User

MANUAL

ELMA ™ Platform Cloud Subscription

DataSmart AI

Aug, 2023

Revision History

| Release No.	Date	Revision Description
Rev. 0	06/10/2023	User's Manual Template Draft
Rev. 1	07/13/2023	Initial Draft Reviewed
Rev. 2	08/02/2010	Revision 1: Added steps for Azure App Registration and configurations.

ELMA User Guide

Table of Contents

Introduction

ELMA platform offers advanced capabilities to IT Administrator of Microsoft Teams Admin Center for the better and easiest management of MS Teams application.
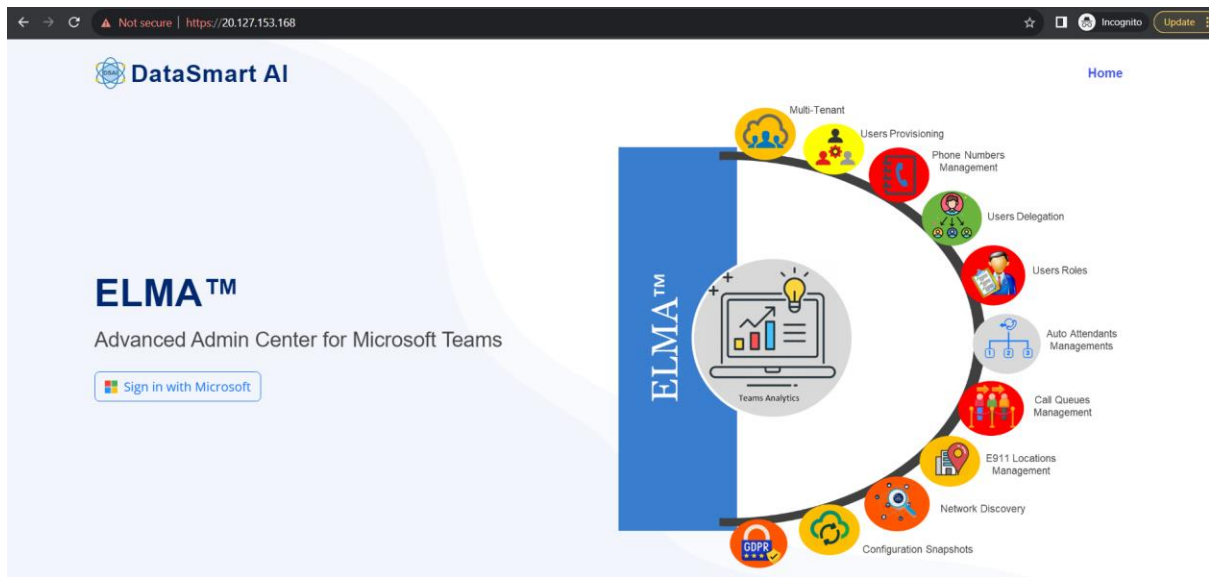
Getting started with ELMA Application

To start the application, enter DataSmart AI's hosted URL: https://elma.datasmartai.com/ in the browser and press 'Enter'. The following page will open and click on the "Create Account" button:
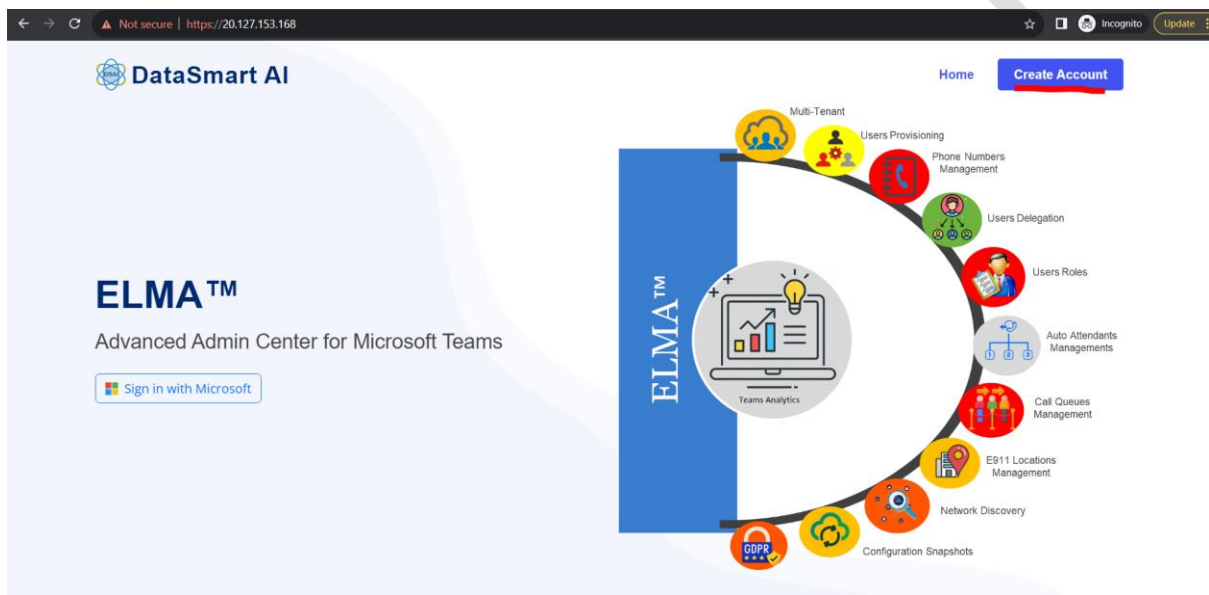
After clicking on "Create Account" button the following screen will open to create your account on ELMA platform and enter your details like: Organization Name, Microsoft Tenant Id, Default User (The admin user Id you want to login and manage the application) and the checkbox "I agree to the Terms & Conditions" and click "Create" button to create your account:
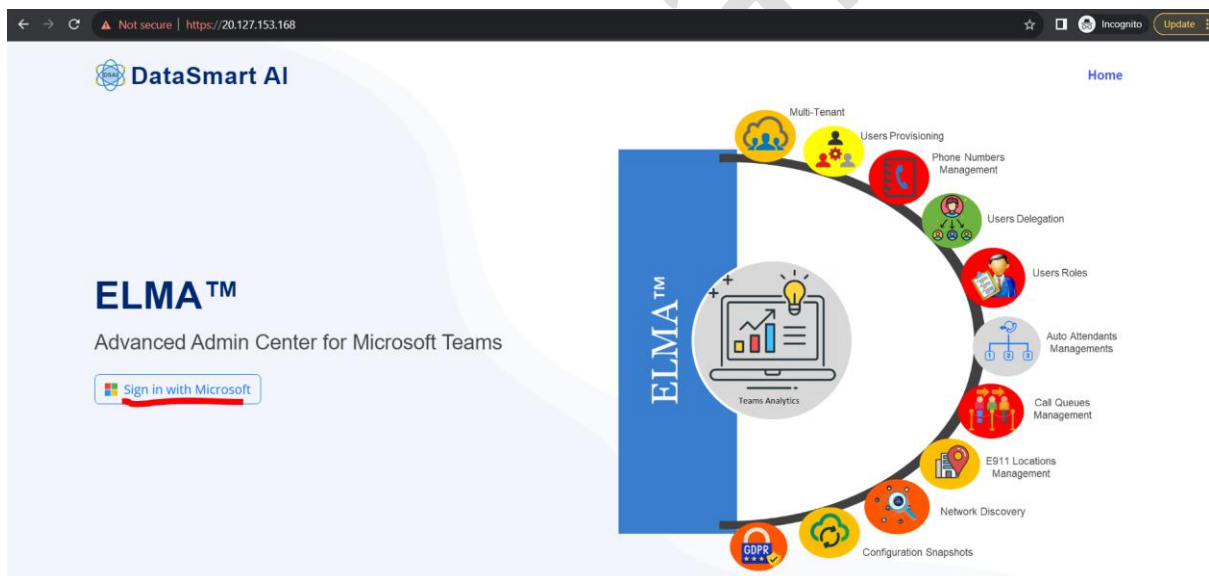

Once your account on ELMA is created successfully then you will be redirected to the ELMA home page to login to your account:

Your Microsoft Teams tenant account is created in ELMA application.

