

Introducing MachPanel v.8

MACHPANEL®



MachPanel Automation Module for Microsoft Skype for Business

- Datasheet – MachPanel Automation Module for Microsoft Skype for Business

- MachSol Inc.

Revision: 1.0

www.MachSol.com

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1. About This Document

This document focuses on **MachPanel Automation Module for Microsoft Skype for Business**. It deals with MachPanel Provisioning System along with Cloud/Enterprise hosting and highlights hosted Skype for Business service offered by MachPanel Automation Module for Microsoft Skype for Business. You will be able to decide yourself why MachPanel's enterprise offerings have a competitive edge over others.

2. MachPanel Provisioning System

MachPanel Provisioning System is an **ALL-IN-ONE** complete business automation solution for Windows. It includes everything a hosting company needs to run its day-to-day business operations. It helps to run a profitable, extensible, and successful web hosting business using latest tools and cutting edge technology.

It caters the need of **Traditional** as well as **Enterprise Hosting** supporting wide range of features including **Billing, Management, Help Desk automations** and **Network Monitoring**. In addition to automation, it provides broad 3rd party integrations with popular platforms.

3. MachPanel Automation Module for Microsoft Skype for Business 2019

Microsoft Skype for Business 2019 is designed to serve the corporate sector through its ability to unify communications bearing Messaging, Audio & Video Calling, Screen Sharing, file transfer alongside many other features. Company Heads, Managers, IT Professionals, Sales Staff and almost all the employees in a modern and growing companies need tools which put their work and lives at ease by helping them maintain presence when required and where required. Microsoft SkypeForBusiness presents a unified interface that combines voice communications, IM, audio, video, and sharing into a much improved, enhanced and to the point context.

MachPanel Automation Module for Microsoft Skype for Business gives service providers the true control they need to manage and provision their Cloud Services efficiently. MachPanel offers a centralized platform for doing all it takes to run and manage the communications-enabled business.

MachPanel Automation Module for Microsoft Skype for Business unifies communications bearing IM connectivity, conferencing, telephony, file transfer alongside many other features with MachPanel. Using MachPanel Automation Module for Microsoft Skype for Business, you can empower your enterprise to simplify processes to allow communications via messaging, text, voice and video at enterprise level and person to person.

Using MachPanel Skype for Business module, you can leverage **Enterprise Voice** using **Resource Group** that is a contact center solution for Microsoft Skype for Business Server. Furthermore, you can now have enterprise voice billing and reporting within same interface as well. It allows service providers the flexibility and control to manage their clients and communications infrastructure efficiently by providing a centralized management control panel for Providers, Partners (Resellers) and Customers. With integrated Direct Billing of Enterprise Voice MachSol Inc.

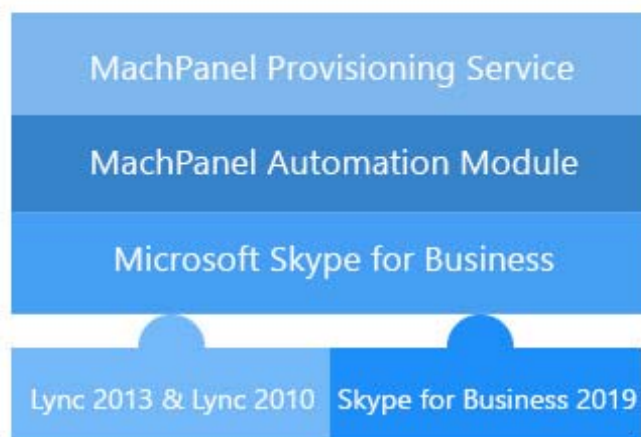
Users, Helpdesk, Online Storefront, Emailing and Customer management, MachPanel empowers UCaaS providers unmatched business automation.

4. Service Architecture

MachPanel supports Microsoft Skype for Business and Legacy Versions.

1. Microsoft Skype for Business 2019 ^{New!}
2. Microsoft Skype for Business 2015
3. Microsoft Lync Server 2010 & 2013

Now avail the opportunity to provide streamline communications, operational flexibility with control, instant messaging, conferencing, and Enterprise voice for businesses across the globe with MachPanel Automation Module for Microsoft Skype for Business.



