

# Attendant Console for Microsoft Teams

Deployment Guide

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Anywhere365



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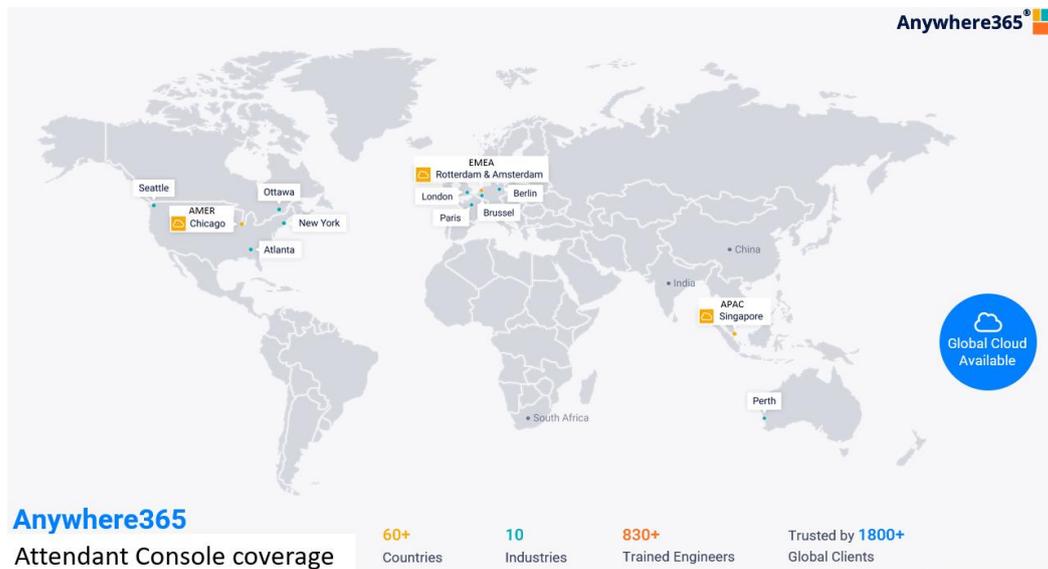
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## Important note on using this guide

This document describes the usage of our PowerShell script "*Add-PcBotAppInstance.ps1*". This is used to create Anywhere365 Attendant Console Queue(s) endpoint.

The script uses required Microsoft PowerShell commands.

Anywhere365 Attendant service is available in 3 Azure Region (EMEA/AMER/APAC).



# 1. Attendant Console Queue(s) creation

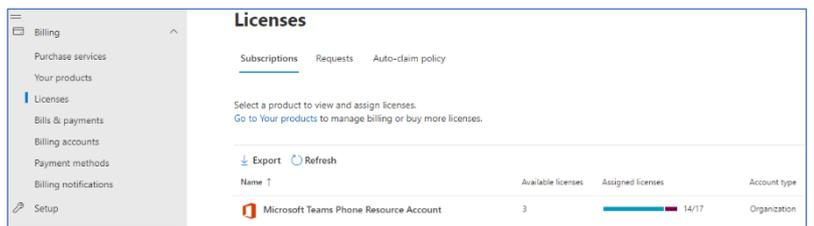
## Prerequisite reminder

### With Direct Routing, Calling Plan or Operator Connect

Log with an Azure AD account with those Roles

Role	Description
<input type="checkbox"/> Application administrator	Can create and manage all aspects of app registrations and enterprise apps.
<input type="checkbox"/> License administrator	Ability to assign, remove and update license assignments.
<input type="checkbox"/> Teams administrator	Can manage the Microsoft Teams service.
<input type="checkbox"/> User administrator	Can manage all aspects of users and groups, including resetting passwords for limited admins.