## Getting started with ELMA Application

To login to ELMA application, the following screen will open to authenticate Microsoft Teams Admin Center user:

Click on "Sign in with Microsoft" button to login to the application. It will ask for the Microsoft user and password. Once the authentication is successful, the user will be able to see the home page or the dashboard of ELMA application. If there is any error such as "Not authorized", then click on 'Logout' button and try again. This issue will appear only if there is pre-login of the same user or the token has been expired.

Note: Just to confirm that ELMA is not storing your password as you are using SSO to get authenticated by Microsoft with your user ID and password.

The follow page of ELMA will open to get Microsoft SSO:
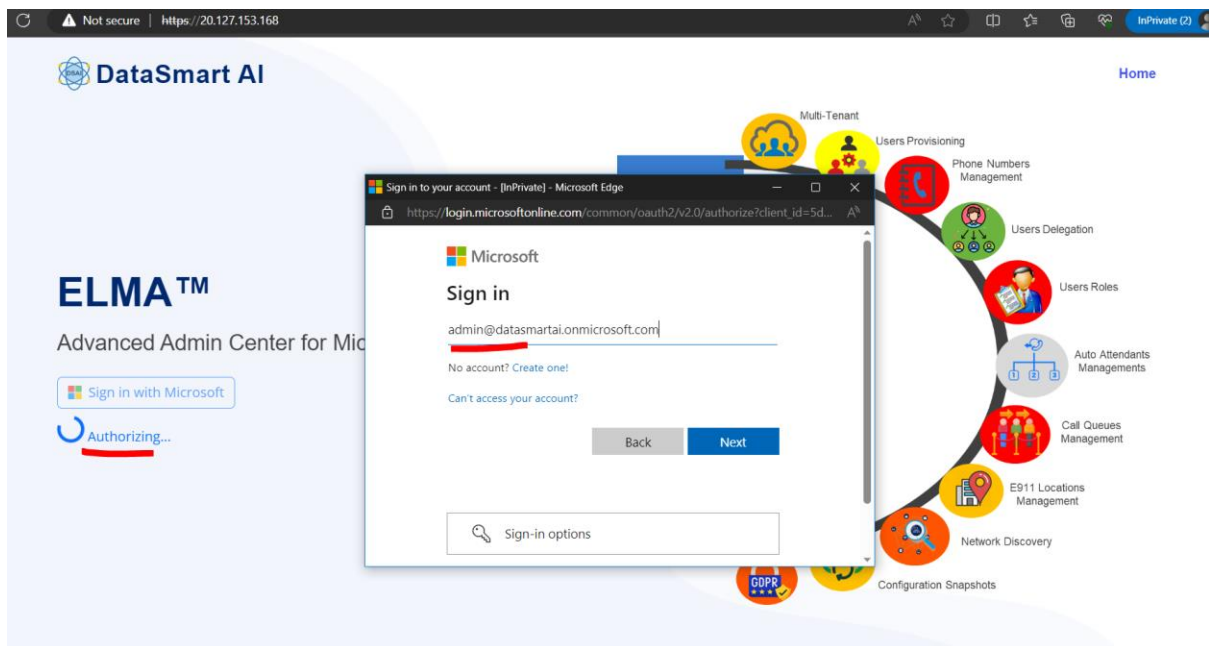
Once you provide the user/password for sign-in then it will ask for the permissions for ELMA app so just click on the checkbox to grant the consent and Accept button to proceed as shown below:
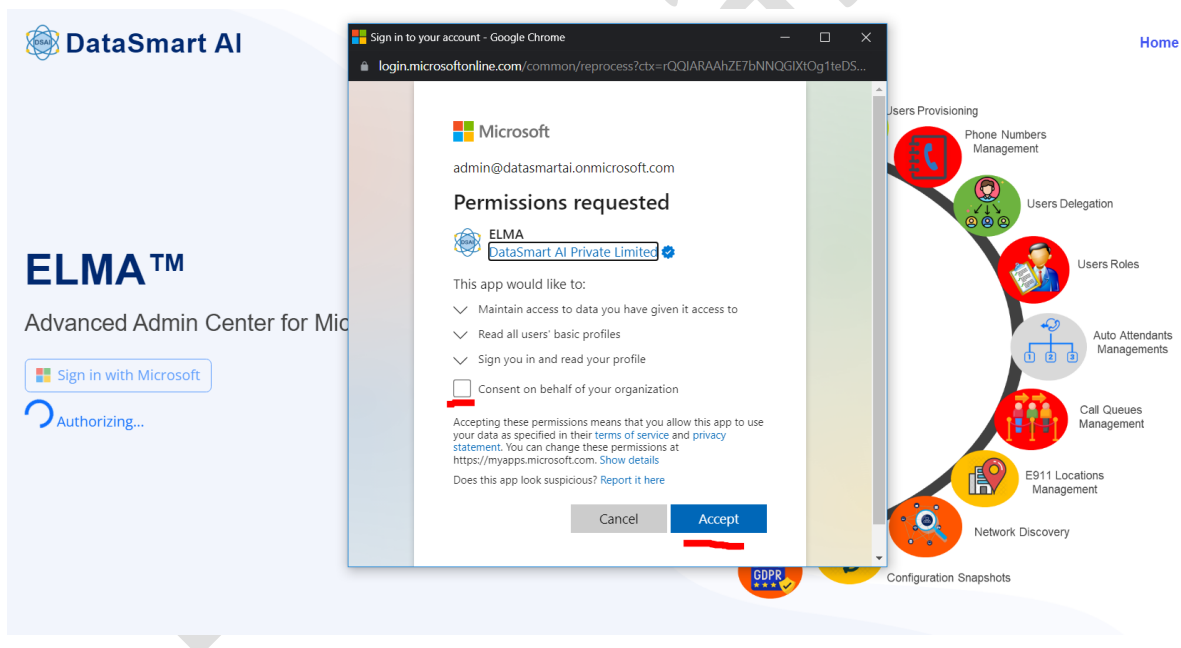
Once you are authenticated, you will land on "Organization" page to "Grant Consent" to ELMA (Graph APIs) to sync your Microsoft Teams data. To do it, please click on "Grant Consent" button top right corner as shown below:
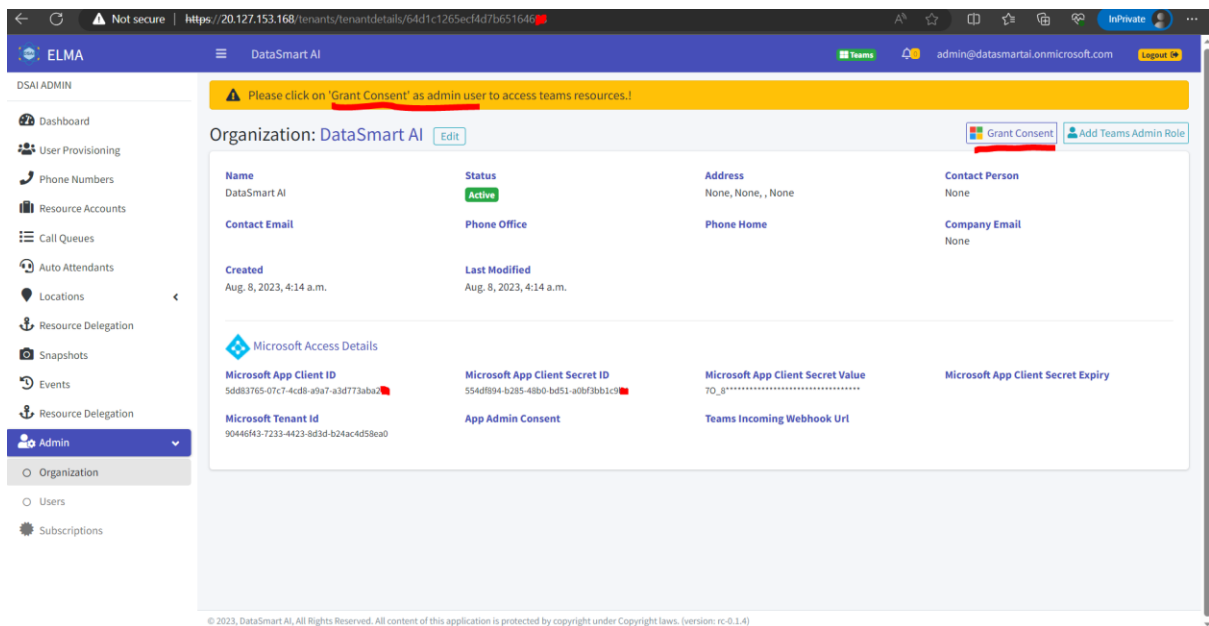
The following screen will appear to grant consent to ELMA and click on "Accept" button to grant the consent:

Permissions requested
Review for your organization

ELMA
DataSmart AI Private Limited

This app would like to:

∨ Sign in and read user profile

∨ Read all users' full profiles

∨ Read directory data

∨ Read all applications

∨ Read the names, descriptions, and settings of all channels

∨ Read the names and descriptions of all channels

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

Once the consent is successfully granted then warning message will go away as shown below and App Admin Consent will be changed to "Granted":
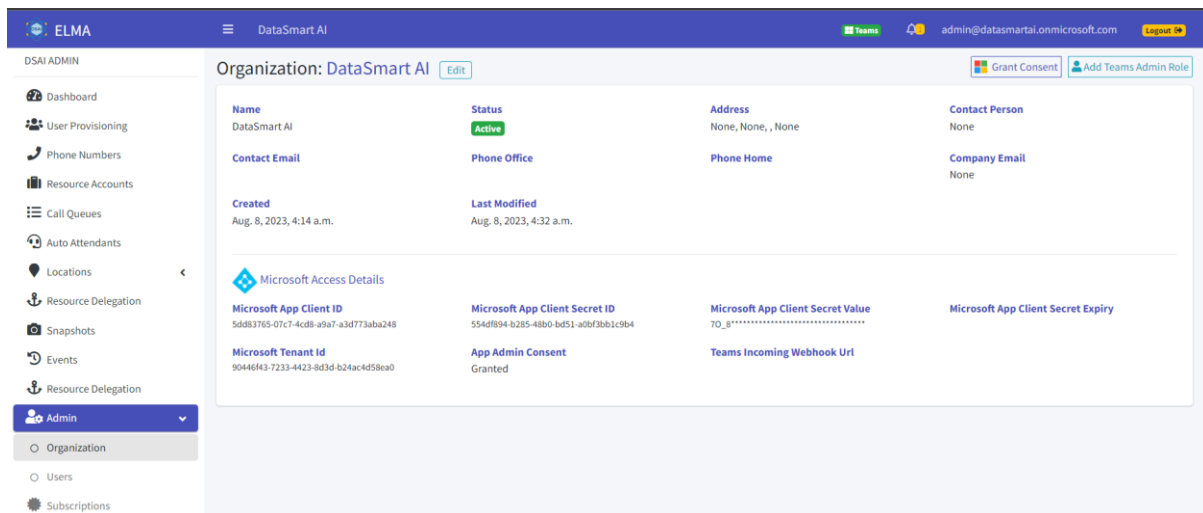
Now, you have to click on "Add Teams Admin Role" button shown on the top right on the screen:
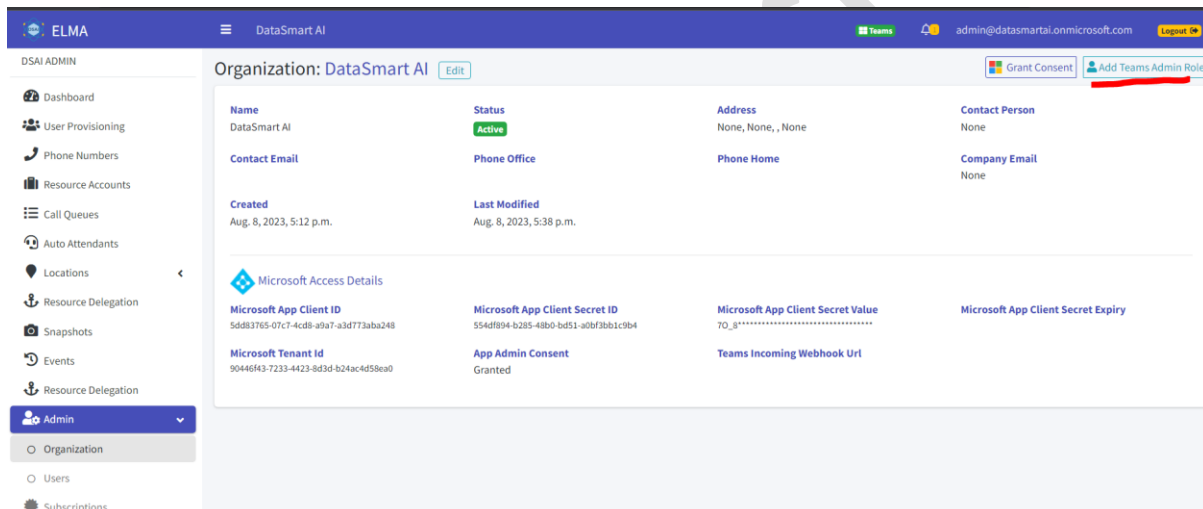
This will open a new window/tab to add Teams Administrator role to this ELMA application and click on the Add assignment button:
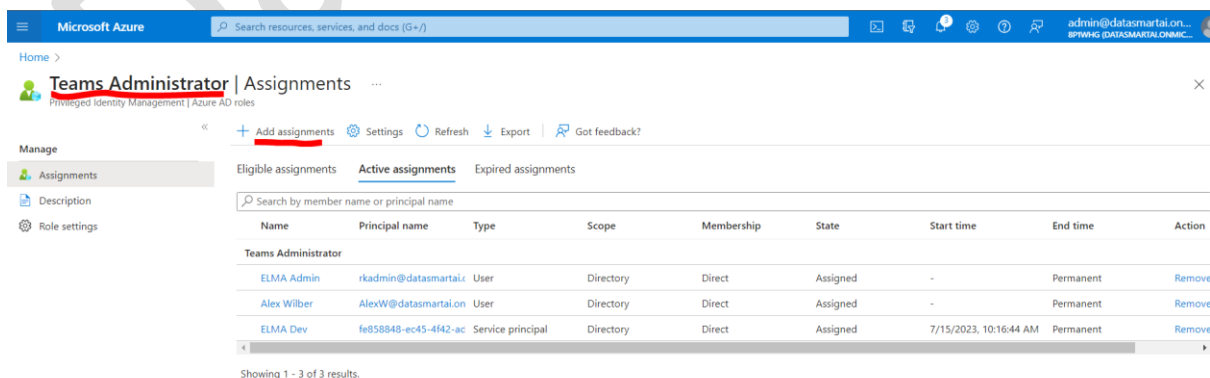
This will open new page to add member as by default there will be no member added to this role. Now click on the "No member selected" link to add as shown below:

Once the page open to select the member, please enter your Microsoft App Client ID in the search box to search for ELMA application and this can be found under your organization details as shown below:

Now click on the checkbox to select it and click on "Select" button as shown below:
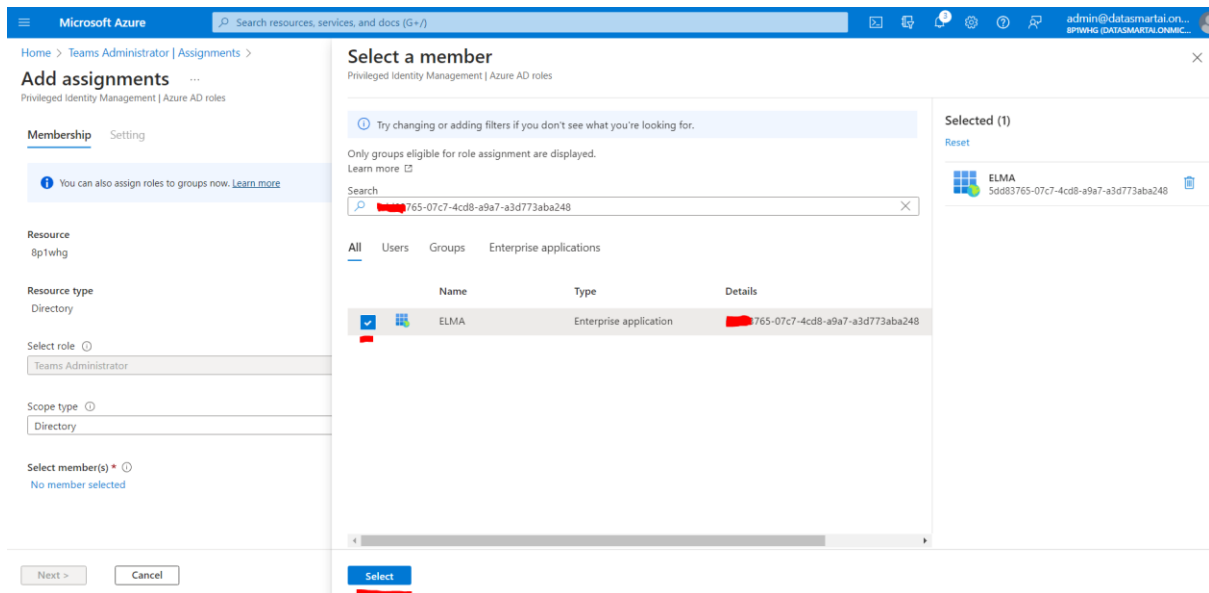
Now, you will get back to the previous page and it will show you that "1 Application(s) selected" and click on Next button as shown below:
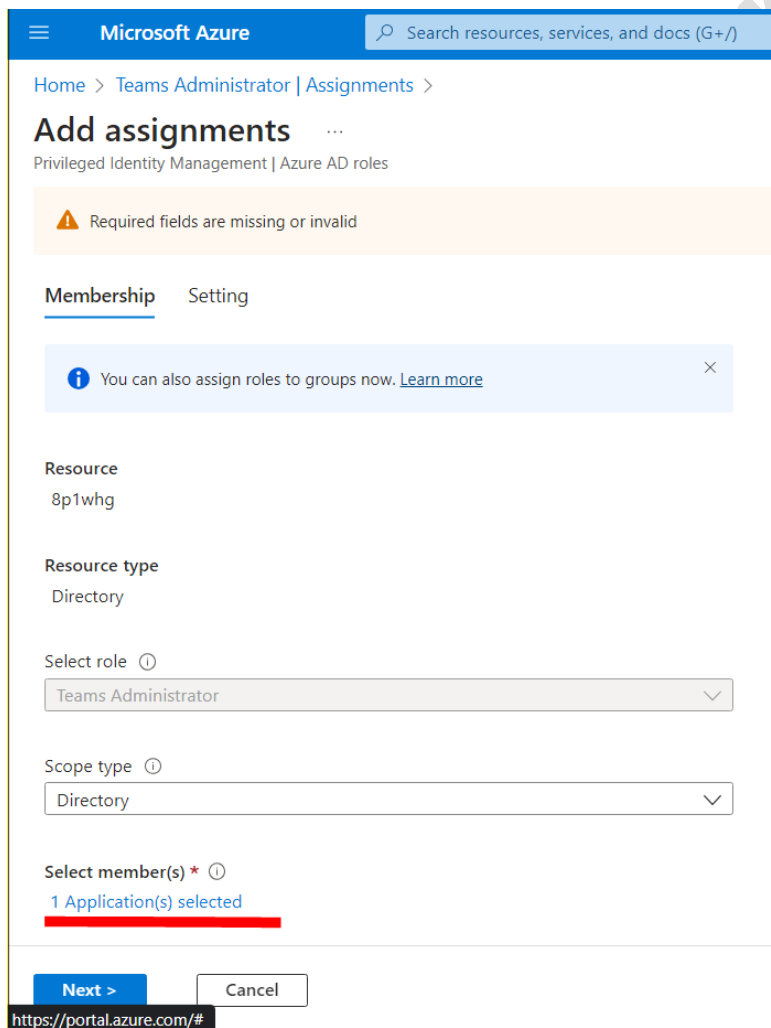
Once you click next button, you will the below page to provide the justification to the role assignment to ELMA application and click on Assign button as shown below:

Add assignments ...