5. MachPanel Automation Module for Microsoft Skype for Business Benefits

MachPanel Automation Module for Microsoft Skype for Business adds billing, provisioning and management of Microsoft Skype for Business to your cloud services allowing you to have complete functional capabilities. Following are some of the salient features of MachPanel Automation Module for Microsoft Skype for Business:

- **Automatic Provisioning of Hosted Skype for Business Service:** MachPanel supports automatic provisioning of Skype for Business service through which organization can be provisioned without the need for any input by the provider after the customer places an order.
- **Bill Per Skype for Business User or In Bulk:** Enables you to bill your customers based on number of Skype for Business users or you can create single plan to include resources as desired.
- **Sell Hosted Skype for Business Through Private Label Resellers:** Enables you to sell Skype for Business services through private labeled resellers.

- **Self-Service Tools to Manage Users, Dial Plans, Policy, And More:** With MachPanel Automation Module for Microsoft Skype for Business, not only that you can provision service on prebuilt plans, but you and your customers can also manage everything themselves.
- **User and Service Provisioning:** Real-time interactions between Skype for Business server and MachPanel impowers you to provision Skype for Business Service for users.
- **DNS Record Handling:** Your overhead is decreased by automatic creation of DNS records for the organization provisioned, ultimately helping you to get your customers running in shortest amount of time.
- **Persistent Chat Feature:** Lets you create topic-based discussion rooms that persist over time. Persistent chat rooms are where you can communicate and collaborate with a group of people who have a common area of interest.
- **Response Groups:** Agent groups contain a specified set of user accounts, that belong to a "Response group", how calls are Routed in the group, and what options a member has, are configured at the agent group level. While Queues holds Callers as they dial in to the "response group". You can determine workflows i.e. how a caller reaches a specific queue depending on question responses, time of day, or holidays.

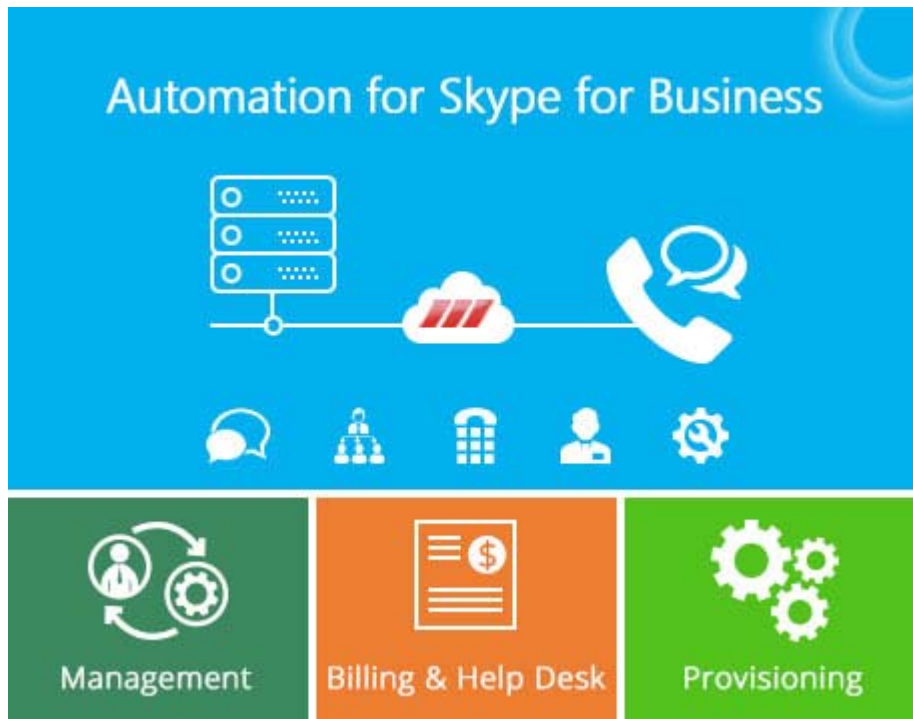
6. Detailed Feature List

MachPanel Automation Module for Microsoft Skype for Business offers a wide range of functionality. Following features are available to service providers who have purchased MachPanel Automation Module for Microsoft Skype for Business .

