



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

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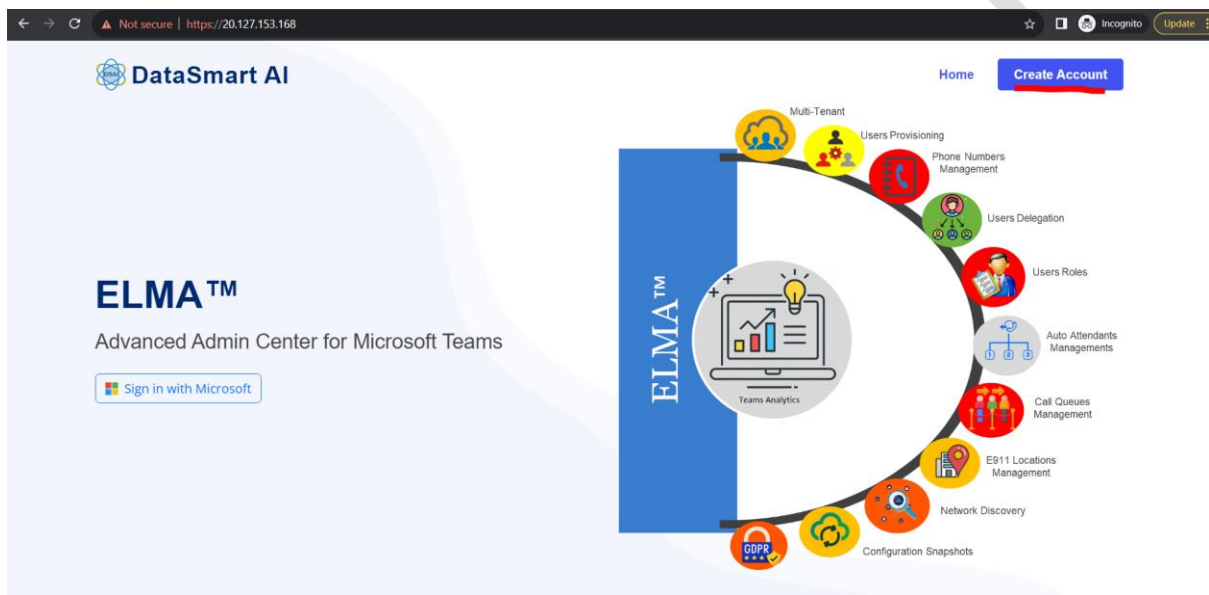
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Introduction

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

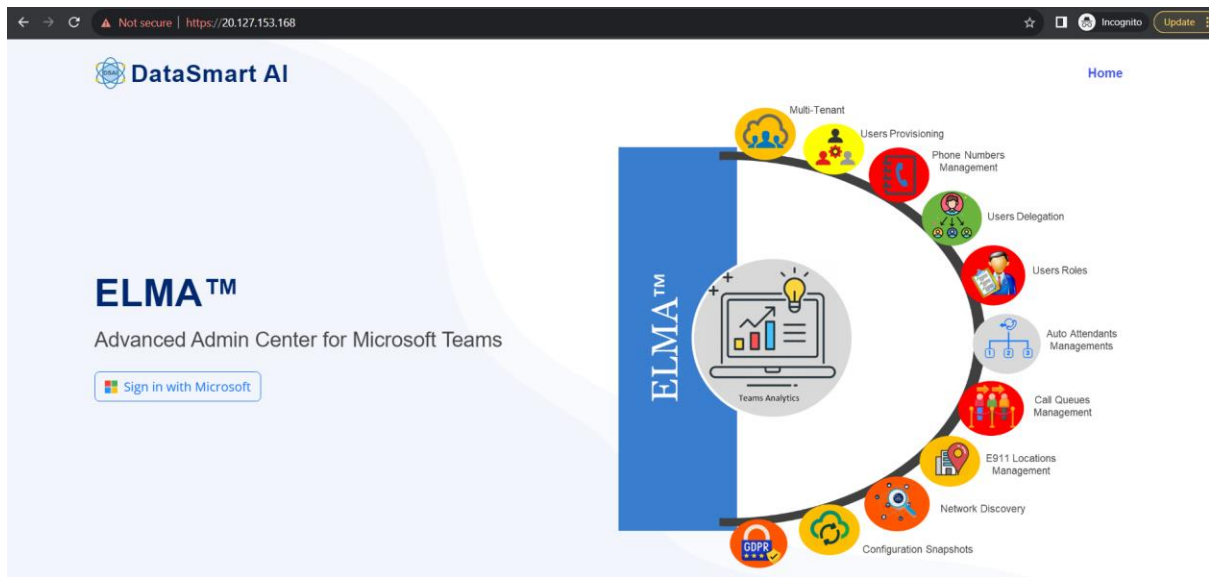
To start the application, enter DataSmart AI's hosted URL: <https://elma.datasmartai.com/> in the browser and press 'Enter'. The following page will open and click on the "Create Account" button:



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:

The screenshot shows the "ELMA - Setup Account" form. It has three input fields: "Organization Name*" with a placeholder "Only alphanumeric and space character", "Microsoft Tenant Id*" with a placeholder "Microsoft Tenant Id", and "Default User*" with a placeholder "Default user for this application." and an information icon. Below the "Organization Name*" field is a checkbox labeled "I agree to the Terms & Conditions". At the bottom right are "Cancel" and "Create" buttons. The "Create" button is highlighted with a red underline.

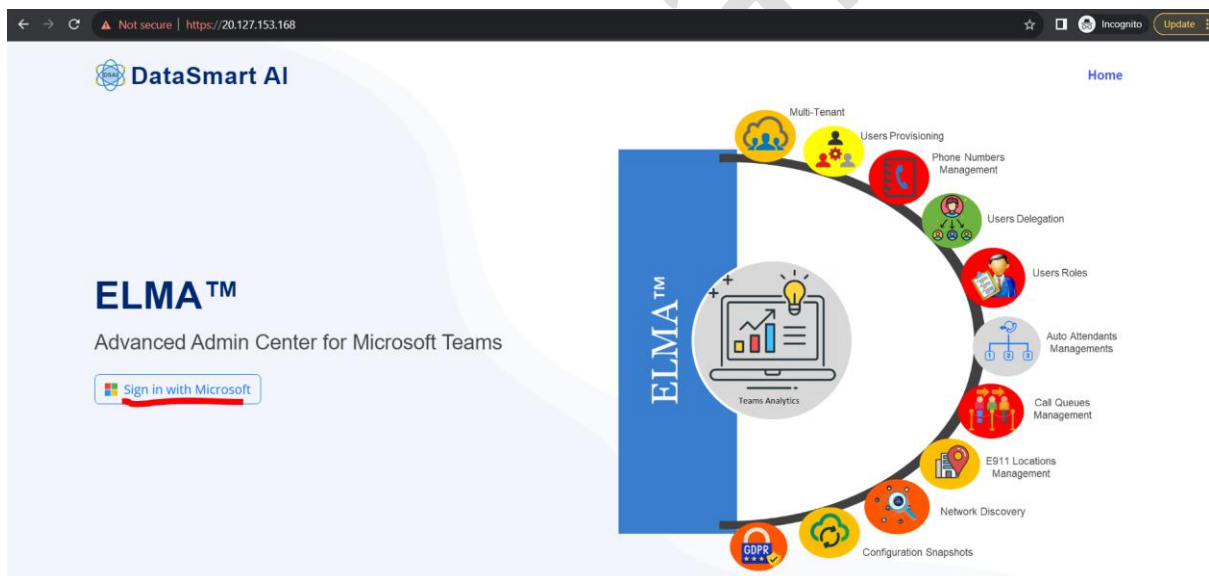
Once your account on ELMA is created successfully then you will be redirected to the ELMA home page to login to your account:



Your Microsoft Teams tenant account is created in ELMA application.

Getting started with ELMA Application

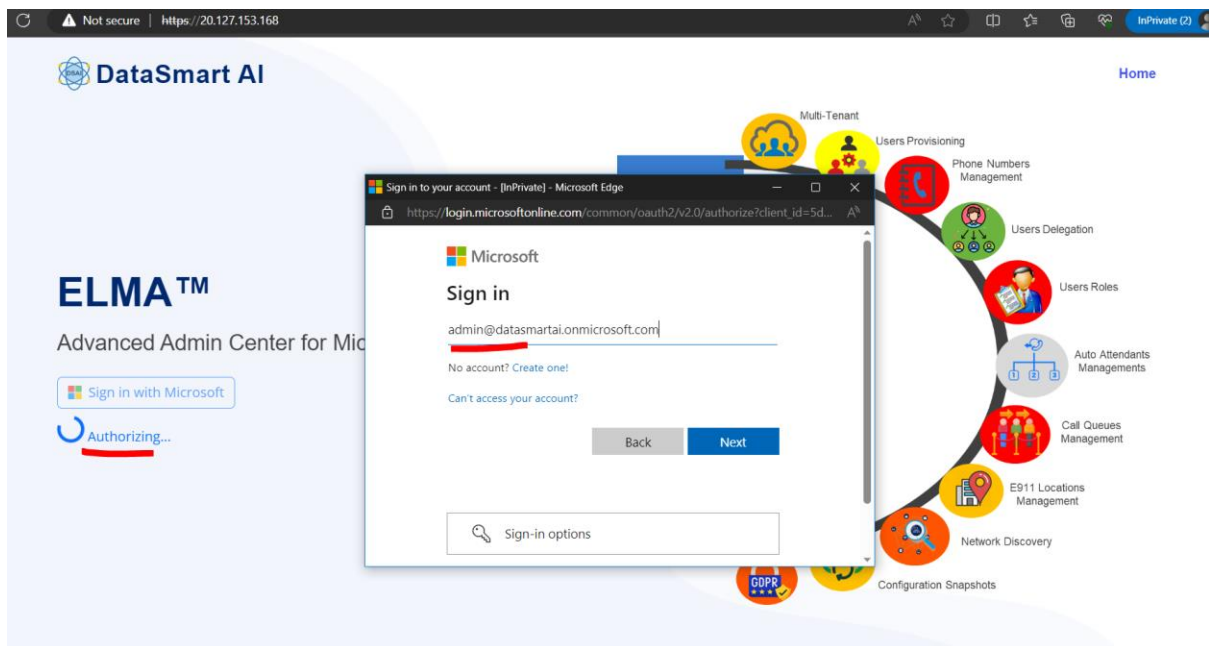
To login to ELMA application, the following screen will open to authenticate Microsoft Teams Admin Center user:



