

Attendant Console for Microsoft Teams

Technical Documentation
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Anywhere365



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Table of Contents

Table of Contents.....	4
Known issues and limitations	5
Coverage.....	7
High Level Design diagrams	8
Search functionality	11
Calendar configuration.....	12
Mail connector configuration.....	13
Release policy	14
Engage customers with the smartest experiences	15
More resources	16

Known issues and limitations

As with all products, some limitations apply. This chapter aims to provide an overview of all known issues and limitations

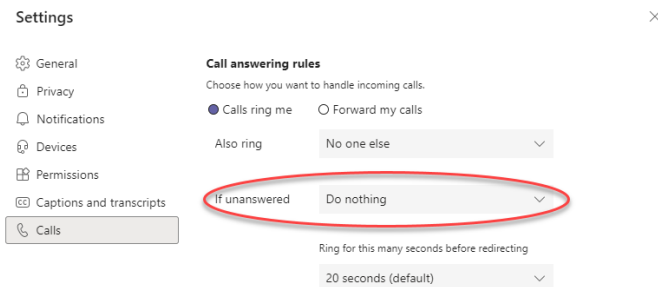
Attendant only supported in conjunction with the Microsoft Teams Desktop application

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

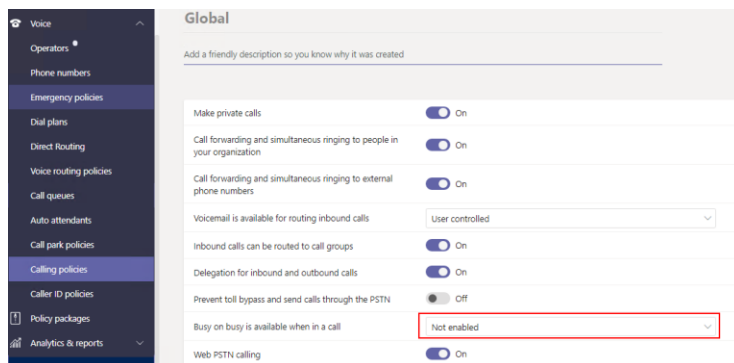
The Attendant user must disable the option to transfer the call to an alternate destination if unanswered.

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.



Conference calls not supported

The current release of the Attendant does not support conference calls. This functionality is planned and will be added in a feature release.

DTMF in group call is not supported

DTMF cannot be sent in a group call, hence cannot be used after a transfer.

Controlling the Teams client not possible

Currently, there is no documented way to perform call control on the Teams client.

Thus the user can use “Anywhere365 Desktop integrator” to improve queue call answer and focus experience. Some manual action can however be required from Teams window like resuming a call on hold or manually closing remaining ended Teams windows. We are investigating workarounds for this API limitation.

User presence update frequency is 10 seconds

Due to limitations with the Graph API, it can take up to 10 seconds before the user presence is updated.

Hybrid architecture not supported

The Attendant supports Microsoft Phone System in combination with Microsoft Calling Plans or Direct Routing.

Although it might work for your situation, we cannot yet officially support hybrid configurations with on-premise Skype solution.

