

Service Management of Skype4B in MachPanel

Summary

This article provides a summary on Skype4B services management i.e. adding domains, allowing or blocking domains, configuring response groups, assigning phone numbers, adding chat categories and chat rooms etc.

Applies To

This article applies to MachPanel build 5.4.10 and above.

Pre-Requisites:

Before you can manage services of Skype4B you need to Integrate Skype4B With MachPanel Control Panel. Please review the below KB article:

<http://kb.machsol.com/Knowledgebase/Article/50304>

Service Management of Skype4B Hosting:

You can manage hosting services for Skype4B by clicking on the Service Management link from the following path: **Home » Service Director »**

Skype4B Hosting » Accounts. See the snapshot below:

Home > Service Director > Skype4B Hosting > Accounts

Skype4B Accounts

Search

MachSol Inc [Host Admin (Provider)] Subsc.ID SIP Domain cloudVOICE.local Customer Name Select Status

Search Clear

Status	Subsc.ID ↑↓	SIP Domain ↑↓	Organization Name ↑↓	Package ↑↓	Users	Customer ID ↑↓	Owner ↑↓	Options
Active	4	cloudVOICE.local	CloudEVoice	Enterprise Voice Everything on	7	#5 Demo Customer [Company]	Host Admin (Provider)	Manage

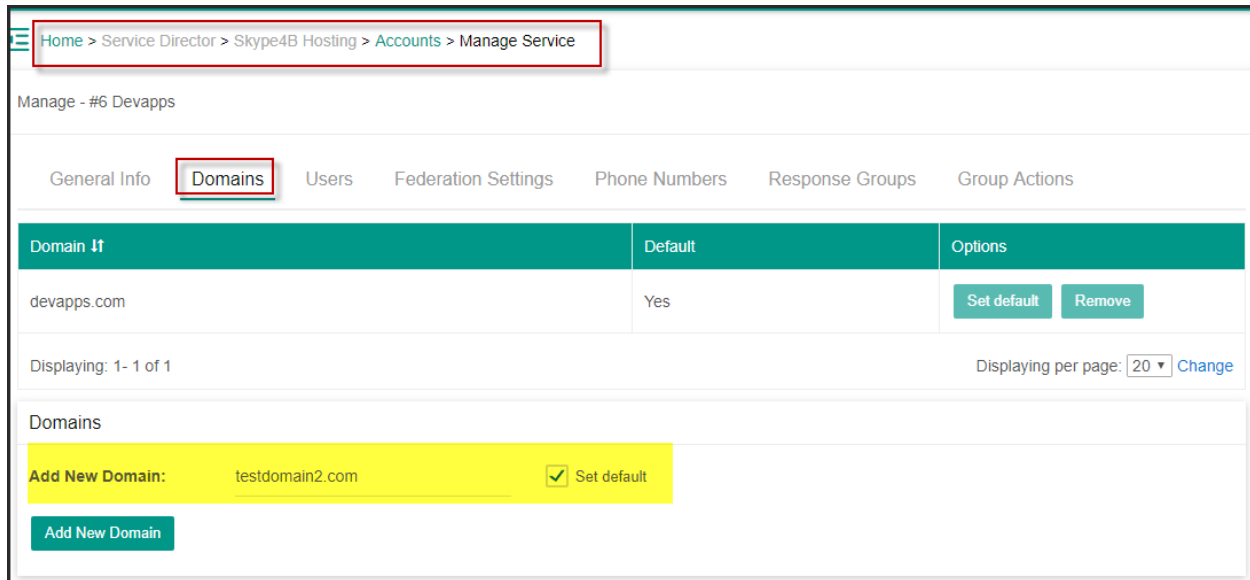
Displaying: 1- 1 of 1

Displaying per page: 20 Change

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Adding Domains:

You can add multiple domain to your Lync organization under **Domains** tab. See the snapshot below:

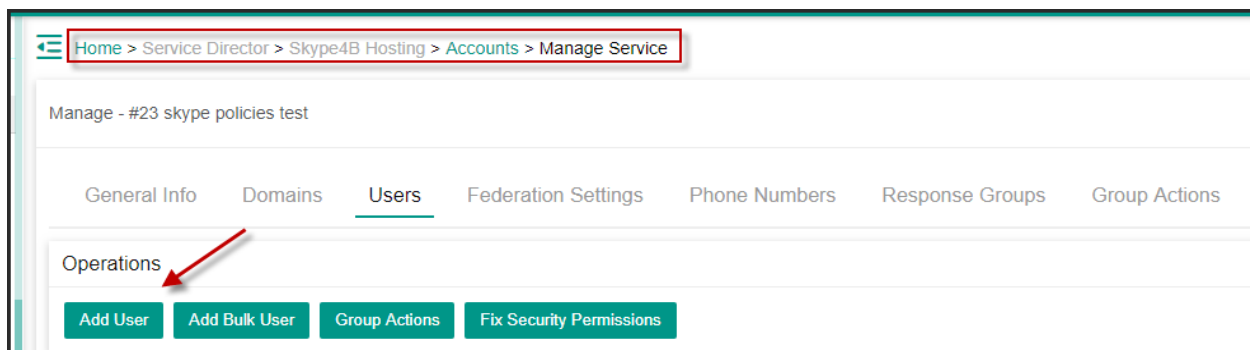


The screenshot shows the 'Manage Service' page for a Skype4B account. The breadcrumb navigation is 'Home > Service Director > Skype4B Hosting > Accounts > Manage Service'. The page title is 'Manage - #6 Devapps'. The 'Domains' tab is selected. Below the tabs, there is a table with columns 'Domain', 'Default', and 'Options'. The table contains one row for 'devapps.com' with 'Yes' in the 'Default' column and 'Set default' and 'Remove' buttons in the 'Options' column. Below the table, there is a section for 'Domains' with an 'Add New Domain' button and a form containing 'testdomain2.com' and a checked 'Set default' checkbox. The page also shows 'Displaying: 1 - 1 of 1' and 'Displaying per page: 20 Change'.

Adding Skype4B Users:

- 'Advanced Search' option is introduced to minimize the filter area
- To add a new user in Skype4B account, select **Users** tab. Click on **Add User** button.
- You can also "Fix Security Permissions" for Skype4B users.

See the snapshot below:



The screenshot shows the 'Manage Service' page for a Skype4B account. The breadcrumb navigation is 'Home > Service Director > Skype4B Hosting > Accounts > Manage Service'. The page title is 'Manage - #23 skype policies test'. The 'Users' tab is selected. Below the tabs, there is an 'Operations' section with buttons for 'Add User', 'Add Bulk User', 'Group Actions', and 'Fix Security Permissions'. A red arrow points to the 'Add User' button.

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- It is possible to have different Skype SAL, you can sell ONLY one product to a customer but you can sell **multiple Add-ons** to same customer. You have to create a basic product\service plan for your customer like a product which offers **Pc-to Pc** telephony to its users and sell it to customer. Now for users with "**Standard SAL**" or "**Enterprise voice**" telephony you have to create add-ons and then associate it to the **PC-to PC** service plan and provision this add-on to same customer.
- When you create new **user** for Skype account you can select the desired product or an add-on in **Package** see below. Products shows letter **P** and Add-on shows letter **A**.
- You can select "Line URI" also you can add "Private line" for the Skype4B user.

The screenshot shows the 'Add User' form in MachPanel. The form is titled 'Add User' and has a 'Go Back' button in the top right corner. The form is divided into several sections:

- Package:** A dropdown menu is open, showing a search bar and two options: 'P:12 Enterprise Voice Everything on (7/Unlimited EPS)' and 'A:63 Standard Plus SAL (2/12 SS)'. The second option is selected.
- *Enable existing Active Directory users:** A checkbox labeled 'Add New User'.
- *Full Name (Display name):** A text input field containing 'test.user1'.
- *Sign-in-Name:** A text input field containing 'test' and a dropdown menu for the domain, currently set to '@cloudvoice.local'.
- *SIP Address:** A text input field containing 'test' and a dropdown menu for the domain, currently set to '@cloudvoice.local'.
- *Password:** A text input field with a 'Generate Random' button and a note: '(Must be alpha-numeric. Example: 1PassW0rD)'. There is also a 'Show Password' checkbox.
- *Confirm password:** A text input field.
- Line URI:** A text input field containing '+11234567890 (US, N/A, DID)' and a dropdown menu for the extension, currently set to '789'.
- Private Line:** A dropdown menu set to '-- Select --' and a dropdown menu for the extension, currently set to '789'.

- You can select "Dial Plan".
- You can select "Voice Policy"
- You can Enable\Disable "Voice Mail Policy".
- You can select "Conferencing Policy" as well. Please view details on how to [add Conferencing Policy](#)



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- Dial-in Conferencing PIN can be added through MachPanel now.