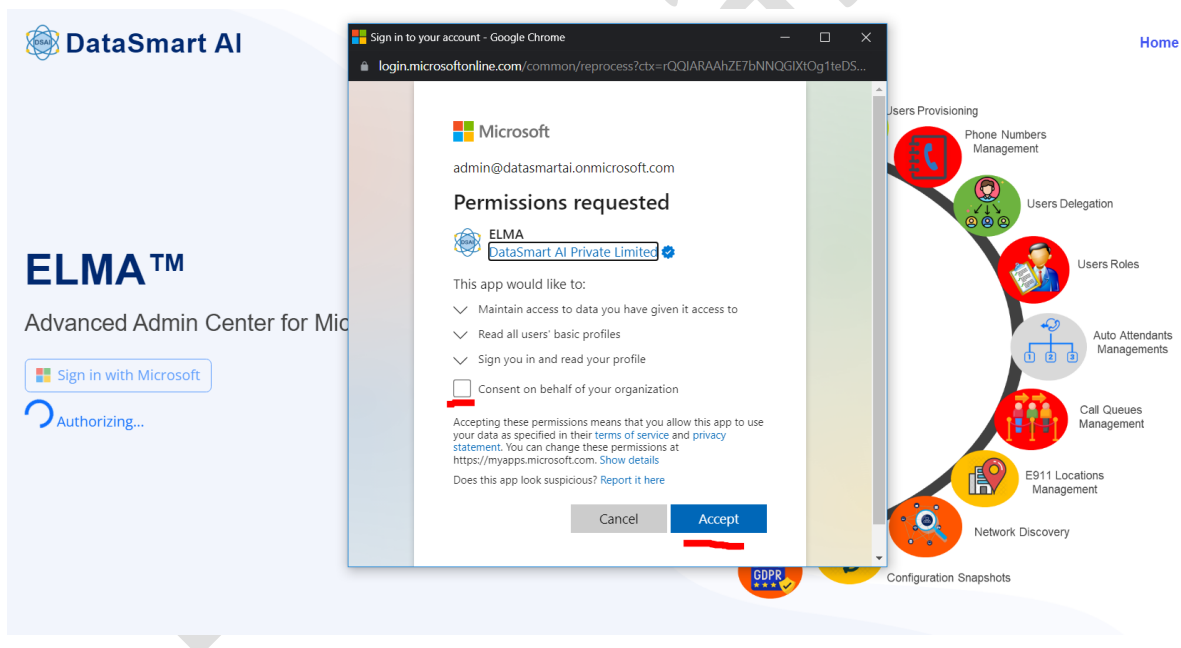
Click on “Sign in with Microsoft” button to login to the application. It will ask for the Microsoft user and password. Once the authentication is successful, the user will be able to see the home page or the dashboard of ELMA application. If there is any error such as “Not authorized”, then click on ‘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.

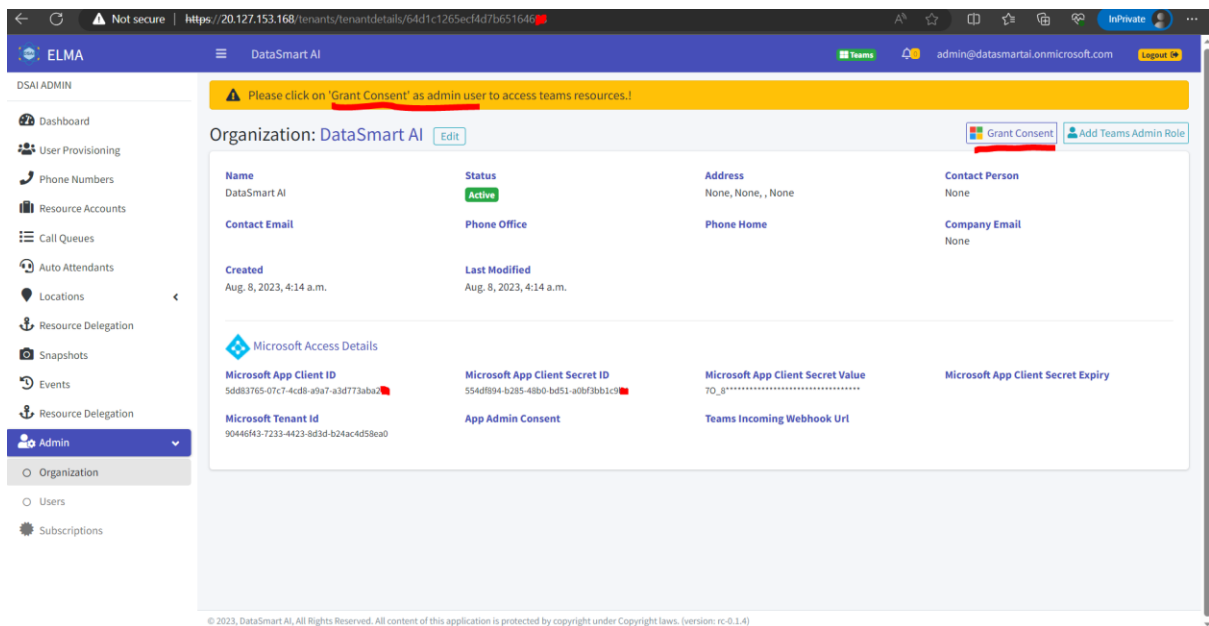
The follow page of ELMA will open to get Microsoft SSO:



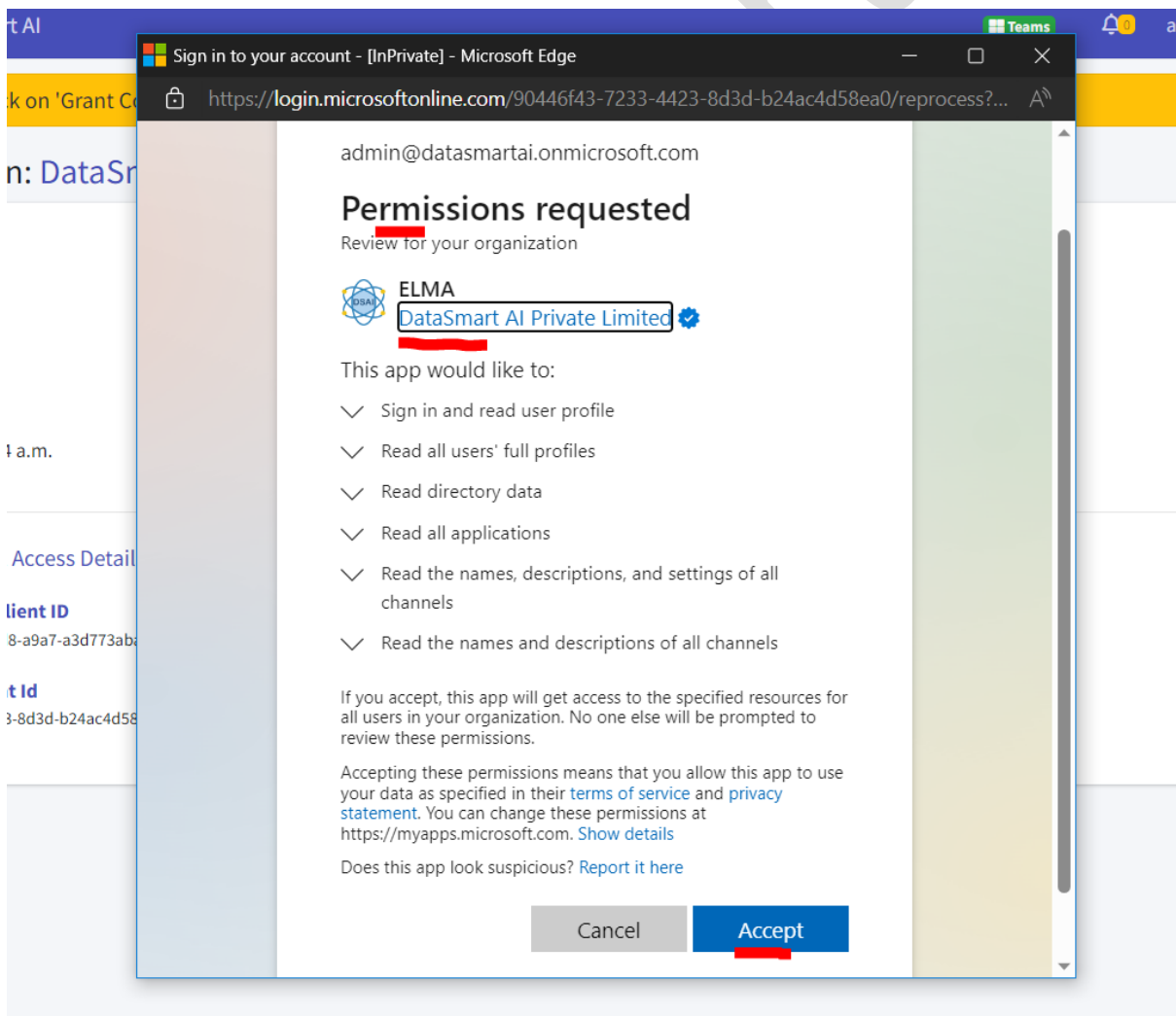
Once you provide the user/password for sign-in then it will ask for the permissions for ELMA app so just click on the checkbox to grant the consent and Accept button to proceed as shown below:



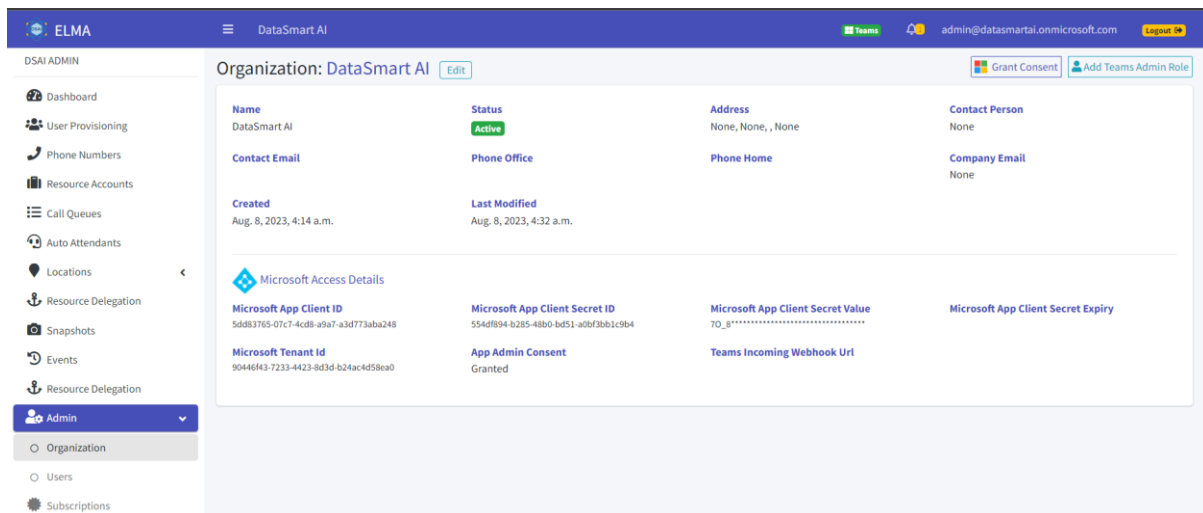
Once you are authenticated, you will land on "Organization" page to "Grant Consent" to ELMA (Graph APIs) to sync your Microsoft Teams data. To do it, please click on "Grant Consent" button top right corner as shown below:



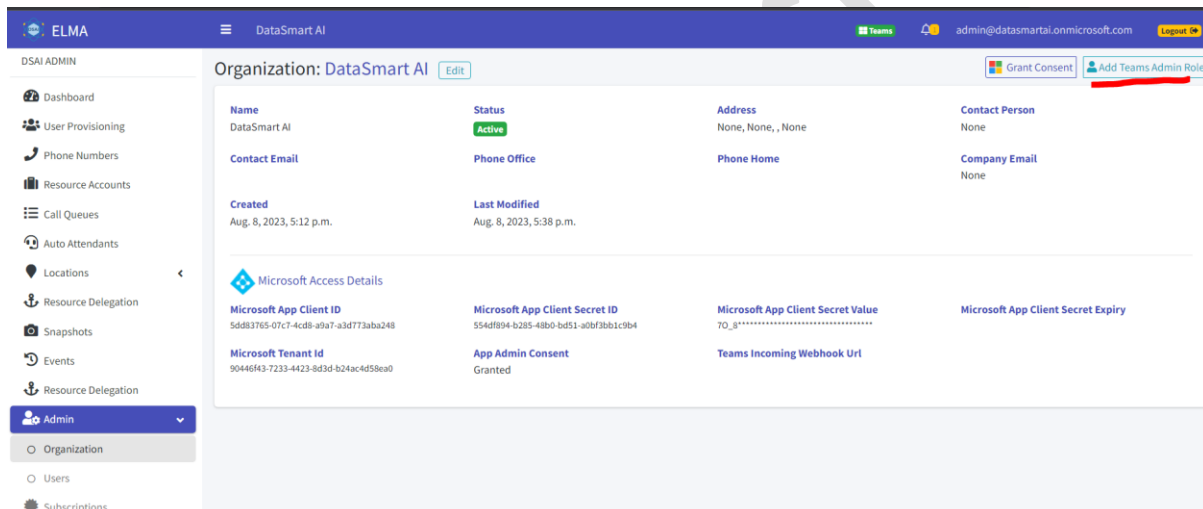
The following screen will appear to grant consent to ELMA and click on “Accept” button to grant the consent:



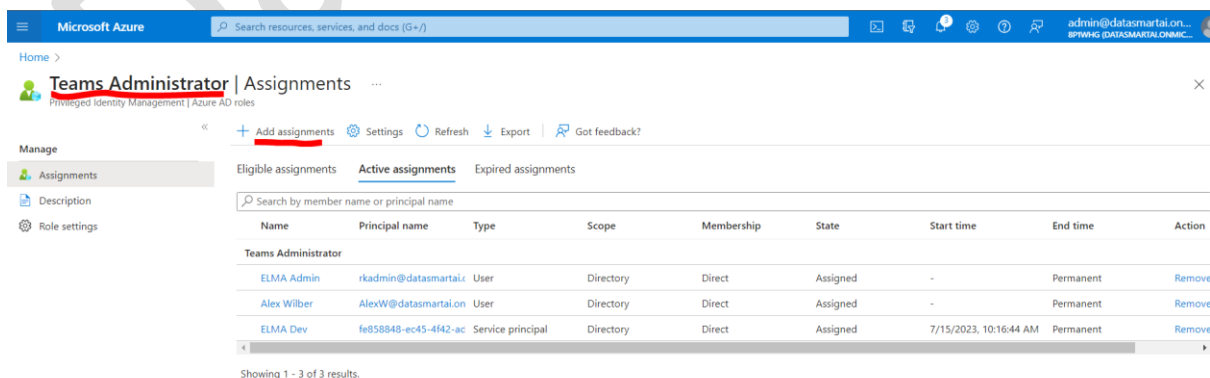
Once the consent is successfully granted then warning message will go away as shown below and App Admin Consent will be changed to “Granted”:



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:

Microsoft Azure Search resources, services, and docs (G+/)

Home > Teams Administrator | Assignments >

Add assignments

Privileged Identity Management | Azure AD roles

Membership Setting

Resource
8p1whg

Resource type
Directory

Select role
Teams Administrator

Scope type
Directory

Select member(s) *
No member selected

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:

DSAI ADMIN

Dashboard

User Provisioning

Phone Numbers

Resource Accounts

Call Queues

Auto Attendants

Locations

Resource Delegation

Snapshots

Events

Resource Delegation

Admin

☐ Organization

☐ Users

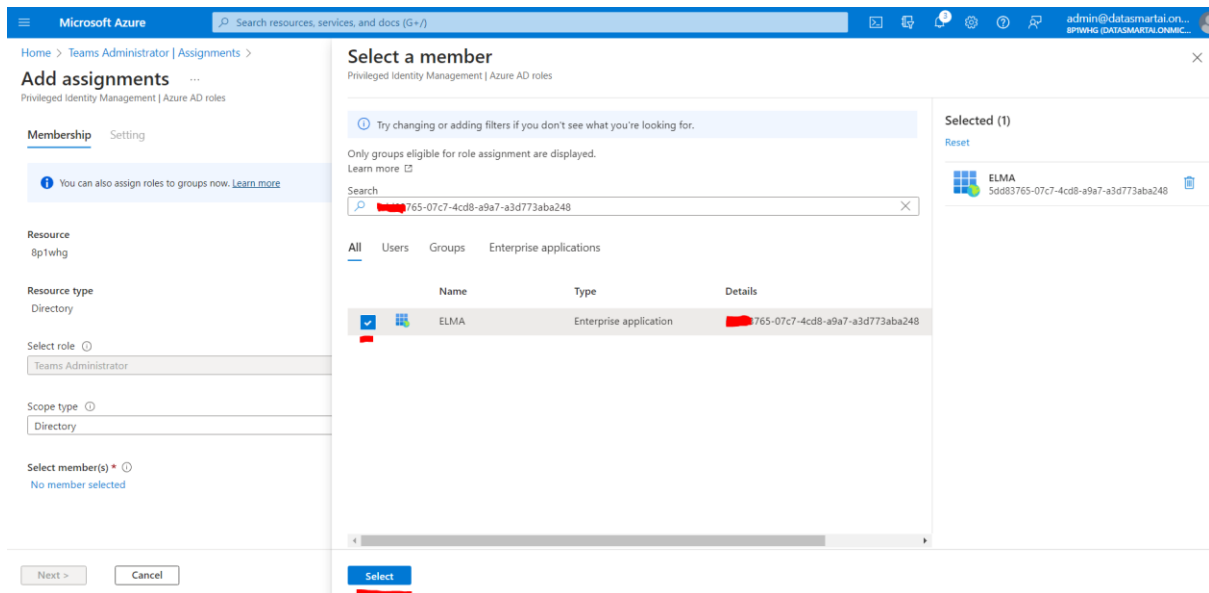
Organization: DataSmart AI

Name	DataSmart AI	Status	Active
Contact Email		Phone Office	
Created	Aug. 8, 2023, 5:12 p.m.	Last Modified	Aug. 8, 2023, 5:38 p.m.

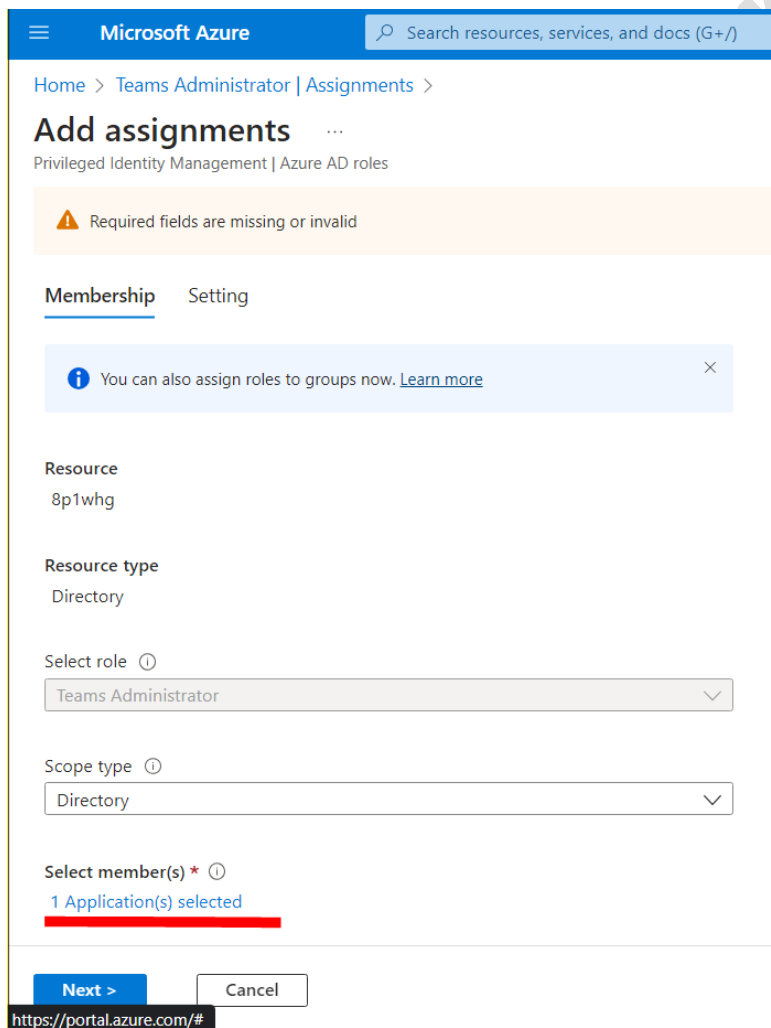
Microsoft Access Details

Microsoft App Client ID	Microsoft App Client Secret ID
5dd83765-07c7-4cd8-a9a7-a3d773aba248	554df894-b285-48b0-bd51-a0bf3bb1c9b4
Microsoft Tenant Id	App Admin Consent
90446f43-7233-4423-8d3d-b24ac4d58ea0	Granted

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:

Microsoft Azure

Search resources, services, and docs (G+/)

[Home](#) > [Teams Administrator | Assignments](#) >

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:

Microsoft Azure

Search resources, services, and docs (G+/)

[Home](#) >

Teams Administrator | Assignments

Privileged Identity Management | Azure AD roles

«

+ Add assignments

⚙ Settings

🔄 Refresh

↓ Export

🗨 Got feedback?

Manage

Assignments

Description

Role settings

Eligible assignments

Active assignments

Expired assignments

Search by member name or principal name

Name	Principal name	Type	Scope	Membership	State	Start time	End time
Teams Administrator							
Alex Wilber	AlexW@datasmartai.onmicrosoft.com	User	Directory	Direct	Assigned	-	Permane
ELMA	765-07c7-4cd8-a9a7-a3d773aba248	Service principal	Directory	Direct	Assigned	8/8/2023, 11:36:43 PM	Permane

Showing 1 - 2 of 2 results.