6.1 Features at a Glance

MachPanel Automation Module for Microsoft Skype for Business key features are highlighted in the table below:

Features	Status
Skype for Business/Lync Policy Management	✓
Multi Tenancy	✓
Enterprise Voice / Conferencing & Dial Plans	✓
Persistent Chat	✓
Federation/RGS	✓
Skype for Business Call Billing and Reporting	✓
Service Plan Management & Provisioning	✓



6.2 Supported Features

Following is the list of supported features of MachPanel Automation Module for Microsoft Skype for Business:

Features		Supported
Active Directory Management	<ol style="list-style-type: none"> 1. Active Directory Management 2. Add/Remove AD Organizations 3. Add/Remove AD Users 4. Add user details while adding AD user 5. Option to Change Password and Unlock the AD User 6. Add/Remove Security Groups 7. Give AD Users Membership to Security Groups 8. Activate Skype for Business on AD Users Created via MachPanel 9. Provider/Reseller has an ability to edit AD user from MachPanel AD interface 	✓
Service Offering Options	<ol style="list-style-type: none"> 1. Create Server Groups from various supported provider versions 2. Intuitive Service Plan Wizard 3. Ability to Provision Services using Separate Service Account 4. Manage Skype for Business Policies and set limits for SIP Domains and SIP Users 5. Clone Service Plans 6. Group Skype for Business Registrar Pools under Server Group 	✓

	<ol style="list-style-type: none"> 7. Ability to Provision Services using Separate Service Account 8. Selling of Services Based on Server Groups 9. Offer Service via Service Plans 10. Intuitive Service Plan Wizard 11. Selling on Per User Basis or in Bulk 12. Choose from List of Resources and Make them Billable 13. Create and sell Add-ons 	
DNS Hanadling	<ol style="list-style-type: none"> 1. Ability to integrate Multiple DNS Servers as Master & Slave. 2. Auto Generated DNS Records for Skype for Business Domains 	✓
Load Balancing & Redundancy	<ol style="list-style-type: none"> 1. Supports Redundancy with multiple Registrar Pool Integration 2. Load balanced provisioning on Registrar Servers 	✓
Organization Management	<ol style="list-style-type: none"> 1. Quick Access to Service Management 2. Put on Hold / Suspend Access to Panel for Customer/Administrator 3. Complete billing history for organization 4. Multiple SIP domain and meet URL creations 5. Perform domain federations using control panel 6. Enterprise Voice Phone number assignment and management 7. In non-hosted Skype for Business (2019) ability to Allow/block federated domains is provided 8. Option to Allow/Block federated domains list in bulk 	✓
SIP User Management	<ol style="list-style-type: none"> 1. SIP user creation across multiple service plans 2. Upgrade/Downgrade user 3. Manage line URI 4. AD properties management 5. Add new user of Different Types (PC-PC, Enterprise Voice, and Remote Call Control) 6. Add Users in Bulk by Supplying CSV File 7. Enable/Disable for Skype for Business Services 8. Change SIP User and Display Name 9. Set/Reset Mailbox Password 10. Perform Group Actions for Skype for Business 11. Ability to edit suffix in user 12. Ability to enable Skype for Business service for Linked Mailbox 13. Linked Skype for Business user creation 14. Ability to add Extension Numbers/Private Lines for Enterprise Voice users 15. Add new bulk Linked users for Skype for Business services via .csv 	✓

Reporting	<ol style="list-style-type: none"> 1. Auto Generate Reports 2. Usage Report Generation for Skype for Business Organizations (Export to Excel Option) 3. Schedule to automatically generate and email reports to provider 4. SPLA report for Skype for Business 5. Skype for Business enterprise voice Reporting 6. Skype for Business Conference Call Reporting 	✓
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6.3 High Level Features

MachPanel Automation Module for RDS allows you to benefit from a wide range of features including:

A. MachPanel Features

- ✓ High Performance Windows Based Control Server
- ✓ Unlimited (Remote) Servers, Roles and Active Directories
- ✓ Multi-language and Localization Support
- ✓ Multi-level Management i.e. Service Provider, Reseller and Self-Service Customer Control Panel
- ✓ Fully Private Labeled for Provider, Reseller and End Customer Control Panel
- ✓ Support for Commission based Reseller model, and Subscription Based Reseller Model
- ✓ Fully Load Balanced Control Panel via NLB or any other load balancer
- ✓ High Availability solution encompassing Load Balancing and fault tolerance
- ✓ IP Lock-Down policy for system/staff users.
- ✓ One click backup of MachPanel database from Control Panel Configuration Studio
- ✓ Detailed Audit Logs to maintain history of all operation performed via control panel
- ✓ Large Number of 3rd Party Integrations
- ✓ Deploy all service on Single server or Distribute Services on Server Farm
- ✓ SSL Protection and Encryption of Control Panel Communication
- ✓ Secure Encrypted Information Exchange between Remote and Control Server
- ✓ Complete Billing, Helpdesk and e-Commerce Center
- ✓ Automatic Setup & Billing Email Notification Manager
- ✓ Built in E-Commerce Store with Fraud Control & Prevention
- ✓ Support for various payment gateways for automatic payment processing
- ✓ Safer Pay integration added. **New!**
- ✓ PCI Compliance integration for Authorize.Net CIM and PayPal Pro Payflow Edition
- ✓ MachPanel Store API to facilitate providers to completely customize the online web store
- ✓ Quick links to subscription management interfaces on Customer's dashboard
- ✓ Detailed Audit Logs to maintain history of all operation performed via control panel
- ✓ Work flows for various operations
- ✓ Terms and conditions Providers/Resellers
- ✓ Ability to customize skin. Add Custom title on Dashboard. **New!**
- ✓ Supports MailChimp for Mailling Lists

