Summary

This article provides a summary for integration of Lync server, creating\selling of Lync service plan, and service management (adding domains, users, response groups, persistent chat etc.) in MachPanel.

Applies To

This article applies to MachPanel Build v4.9.21 and above.

Prerequisite

- MachPanel Control Server Installation
 - http://kb.machsol.com/Knowledgebase/Article/50261
- MachPanel Remote Server Installation

http://kb.machsol.com/Knowledgebase/Article/5026

Customization of MachPanel:

Customization of MachPanel includes Personalization, Localization, Layout Settings, Menu Setting, Theme changes & Email Templates etc.

Company profile settings are used in all the documents where company information is displayed. For example, Invoice document, Payment document, customer control center etc.

Please review the following KB article for further details:

http://kb.machsol.com/Knowledgebase/Article/50300

Testing and Management of Lync in MachPanel

• Integrate Lync in MachPanel:

To integrate Lync in MachPanel, navigate to the following path:*Home » Service Director » Lync Hosting » Server Groups* and Add a Server Group. See the snapshot below:

System Navigation			
🖃 🏠 Home	Home » Service Director » Lync Hosting » Server Groups		@ <u>Help</u>
🗉 🍰 Customer Manager	Server Groups		
🗈 ଃ Billing Manager	Status		
🗉 💋 Help Desk			
🖃 🥽 Service Director	Filter ALL 🔽 Filter	4	
Service Queue	10 Descriptions		
🕀 😁 Active Directory	Operations		
🕀 🏹 Data Centers	🛨 Add Server Group		
🕀 🏢 Web Hosting			
🕀 👩 DNS Manager	Server Group Name	Provider	Options
🕀 🔜 Exchange Hosting	Lync3013-HostingPack-SupportLab	Lync 2013 Hosting Pack	Add Front End Pool O Disable & Edit X Remove
🗉 🔜 SharePoint Hosting			
Wireless Services	Displaying: 1 - 1 of 1		Displaying per page: 20 V Change
CRM Hosting			
😑 🛄 Lync Hosting			
Server Groups			
Lync Accounts			
🛅 Line URIs			
Usage Report			
Group Actions	/		

To integrate Lync in MachPanel please review the following KB article for further details:

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

• Billing system Configuration & Management:

Billing preferences are set of configurations that are supposed to be setup according to the underlying business scenarios because these settings totally depend on your business nature and customer relationship. Please review the following KB article for further details:

http://kb.machsol.com/Knowledgebase/Article/52404

- Creating Lync Service Plan:
 - Before Subscribing or Selling Lync Service to a customer, create a Service Plan \ Package.
 - To create a new package \ service plan, navigate to the following path: Home
 > Service Plan >> Lync Hosting.
 - 3. Click on **Customer Product Listing** tab, add new product. See the snapshot below:



Please view more details on **Creating Service Plan \Package in MachPanel**; <u>http://kb.machsol.com/Knowledgebase/Article/52399</u>

Please review the following KB article for **Upgrading an existing Service Plan**, **resources**, **creating and selling** Add-on;<u>http://kb.machsol.com/Knowledgebase/Article/50348</u>

• Provisioning of a Service Plan:

Please review the following KB article for selling and provisioning of Lync service further details:

http://kb.machsol.com/Knowledgebase/Article/50275

• Service Management of Lync:

You can manage hosting services for Lync by clicking on the Service Management link from the following path: **Home >> Service Director >> Lync Hosting >> Lync Accounts.** See the snapshot below:

lome	Home > Service Director > Lync Hosting > Lync Accounts											Help
🗉 🧐 Customer Manager		Subsc.ID	Subsc.ID Account Status									
Service Director		Filter			All	~		Search				
Service Queue												1
Active Directory		Subsc.ID	SIP Domain	Pac	kage		Users	Customer ID	Customer Name	Company name	Options	×.
Lync Hosting	📭 📀	11	3ee01023.2103203.com	Lync	2013-EnterpriseVoid	eUnlimited	1	<u>#3</u>	nathan mcdonald	tempahostingz	Service Ma	anagement
Server Groups	🕩 📀	10	abchost.com	Lync2013-EnterpriseVoiceUnlimited		eUnlimited	1	1 #3 nathan mcdonald		tempahostingz	Service Management	
Line URIs	1	2	abc.local			0	<u>#3</u>	nathan mcdonald	tempahostingz			
Usage Report	1	2	have presented in the being in call	Lync2013-EnterpriseVoiceUnlimited		0	<u>#3</u>	nathan mcdonald	tempahostingz	Service Management		
🔅 Group Actions	1	1	lyncorg.com	Lync2013-EnterpriseVoiceUnlimited		6	<u>#3</u>	nathan mcdonald	tempahostingz	Service Management		
 Provisioning Audit Log 	Displaying:	1-5 o	f 5							Displaying pe	r page: 20	✓ Char
Service Plans												
 Group Actions Provisioning Audit Log 	(> Ø	2 1 1-5 or	lyncorg.com				-			tempahostingz	Service I	Ma

Please review the following KB article for further details:

http://kb.machsol.com/Knowledgebase/Article/52410

Setup, Testing and Management of Lync in MachPanel

MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/52412/Setup-Testing-and-Management-of-...