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:

ELMA DataSmart AI Teams admin@datasmartai.onmicrosoft.com Logout

DSAI ADMIN

Organization: DataSmart AI Edit

Grant Consent Add Teams Admin Rc

Name DataSmart AI	Status Active	Address None, None, , None	Contact Person None
Contact Email	Phone Office	Phone Home	Company Email None
Created Aug, 8, 2023, 5:12 p.m.	Last Modified Aug, 8, 2023, 5:38 p.m.		

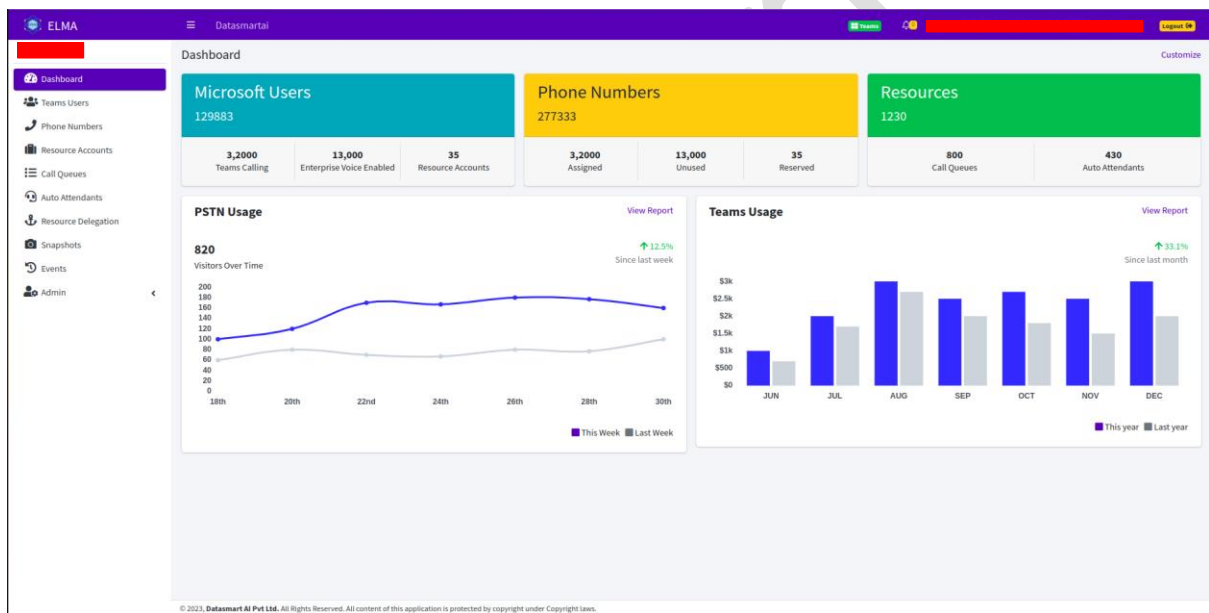
Microsoft Access Details

Microsoft App Client ID 5dd83765-07c7-4cd8-a9a7-a3d773aba248	Microsoft App Client Secret ID 554df894-b285-48b0-bd51-a0f3bb1c9b4	Microsoft App Client Secret Value 70_8*****	Microsoft App Client Secret Expiry
Microsoft Tenant Id 90446f43-7233-4423-8d3d-b24ac4d58ea0	App Admin Consent Granted	Teams Incoming Webhook Url	

Dashboard
User Provisioning
Phone Numbers
Resource Accounts
Call Queues
Auto Attendants
Locations
Resource Delegation
Snapshots
Events
Resource Delegation
Admin
Organization
Users
Subscriptions

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

Organization: DSAI North

Name	Status	Address	Contact Person
DSAI North	Active	North St, Wyoming, , 76660	Admin
Contact Email	Phone Office	Phone Home	Company Email
			admin@datasmartai.onmicrosoft.com
Created	Last Modified		
July 2, 2023, 7:46 a.m.	July 2, 2023, 8:04 a.m.		

Microsoft Access Details

Microsoft Tenant Id	App Admin Consent	Teams Incoming Webhook Url

Microsoft Teams Admin User/Service Principal

**Microsoft UserPrincipalName/EmailId (ex. elmaServicePrincipal@contoso.onmicrosoft.com). This user shall have MS TeamsAdminRole and MFA should be disabled. It will be used by ELMA to configure MS teams on behalf of logged in user.

Teams Admin User/Service Principal

Teams Admin User Password

rkadmin@datasmartai.onmicrosoft.com MS Teams Admin Password Save

Edit Organization Information

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

Organization: DSAI North

Name	Status	Address	Contact Person
DSAI North	Active	6666, New York, , 13166	Megan
Contact Email	Phone Office	Phone Home	Company Email
			meganb@datasmartai.onmicrosoft.com
Created	Last Modified		
June 21, 2023, 1:12 p.m.	June 21, 2023, 1:15 p.m.		

Microsoft Access Details

Microsoft App Client ID	Microsoft App Client Secret ID	Microsoft App Client Secret Value	Microsoft App Client Secret Expiry
Microsoft Tenant Id	App Admin Consent	Teams Incoming Webhook Url	

Microsoft Teams Admin User/Service Principal

**Microsoft UserPrincipalName/EmailId (ex. elmaServicePrincipal@contoso.onmicrosoft.com). This user shall have MS TeamsAdminRole and MFA should be disabled. It will be used by ELMA to configure MS teams on behalf of logged in user.

Teams Admin User/Service Principal

Teams Admin User Password

MS Teams Admin User MS Teams Admin Password Save

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:

ELMA

DSAI North

DSAI ADMIN

Dashboard

User Provisioning

Phone Numbers

SBCs & Voice Routes

Resource Accounts

Call Queues

Auto Attendants

Locations

Resource Delegation

Snapshots

Events

Admin

Subscriptions

Event Logs

Export

Show 15 entries

Search:

Severity	Service	UserName	Description	Timestamp
SUCCESS	ElmaTeams	admin@datasmartai.onmicrosoft.com	Call Queue Test2CQ created successfully.	2023-07-02T09:32:50.103
SUCCESS	ElmaTeams	admin@datasmartai.onmicrosoft.com	Auto Attendant Test3AA created successfully.	2023-07-02T09:32:03.103
SUCCESS	ElmaTeams	admin@datasmartai.onmicrosoft.com	Auto Attendant Test2AA created successfully.	2023-07-02T09:24:40.280
SUCCESS	ELMA	admin@datasmartai.onmicrosoft.com	User JoniS@datasmartai.onmicrosoft.com added successfully with roles 'readWriteCallQueue, readAutoAttendant, readResourceAccount, readWriteDIDNumbers'	2023-07-02T09:08:43.330
SUCCESS	ELMA	admin@datasmartai.onmicrosoft.com	DID Numbers saved successfully.	2023-07-02T08:43:03.547
FAILED	ElmaTeams	admin@datasmartai.onmicrosoft.com	License error for user ra_test@8p1whg.onmicrosoft.com to assign OperatorConnect number.	2023-07-02T08:18:25.557
SUCCESS	ELMA	admin@datasmartai.onmicrosoft.com	Teams User update request submitted successfully.	2023-07-02T08:18:17.611
FAILED	ElmaTeams	admin@datasmartai.onmicrosoft.com	Failed to assigned phone number +17899993000 to the user LidiaH@datasmartai.onmicrosoft.com. Set-CsPhoneNumberAssignment_Set: /root/.local/share/powershell/Modules/MicrosoftTeams/5.3.0/custom/Merged_custom_PsExt.ps1:1326 Line 1326 \$result = MicrosoftTeams.ConfigAPI.Cmdlets.Internal.Set-TelephoneNumber '17899993000' is not found from tenant	2023-07-02T08:16:26.716
SUCCESS	ELMA	admin@datasmartai.onmicrosoft.com	Teams User update request submitted successfully.	2023-07-02T08:16:16.402
FAILED	ElmaTeams	admin@datasmartai.onmicrosoft.com	Failed to assigned phone number +17899993002 to the user IsaiahL@datasmartai.onmicrosoft.com. Set-CsPhoneNumberAssignment_Set: /root/.local/share/powershell/Modules/MicrosoftTeams/5.3.0/custom/Merged_custom_PsExt.ps1:1326 Line 1326 \$result =	2023-07-02T08:15:45.325

Snapshots

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

ELMA

DSAI North

Teams

admin@datasmartai.onmicrosoft.com

Logout

DSAI ADMIN

Dashboard

User Provisioning

Phone Numbers

SBCs & Voice Routes

Resource Accounts

Call Queues

Auto Attendants

Locations

Resource Delegation

Snapshots

Events

Admin

Subscriptions

Snapshots

Restore Snapshot

Delete Snapshot

Export

Show 10 entries

Search:

Resource Type	Resource Name	Resource Id	Users Comment	Snapshot Taken On	Snapshot Taken By
<input type="radio"/> AutoAttendant	Test3AA	d9f709eb-b2e5-4bb2-acf0-fb234b6716c	Test3AA- Snapshot taken on: 2023-07-02T10:23:23.408Z	July 2, 2023, 7:46 a.m.	admin@datasmartai.onmicrosoft.com
<input type="radio"/> CallQueue	Test2CQ	5711932d-90db-4ed4-9c13-f287a86ab2f5	Test2CQ- Snapshot taken on: 2023-07-02T10:23:56.603Z	July 2, 2023, 7:46 a.m.	admin@datasmartai.onmicrosoft.com