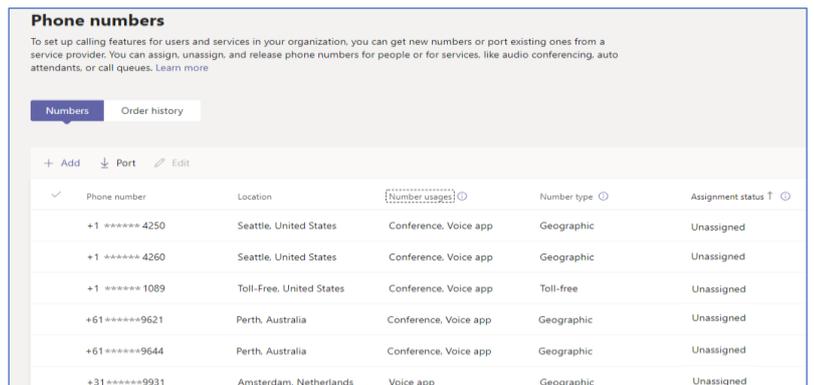
1 \* Microsoft Teams Phone Resource Account  
Per queue



Name	Available licenses	Assigned licenses	Account type
Microsoft Teams Phone Resource Account	3	14/17	Organization

### Additional with MS Calling Plan or Operator Connect

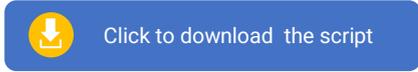
1 \* Microsoft Phone numbers of type call queue  
(toll/toll free)  
Per queue



Phone number	Location	Number type	Assignment status
+1 ***** 4250	Seattle, United States	Geographic	Unassigned
+1 ***** 4260	Seattle, United States	Geographic	Unassigned
+1 ***** 1089	Toll-Free, United States	Toll-free	Unassigned
+61 *****9621	Perth, Australia	Geographic	Unassigned
+61 *****9644	Perth, Australia	Geographic	Unassigned
+31 *****9931	Amsterdam, Netherlands	Geographic	Unassigned

# PowerShell script usage

Install the latest **Azure AD and Microsoft Teams** module



## Syntax (3)

```
. \Add-Anywhere365BotQueue.ps1
```

- Login to AzureAD and MicrosoftTeams powershell
- Select your PSTN calling architecture
- Enter your attendant queue parameters
- Select your preferred Anywhere365 Azure Region

```
Administrator: Windows PowerShell
PS C:\Scripts> .\Add-Anywhere365BotQueue.ps1

-----
Select your PSTN calling Routing Architecture
-----
1) Your dialplan is with Direct Routing
2) Your dialplan is with Microsoft Calling Plan
3) Your dialplan is with Operator Connect

Press 'q' to quit.
Enter your choice: 2

-----
Enter the Anywhere365 Attendant Queue parameters
-----
Queue UserPrincipalName@domain.com           : attendantqueue1@myteamsdomain.onmicrosoft.com
Queue Display Name                           : Attendant Site1 Queue
Queue phone number +E.164 format (+31...)    : +31234567890
Queue Usage Location (ex: GB/US/AU/NL/FR ...): NL

-----
Select the Anywhere365 Azure platform to host this Attendant Queue
-----
1) Anywhere365 EMEA cluster (Europe, Middle-East and Africa)
2) Anywhere365 AMER cluster (North, Central and South America)
3) Anywhere365 APAC cluster (Asia Pacific)

Press 'q' to quit.
Please enter your choice: 1
Creation of the Application.
Please wait 2 minutes for Microsoft Synchronisation
.....
```

(\* if errors, please refer to the appendix

## Description

Anywhere365 Queue Resource Account Parameters	
UserPrincipalName	User principal name for <b>the new</b> queue ( <a href="#">userprincipalname@teamsdomain.com</a> ) If you use ADFS with federation, you can use the Microsoft Domain.
DisplayName	Display name visible when it calls to users in your tenant
Queue Phone Number	Queue DID in +E.164 format If Direct Routing, this is a on-premises phone number If Calling Plan or Operator Connect, you need to order a "Call Queue" Number type (toll/toll-free)
Location	2 characters of country code of the Usage Location This location must match the phone number one.  Example: NL, FR, AU, GB (United Kingdom), US, DE...