Home > Service Director > Skype4B Hosting > Accounts > Manage Service

Manage - #23 skype policies test

General Info Domains **Users** Federation Settings Phone Numbers Response Groups Group Actions

Edit User Go Back to Listing

General Set Password **Conference PIN**

Dial-in Conferencing PIN:

Save

Federation Settings:

You can configure **Allowed Federation With** and **Blocked Federation With** under **Federation Settings** tab. You can also **Sync Domains** from backend as shown below:

Home > Service Director > Skype4B Hosting > Accounts > Manage Service

Manage - #6 Devapps

General Info Domains Users **Federation Settings** Phone Numbers Response Groups Group Actions

Operations

Sync Allowed Domains Add Domain Add Bulk Domains

Manage - #6 Devapps

General Info Domains Users **Federation Settings** Phone Numbers Response Groups Group Actions

Add Domain

*Domain FQDN:

Access Edge Service FQDN:

Comments:

Save Cancel

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Phone Numbers:

For Each user you define phone numbers with extensions. Phone numbers can be either local or global. In Line URI, specify the telephone number of the user. Private extensions can only be dialed from within the organization.

Home > Service Director > Skype4B Hosting > Accounts > Manage Service

Manage - #4 CloudEVoice

General Info Domains Users Federation Settings **Phone Numbers** Response Groups Group Actions

Current Subscriptions

Maximum DID Quota: 100 Used Resources: 7

Operations

Import Numbers

Search +

Status	Phone number ↑↓	Assigned To	Hide from user/workflow interface
Leased	+11234566891	m Edward [William.Edward@cloudevoice.local]	False

Please review the below KB article to view more details on **Adding and assigning Line URI's** to users:

<http://kb.machsol.com/Knowledgebase/Article/52401>

Managing Response Groups (Agent Groups, Queues, & Work flows):

To configure Response Groups in Lync account, select **Response Group** tab as shown below:

Home > Service Director > Skype4B Hosting > Accounts > Manage Service

Manage - #4 CloudEVoice

General Info Domains Users Federation Settings Phone Numbers **Response Groups** Group Actions

Groups Queues Workflows

Operations

Add New Group

Group Name ↑↓	Participation Policy ↑↓	Routing Method ↑↓	Description ↑↓	Options
Sales Agents	Informal	Longest Idle		

Displaying: 1 - 1 of 1 Displaying per page: [20] Change

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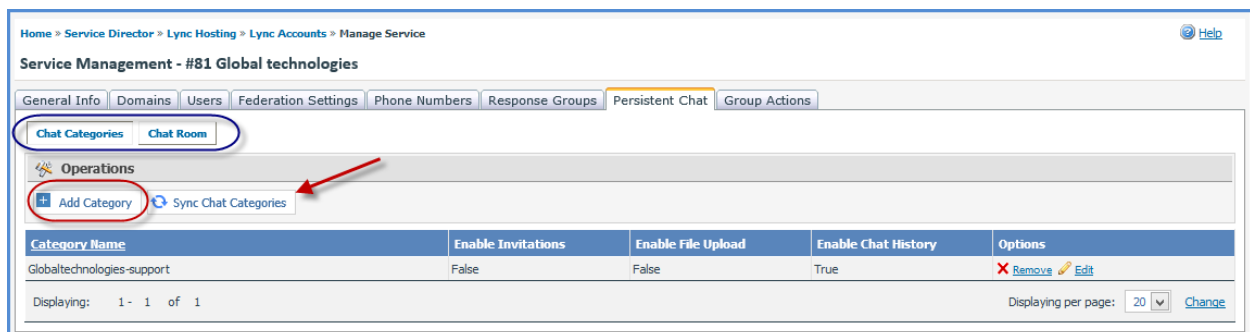
Please review the below KB article to view more details on adding **Groups, Queues and Workflows**:

<http://kb.machsol.com/Knowledgebase/Article/51373>

Managing Persistent Chat:

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.

To add **Chat Categories** and **Chat Room**, Click on the respective button and then click to add a category or a chat room. See the snapshot below:



The screenshot shows the MachPanel interface for managing Persistent Chat. The breadcrumb trail is: Home > Service Director > Lync Hosting > Lync Accounts > Manage Service. The page title is "Service Management - #81 Global technologies". The navigation tabs include: General Info, Domains, Users, Federation Settings, Phone Numbers, Response Groups, Persistent Chat (selected), and Group Actions. Under the Persistent Chat tab, there are two sub-tabs: Chat Categories and Chat Room. In the Operations section, there are two buttons: "Add Category" (circled in red) and "Sync Chat Categories" (with a red arrow pointing to it). Below the buttons is a table with the following data:

Category Name	Enable Invitations	Enable File Upload	Enable Chat History	Options
Globaltechnologies-support	False	False	True	X Remove Edit

At the bottom, it shows "Displaying: 1 - 1 of 1" and "Displaying per page: 20 Change".

Please review the below KB article to view more details on adding **Chat Categories** and **Chat Room**:

<http://kb.machsol.com/Knowledgebase/Article/50363>

MachPanel Knowledgebase

<https://kb.machsol.com/Knowledgebase/52410/Service-Management-of-Skype4B-in...>