Privileged Identity Management | Azure AD roles

Assignment type ⓘ

○ Eligible

◉ Active

Maximum allowed assignment duration is permanent.

☑ Permanently assigned

Assignment starts

08/08/2023   📅   11:16:33 PM

Assignment ends

02/04/2024   📅   11:16:33 PM

Enter justification *

Assigning Teams Admin role ELMA application to manage MS Teams resources.

Assign   < Prev   Cancel

After this, you can see that your role assignment to ELMA application is done:

Now you can close the Microsoft Azure portal tab/window as you are done with the configuration of MS Teams and ELMA.

Go back to your ELMA application page and you will see the Teams icon on top of the screen will turn into green color. Click on Dashboard tab to view the MS Teams synced data dashboard:

Once you click on the Dashboard tab, the follow page or dashboard of ELMA will open:

Dashboard of ELMA:
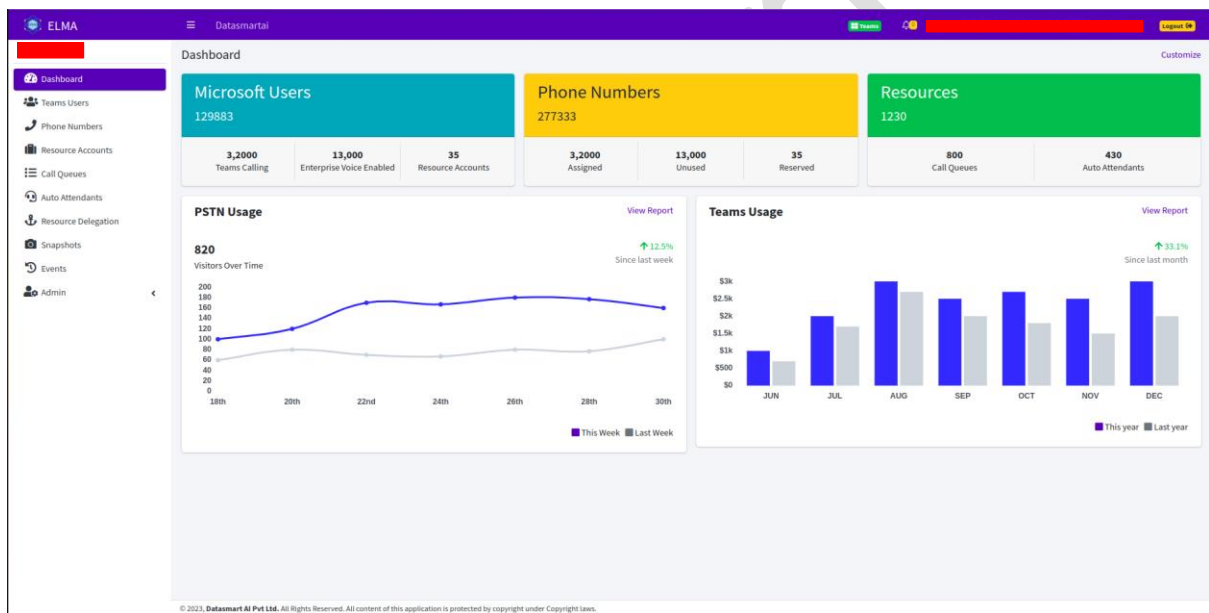
All the notifications can be checked by clicking on the notification/alter icon/bell icon:

Alert/Notification Button

Edit Organization Information

Admin user can edit Organization information by clicking on 'Edit' button on top of the window

All the Event Logs can be viewed by clicking on Event Logs button on the left side menu link:

Event Logs

The following is the screenshot of the Event Logs of ELMA:

Snapshots

If you want to see snapshots what you have already taken then click snapshots button appears on the left bar:

Now we will know that how to take snapshot of whatever you want to snapshots.

