

# AudioCodes One Voice for Microsoft 365

## User Management Pack **365**

Hybrid Cloud Simplicity



### User Management Pack™ 365 Service Provider

**User Management Pack™ 365 Service Provider** is a powerful software application that automates customer onboarding and simplifies user lifecycle and identity management for hosted Microsoft Teams deployments.

With tens of millions of daily active users worldwide, Microsoft Teams is rapidly becoming the leading tool for business teamwork, communications and collaboration.

Service providers can benefit from the success of Microsoft Teams by offering their customers hosted or managed services providing voice connectivity to SIP trunk networks and the PSTN. This is particularly relevant to small to medium businesses for whom Teams can be employed as a full PBX replacement solution (in conjunction with the Microsoft 365 Business Voice offering).

However, offering such a service poses a number of challenges to service providers:

- Expertise in PowerShell scripting is required for user management
- Even for small customers the onboarding process is complex and time-consuming
- Customers expect additional management, analytics and monitoring services

**AudioCodes User Management Pack (UMP) Service Provider Edition** builds on AudioCodes' technical expertise and vast experience in the area of Microsoft unified communications to offer service providers a powerful software application that simplifies user lifecycle management and automates the onboarding of Microsoft Teams customers.

UMP's unique **Quick Connect** feature enables service providers to onboard new customers rapidly by automatically configuring AudioCodes SBCs and setting up the Microsoft Office 365 tenant in just a few minutes, eliminating the need for CLI commands or PowerShell scripts.

Simplify management of hosted Microsoft Teams UCaaS offerings

Automate onboarding of new Teams customers

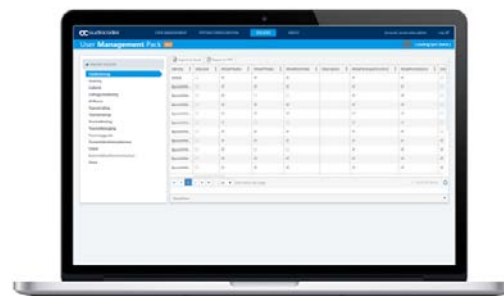
Easily create or import users

Provision cloud or on-premises user voice attributes

Single pane of glass across all deployment models

Simplify user lifecycle management

Reduce need for PowerShell ninjas



# Benefits and Features

- Simple to use web-portal user interface
  - Fully automated user lifecycle management
  - Full control over all Microsoft Teams, SharePoint and OneDrive user modalities, including Office 365 Phone System users
  - UI for online voice routing and PSTN usage management
  - Administrator privilege flexibility
  - Increased productivity of operation staff
  - Lower TCO of Microsoft Teams operations
  - Reduces need for advanced training courses
  - Simplified and accelerated onboarding process for Teams SMB customer setup and pairing
  - End-to-end solution covers Teams and SBC setup and management
  - Simplified migration of users to Phone System (Office 365)
- Multi-tenant solution for service providers and system integrators
  - Audit and roll back historical changes
  - Manage the Direct Inward Dialing (DID) range, including assignment of the next available number (from range) and reserved number option
  - Quick Connect feature allows service providers to add new customers quickly and easily
  - Enhanced security
  - Straightforward to revoke user client certificates
  - Provides clear demarcation between the customer environment and the Microsoft Teams setup
  - Identity management over multiple forests

## User Management Capabilities

<b>New Tenant Onboarding Automation</b>	✓
<b>Dial Plan &amp; LCR</b>	✓
<b>Voice, Collaboration and Meeting Policies</b>	✓
<b>SharePoint and OneDrive Policy</b>	✓
<b>Audit and Roll Back Commands</b>	✓
<b>Phone Number</b>	✓
<b>Grouping ID</b>	✓
<b>Conference and External Access Policy</b>	✓
<b>Bulk Edit of User Attributes</b>	✓
<b>Lifecycle Management</b>	✓
<b>Office 365 UM Settings</b>	✓
<b>Administrator Privilege Flexibility</b>	✓
<b>Analog Device Management for Teams</b>	✓

# Specifications

## User Management Pack 365 Service Provider

<b>Microsoft Teams/ Skype for Business Environment</b>	Online
<b>Centralized Management</b>	✓
<b>SharePoint and OneDrive</b>	✓
<b>Quick Connect</b>	<ul style="list-style-type: none"> <li>• Support all AudioCodes SBCs</li> <li>• Microsoft Office 365: Voice routing policies, PSTN usage, dial plan and user policies</li> </ul>
<b>Azure Active Directory</b>	✓
<b>Office 365 Connector</b>	<ul style="list-style-type: none"> <li>• Provides a Phone System Wizard</li> <li>• Supports Microsoft Phone System architecture</li> <li>• Identity management over multiple forests (Office 365, user forest(s), Microsoft Teams/Skype for Business forests)</li> <li>• Single click to migrate users to/from Phone System</li> </ul>
<b>User Lifecycle Management</b>	<ul style="list-style-type: none"> <li>• Automated process to create, delete and manage user accounts and policies</li> <li>• Support Teams, Skype for Business online, SharePoint and OneDrive policies</li> <li>• Multiple user profiles template</li> </ul>
<b>User Import &amp; Bulk Editing Tools</b>	✓
<b>Role-Based Administrators</b>	✓
<b>Corporate DID Range Management</b>	<ul style="list-style-type: none"> <li>• Select the next available number (from the range) or from a list (from the range)</li> <li>• Reserved number from DID Range for future use or grace period after DID delete</li> </ul>
<b>Teams Direct Routing Management</b>	<p>User interface for online voice routing and PSTN usage management:</p> <ul style="list-style-type: none"> <li>• Dial plan</li> <li>• Normalization rules</li> <li>• PSTN gateways</li> <li>• PSTN usage</li> <li>• Voice route with regedit</li> <li>• Voice route policy</li> </ul>
<b>User Migration to Microsoft Teams</b>	<p>Assured end-to-end user migration to Microsoft Teams with just a few quick clicks, including the following configurations:</p> <ul style="list-style-type: none"> <li>• Migrates user from Skype for Business (Online) to Teams</li> <li>• Tenant dial plan</li> <li>• Voice policy</li> <li>• Number assignment, including managing Direct Inward Dialing (DID) range</li> <li>• Manual group provisioning and user lifecycle</li> <li>• Voice routing and PSTN usage creation</li> </ul>
<b>Rest API</b>	Open to third-party applications

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