Functional limitations imposed by Graph Communications API

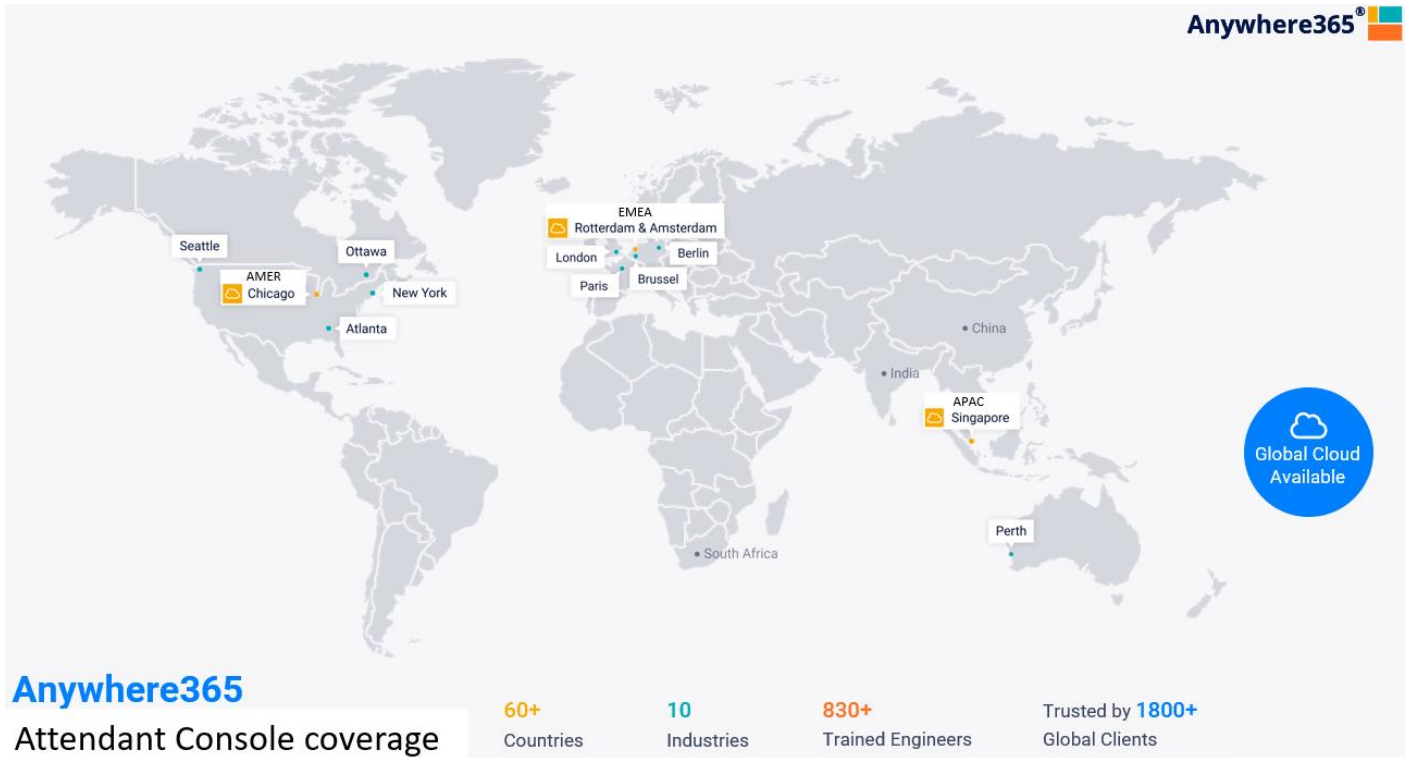
The Attendant builds on the Microsoft Graph Communications API. This API is still at the early stages of its life cycle. Therefore, inevitably some features are still missing and some limitations apply. Microsoft is working actively on extending and enhancing this API, which will allow us to add new features and improve existing Attendant features.

Restrictions for specific call flow scenarios

Although the Attendant supports standard call flows such as blind and consultative transfers and outbound calls, some restrictions apply. Please contact our support to check them.

Coverage

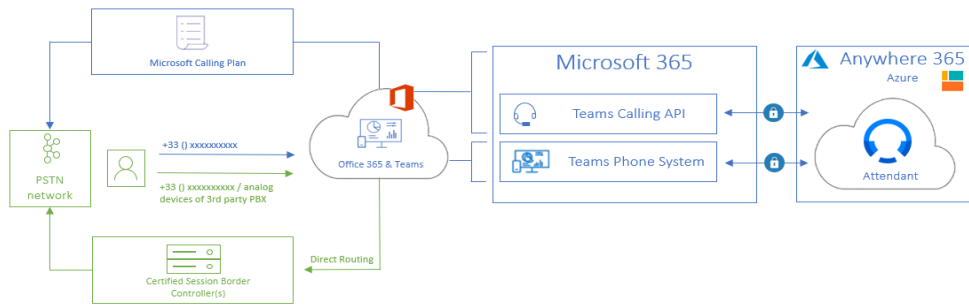
Anywhere365 Attendant service is available from 3 main Azure Regions. Besides EMEA, the Attendant Console has now a regional presence in the Americas and Asia-Pacific region.



