

User

MANUAL

ELMA ™ Platform with Azure VM

DataSmart Al

Aug, 2023

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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 Microsoft Sales Partner VM and configurations. |
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ELMA User Guide

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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.

Setup your Microsoft Teams Tenant Details in ELMA

To setup the ELMA application for your Microsoft Teams tenant, enter Azure VM public IP URL with https in the browser and press 'Enter' Example: <u>https://20.127.153.168/</u> The following screen will open to "Create Account" with ELMA:



Now, click on "Create Account" button on the top right corner as shown in the above screenshot and enter your details for Organization Name, Microsoft Tenant Id*, Default User*, Microsoft App Client ID*, Microsoft App Client Secret ID*, Microsoft App Client Secret Value* and click on checkbox "I agree to the Terms & Conditions" and accept and click "Create" button to create your account in ELMA as shown below:

| | ELMA - Setup Accoun | t |
|--|--------------------------------------|--------------------------------------|
| Organization Name* | Microsoft Tenant Id* | Default User* 🚯 |
| DataSmart Al | 90446f43-7233-4423-8d3d-b24ac4d58eb0 | admin@datasmartai.onmicrosoft.com |
| Azure AD App Client ID & Secret value can also be updated late | : | |
| licrosoft App Client ID* 🜗 | Microsoft App Client Secret ID* 🚯 | Microsoft App Client Secret Value* 🚯 |
| 5dd83765-07c7-4cd8-a9a7-a3d773aba255 | 664df894-b285-48b0-bd51-a0bf3bb1c9b4 | |
| ficrosoft App Redirect URI: https://20.127.153.168/callbac | K | |
| l agree to the Terms & Conditions | Cancel | |
| | | |
| | | |
| | | |
| | | |

Once the details are submitted successfully then you will be redirected to Home page but you won't be able to see "Create Account" button any more as shown below:



Your Microsoft Teams tenant account is created in ELMA application and you are ready to login.

Getting started with ELMA Application

To start the application, enter Azure VM public IP URL with https in the browser and press 'Enter'. 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 or dashboard 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:

| ← C | tps://20.127.153.168/tenants/tenantdetails/64d1c1 | | | 🗄 🏠 🗘 🕼 🕼 🏵 🚺 👘 🖓 🛄 |
|-------------------------------------|--|--|---|---|
| 😂 ELMA | | | III Teams | 🗘 admin@datasmartai.onmicrosoft.com 🚺 🚺 🚱 |
| DSAI ADMIN | A Please click on 'Grant Consent' as add | min user to access teams resources.! | | |
| 🝘 Dashboard | Organization: DataSmart AL | alit . | | Grant Consent |
| 🐣 User Provisioning | | | | |
| Phone Numbers | Name DataSmart Al | Status | Address | Contact Person |
| Resource Accounts | DataSmart Al | Active | None, None, , None | none |
| E Call Queues | Contact Email | Phone Office | Phone Home | Company Email None |
| Auto Attendants | Created | Last Modified | | |
| ♥ Locations < | Aug. 8, 2023, 4:14 a.m. | Aug. 8, 2023, 4:14 a.m. | | |
| Resource Delegation | | | | |
| Snapshots | Microsoft Access Details | | | |
| S Events | Microsoft App Client ID 5dd83765-07c7-4cd8-a9a7-a3d773aba2 | Microsoft App Client Secret ID 554df894-b285-48b0-bd51-a0bf3bb1c9 | Microsoft App Client Secret Value 70_8 | Microsoft App Client Secret Expiry |
| Resource Delegation | Microsoft Tenant Id | App Admin Consent | Teams Incoming Webhook Url | |
| 🚑 Admin 🗸 🗸 | 90446f43-7233-4423-8d3d-b24ac4d58ea0 | | | |
| O Organization | | | | |
| O Users | | | | |
| Subscriptions | | | | |
| | | | | |
| | | | | |
| | © 2023, DataSmart AI, All Rights Reserved. All content of this | application is protected by copyright under Copyright law | vs. (version: rc-0.1.4) | |