Showing 1 to 2 of 2 entries

Previous

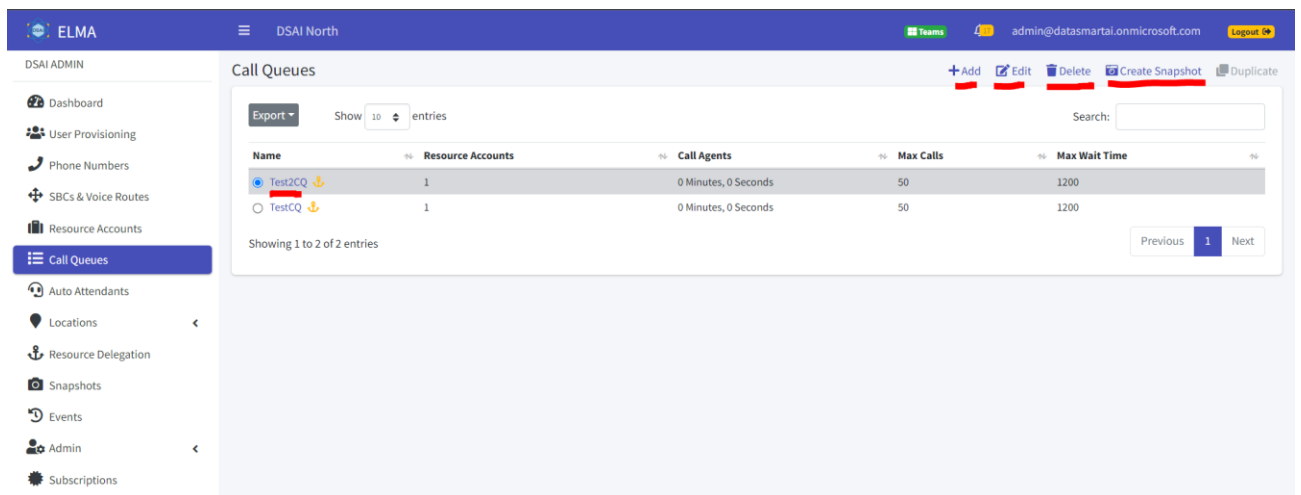
1

Next

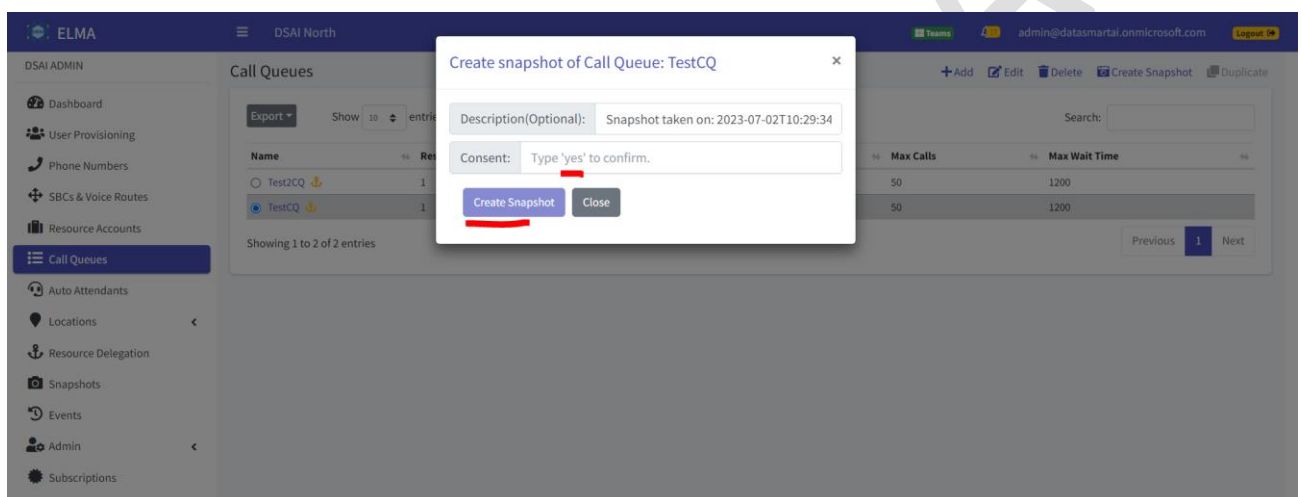
Now we will know that how to take snapshot of whatever you want to snapshots.

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:

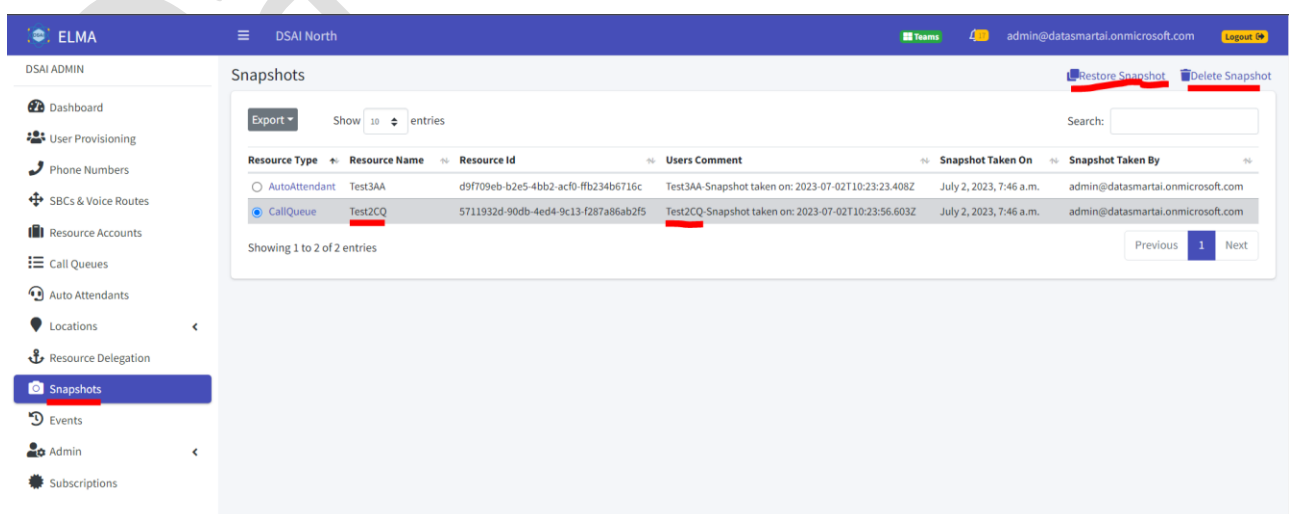


After click Create Snapshot button, you will get snapshot confirm box:



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.

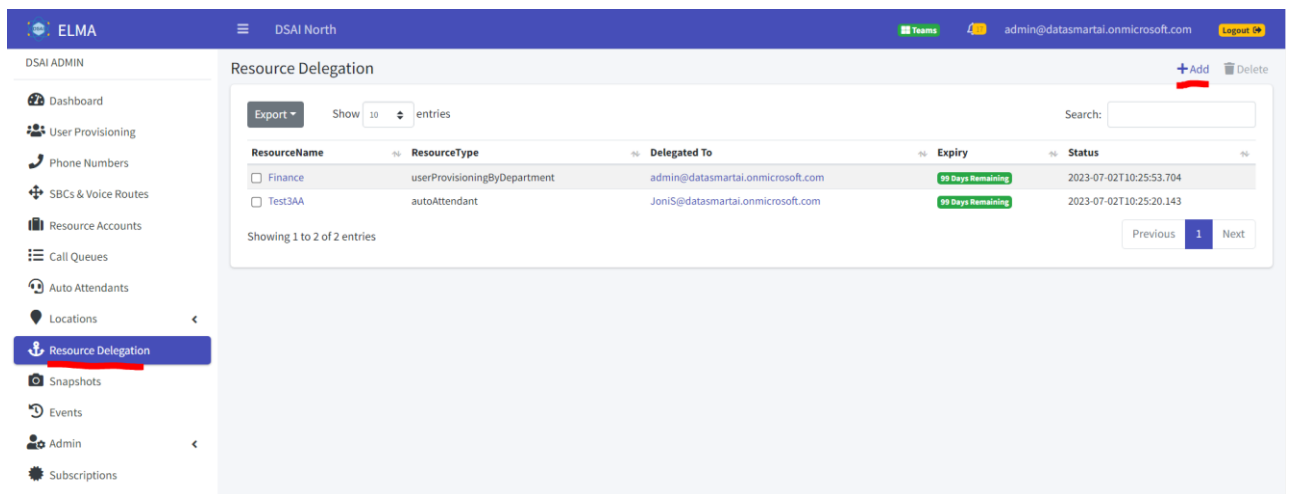
Once the snapshot is taken then you can restore the snapshot by selecting the snapshot and clicking on "Restore Snapshot" or if you want to delete then you can click on "Delete Snapshot" button:



Now we will learn how to add Resource Delegation:

How to use and add Resource delegation

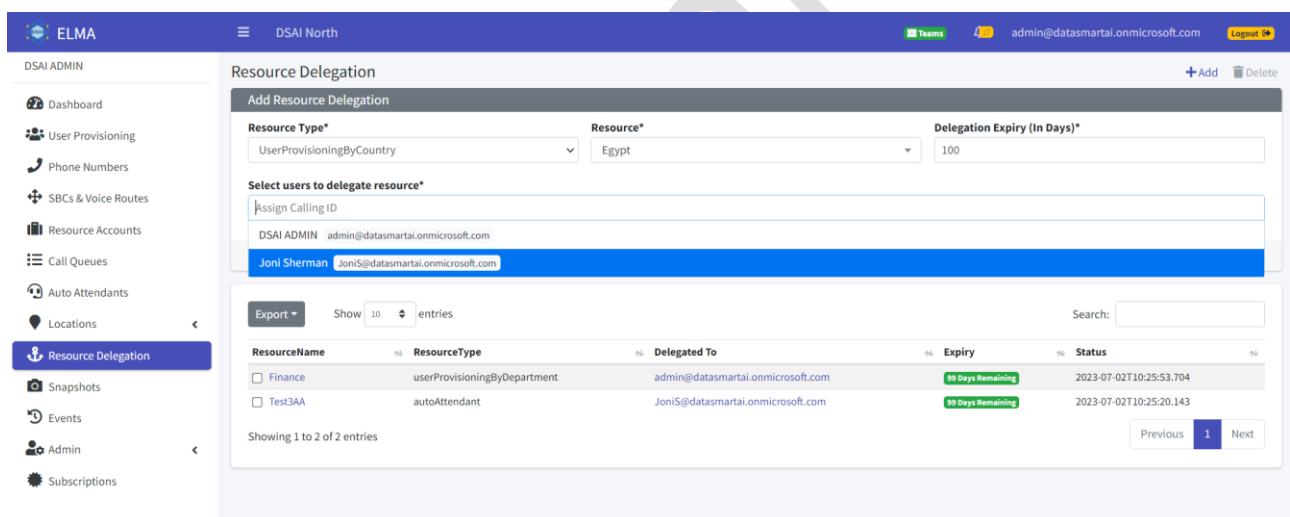
Click the Resource Delegation option which is shown on the left bar



The screenshot shows the ELMA DSAI North interface. On the left sidebar, the 'Resource Delegation' option is highlighted. The main content area displays the 'Resource Delegation' page with a table of existing delegations. The table has columns for ResourceName, ResourceType, Delegated To, Expiry, and Status. Two entries are listed: 'Finance' (userProvisioningByDepartment) and 'Test3AA' (autoAttendant). Both show '99 Days Remaining' and a status of '2023-07-02T10:25:53.704'. The page includes an 'Add' button in the top right corner and a search bar.

ResourceName	ResourceType	Delegated To	Expiry	Status
<input type="checkbox"/> Finance	userProvisioningByDepartment	admin@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:53.704
<input type="checkbox"/> Test3AA	autoAttendant	JoniS@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:20.143

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:



The screenshot shows the 'Add Resource Delegation' form in the ELMA DSAI North interface. The form includes fields for 'Resource Type*' (set to 'UserProvisioningByCountry'), 'Resource*' (set to 'Egypt'), and 'Delegation Expiry (In Days)*' (set to '100'). Below these fields is a section titled 'Select users to delegate resource*' with a search bar and a list of users. The user 'Joni Sherman' is selected. The form also includes an 'Export' button and a table of existing delegations, identical to the one in the previous screenshot.