# PSTN Dial-Out settings

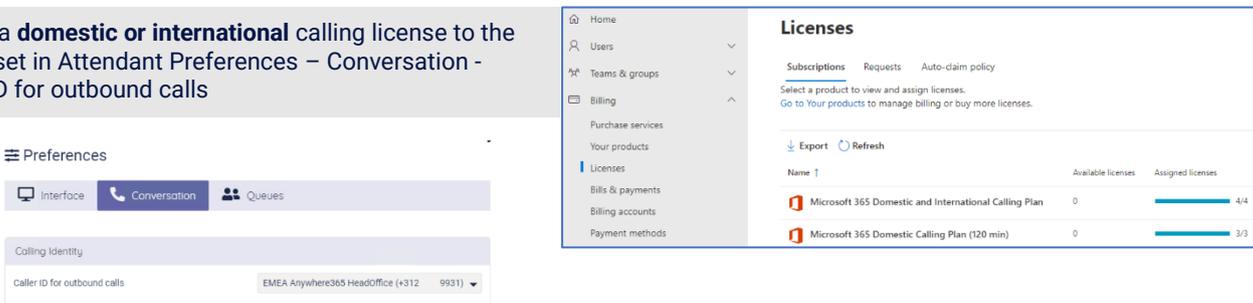
+E.164 phone number format used to dial-out from the Attendant Console.

## With Operator Connect

A routing profile should have been assigned to the queue Phone Number when provisioned by the Operator. Check with your operator.

## With MS Calling Plan

Assign a **domestic or international** calling license to the Queue set in Attendant Preferences – Conversation - Caller ID for outbound calls



The screenshot displays two parts of the Attendant Console interface. On the left, the 'Preferences' page for 'Conversation' is shown, with the 'Calling Identity' section set to 'EMEA Anywhere365 HeadOffice (+312 9931)'. On the right, the 'Licenses' page is shown, featuring a table with the following data:

Name	Available licenses	Assigned licenses
Microsoft 365 Domestic and International Calling Plan	0	4/4
Microsoft 365 Domestic Calling Plan (120 min)	0	3/3

- Check the Resource Account creation using `Get-CsOnlineApplicationInstance -identity <queue@domain.com>`
- `Sync-CsOnlineApplicationInstance -ObjectId <queueObjectId>`

## With Direct Routing

Validate your Direct Routing Policy is applied on every account (user or resource) to be routed outside in a National or International dialing plan.

This voice routing policy must then be assigned to the Anywhere365 queue set for Outbound Calls (cf. screenshot above) using `Grant-CsOnlineVoiceRoutingPolicy`.

Validate your SBC configuration in case of caller's number policy verification that may require an AD account for the queue.

## 2. Licensing

You can contact your Sales representative, Anywhere365 backoffice or request a 30-days trial license.

One license is required per operator and automatically associated to your teams account (no license file, online process)

[Start 30days Free Trial](#)

# 3. Attendant Console Settings

## Prerequisites

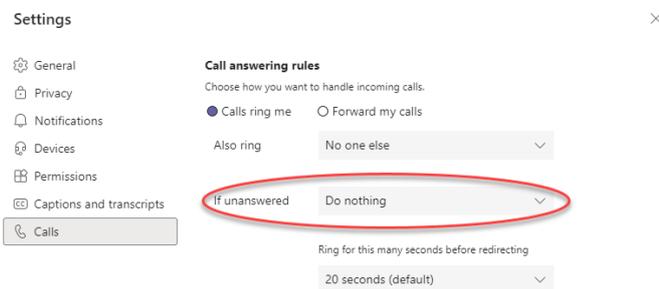
### Attendant only supported in conjunction with the Microsoft Teams Desktop application

The web version of Microsoft Teams has some limitations regarding calling. Because of this, the Attendant is currently only supported in combination with the Microsoft Teams Desktop client, not the client that is running in a web browser.

### Attendant user must disable transfer to voicemail in Teams client

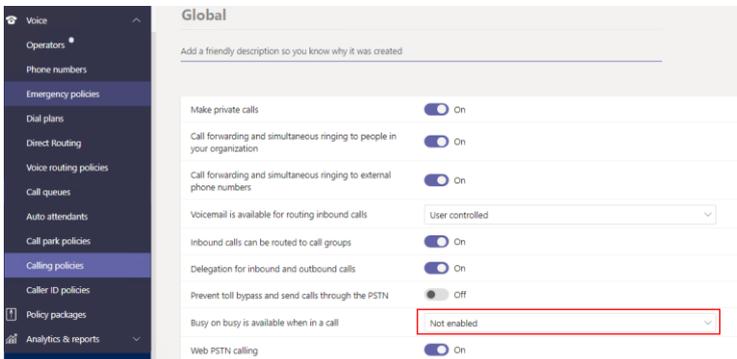
The Attendant user must disable the option to transfer the call to an alternate destination if unanswered.