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":

| ELMA | | | 🔳 Teams 🗸 | admin@datasmartai.onmicrosoft.com Logout & | | | |
|--|--|---|---|---|--|--|--|
| DSAI ADMIN | Organization: DataSmart Al Edit | | | | | | |
| Dashboard User Provisioning ✓ Phone Numbers Ill Resource Accounts III Call Queues Quoto Attendants | Name DataSmart Al Contact Email Created Aug. 8, 2023, 4:14 a.m. | Status Active Phone Office Last Modified Aug. 8, 2023, 4:32 a.m. | Address None, None , None Phone Home | Contact Person None Company Email None | | | |
| Locations Resource Delegation Snapshots Events Resource Delegation | Microsoft Access Details Microsoft App Client ID 56883765-0727-468-9473-3807328ba248 Microsoft Tenant Id 5044643-7233-4425-8436-824ac4d58ea0 | Microsoft App Client Secret ID 554d894-b285-48b0-bd51-a0b73bb1c9b4 App Admin Consent Granted | Microsoft App Client Secret Value 70_8************************************ | Microsoft App Client Secret Expiry | | | |
| Organization Users Subscriptions | | | | | | | |

Now, you have to click on "Add Teams Admin Role" button shown on the top right on the screen:

| elma | | | 📰 Teams 🗘 🕛 | admin@datasmartai.onmicrosoft.com |
|---|---|--|---|---|
| DSAI ADMIN | Organization: DataSmart Al | it | | Grant Consent |
| Dashboard User Provisioning JPhone Numbers Resource Accounts E Call Queues Auto Attendants | Name DataSmart Al Contact Email Created Aug. 8, 2023, 5:12 p.m. | Status Active Phone Office Last Modified Aug. 8, 2023, 5:38 p.m. | Address None, None, , None Phone Home | Contact Person None Company Email None |
| Locations Resource Delegation Snapshots Events Resource Delegation | Microsoft Access Details Microsoft App Client ID Sdd83765-07c1-4c88-a9a7-a3d773aba248 Microsoft Tenant Id 9044643-7233-4423-8d34-b24ac4d58ea0 | Microsoft App Client Secret ID SS401994-b285-48b0-bd51-a0bf3bb1c8b4 App Admin Consent Granted | Microsoft App Client Secret Value | Microsoft App Client Secret Expiry |
| Organization Users Subscriptions | | | | |

This will open a new window/tab to add Teams Administrator role to this ELMA application and click on the Add assignment button:

| ≡ Mi | icrosoft Azure | 𝒫 Search resources, service | es, and docs (G+/) | | | | | } 🖉 🐵 👁 rā | admin@datasmar 891WHG (DATASMARTA) | tai.on { |
|-----------|------------------|-----------------------------|------------------------|---------------------|---------------|------------|----------|------------------------|---------------------------------------|----------|
| Home > | Home > | | | | | | | | | |
| 🍰 Tea | ams Administrato | or Assignment | s | | | | | | | × |
| | « | + Add assignments | 🔅 Settings 💍 Refresh | 🛓 🛓 Export 🕴 🗖 | Got feedback? | | | | | |
| Manage | | Eligible assignments | Active assignments | Expired assignments | | | | | | |
| Assignr | ments | | | | | | | | | |
| 📄 Descrip | otion | | name or principal name | | | | | | | |
| 🐯 Role se | ttings | Name | Principal name | Туре | Scope | Membership | State | Start time | End time | Action |
| | | Teams Administrator | | | | | | | | |
| | | ELMA Admin | rkadmin@datasmartai.c | User | Directory | Direct | Assigned | - | Permanent | Remove |
| | | Alex Wilber | AlexW@datasmartai.on | User | Directory | Direct | Assigned | - | Permanent | Remove |
| | | ELMA Dev | fe858848-ec45-4f42-ad | Service principal | Directory | Direct | Assigned | 7/15/2023, 10:16:44 AM | Permanent | Remove |
| | | € | | | | | | | | + |
| | | Showing 1 - 3 of 3 resu | lts. | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