How to take a Snapshot

Suppose you want to take snap of one call queues, click call queues option appears on the left bar then you select one call queue that you want to take snap. After selecting call queue, you will be able to see "Create Snapshot" button top right corner on the page:
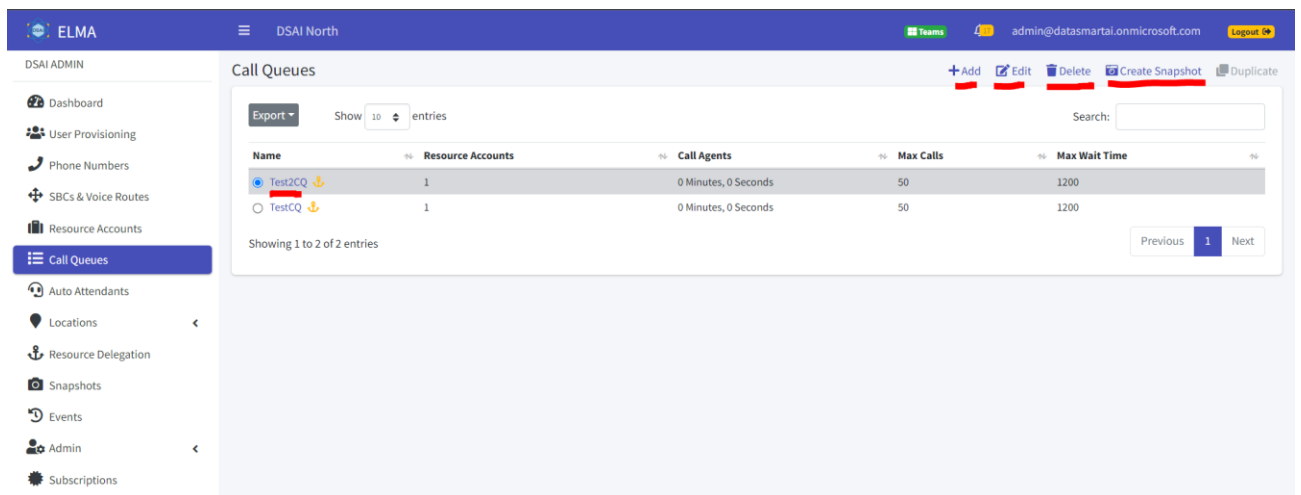
After click Create Snapshot button, you will get snapshot confirm box:
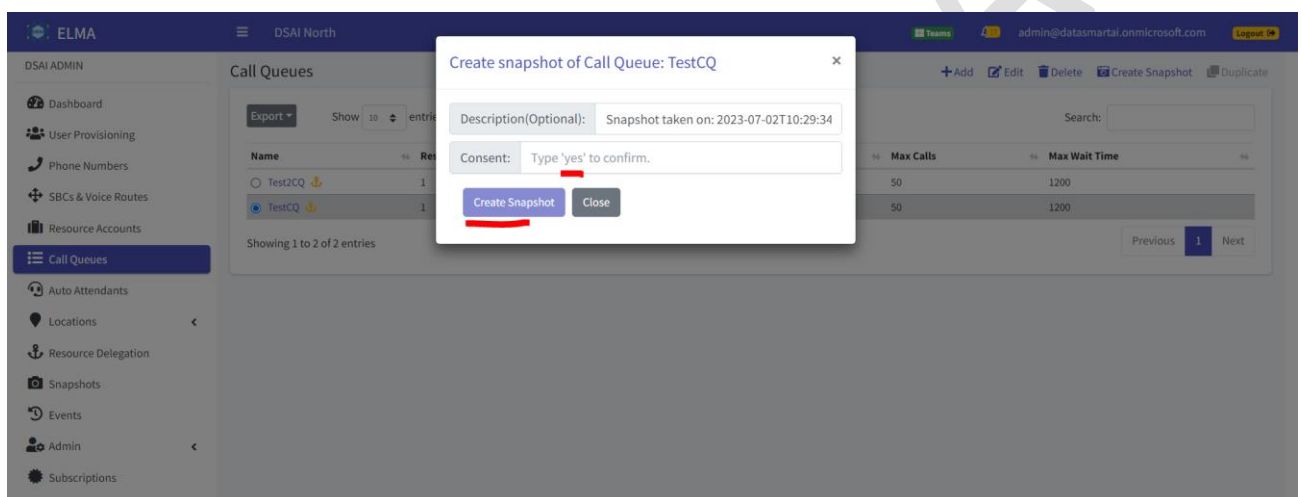
You will have to type 'yes' and create snapshot button. Now you will able to see the snapshot by clicking on Snapshots option from the left side bar.
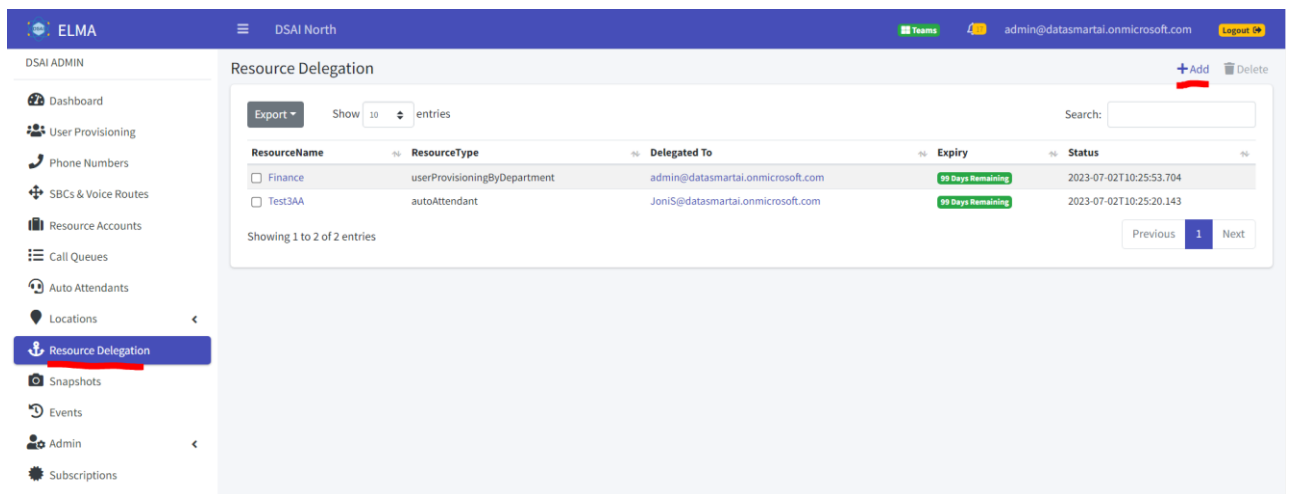
Once the snapshot is taken then you can restore the snapshot by selecting the snapshot and clicking on "Restore Snapshot" or if you want to delete then you can click on "Delete Snapshot" button:
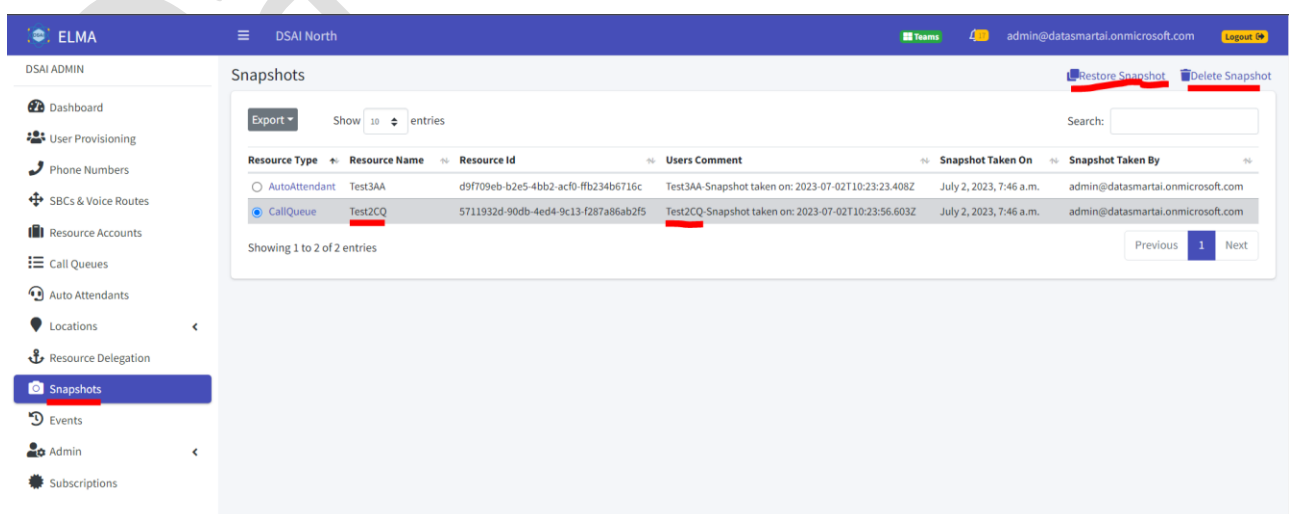
Now we will learn how to add Resource Delegation:

How to use and add Resource delegation
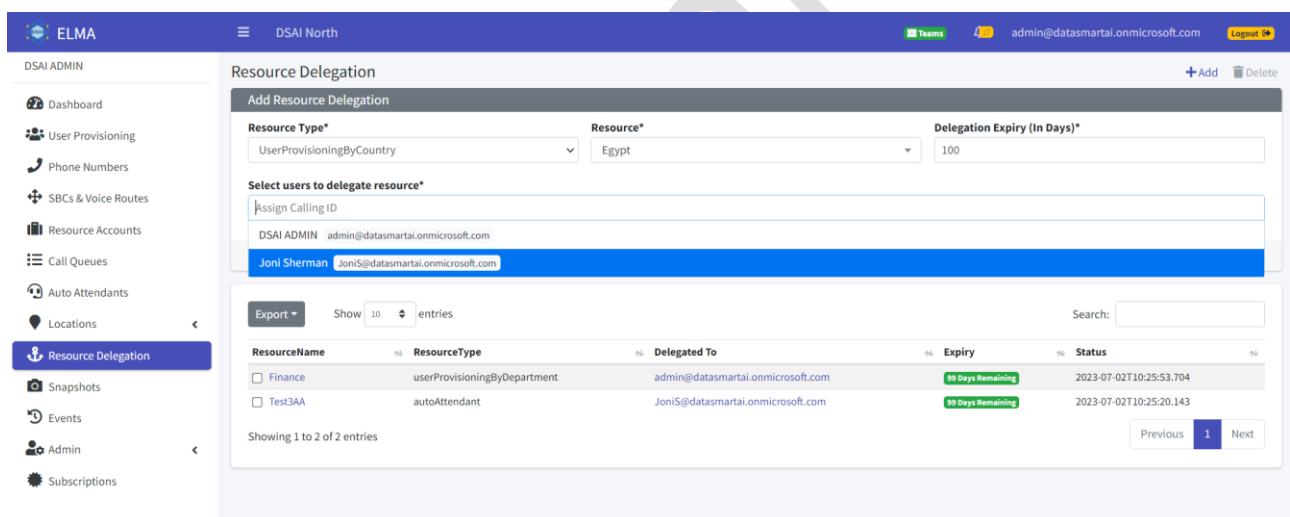
Click the Resource Delegation option which is shown on the left bar

You will be able to see "+Add" button on the top right side of the page and click Add and you will be able to see the following screen:

You can create or add resource delegation and after clicking Submit button you will find resource delegation in Resource delegation list:

If you want to delete resource delegation then you select one resource delegation you want then you can see Delete button shown on the top right side:

After click Delete button then you will find here:

Same as above steps to delete Call Queues.

Now we will learn How to work with Auto Attendants

How to use Auto Attendants
Click the Auto Attendants option which appears to left bar
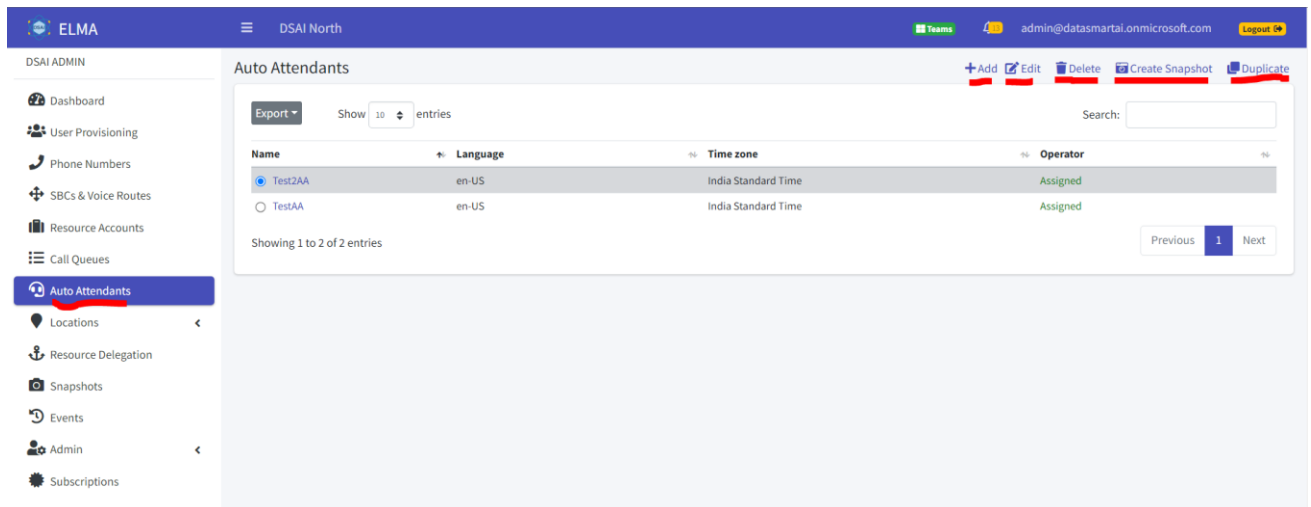
If you want to Add "Auto Attendants" then click +Add button which appears on the top right side.
After click +Add button then you will see this screen:
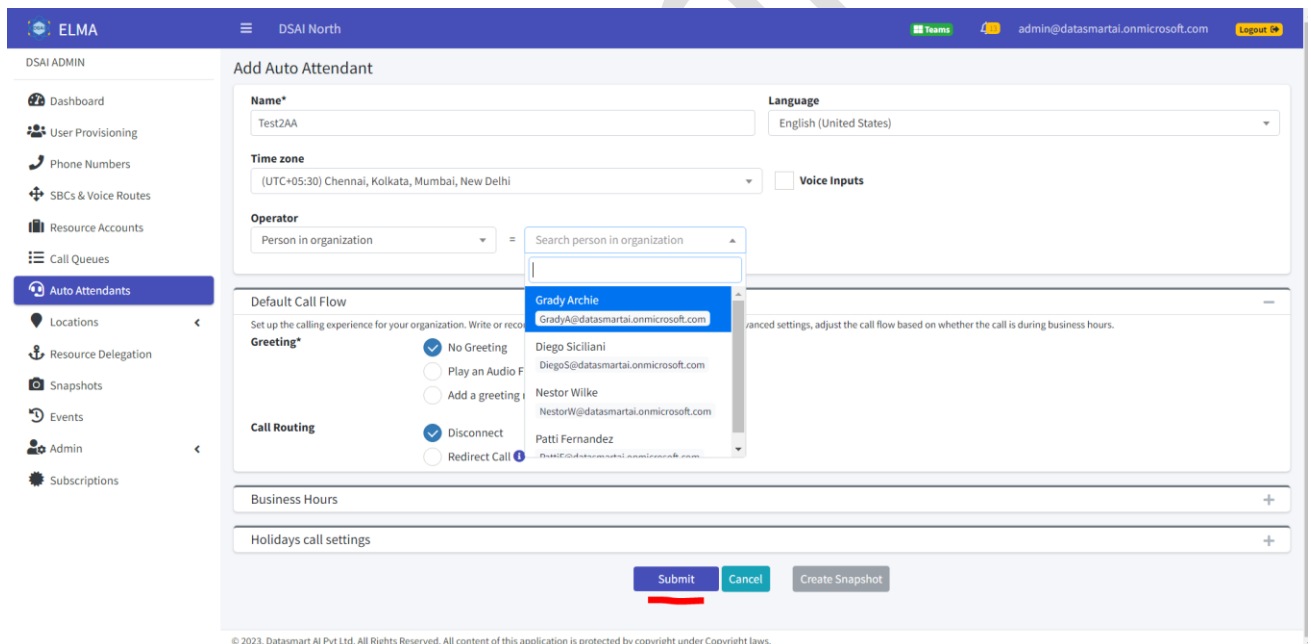
Add Auto Attendant, fill the required information as per your need and after that you click "Submit" button and your auto attendant will be added in your auto attendant list. You can check here:

If you want to Edit, Delete, Delegate, Create Snapshot and Duplicate of Auto Attendants then you will have to select one auto attendant you want and after that all options are available do it.