This option can be found in the Teams client under Settings, Calls tab.



### Busy on Busy must be disabled on the operator account

To be able to use consultative transfer, busy on busy must be disabled on the calling policy assigned to the operator user.

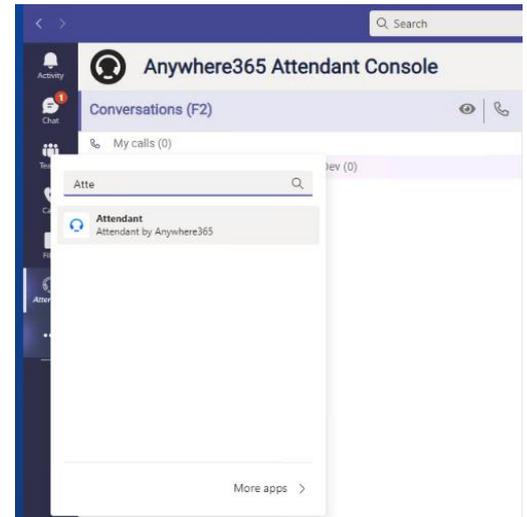
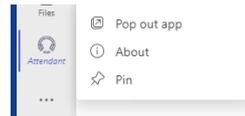


## Using the App in your Teams Client

- Search the App **“Attendant”** by *Anywhere365*

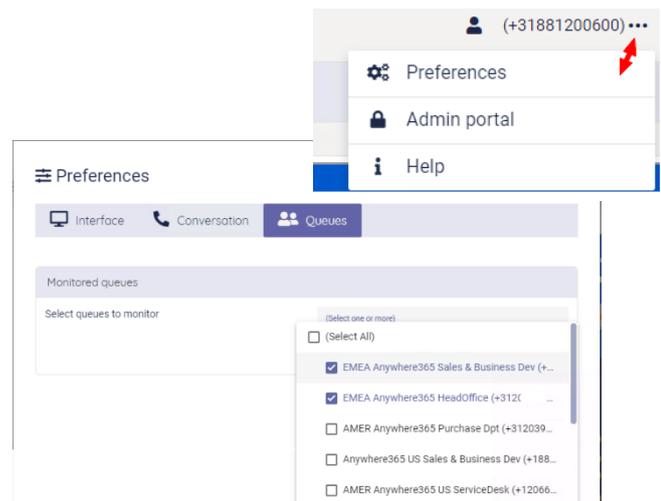
If the Attendant App is not available in the catalog, contact your Teams Administrator to upload the App in Teams Admin Center (step 4 of Golive configuration page)

You can Right-click on the icon in the left bar and select **“Pin”**.



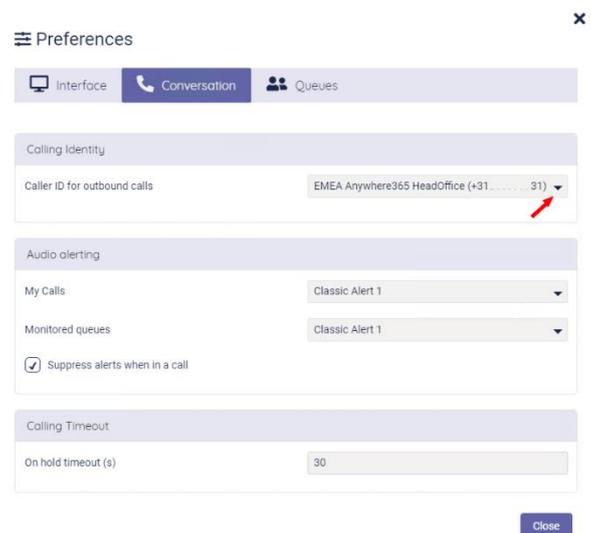
- In Attendant **Preferences - Queue Tab**

Select the queue(s) to monitor



- In Attendant **Preferences - Conversation Tab**

Select the queue used to dial-out (pstn)



## Using the Attendant in a Web Navigator

Configure the same preferences as when using the Teams App.