ResourceName	ResourceType	Delegated To	Expiry	Status
<input type="checkbox"/> Finance	userProvisioningByDepartment	admin@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:53.704
<input type="checkbox"/> Test3AA	autoAttendant	JoniS@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:20.143

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

Resource Delegation

Export Show 10 entries Search:

ResourceName	ResourceType	Delegated To	Expiry	Status
<input type="checkbox"/> Egypt	userProvisioningByCountry	admin@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:37:20.738
<input type="checkbox"/> Finance	userProvisioningByDepartment	admin@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:53.704
<input type="checkbox"/> Test3AA	autoAttendant	JoniS@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:20.143

Showing 1 to 3 of 3 entries

Previous 1 Next

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:

Resource Delegation

Update Resource Delegation

Resource Type* Resource* Delegation Expiry (In Days)*

UserProvisioningByCountry Egypt 99

Submit Close

Export Show 10 entries Search:

ResourceName	ResourceType	Delegated To	Expiry	Status
<input checked="" type="checkbox"/> Egypt	userProvisioningByCountry	admin@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:37:20.738
<input type="checkbox"/> Finance	userProvisioningByDepartment	admin@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:53.704
<input type="checkbox"/> Test3AA	autoAttendant	JoniS@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:20.143

Showing 1 to 3 of 3 entries

Previous 1 Next

After click Delete button then you will find here:

Resource Delegation

Export Show 10 entries Search:

ResourceName	ResourceType	Delegated To	Expiry	Status
<input type="checkbox"/> Finance	userProvisioningByDepartment	admin@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:53.704
<input type="checkbox"/> Test3AA	autoAttendant	JoniS@datasmartai.onmicrosoft.com	99 Days Remaining	2023-07-02T10:25:20.143

Showing 1 to 2 of 2 entries

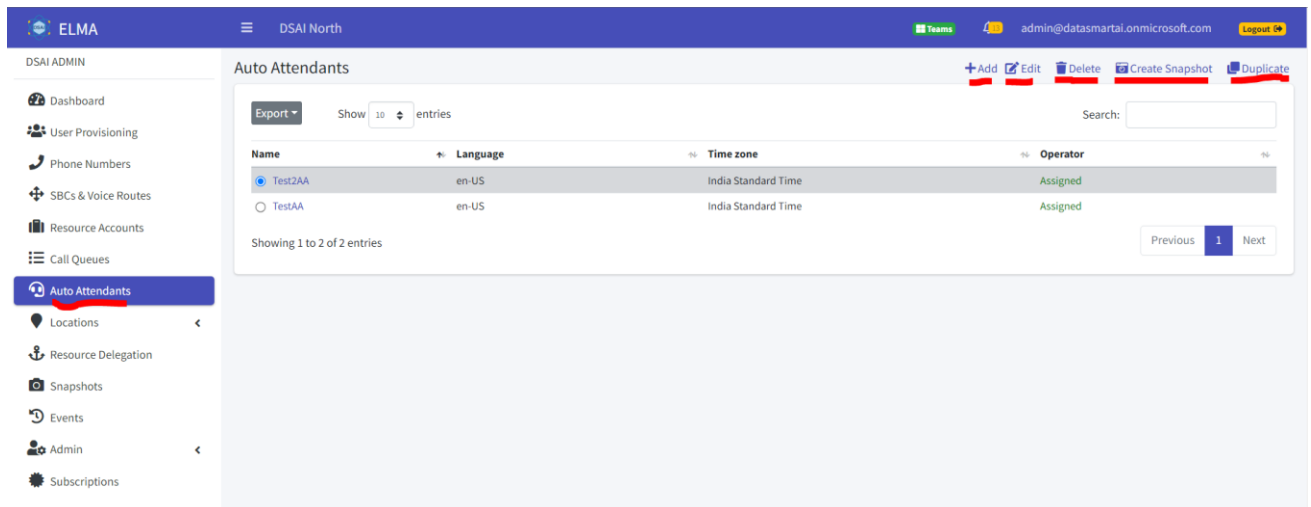
Previous 1 Next

Same as above steps to delete Call Queues.

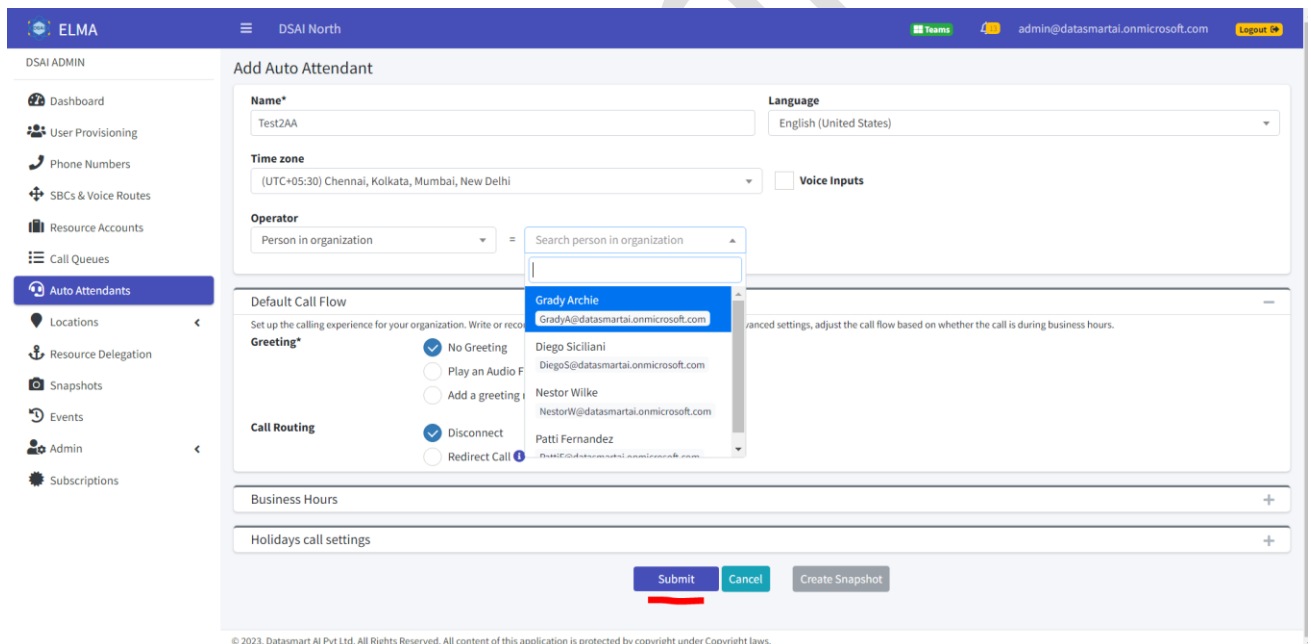
Now we will learn How to work with Auto Attendants

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:

ELMA DSAI North Teams admin@datasmartai.onmicrosoft.com Logout

DSAI ADMIN

- Dashboard
- User Provisioning
- Phone Numbers
- SBCs & Voice Routes
- Resource Accounts
- Call Queues
- Auto Attendants**
- Locations
- Resource Delegation
- Snapshots
- Events
- Admin
- Subscriptions

Auto Attendants

Export Show 10 entries Search:

Name	Language	Time zone	Operator
<input type="radio"/> Test2AA	en-US	India Standard Time	Assigned
<input checked="" type="radio"/> Test3AA	en-US	India Standard Time	Assigned
<input type="radio"/> Test4A	en-US	India Standard Time	Assigned

Showing 1 to 3 of 3 entries Previous 1 Next

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

ELMA DSAI North Teams admin@datasmartai.onmicrosoft.com Logout

DSAI ADMIN

- Dashboard
- User Provisioning
- Phone Numbers
- SBCs & Voice Routes
- Resource Accounts
- Call Queues**
- Auto Attendants
- Locations
- Resource Delegation
- Snapshots
- Events
- Admin
- Subscriptions

Add Call Queue

Name* Test2CQ Language English (United States)

Resource Accounts RA_Test2

Assign Calling ID Assign Calling ID

Greetings and Music

Call Answering

Agent Selection

Routing method ☒ Attendant routing ☐ Serial routing ☐ Round robin ☐ Longest idle

Agents who use the Skype for Business client will not receive calls when longest idle or presence-based routing is enabled.

Presence-based routing ☒

Call agents can opt out of taking calls ☒

Call agent alert time (seconds) 36

Call Overflow Handling

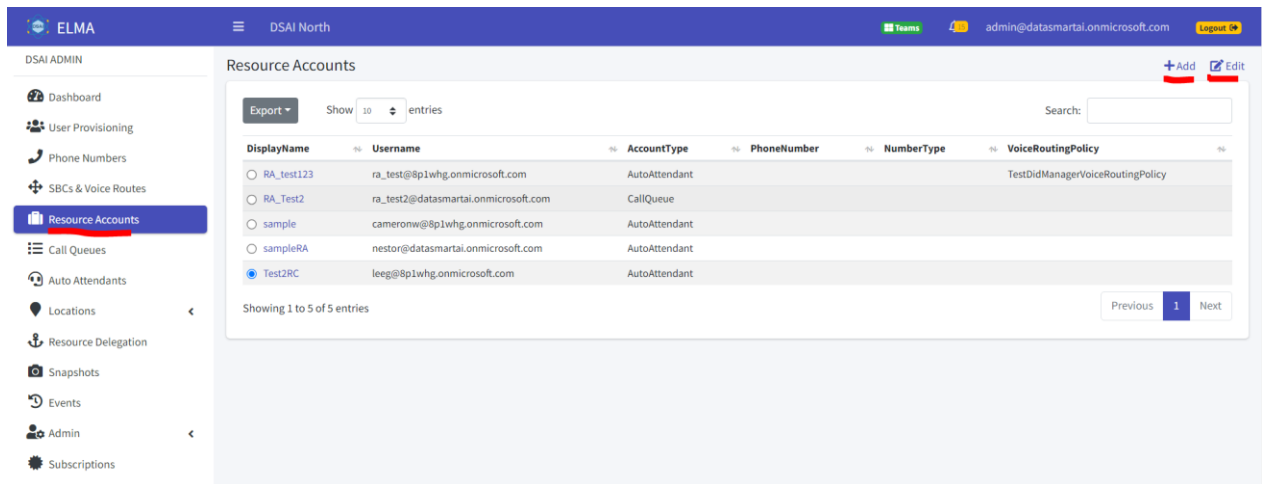
Call Timeout Handling

Submit Create Snapshot

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:

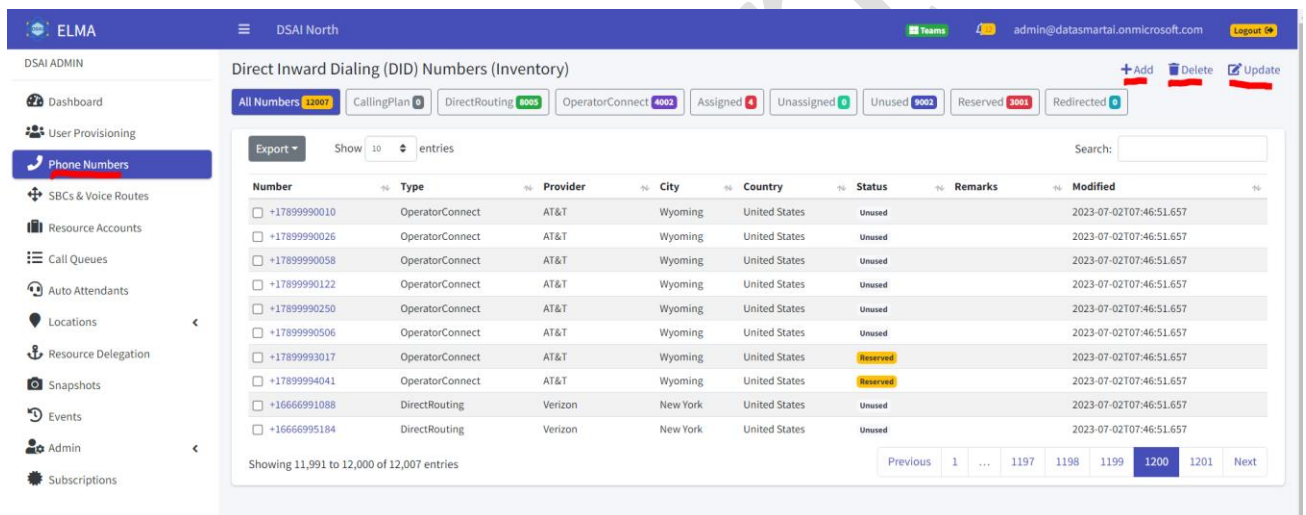


The screenshot shows the ELMA Admin interface for 'Resource Accounts'. The left sidebar contains navigation options: Dashboard, User Provisioning, Phone Numbers, SBCs & Voice Routes, Resource Accounts (highlighted), Call Queues, Auto Attendants, Locations, Resource Delegation, Snapshots, Events, Admin, and Subscriptions. The main content area displays a table of resource accounts with columns: DisplayName, Username, AccountType, PhoneNumber, NumberType, and VoiceRoutingPolicy. The table lists five entries, with 'Test2RC' selected. Above the table are controls for 'Export', 'Show 10 entries', and a search bar. Below the table, it indicates 'Showing 1 to 5 of 5 entries' with pagination links for 'Previous', '1', and 'Next'.

DisplayName	Username	AccountType	PhoneNumber	NumberType	VoiceRoutingPolicy
RA_test123	ra_test@p1whg.onmicrosoft.com	AutoAttendant			TestDidManagerVoiceRoutingPolicy
RA_Test2	ra_test2@datasmartai.onmicrosoft.com	CallQueue			
sample	cameronw@p1whg.onmicrosoft.com	AutoAttendant			
sampleRA	nestor@datasmartai.onmicrosoft.com	AutoAttendant			
Test2RC	leeg@p1whg.onmicrosoft.com	AutoAttendant			

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:



The screenshot shows the ELMA Admin interface for 'Direct Inward Dialing (DID) Numbers (Inventory)'. The left sidebar is the same as the previous screenshot, with 'Phone Numbers' highlighted. The main content area displays a table of DID numbers with columns: Number, Type, Provider, City, Country, Status, Remarks, and Modified. Above the table are filters for 'All Numbers' (12007), 'CallingPlan', 'DirectRouting' (8065), 'OperatorConnect' (8002), 'Assigned', 'Unassigned', 'Unused' (9002), 'Reserved' (3081), and 'Redirected'. The table lists ten entries, with 'Reserved' status highlighted for two numbers. Below the table, it indicates 'Showing 11,991 to 12,000 of 12,007 entries' with pagination links for 'Previous', '1', '1197', '1198', '1199', '1200' (highlighted), '1201', and 'Next'.

Number	Type	Provider	City	Country	Status	Remarks	Modified
+17899990010	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
+17899990026	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
+17899990058	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
+17899990122	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
+17899990250	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
+17899990506	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
+17899993017	OperatorConnect	AT&T	Wyoming	United States	Reserved		2023-07-02T07:46:51.657
+17899994041	OperatorConnect	AT&T	Wyoming	United States	Reserved		2023-07-02T07:46:51.657
+16666991088	DirectRouting	Verizon	New York	United States	Unused		2023-07-02T07:46:51.657
+16666995184	DirectRouting	Verizon	New York	United States	Unused		2023-07-02T07:46:51.657

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:

ELMA DSAI North Teams admin@datasmartai.onmicrosoft.com Logout

DSAI ADMIN

- Dashboard
- User Provisioning
- Phone Numbers
- SBCs & Voice Routes
- Resource Accounts
- Call Queues
- Auto Attendants
- Locations
- Resource Delegation
- Snapshots
- Events
- Admin
- Subscriptions

Add New DID Number/s

Upload Download Template

Entered Ranges

Country	City	Provider	NumberType	StartNumber	EndNumber	Status
United States	New York	Verizon	DirectRouting	6666991000	6666999000	Unused

Validate

Total DIDs: 8001

Provide DID Number Details

Country* City* Provider*

United States New York Verizon

DID Number Type* Start Number* End Number* Status*

DirectRouting +1 6666991000 +1 6666999000 Unused

Add

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

ELMA DSAI North Teams admin@datasmartai.onmicrosoft.com Logout

DSAI ADMIN

- Dashboard
- User Provisioning
- Phone Numbers
- SBCs & Voice Routes
- Resource Accounts
- Call Queues
- Auto Attendants
- Locations
- Resource Delegation
- Snapshots
- Events
- Admin
- Subscriptions

Add New DID Number/s

Upload Download Template

Validated 8001 Errors 0

Export Show 15 entries Search:

Number	Country	City	Provider	NumberType	Status
+16666991000	United States	New York	Verizon	DirectRouting	Unused
+16666991001	United States	New York	Verizon	DirectRouting	Unused
+16666991002	United States	New York	Verizon	DirectRouting	Unused
+16666991003	United States	New York	Verizon	DirectRouting	Unused
+16666991004	United States	New York	Verizon	DirectRouting	Unused
+16666991005	United States	New York	Verizon	DirectRouting	Unused
+16666991006	United States	New York	Verizon	DirectRouting	Unused
+16666991007	United States	New York	Verizon	DirectRouting	Unused
+16666991008	United States	New York	Verizon	DirectRouting	Unused
+16666991009	United States	New York	Verizon	DirectRouting	Unused
+16666991010	United States	New York	Verizon	DirectRouting	Unused
+16666991011	United States	New York	Verizon	DirectRouting	Unused
+16666991012	United States	New York	Verizon	DirectRouting	Unused
+16666991013	United States	New York	Verizon	DirectRouting	Unused
+16666991014	United States	New York	Verizon	DirectRouting	Unused

Showing 1 to 15 of 8,001 entries

Previous 1 2 3 4 5 ... 534 Next

Back Save Validated Numbers

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

ELMA DSAI North Teams admin@datasmartai.onmicrosoft.com Logout

DSAI ADMIN

- Dashboard
- User Provisioning
- Phone Numbers
- SBCs & Voice Routes
- Resource Accounts
- Call Queues
- Auto Attendants
- Locations
- Resource Delegation
- Snapshots
- Events
- Admin
- Subscriptions

Direct Inward Dialing (DID) Numbers (Inventory)

+ Add - Delete - Update

All Numbers 124872 CallingPlan 0 DirectRouting 8005 OperatorConnect 4003 Assigned 4 Unassigned 0 Unused 9003 Reserved 3001 Redirected 0

Export Show 10 entries Search:

Number	Type	Provider	City	Country	Status	Remarks	Modified
<input type="checkbox"/> +17899990004	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990005	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990007	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990003	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990001	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990006	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990009	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990008	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990000	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657
<input type="checkbox"/> +17899990002	OperatorConnect	AT&T	Wyoming	United States	Unused		2023-07-02T07:46:51.657

Showing 1 to 10 of 12,007 entries

Previous 1 2 3 4 5 ... 1201 Next

How to work with E911 Location Management

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

The screenshot shows the ELMA interface with the 'Network Information' section active. On the left is a sidebar with navigation options: Dashboard, User Provisioning, Phone Numbers, SBCs & Voice Routes, Resource Accounts, Call Queues, Auto Attendants, Locations (selected), Emergency Addresses, Network Topology, Network & Locations, Resource Delegation, Snapshots, Events, Admin, and Subscriptions. The main content area displays a map of 'Microsoft Lab' at 2426 Rockville Centre Parkway, Oceanside, NY, 11572, US. To the right of the map is a table of network entries. The table has columns for LocationId, City, and Description. The first entry is highlighted with a blue dot on the map and a red underline in the table.

LocationId	City	Description
076e8dc0-bed5-11ec-994a-177842b71bf2	Oceanside	
1e224d2d-2812-4d0b-ab37-20c5246cfd7	Oceanside	
454cb233-3812-497b-b83c-0316ef17b6e1	Oceanside	Microsoft Lab
5c390cb7-459d-463d-91d1-40b9de7b4f66	Oceanside	
86522346-873f-4e21-aafb-9947b995de77	Monroe	New2
8f0524fc-b896-4348-90aa-1a51af7094ca	Andover	First Test Addr
a836d8f0-06a9-11ee-ab69-3b04993f6065	Andover	First Test Addr
b5c0b7fa-2f6f-4dcf-a10f-1143b3696b50	Oceanside	
cab587be-09eb-4a92-a594-47b9d8804937	Oceanside	

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.

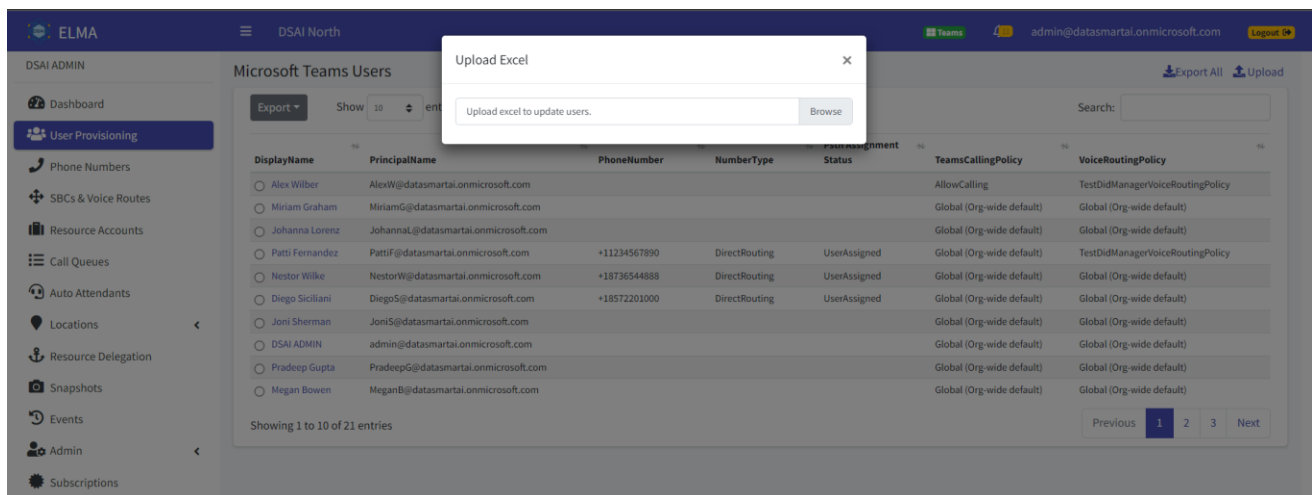
How to work with Teams Users (User Provisioning)

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

The screenshot shows the ELMA interface with the 'Microsoft Teams Users' section active. The sidebar is the same as in the previous screenshot. The main content area displays a table of Microsoft Teams users. The table has columns for DisplayName, PrincipalName, PhoneNumber, NumberType, Pstn Assignment Status, TeamsCallingPolicy, and VoiceRoutingPolicy. The first entry is highlighted with a blue dot on the map and a red underline in the table. The 'Upload' button is visible in the top right corner.

