Setup, Testing and Management of Lync in MachPanel

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.

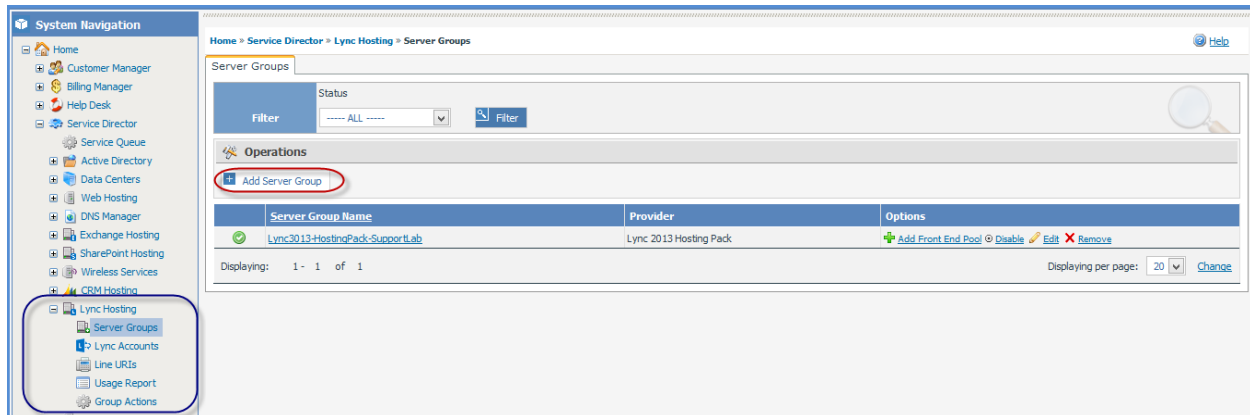Please review the following KB article for further details:

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

Testing and Management of Lync in MachPanel

- **Integrate Lync in MachPanel**:

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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:

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:**

1. Before Subscribing or Selling Lync Service to a customer, create a Service Plan \ Package.
2. 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**;
http://kb.machsol.com/Knowledgebase/Article/52399

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

- **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:

Please review the following KB article for further details:

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

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MachPanel Knowledgebase

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