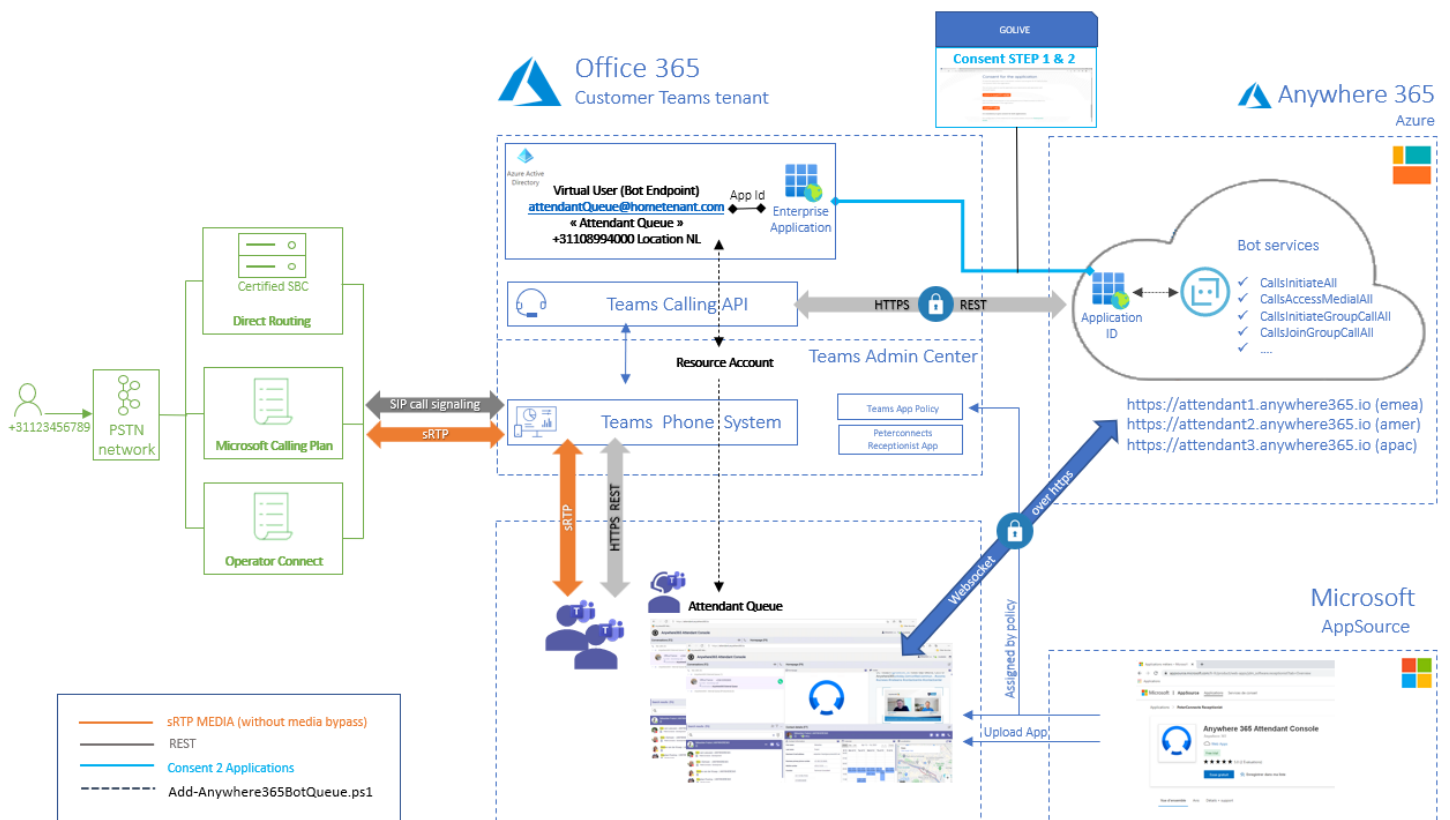
High Level Design diagrams

Anywhere365 Attendant Console for Teams supports 2 Teams PSTN architecture:

- Teams with **Direct Routing** using [Microsoft validated SBCs](#)
- Teams with **Microsoft Calling plan** [eligible countries](#)
- Teams with **Operator Connect**



Here is a High Level Design diagram describing components interaction between a Customer tenant and Anywhere365 SaaS:



Phone System, calling bot and call flows



An Anywhere365 Queue is not a Teams Call Queue.
As they are not yet exposed in API, we **cannot monitor and retrieve them** in the console