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 | 𝒫 Search resources, services, and docs (G+/) |
|---|--|
| Home > Teams Administrator Assign | ments > |
| Add assignments Privileged Identity Management Azure AD re | bles |
| Membership Setting | |
| 1 You can also assign roles to groups | now. <u>Learn more</u> |
| Resource | |
| 8p1whg | |
| Resource type Directory | |
| Select role () | |
| Teams Administrator | \sim |
| Scope type 🕕 | |
| Directory | \sim |
| Select member(s) * ① No member selected | |
| Next > Cancel | |

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:

| Microsoft Azure Search resources, se | rices, and docs (G+/) | P 🖓 🛞 🕜 🖓 admin@datasmartai.on 🐇 |
|--|---|--|
| Home > Teams Administrator Assignments > Add assignments Privileged Identity Management Azure AD roles | Select a member Privileged Identity Management Azure AD roles | × |
| Membership Setting | Try changing or adding filters if you don't see what you're looking for. Only groups eligible for role assignment are displayed. | Selected (1) Reset |
| 1 You can also assign roles to groups now. Learn more | Learn more L5 Search P 1000 765-07c7-4cd8-e9a7-a3d773aba248 × | ELMA 5dd83765-07c7-4cd8-a9a7-a3d773aba248 |
| Resource 8p1whg | All Users Groups Enterprise applications | |
| Resource type Directory | Name Type Details Image: Comparison of the system | |
| Select role ① Teams Administrator | - | |
| Scope type ① Directory | | |
| Select member(s) * ① No member selected | 4 | , |
| Next > Cancel | Select | |

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:

| E Microsoft Azure | $\mathcal P$ Search resources, services, and docs (G+/) |
|--|---|
| ome > Teams Administrator Assign | nments > |
| Add assignments | roles |
| A Required fields are missing or invalid | I |
| Membership Setting | |
| i You can also assign roles to groups | r now. <u>Learn more</u> |
| Resource | |
| Resource type Directory | |
| Select role ① | |
| Scope type ① Directory | ✓ |
| Select member(s) * ① 1 Application(s) selected Next > Cancel | |

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:

| \equiv Microsoft Azure | $ \mathcal{P}$ Search resources, services, and docs (G+/) | |
|--|---|----------------------|
| Home > Teams Administrator Assign | ments > | |
| Add assignments Privileged Identity Management Azure AD r | oles | |
| Assignment type ① O Eligible O 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 * | elication to manage MS Teams recourses | |
| Assigning reams Admin fore LLIMA app | incation to manage ins reality resources. | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| Assign < Prev | Cancel | |
| | | |
| After this, you can see that your | role assignment to ELMA application is don | e: |
| Microsoft Azure Search resources, services, and do | ca (6+/) | admin@datasmartai.on |
| Home > | | |
| Privileged Identity Management Azure AD roles | | × |
| | assignments Expired assignments | |

| Manage | | | | | | | | |
|---------------------------------|-----------------------|--|-------------------|-----------|------------|----------|-----------------------|----------|
| Assignments | Eligible assignments | Active assignments Expired assignments | | | | | | |
| Description | | | | | | | | |
| Role settings | Name | Principal name | Туре | Scope | Membership | State | Start time | End time |
| | Teams Administrato | r | | | | | | |
| | 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 re | sults. | | | | | | |

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:



Dashboard of ELMA:



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

Alert/Notification Button

| 😂 ELMA | ≡ DSAI North | 🖬 items 🔔 admin@datasmartai.onmicrosoft.com 🕻 Logout 😣 |
|---|--|--|
| DSAI ADMIN | Organization: DSAI North | 📲 Grant Consent |
| Dashboard User Provisioning Phone Numbers SBCs & Voice Routes Resource Accounts Call Querues | Name Status DSAI North Active Contact Email Phone Office Created Last Modified July 2, 2023, 7:46 a.m. July 2, 2023, 8:04 a.m. | Address Contact Person North St, Wyoming., 76660 Admin Phone Home Company Email admin@datasmartal.onmicrosoft.com |
| Auto Attendants Locations Resource Delegation | Microsoft Access Details Microsoft Tenant Id App Admin Consent | Teams Incoming Webhook Urt |
| Snapshots Events Admin Organization | Microsoft Teams Admin User/Service Principal Microsoft UserPrincipalName/EmailId (ex. elmaServicePrincipal@contoso.onmicroso teams on behalf of logged in user. | ft.com). This user shall have MS TeamsAdminRole and MFA should is disabled. It will be used by ELMA to configure MS |
| Users Subscriptions | Teams Admin User/Service Principal rkadmin@datasmartai.onmicrosoft.com | Teams Admin User Password MS Teams Admin Password Save |

Edit Organization Information

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

| 😂 ELMA | | | 🖬 Teams 🔶 🗘 | meganb@onmicrosoft.com Logout |
|---|---|---|--|---|
| Megan Bowen | Organization: | Edit | | F Grant Cons |
| Dashboard User Provisioning | Name | Status Active | Address 6666, New York, , 13166 | Contact Person Megan |
| Phone Numbers | Contact Email | Phone Office | Phone Home | Company Email meganb@lonmicrosoft.com |
| Resource Accounts | Created June 21, 2023, 1:12 p.m. | Last Modified June 21, 2023, 1:15 p.m. | | |
| Auto Attendants | Microsoft Access Details | | | |
| Resource Delegation | Microsoft Tenant Id | Ann Admin Consent | Teams Incoming Webbook Url | microsorcapp client secret expiry |
| Snapshots Events | | | | |
| Admin 🗸 | Microsoft Teams Admin User/S | Service Principal | | |
| Organization | **Microsoft UserPrincipalName/EmailId (ex teams on behalf of logged in user. | .elmaServicePrincipal@contoso.onmicrosoft.com |). This user shall have MS TeamsAdminRole and MFA sh | ould is disabled. It will be used by ELMA to configure MS |
|) Users | Teams Admin User/Service Principal | | Teams Admin User Password | |
| Subscriptions | 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 Interest 4 admin@datasmartai.onmicrosoft.com Legent 6 |
|--|--|
| DSAI ADMIN | Event Logs |
| DashboardUser Provisioning | Export Show is \Rightarrow entries Search: |
| Phone Numbers SBCs & Voice Routes | Severing with a levice with obstraine with Description with the same withesame with the same withesame with the same with the sa |
| Resource Accounts | SUCCESS ElmaTeams admin@datasmartai.onmicrosoft.com Auto Attendant Test3AA created successfully. 0 2023 07- 02109:32:03.103 |
| Call Queues Auto Attendants | Elma Teams admin@datasmartai.onmicrosoft.com Auto Attendant Test2AA created successfully. 0 2023-07- 02109:24:40.280 |
| Locations < | BUCKESS ELMA admin@datasmartai.onmicrosoft.com User Jonis@datasmartai.onmicrosoft.com added successfully with roles 'readWriteCallQueue, readAutoAttendant, 2023-07- readResourceAccount, readWriteDIDNumbers' 02709:08:43.330 |
| Resource Delegation | ELMA admin@datasmartai.onmicrosoft.com DID Numbers saved successfully. 2023-07- 02108-43:03.547 02108-43:03.547 |
| Snapshots | Fina Teams admin@datasmartai.onmicrosoft.com License error for user ra_test@8p1whg.onmicrosoft.com to assign OperatorConnect number. 2023-07- 02108:18:25.557 |
| 🔓 Admin < | SUCCESS ELMA admin@datasmartai.onmicrosoft.com Teams User update request submitted successfully. 2023-07- 02108:18:17.611 |
| Subscriptions | FilmaTeams admin@datasmartai.onmicrosoft.com Failed to assigned phone number +17899993000 to the user LidiaH@datasmartai.onmicrosoft.com. Set- 2023-07- CSPhoneNumberAssignment_Set: 02108:16:26.716 02108:16:26.716 //oot/.local/share/powershell/Modules/MicrosoftTeams/5.3.0/custom/Merged_custom_PsExt.psi:1326 Line 1326 Sresult = MicrosoftTeams.ConfigAPL/Condens.internal/Set Telephone Number '17899993000' is not found from tenant 0 |
| | ELMA admin@datasmartai.onmicrosoft.com Teams User update request submitted successfully. 2023-07- 02108:16:16.402 |
| | FilmaTeams admin@datasmartai.onmicrosoft.com Failed to assigned phone number +17899993002 to the user Isaiahl.@datasmartai.onmicrosoft.com. Set- 2020.307- CSPhoneNumberAssignment_Set: 02706.15x45.325 02706.15x45.325 /root/incer/share/powershare/liveding/share/liveding/share/lived |