You can access Anywhere365 Attendant Console with browsing those URLs:

### EMEA

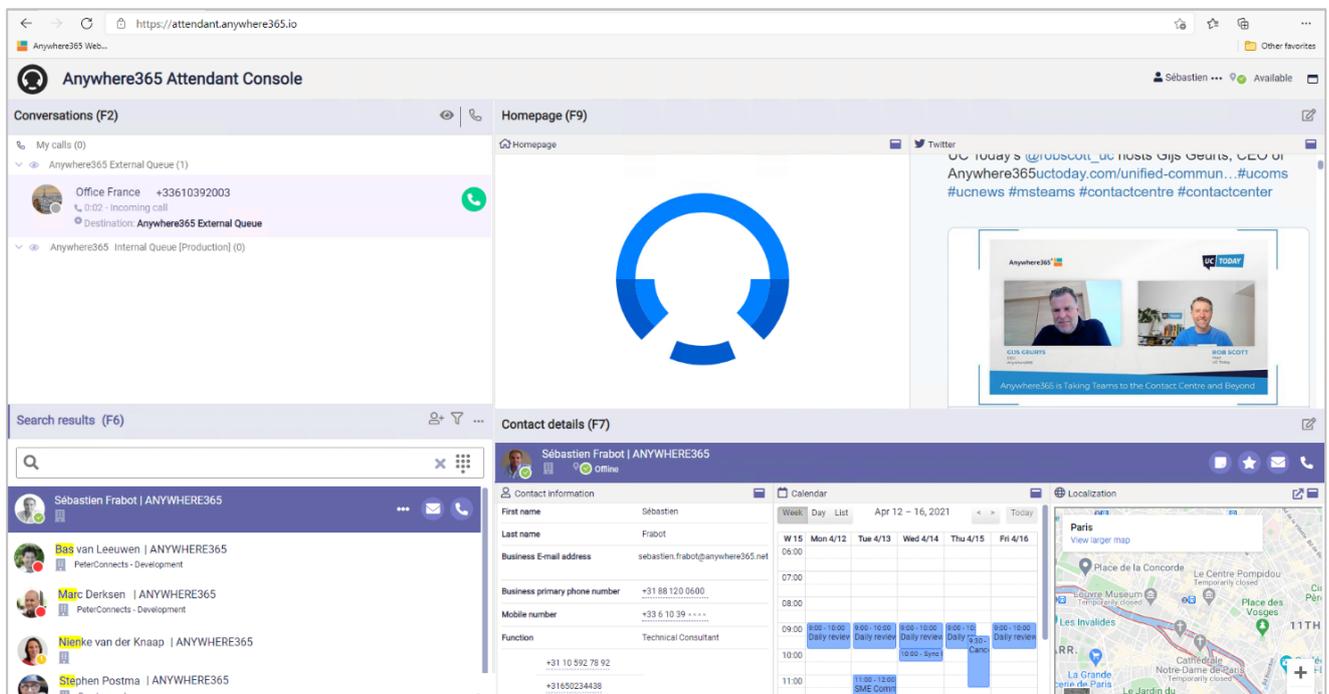
<https://attendant1.anywhere365.io>

### AMER

<https://attendant2.anywhere365.io>

### APAC

<https://attendant3.anywhere365.io>



# Appendix

The script only contains Microsoft PowerShell commands from Azure AD and Microsoft Teams modules. Install the latest Microsoft modules.

Here are some classic errors that may occur:

- You PowerShell execution policy does not allow to run scripts.

Please check it via `Get-ExecutionPolicy` and change it to unrestricted using `Set-ExecutionPolicy`

- Virtual license failed not available

Verify you have Teams virtual-user license available. If not, add new ones.

- The phone number assignment step return errors.

To assign a phone number, a variable synchronization delay **is required by Microsoft** before being able to invoke the `Set-CsPhoneNumberAssignment` command.

The script waits 5 minutes, but it can be necessary to wait more. The script will continue anyway.

To check the queue definition, run

```
Get-CsOnlineApplicationInstance -identity <queue@domain.com>
```

If no phone number is assigned, you can assign it manually later with the following command

```
Set-CsPhoneNumberAssignment
```

Deployment Guide

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ATLANTA – OTTAWA – SEATTLE

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