

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 cloudevoice.local Customer Name Select Status

Search Clear

Status	Subsc.ID	SIP Domain	Organization Name	Package	Users	Customer ID	Owner	Options
Active	4	cloudevoice.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 MachPanel interface for managing a Skype4B account. The breadcrumb navigation at the top is 'Home > Service Director > Skype4B Hosting > Accounts > Manage Service'. Below this, the page title is 'Manage - #6 Devapps'. The 'Domains' tab is selected and highlighted. The main content area displays a table with the following data:

Domain	Default	Options
devapps.com	Yes	Set default Remove

Below the table, it says 'Displaying: 1 - 1 of 1' and 'Displaying per page: 20 Change'. At the bottom, there is a section for 'Domains' with an 'Add New Domain' button and a form containing 'testdomain2.com' and a checked 'Set default' checkbox.

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 MachPanel interface for managing a Skype4B account. The breadcrumb navigation at the top is 'Home > Service Director > Skype4B Hosting > Accounts > Manage Service'. Below this, the page title is 'Manage - #23 skype policies test'. The 'Users' tab is selected and highlighted. The main content area displays the 'Operations' section with the following buttons:

[Add User](#) [Add Bulk User](#) [Group Actions](#) [Fix Security Permissions](#)

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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.

Add User

Package: P:12 Enterprise Voice Everything on (7/Unlimited EPS) Go B

***Enable existing Active Directory users:** Add New User

***Full Name (Display name):** test.user1

***Sign-in-Name:** test @cloudvoice.local

***SIP Address:** test @cloudvoice.local

***Password:** Generate Random
(Must be alpha-numeric. Example: 1PassW0rD)

☐ Show Password