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 4 🛄 admin@datasmartai.onmicrosoft.com Legent 🙆 |
|-------------------------------------|--|
| DSAI ADMIN | Snapshots @Restore Snapshot Delete Snapshot |
| Dashboard User Provisioning | Export Show 10 entries Search: |
| Phone Numbers | Resource Type 🚸 Resource Name 🚸 Resource Id 🚸 Users Comment 🚸 Snapshot Taken On 🚸 Snapshot Taken By 🊸 |
| SBCs & Voice Routes | O AutoAttendant Test3AA d9f709eb-b2e5-4bb2-acf0-ffb234b6715c Test3AA-Snapshot taken on: 2023-07-02T10:23:23.408Z July 2, 2023, 7:46 a.m. admin@datasmartai.onmicrosoft.com |
| Resource Accounts | CallQueue Test2CQ 5711932d-90db-4ed4-9c13-7287a86ab2/5 Test2CQ-Snapshot taken on: 2023-07-02110:23:56.6032 July 2, 2023, 7:46 a.m. admin@datasmarta.onmicrosoft.com Showing 1 to 2 of 2 entries Previous 1 Next |
| E Call Queues | |
| Auto Attendants | |
| Locations < | |
| Resource Delegation | |
| Snapshots | |
| S Events | |
| 😂 Admin < | |
| Subscriptions | |
| | |

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:

| : ELMA | | | 📰 Teams 🛛 🚛 | admin@datasmartai.onmicrosoft.com Logout 😚 |
|-----------------------------|--|----------------------|-------------|---|
| DSAI ADMIN | Call Queues | | + Add | 🕼 Edit 📋 Delete 🛛 Create Snapshot 🔲 Duplicate |
| Dashboard User Provisioning | Export Show 10 entries | | | Search: |
| Phone Numbers | Name 🚸 Resource Accounts | ↔ Call Agents | ↔ Max Calls | 🚸 Max Wait Time 🖘 |
| SBCs & Voice Routes | ● Test2CQ 🤹 1 | 0 Minutes, 0 Seconds | 50 | 1200 |
| Resource Accounts | ○ TestCQ ¹ / ₂ 1 | 0 Minutes, 0 Seconds | 50 | 1200 Previous 1 Next |
| E Call Queues | | | | |
| Auto Attendants | | | | |
| Locations < | | | | |
| Hesource Delegation | | | | |
| Snapshots | | | | |
| S Events | | | | |
| 🚑 Admin < | | | | |
| Subscriptions | | | | |