How to use Call Queues:

Same steps as of Auto Attendants for Call Queues

How to use Resource Accounts

Same steps as of Auto Attendants and Call Queues for use of Resource Accounts

The following is the screen for add/edit Resource Account of MS Teams:

How to work with Phone Numbers:

If you want to add phone number then you click on Phone numbers option which appears on the left corner side:

If you want to add phone numbers from different carrier like AT&T or Verizon, then you can add a range of DID numbers and manage in ELMA. The following is screenshot of adding a range of DID numbers:

Once you click on "Validate" button then it will validate the numbers to check if there is any duplicate or incorrect numbers:

If you want to Add, Delete and Update of Phone Numbers all the options are available on the top right side:

How to work with E911 Location Management

ELMA provide a great way to manage your E911 Emergency Addresses, Network Topology, Networks & Locations:

To discover your network and manage your E911 Emergency Addresses, please contact our experts at info@datasmartai.com to perform network discovery so that you can use ELMA for Location management.
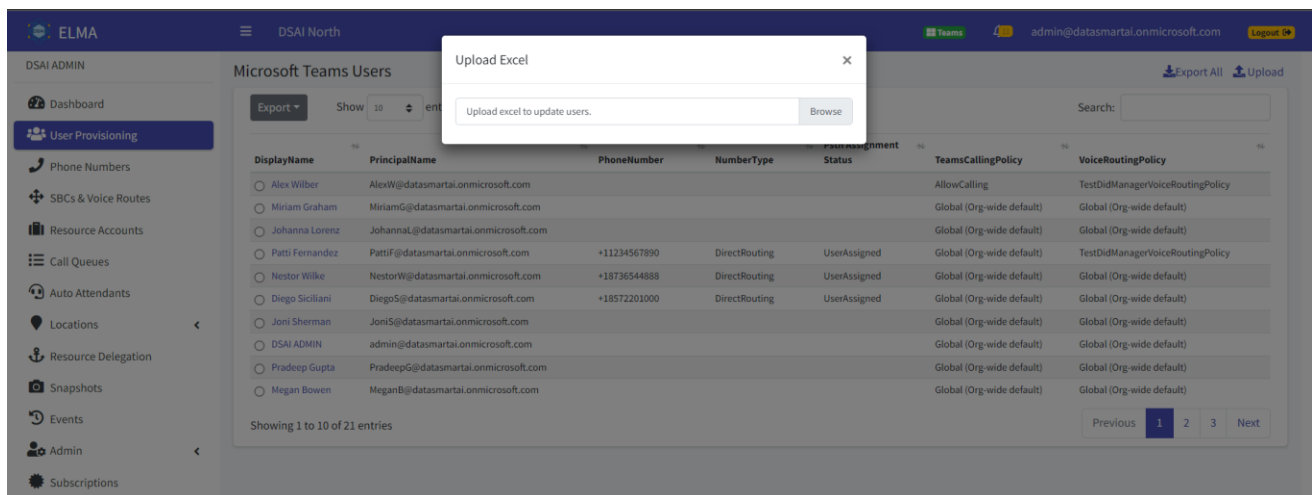
How to work with Teams Users (User Provisioning)

If you want to do bulk upload Microsoft Team Users then click "Upload" button which appears on the top right side:

After clicking upload button you will see:

You can upload excel file for bulk provisioning of Microsoft Teams users.

If you want to update single user then you will have to select the user you want then update:
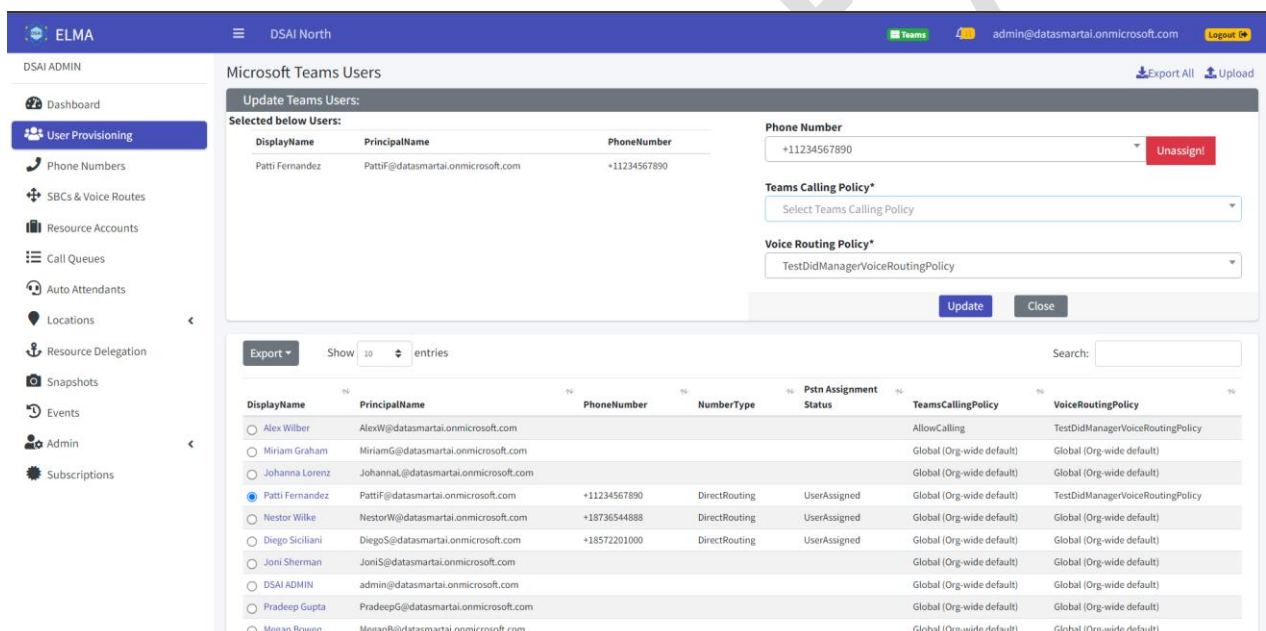
Now we will work with Admin of ELMA:

How to work with Admin of ELMA

There are three options mention under Admin menu which appear on the left side of the bar:
1. Tenants
2. Organizations
3. Users

How to work with Tenants of Admin:

Click Tenants option and you will see the MS Teams tenants list:

If you want to add a tenant then click +Add button which appear to top right side and after click you will see following:

Add the details as tenant details which you want to add and click submit then you will find the tenants list as follow:

How to work with organization in Admin

In the organization option, you can select Teams admin user from given list and set the password for MS Teams connection with ELMA:

How to add Users:

Click Users option which appears on the left side. Now you will see +Add button which appears on the top right side:

You will see Add User bar and select the user that you want to add and then select roles for user. There are different roles available in the drop down menu option so you can select one or more roles for your user. One you click submit button then user will be added in the user list:

How to remove User

If you want to remove a user then you will have to select the user which you want to remove. Once you select the user then you will see Remove button which will appear on the right top of the screen:

Note: If you face any problem while using ELMA application or want to customize any ELAM features, please reach out to us at info@datasmartai.com

Acronyms and Abbreviations

The list of the acronyms and abbreviations used in this document and the meaning of each.

App: Application
MS: Microsoft
VM: Virtual Machine
SSO: Single Sign-On
AA: Auto Attendants