***Confirm password:**

Line URI: +11234567890 (US, N/A, DID) Extension 789

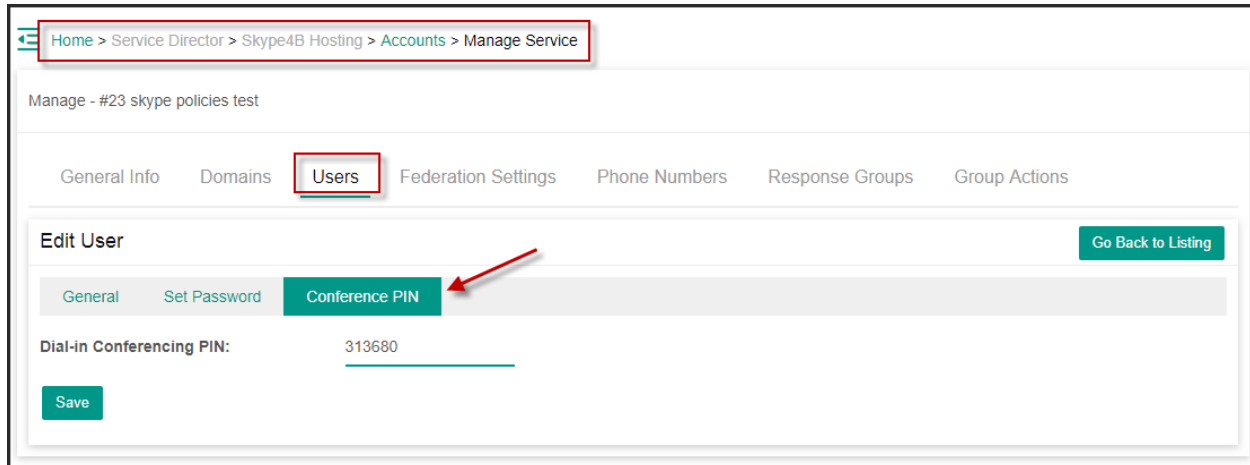
Private Line: -- Select -- Extension

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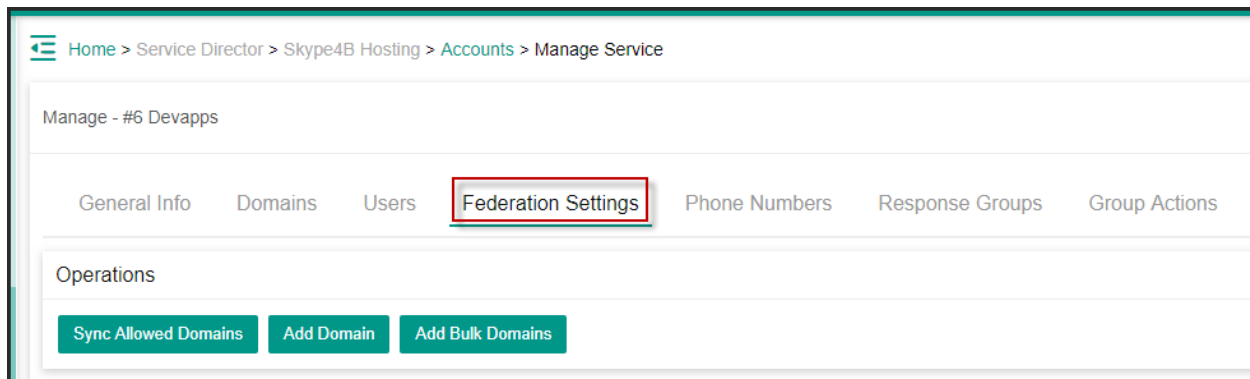
- Dial-in Conferencing PIN can be added through MachPanel now.



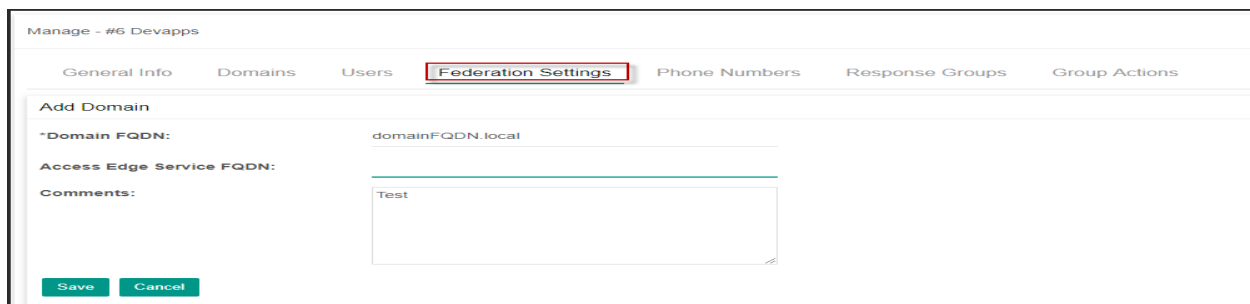
The screenshot shows the MachPanel interface for managing Skype4B services. The breadcrumb trail at the top is "Home > Service Director > Skype4B Hosting > Accounts > Manage Service". Below this, the page title is "Manage - #23 skype policies test". A horizontal menu contains tabs for "General Info", "Domains", "Users", "Federation Settings", "Phone Numbers", "Response Groups", and "Group Actions". The "Users" tab is selected and highlighted with a red box. Below the tabs, the "Edit User" form is displayed. It has three sub-tabs: "General", "Set Password", and "Conference PIN". The "Conference PIN" tab is selected and highlighted with a red box, with a red arrow pointing to it. The "Dial-in Conferencing PIN:" field contains the value "313680". A "Save" button is located at the bottom left, and a "Go Back to Listing" button is at the top right.

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:



The screenshot shows the MachPanel interface for managing Skype4B services. The breadcrumb trail at the top is "Home > Service Director > Skype4B Hosting > Accounts > Manage Service". Below this, the page title is "Manage - #6 Devapps". A horizontal menu contains tabs for "General Info", "Domains", "Users", "Federation Settings", "Phone Numbers", "Response Groups", and "Group Actions". The "Federation Settings" tab is selected and highlighted with a red box. Below the tabs, the "Operations" section contains three buttons: "Sync Allowed Domains", "Add Domain", and "Add Bulk Domains".

