

AudioCodes One Voice for Microsoft 365

User Management Pack 365

Hybrid Cloud Simplicity



User Management Pack™ 365

User Management Pack™ 365 is a powerful software application that simplifies user lifecycle and identity management across Microsoft Teams and Skype for Business deployments.

User Management Pack 365 is built to intuitively sit on top of existing Microsoft Teams, Skype for Business Online or Skype for Business Server solutions, connecting the enterprise environment with Microsoft Office 365 or the hosted platform through specialized “connectors”.

User Management Pack 365 empowers IT departments by fully automating all unified communications, collaboration and meeting policy strategies across Microsoft Office 365 application deployments (Microsoft Teams, Skype for Business, SharePoint and OneDrive) and linking them with the corporate Active Directory policies. It also facilitates a gradual and fully controlled migration to Phone System from any current Microsoft Teams or Skype for Business deployment.

In private cloud environments, User Management Pack 365 connects to the customer's Active Directory and serves as a self-service portal providing enterprise administrators with role-based control over their users' lifecycles.

The Quick Connect feature gives service providers a simple and fast way to add new customers. It also enables the configuration of AudioCodes SBCs and the Microsoft Office 365 tenant in just a few minutes, without entering CLI commands or resorting to PowerShell.

User Management Pack 365's powerful, yet simple web portal makes your Microsoft Teams or Skype for Business operation more cost-effective by replacing the need for multiple management tools such as PowerShell, admin centers and all the attendant on-staff ninjas. It also improves security by preventing obsolete accounts from gaining unwanted access. In Microsoft Teams environments, User Management Pack 365 allows IT managers to view and configure all voice routing policies, PSTN usage, normalized rules and dial plans.

Easily create or import users

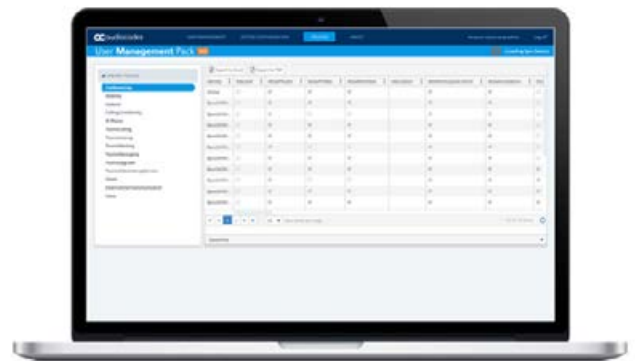
Provision cloud or on-premises user voice attributes

Single pane of glass across all deployment models

Simplify moves, adds and changes

Reduce need for PowerShell ninjas

Ideal for service providers, system integrators and IT professionals



Benefits and Features

- Simple to use web-portal user interface
 - Automates user lifecycle management entirely
 - Provides full control over all Microsoft Teams, Skype for Business, SharePoint and OneDrive user modalities, including Office 365 Phone System users
 - UI for online voice routing and PSTN usage management
 - Installation from Azure Marketplace
 - Administrator privilege flexibility
 - Increases productivity of IT staff
 - Lowers the TCO of Microsoft Teams and Skype for Business operations
 - Reduces the requirement for advanced training courses
 - Simplifies the setup of hybrid voice over the Office 365 connector
 - Makes migration of users to Phone System (Office 365) very easy
- 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 that allows service providers to add new customers quickly and easily
 - Improves security
 - Straightforward to revoke user client certificates
 - Provides clear demarcation between the customer environment and the Microsoft Teams or Skype for Business setup
 - Enables identity management over multiple forests

User Management Capabilities

Dial Plan & LCR	✓
Voice, Collaboration and Meeting Policies	✓
SharePoint and OneDrive Policy	✓
Audit and Roll Back Commands	✓
Phone Number	✓
Call Pickup Group Assignment	✓
Response Group Assignment	✓
Grouping ID	✓
Call Forward and Simultaneously Ring Settings	✓
Conference and External Access Policy	✓
Bulk Edit of User Attributes	✓
Lifecycle Management	✓
Office 365 UM Settings	✓
Music On Hold Settings	✓
Administrator Privilege Flexibility	✓
Revoke User Certificate	✓
User PIN Management	✓
Common Area Phone and Analog Device Management	✓
New Tenant Onboarding Automation	✓

Specification

User Management Pack 365	
Microsoft Teams/ Skype for Business Environment	On-premises, hybrid and Phone System
Centralized Management	✓
SharePoint and OneDrive	✓
Quick Connect	<ul style="list-style-type: none"> Support all AudioCodes SBCs Microsoft Office 365: Voice routing policies, PSTN usage, dial plan and user policies
Active Directory Connector	<ul style="list-style-type: none"> Joins one or more customer Active Directories into Microsoft Teams or Skype for Business resource forests Uses selective bidirectional trust
Office 365 Connector	<ul style="list-style-type: none"> Provides a Phone System Wizard Supports Microsoft Phone System architecture Identity management over multiple forests (Office 365, user forest(s), Microsoft Teams/Skype for Business forests) Single click to migrate users to/from Phone System
User Lifecycle Management	<ul style="list-style-type: none"> Automated process to create, delete and manage user accounts and policies Support Teams, Skype for Business, SharePoint and OneDrive policies Multiple user profiles template
Users import & Bulk Editing tools	✓
Role-Based Administrators	✓
Device Manager	<ul style="list-style-type: none"> Device Manager for AudioCodes IP phones and other devices Mass configuration and firmware files download User management of IP phone settings Real-time IP phone status and dashboards
Corporate DID Range Management	<ul style="list-style-type: none"> Select the next available number (from the range) or from a list (from the range) Reserved number from DID Range for future use or grace period after DID delete
Teams Direct Routing Management	User interface for online voice routing and PSTN usage management: <ul style="list-style-type: none"> Dial plan Normalization rules PSTN gateways PSTN usage Voice route with regedit Voice route policy
Azure Marketplace	User Management Pack 365 available on Azure Marketplace with predefined VM types: <ul style="list-style-type: none"> 1-200 users: B2MS with Premium SSD 201-2000 users: D2s v3 with Premium SSD Above 2000 users: D4s v3 with Premium SSD
User Migration to Microsoft Teams	Assured end-to-end user migration to Microsoft Teams with just a few quick clicks, including the following configurations: <ul style="list-style-type: none"> Migrates user from Skype for Business (SfB On-Prem or Online) to Teams Tenant dial plan Voice policy Number assignment, including managing Direct Inward Dialing (DID) range Manual group provisioning and user lifecycle Voice routing and PSTN usage creation
Rest API	Open to third-party applications

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