The Microsoft Graph API is called to interact with Microsoft Phone System. The logical part of the bot (the enterprise application) is connected to our tenant with the Application ID that require Application Consent with a "global admin" role. Once done the application ID is also available in the customer tenant.

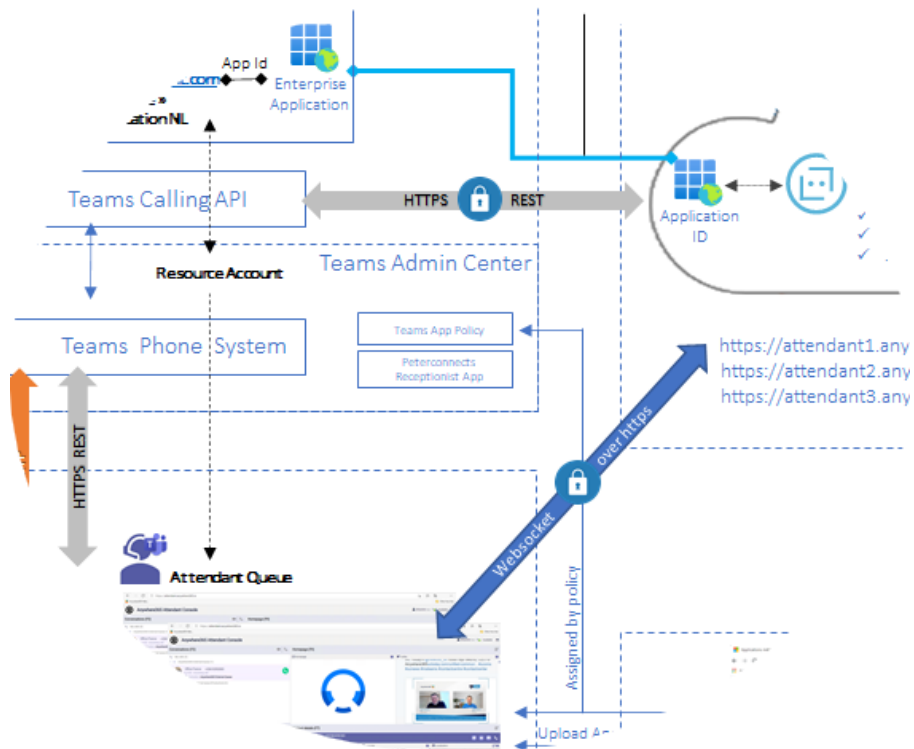
To be able to call there, we use a resource account with a phone number bind to Anywhere365 ApplicationId. Those Anywhere365 Attendant queues are displayed in the Attendant Console.

A queue call is using the same flow as a standard external call to a Teams user, the audio does not stream through our system, as we only perform call control actions.

The connection between Anywhere365 SaaS and a customer tenant is using the same IP/port (443).