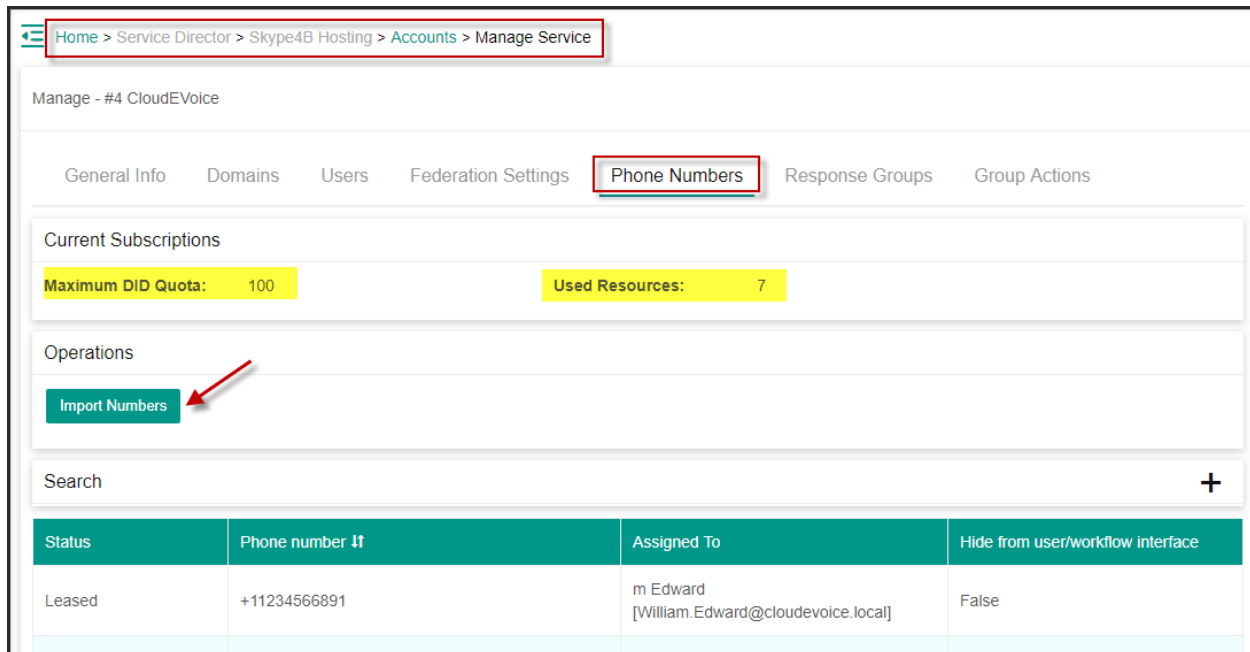


The screenshot shows the MachPanel interface for managing Skype4B services. The breadcrumb trail at the top is "Home > Service Director > Skype4B Hosting > Accounts > Manage Service". Below this, the page title is "Manage - #6 Devapps". A horizontal menu contains tabs for "General Info", "Domains", "Users", "Federation Settings", "Phone Numbers", "Response Groups", and "Group Actions". The "Federation Settings" tab is selected and highlighted with a red box. Below the tabs, the "Add Domain" form is displayed. It has three fields: "Domain FQDN:" with the value "domainFQDN.local", "Access Edge Service FQDN:", and "Comments:" with the value "Test". A "Save" button is located at the bottom left, and a "Cancel" button is at the bottom right.

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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.