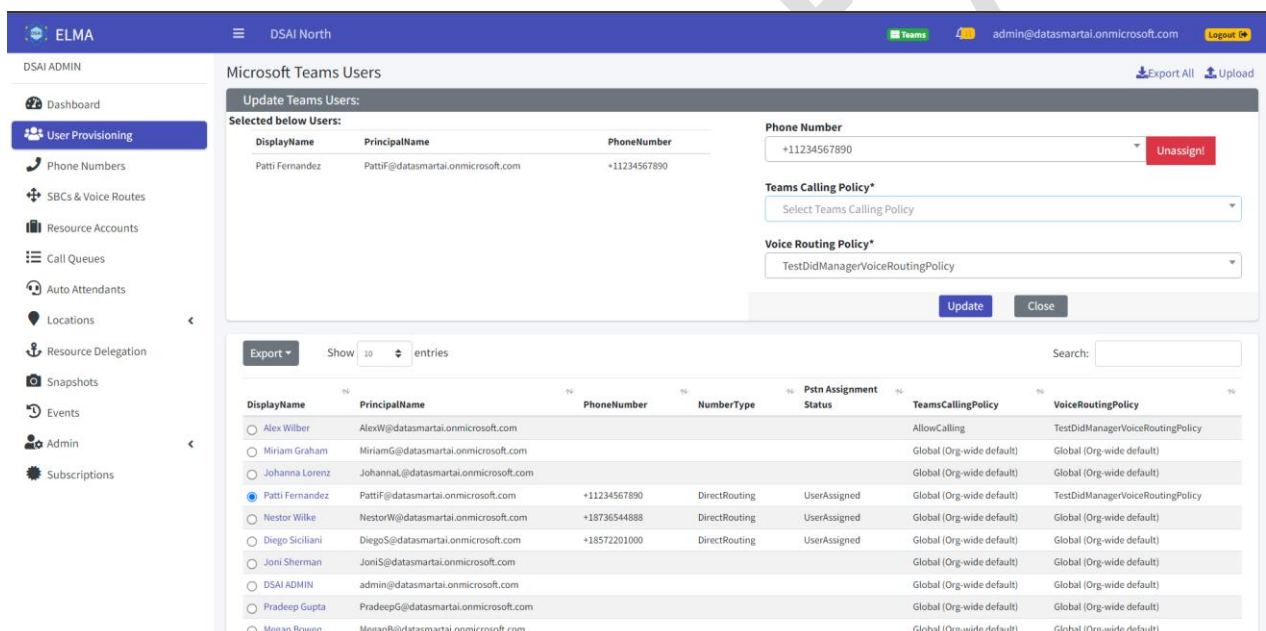
DisplayName	PrincipalName	PhoneNumber	NumberType	Pstn Assignment Status	TeamsCallingPolicy	VoiceRoutingPolicy
Alex Wilber	AlexW@datasmartai.onmicrosoft.com				AllowCalling	TestDidManagerVoiceRoutingPolicy
Miriam Graham	MiriamG@datasmartai.onmicrosoft.com				Global (Org-wide default)	Global (Org-wide default)
Johanna Lorenz	JohannaL@datasmartai.onmicrosoft.com				Global (Org-wide default)	Global (Org-wide default)
Patti Fernandez	PattiF@datasmartai.onmicrosoft.com	+11234567890	DirectRouting	UserAssigned	Global (Org-wide default)	TestDidManagerVoiceRoutingPolicy
Nestor Wilke	NestorW@datasmartai.onmicrosoft.com	+18736544888	DirectRouting	UserAssigned	Global (Org-wide default)	Global (Org-wide default)
Diego Siciliani	DiegoS@datasmartai.onmicrosoft.com	+18572201000	DirectRouting	UserAssigned	Global (Org-wide default)	Global (Org-wide default)
Joni Sherman	JoniS@datasmartai.onmicrosoft.com				Global (Org-wide default)	Global (Org-wide default)
DSAI ADMIN	admin@datasmartai.onmicrosoft.com				Global (Org-wide default)	Global (Org-wide default)
Pradeep Gupta	PradeepG@datasmartai.onmicrosoft.com				Global (Org-wide default)	Global (Org-wide default)
Megan Bowen	MeganB@datasmartai.onmicrosoft.com				Global (Org-wide default)	Global (Org-wide default)

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:

ELMA Admin interface showing the Tenants list. The left sidebar has 'Admin' expanded with 'Tenants' selected. The main area shows a table with two tenants:

Name	Address	MicrosoftTenantId	Account	Type	Status	Modified
<input type="radio"/> Cameron	34343, New Albany, New Mexico, US 11221	[Redacted]	[Redacted]	Standard	Active	June 23, 2023, 2:26 p.m.
<input type="radio"/> DSAI North	North St, Wyoming, Wyoming, US 76660	[Redacted]	[Redacted]	Standard	Active	July 2, 2023, 8:04 a.m.

Showing 1 to 2 of 2 entries

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

ELMA Admin interface showing the 'Add Tenant' form. The form contains the following fields:

- Name* (Only alphanumeric and space character)
- Country* (United States)
- City* (Enter City)
- State/Province* (Enter State/Province)
- Postal Code* (Enter Postal Code)
- Address* (Address)
- Email* (Enter email)
- Contact Name* (Enter First Contact Person Name)
- Phone* (Phone Number)
- Teams Incoming Webhook Url (MS Teams Incoming Webhook URL)
- Microsoft Tenant Id* (Microsoft Tenant Id)
- Admin User (Admin user for this application)

Buttons: Submit, Cancel

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

The screenshot shows the ELMA Admin interface. On the left is a sidebar with navigation options: Dashboard, User Provisioning, Phone Numbers, SBCs & Voice Routes, Resource Accounts, Call Queues, Auto Attendants, Locations, Resource Delegation, Snapshots, Events, Admin (selected), Tenants, Organization, Users, and Subscriptions. The main area displays the 'Tenants' list. At the top right of the main area are buttons for '+ Add', 'Edit', 'Users', and 'Delete'. Below these is a search bar and a table of tenants. The table has columns: Name, Address, MicrosoftTenantId, Account, Type, Status, and Modified. Two tenants are listed: 'Cameron' and 'DSAI North'. Below the table, it says 'Showing 1 to 2 of 2 entries' and has pagination buttons for 'Previous', '1', and 'Next'.

Name	Address	MicrosoftTenantId	Account	Type	Status	Modified
Cameron	34343, New Albany, New Mexico, US 11221	[REDACTED]	[REDACTED]	Standard	Active	June 23, 2023, 2:26 p.m.
DSAI North	North St, Wyoming, Wyoming, US 76660	[REDACTED]	[REDACTED]	Standard	Active	July 2, 2023, 8:04 a.m.

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:

The screenshot shows the 'Organization: DSAI North' configuration page in the ELMA Admin interface. The left sidebar is the same as in the previous screenshot. The main area shows details for the 'DSAI North' organization. It includes fields for Name, Status (Active), Address, Contact Person, Contact Email, Phone Office, Phone Home, and Company Email. Below these are 'Created' and 'Last Modified' timestamps. A section titled 'Microsoft Access Details' contains 'Microsoft Tenant Id' (redacted), 'App Admin Consent', and 'Teams Incoming Webhook Url'. Another section titled 'Microsoft Teams Admin User/Service Principal' contains a note about the user principal and a form to configure the 'Teams Admin User/Service Principal' and 'Teams Admin User Password'. The 'Teams Admin User/Service Principal' dropdown is set to 'rkadmin@datasmartai.onmicrosoft.com'. A 'Save' button is at the bottom right.

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:

The screenshot shows the 'Users of DSAI North' page in the ELMA interface. The left sidebar contains navigation options: Dashboard, User Provisioning, Phone Numbers, SBCs & Voice Routes, Resource Accounts, Call Queues, Auto Attendants, Locations, Resource Delegation, Snapshots, Events, Admin (selected), Organization, Users, and Subscriptions. The main content area displays a table of users with columns: Username, DisplayName, Department, Country, Roles, and Active. Two users are listed: Joni Sherman (Legal, United States) and DSAI ADMIN (United States). The DSAI ADMIN user has the 'administrator' role. The 'Active' column shows 'True' for both users. At the top right, there are '+ Add' and 'Remove' buttons. Below the table, it says 'Showing 1 to 2 of 2 entries' and has 'Previous', '1', and 'Next' pagination links.

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. Once you click submit button then user will be added in the user list:

This screenshot shows the 'Add User' modal open over the 'Users of DSAI North' page. The modal has fields for 'Username*' (Joni Sherman), 'User Roles*' (readWriteCallQueue, readAutoAttendant, readResourceAccount, readWriteDIDNumbers), and 'Enabled*' (checked). There are 'Submit' and 'Close' buttons at the bottom of the modal. The background user list is partially visible, showing the 'admin@datasmartai.onmicrosoft.com' user with the 'administrator' role. The 'Active' column shows 'True' for this user. The pagination shows 'Showing 1 to 1 of 1 entries'.

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:

ELMA

DSAI North

Teams

admin@datasmartai.onmicrosoft.com

Logout

DSAI ADMIN

Dashboard

User Provisioning

Phone Numbers

SBCs & Voice Routes

Resource Accounts

Call Queues

Auto Attendants

Locations

Resource Delegation

Snapshots

Events

Admin

Organization

Users

Subscriptions

Users of DSAI North

+ Add

Remove

Add User

Username*

Joni Sherman

User Roles*

readWriteCallQueue

readAutoAttendant

readResourceAccount

readWriteDIDNumbers

Enabled*

☒



Submit

Close

Export

Show 2 entries

Search:

Username	DisplayName	Department	Country	Roles	Active
 JoniS@datasmartai.onmicrosoft.com	Joni Sherman	Legal	United States	<div>readWriteCallQueue</div> <div>readAutoAttendant</div> <div>readResourceAccount</div> <div>readWriteDIDNumbers</div>	<div>True</div>
 admin@datasmartai.onmicrosoft.com	DSAI ADMIN			<div>administrator</div>	<div>True</div>

Showing 1 to 2 of 2 entries

Previous

1

Next

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

DataSmart AI