Signalling (API calling/events) is done via a single (WebSocket) TCP connection, and media is done using different other (https) TCP 443 connections.

In case of proxy usage, the URL used is attendant1(or 2 or 3).anywhere365.io based on the Azure region you get the Attendant service from, although it is a CNAME it does work correctly. Azure AD sign-in does not allow to be in an iframe.



PowerShell script detail

To simplify the Anywhere365 Attendant queue creation, Application Instance definition, license assignment and other fields set, we have created a PowerShell script that invoke the necessary Microsoft PowerShell commands.

Those command are function of the PSTN architecture used (Direct Routing or Calling Plan).

The **Add-Anywhere365BotQueue.ps1** is the script published. It only contains Microsoft Azure and Teams PowerShell commands which latest version is recommended.

The script invoke the following PowerShell commands:

- New-CsOnlineApplicationInstance
- Sync-CsOnlineApplicationInstance
- Set-AzureADUserlicense
- Set-CsPhoneNumberAssignment
- Set-CsApplicationmeetingConfiguration
- Set-AzureADUser

Search functionality

The contact list displays contacts from Azure Active Directory (AAD) together with personal contacts. It also provides a search box to search for contacts.

Unfortunately, the search capabilities of AAD are quite limited. To work around these limitations, the Attendant caches the contacts from AAD. This allows for more advanced search capabilities.

Note: depending on the size of the AAD, populating the cache can take some time. While the cache is being populated, search commands are forwarded directly to AAD.

Because of this, the first search command might be slower and might yield fewer results than later search commands.

Currently, these AAD fields are displayed in Contact Information:

- FirstName
- LastName
- CompanyEmail
- CompPrimaryPhone
- CompAltPhone
- MobilePhone
- Organization
- Department
- Function
- Street of building
- Postal Code
- City of building
- State or Province
- Country
- Manager

The AAD field CompleteName is only used for search.



Calendar configuration

(incl. Office365 security)

The users' calendar access is based on delegated rights (on behalf of the operator's own rights).

The calendar access is permitted thanks to the admin consent done during initial step1 configuration.

Permissions requested Review for your organization

 Anywhere365 Attendant
Anywhere365 

This app would like to:

∨ Maintain access to data you have given it access to

∧ Read user and shared calendars

Allows the app to read events in all calendars that the user can access, including delegate and shared calendars.

This is a permission requested to access your data in Anywhere365.