The screenshot shows the MachPanel interface for managing a service. The breadcrumb trail is: Home > Service Director > Skype4B Hosting > Accounts > Manage Service. The page title is "Manage - #4 CloudEVoice". The "Phone Numbers" tab is selected and highlighted. Below the tabs, there are two yellow boxes: "Maximum DID Quota: 100" and "Used Resources: 7". Under the "Operations" section, there is a green button labeled "Import Numbers" with a red arrow pointing to it. Below this is a search bar with a plus icon. A table lists the phone numbers with columns: Status, Phone number ↑↓, Assigned To, and Hide from user/workflow interface. The table contains one row with the status "Leased", phone number "+11234566891", assigned to "m Edward [William.Edward@cloudevoice.local]", and "False".

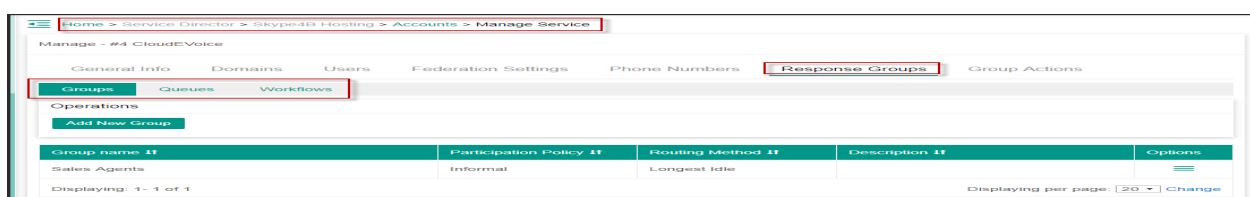
Status	Phone number ↑↓	Assigned To	Hide from user/workflow interface
Leased	+11234566891	m Edward [William.Edward@cloudevoice.local]	False

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:



The screenshot shows the MachPanel interface for managing response groups. The breadcrumb trail is: Home > Service Director > Skype4B Hosting > Accounts > Manage Service. The page title is "Manage - #4 CloudEVoice". The "Response Groups" tab is selected and highlighted. Below the tabs, there are three sub-tabs: "Groups", "Queues", and "Workflows". The "Groups" sub-tab is selected. Under the "Operations" section, there is a green button labeled "Add New Group". Below this is a table with columns: Group Name ↑↓, Participation Policy ↑↓, Routing Method ↑↓, Description ↑↓, and Options. The table contains one row with the group name "Sales Agents", participation policy "Informal", routing method "Longest Idle", and options. At the bottom, it says "Displaying: 1 - 1 of 1" and "Displaying per page: [20] Change".

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

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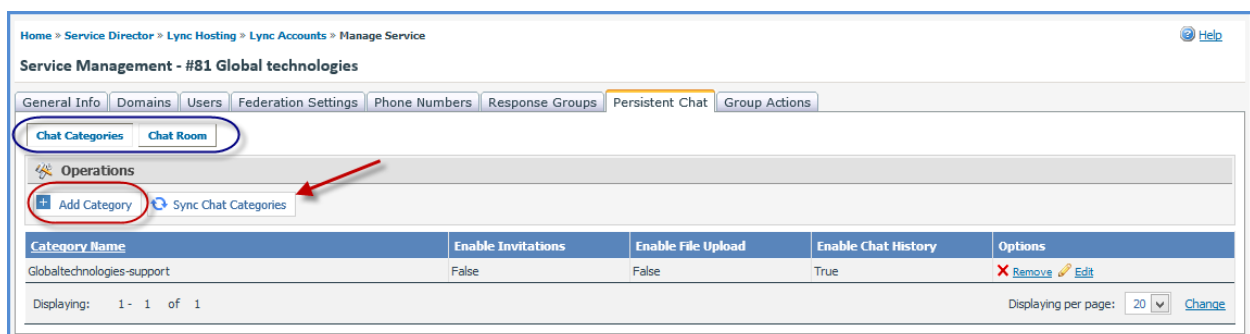
Please review the below KB article to view more details on adding **Groups, Queues and Workflows**:

<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:



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...>