMS tenant) and customer's provider side (SBC).

App registration credentials for connecting to this service can be entered in the Onboarding wizard.

1.8 New Single Sign On (SSO) to Service Cloud from Customer Portal

The Live Cloud for Teams interface includes a SSO link to the Service Provider customer support portal for managing customer tickets.



1.9 Add New Site Locations

New site locations can be added for second day management to support different SBC routing policies or SBCs in different geo-locations. A link in the Services portal accesses the Onboarding wizard where a new location can be associated to an existing SBC or to an additional SBC. Hosted Essentials and Hosted Pro customers can also Add and Edit SBC Prefixes for each location.

1.10 Main Dashboard Enhancements

The main dashboard has been enhanced as follows:

- New look and feel with enhancements to navigation, tables, graphs, and layout.
- Customer Details with breakdown for Providers side (previously known as “links”) and Teams side (Teams device)
- The details of the attached channels
- The number of users managed by the M365 Tenants
- Information on DID usage for the DIDs that are assigned by the provider’s carrier
- Information on the Active Directory locations of the users managed by the provider’s customers

1.11 Filter Enhancements

- Calls filters:
 - Teams Side for the SBC call leg
 - Provider Side for the Provider leg
 - Active Directory User Location
 - Caller Connection Types (audio, video or screen sharing)
 - Teams Termination Reason
- Active Directory User Details filters including the following:
 - User Locations
 - Line URI

1.12 QOE Threshold Management

Attach QOE thresholds to Providers Side and Teams Side (Teams device) entities.

1.13 Reports Enhancements

The following new Report Element Types have been added:

- Teams Side
- Provider Side
- AD Location

The Report Scheduler can be configured per customer.

1.14 Monitoring System Tasks

The System Tasks has been added for the operator to monitor the processing of executed system tasks such as report execution.

1.15 Delete Customers

- The option to disable and delete customers has been merged into a single action.
- Deleting a Customer provider entity can be performed by System Admin and Operator, by Service Provider Admin and Operator and by Channel Admin.
- Deleting a Customer Teams entity can be performed by System Admin and Operator, by Service Provider Admin and Operator and by Channel Admin
- A Customer entity can be deleted by System Admin and Operator and by Service Provider Admin and Operator

1.16 Backup and Restore Customers

Customer backup and restore can be performed by System Admin and Operator. The Last Backup Time appears in the Customer details for all operators with permissions to view the backed-up customer.

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