∨ Read all users' full profiles

∨ Read users' relevant people lists

∨ Read presence information of all users in your organization

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

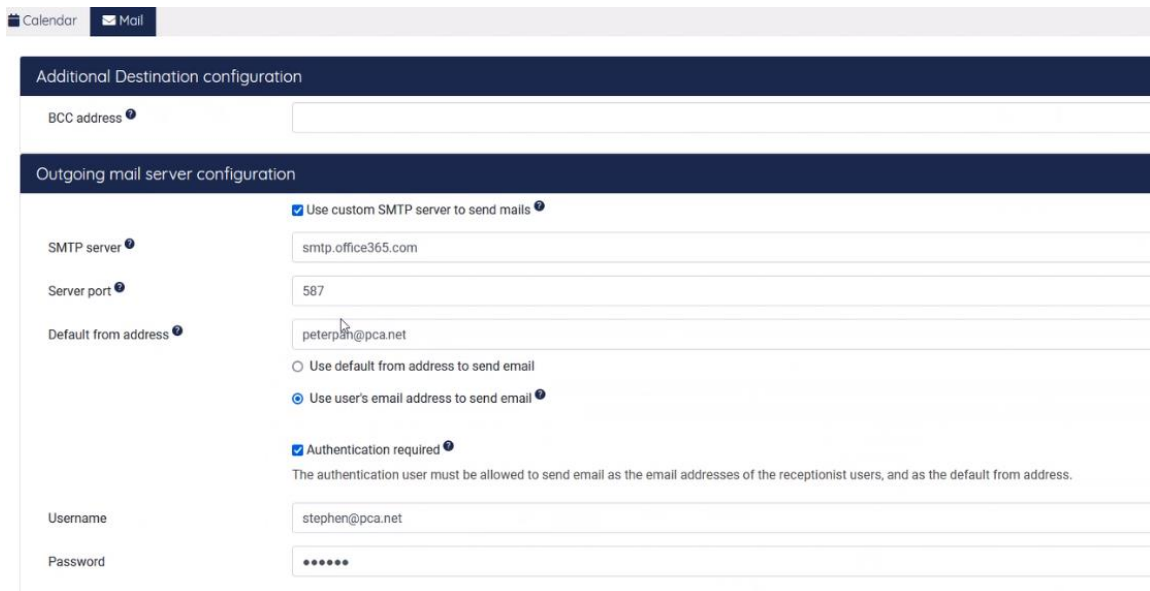
Cancel

Accept


Mail connector configuration

To send email from the Attendant Console, enter your mail server parameters.


Fill the correct information to use your STMP server.





Additional Destination configuration


BCC address 

Outgoing mail server configuration


Use custom SMTP server to send mails 


SMTP server  smtp.office365.com


Server port  587


Default from address  peterpan@pca.net

Use default from address to send email

Use user's email address to send email 

Authentication required 
 The authentication user must be allowed to send email as the email addresses of the receptionist users, and as the default from address.

Username  stephen@pca.net

Password 

To be able to use the operator own email address to send emails, "send as" permissions must be set on Exchange.



Manage mailbox delegation

[+ Add permissions](#)

Add send as permission

Search by display name or email address

Send as (1)

 Stephen the King stephen@pca.net

Release policy

The platform that hosts the Attendant Console is operated and managed by Anywhere365.

Updates will be deployed on the platform whenever new or improved functionalities become available, in a continuous delivery model. In most cases, updates will be rolled out without disruption to the user.

In case an update causes a possible production disruption, the update will be announced well in advance.

Whenever new functionality is added, the user manual is updated to reflect these changes and a "What's New" pop-up appears explaining the changes at the next user login.

Engage customers with the smartest experiences

Anywhere365 intelligently routes customers to the best available agent, knowledge worker or employee; eliminating unnecessary dialogues and ensuring first contact resolution of their inquiries.



Anywhere365 Dialogue Cloud

Anywhere365 Dialogue Cloud delivers the reliability and security modern omni-channel contact centers demand while allowing you the flexibility to easily integrate your back-office systems and the latest technologies into your agents' workflows.



Smart routing

Omnichannel dialogue routing allows routing calls based on CLID, Bots, skills, geography, IVR prompts, CRM data, IOT devices, etc.



Chat- and Voicebots

Self-learning Azure AI Bots handle routine voice and chat interactions leaving the complex dialogues for live agents.



IVR - ICR (Integrated Chat Response)

Create menus and route calls/chats based on customer input in a flexible and easy to manage menu. Azure Cognitive Services provide real-time language detection for speech in 11 languages and chat translation in 60 different languages.



Business Applications

In addition to supporting Microsoft Skype for Business and Teams clients, Anywhere365 turns Dynamics 365, Salesforce and ServiceNow into powerful communications tools for both contact center agents and regular business users alike.



Integrations

The Anywhere365 platform integrates with Microsoft Flow, PowerApps, Azure Cognitive Services and over 30 other CRM and ERP solutions.



Reporting and Dialogue Intelligence

Historical reporting and real-time monitoring of contact center KPI's. Microsoft Power BI tools provide deep-divive actionable intelligence.

More resources

GoLive!

The GoLive! site <https://golive.anywhere365.io/> - Explains in detail all aspects of installing, customizing, maintaining or using the software.

Attendant Console GoLive section

[GoLive with Anywhere365 Attendant Console](#)

Anywhere365 website

<https://anywhere365.io/>


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