

User Management Pack™ 365 Service Provider Edition

Version 8.0.300



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Notice

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WEEE EU Directive

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Customer Support

Customer technical support and services are provided by AudioCodes or by an authorized AudioCodes Service Partner. For more information on how to buy technical support for AudioCodes products and for contact information, please visit our website at <https://www.audiocodes.com/services-support/maintenance-and-support>.

Stay in the Loop with AudioCodes



Abbreviations and Terminology

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

Related Documentation

Document Name
AudioCodes User Management Pack 365 SP Edition Installation and Administration Guide.

Document Revision Record

LTRT	Description
26688	Initial document release.

Documentation Feedback

AudioCodes continually strives to produce high quality documentation. If you have any comments (suggestions or errors) regarding this document, please fill out the Documentation Feedback form on our website at <https://online.audiocodes.com/documentation-feedback>.

Software Versions

Product	Version
User Management Pack 365	8.0.300
User Management Pack 365 Installer (in ISO)	8.0.300
EMS.Installer.exe (in ISO) (OVOC)	8.0.300.3137 fix1
EmsClientAgent.msi	7.8.21
EmsMainAgent.msi	7.8.18
Public OVOC Connector	1.0.8
SBC	7.4.200

1 Features in Version 8.0.300

1.1 Site Location Management

1.1.1 Configuration of DNS Sub-Domains

This version adds support for the configuration of DNS sub-domains for connecting customer sites to their DNS Hosting provider. The following methods can be implemented for setting up this connection:

- DNS Hosting Provider resides on Azure: The creation of the DNS sub-domain is fully automated using the Onboarding Wizard. The script includes the creation of the TXT record and a user license validation check. The script currently validates the existence of an E1 with Phone System, E3 with Phone System and Office 365 E5. However, the database can be configured to support other license types upon customer request.
- DNS Hosting Provider does not reside on Azure: Two-step provisioning semi-automatic process where during the Onboarding wizard run, the customer is prompted to create a TEXT record for validating their sub-domain and an A-record for IP address translation to the FQDN of the SBC device that is used to manage calls on the customer site.

1.2 Assign Dial Plans per Location

Ability to assign dial plans prefix and tags i.e. the Derived Trunk FQDN of a site SBC device can be configured as a tag in the dial plan rule. This enables the implementation of specific calling features for different locations such as call forwarding, clip no screening, blocking numbers and routing calls to the Fax server. Consequently, customers can be added seamlessly to UMP-365 by applying specific dial plans without the need to perform any configuration on the SBC.

1.3 Assign the same PSTN Gateway (Derived Trunk FQDN) to Multiple Site Locations

It's now possible to assign the same PSTN gateway (Derived Trunk FQDN) to multiple site locations for a specific customer. For customers using multiple SIP Trunks, an IP Group is created for each SIP trunk, all of which can work with the same SBC. For example, customers may dedicate one trunk for local calls and another for international calls made from remote sites.

1.4 General Management

1.4.1 Upgrade Customer to Hosted Essentials + and Hosted Pro

Hosted Essentials customers can be upgraded to Hosted Essentials + and Hosted Pro using in the Multitenant interface Tenants screen.

1.4.2 Assignment of OnlineVoiceRouting Policy per Phone Number

When assigning a phone number in the Users screen, it's possible to configure the OnlineVoiceRouting Policy from the right-click menu for the Phone Number.

1.4.3 Phone Number Assignment with New Teams PowerShell Module Cmdlets

The following cmdlets for phone number assignment will be deprecated by Microsoft in April 2022:

- Set-CsUser
- Set-CsOnlineVoiceUser
- Set-CsOnlineApplicationInstance
- Set-CsOnlineVoiceApplicationInstance

Instead the following new cmdlets are used Set-CsPhoneNumberAssignment and Remove-CsPhoneNumberAssignment. These new cmdlets are already available in the latest Teams PowerShell module.

1.4.4 Script Updates

The following Onboarding script functionality have been updated in reference to the Dial Plan configuration:

- Apply specific dial plan files
- Apply specific dial plan rules (prefix and tag)

This functionality can be applied to the following template scripts:

- sbc-scenario7
- sbc-add-prefix
- sbc-scenario7Cleanup
- sbc-remove-prefix

1.4.5 Script Compare Tool

The following template script scenarios have been updated in this version:

- sbc-scenario7
- sbc-scenario7Cleanup
- sbc-remove-prefix

A script comparison feature has been added to Scripts Template page of the UMP interface for the purpose of viewing the differences between the above existing scenario scripts and the latest script updates.

1.4.6 Token Permission Updates

A new token mechanism for the UMP application registration eliminates the need to assign API permissions to the registration.

1.4.7 Load Bulk Template from File

A template file containing a list of User URI entries and corresponding phone numbers for tenant-managed users can be uploaded to the Multitenant interface from an external CSV file.

2 Features in Version 8.0.220

This chapter describes the new features in this release.

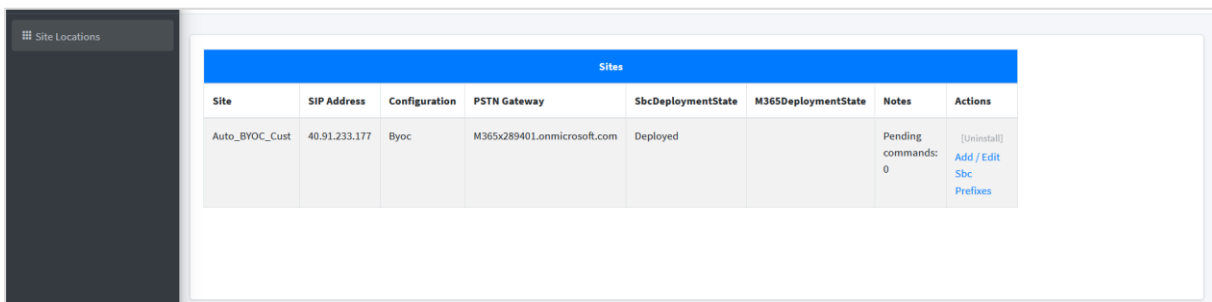
2.1 New Service Levels

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

2.2 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).

2.3 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.

2.4 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.

2.5 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.

2.6 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.

2.7 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.

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