- ✓ Login with ADFS functionality added **New!**

B. MachPanel Skype For business Features

As a service provider you can perform following tasks through MachPanel:

- Ability to Create/Delete Skype for Business User
- Ability to Create/Delete Skype for Business enabled organization
- Ability to Create/Delete SIP Domain in a specific organization
- Ability to create/Delete Contacts, Add Bulk Contacts **New!**
- Ability to enable CS Meeting Room.
- Share Organization's users with Exchange, SharePoint and Blackberry module (or enable existing users of other enterprise modules)
- Ability to Disable Skype for Business User's Status (Temporarily disable Skype for Business service for a specific user)
- Change Skype for Business User's Password
- Change AD Attributes for Skype for Business User
- Set Skype for Business User's General Profile information at the time of creation
- Users Segregation and Multi Tenancy
- Skype for Business Phone Number Assignment and Management. i.e. Import of Line URI's, Add Phone numbers and Groups, Add Dial Plans, Conference Dial-In, Call Destinations, SIP Gateways & Call Bundles
- Organization Federation configuration
- Persistent Chat Feature.
- Response Group Management (Agent Groups, Queues, Business Hours, Holiday Sets & Workflows management)
- Sync Response Group data from backend **New!**
- Domains for Federation
- Group actions for Skype Users
- Workflows available for Skype for Business Users **New!**.
- Ability to Import skype for Business tenants from Server
- Ability to Imports Contacts during Import **New!**.
- Skype for Business Policy Management through Service Plans
- Sync Skype for Business policies for sold Service Plans/sold Add-ons for users **New!**.
- SPLA Report, Usage Report & Pay Bills
- Billing is available for the Lync call records **New!**
- Skype for Business Call reports and Conference Call Reports
- (First minute full charge) is added to Call Bundle settings **New!**

7. Cloud Hosting through MachPanel

In addition to Traditional Hosting, Cloud hosting is a vital and powerful feature that MachPanel possesses. It allows various Enterprise solutions for broad Cloud Hosting Services that include:

- a. MachPanel Automation Module for Microsoft Exchange
- b. MachPanel Automation Module for Microsoft Skype for Business
- c. MachPanel Automation Module for Microsoft SharePoint
- d. MachPanel Automation Module for Microsoft CRM
- e. MachPanel Automation Module for Microsoft Hyper-V
- f. MachPanel Automation Module for Microsoft CSP
- g. MachPanel Automation Module for Windows Work Folders
- h. MachPanel Automation Module for Microsoft RDS



8. MachPanel Other Products

MachPanel's other products are **MachPanel Automation Module for Microsoft Exchange, SharePoint, CRM, CSP, Work Folders, RDS and Hyper-V** etc. It fully automates the service planning, billing, provisioning and management of several Traditional hosted services (Web Hosting) as well as Enterprise Hosting. Traditional hosting (also known as Shared Web & Data Hosting) is offered by **MachPanel Automation Module for Web Hosting**.



9. Useful Resources

We maintain handful of useful resources to allow better support and enhance user experience with our product, making the most of it. You can utilize this supplementary information as per requirement. Just follow the mentioned links for further assistance.

No#	Documents and Guides	Links
1.	Frequently Asked Questions (FAQs):	http://kb.machsol.com/Knowledgebase/2
2.	Knowledge Base (KB):	http://kb.machsol.com/
3.	Blogs:	http://blog.machsol.com

10. Contact Us

MachSol is leader in unified automation software that solves business and operational challenges in delivering scalable hosted software in private cloud, public cloud and hybrid cloud environments.

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