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:

| 😂 ELMA | | = DSAI North admin@datasmartai.onmicrosoft.com Legout (# |
|-------------------------------------|---|--|
| DSAI ADMIN | | Snapshots Restore Snapshot Delete Snapshot |
| 🔁 Dashboard | | Export * Show 10 ¢ entries Search: |
| Ser Provisioning | | Resource Type & Resource Name & Resource Id & Users Comment & Snanchot Taken On & Snanchot Taken Rv & |
| Phone Numbers | | ○ AutoAttendant Test3AA d9f709eb-b2e5-4bb2-acf0-ffb234b6716c Test3AA-Snapshot taken on: 2023-07-02T10:23:23.408Z July 2, 2023, 7:46 a.m. admin@datasmartai.onmicrosoft.com |
| SBCs & Voice Routes | | CallQueue Test2CQ 5711932d 90db-4ed4-9c13-f287a86ab2/5 Test2CQ-Snapshot taken on: 2023-07-02T10:23:56.603Z July 2, 2023, 7:46 a.m. admin@datasmartai.onmicrosoft.com |
| Resource Accounts | | Showing 1 to 2 of 2 entries Previous 1 Next |
| E Call Queues | | |
| Auto Attendants | | |
| Locations | < | |
| Resource Delegation | | |
| Snapshots | | |
| S Events | | |
| 🚑 Admin | < | |
| Subscriptions | | |
| | | |

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

| 😂 ELMA | ≡ DSAI North | 🖬 Teams 4 admin@datasmartai.onmicrosoft.com Logout 😣 |
|-----------------------------|--|---|
| DSAI ADMIN | Resource Delegation | +Add |
| Dashboard User Provisioning | Export Show 10 Characteristics | Search: |
| Phone Numbers | ResourceName 🚸 ResourceType 🚸 Delegated To | ☆ Expiry ☆ Status ☆ |
| SBCs & Voice Routes | Finance userProvisioningByDepartment admin@datasmartai.onmicrosoft.com Test3AA autoAttendant JoniS@datasmartai.onmicrosoft.com | 99 Days Remaining 2023-07-02T10:25:53.704 99 Days Remaining 2023-07-02T10:25:20.143 |
| Resource Accounts | Showing 1 to 2 of 2 entries | Previous 1 Next |
| Call Queues | | |
| Auto Attendants | | |
| Locations < | | |
| Hesource Delegation | | |
| Snapshots | | |
| S Events | | |
| 🚑 Admin < | | |
| Subscriptions | | |
| | | |

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:

| 🗐 ELMA | ■ DSAI North | | 🖬 Teams 4🔛 admin@datasmartai.onmicrosoft.com Logout 👀 |
|-------------------------|--|-----------------------------------|---|
| DSAI ADMIN | Resource Delegation | | +Add 🗑 Delete |
| 🕐 Dashboard | Add Resource Delegation | | |
| 🐣 User Provisioning | Resource Type* | Resource* | Delegation Expiry (In Days)* |
| Phone Numbers | UserProvisioningByCountry V | Egypt | ÷ 100 |
| SBCs & Voice Routes | Select users to delegate resource* Assign Calling ID | | |
| Resource Accounts | DSAI ADMIN admin@datasmartai.onmicrosoft.com | | |
| E Call Queues | Joni Sherman JoniS@datasmartai.onmicrosoft.com | | |
| Auto Attendants | | | |
| Locations < | Export V Show 10 C entries | | Search: |
| the Resource Delegation | ResourceName 🚸 ResourceType | No Delegated To | * Expiry * Status * |
| Snapshots | Finance userProvisioningByDepartment | admin@datasmartai.onmicrosoft.com | 99 Days Remaining 2023-07-02T10:25:53.704 |
| S Events | Test3AA autoAttendant | JoniS@datasmartai.onmicrosoft.com | 99 Days Remaining 2023-07-02T10:25:20.143 |
| 🔓 Admin < | Showing 1 to 2 of 2 entries | | Previous 1 Next |
| Subscriptions | | | |

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

| 😂 ELMA | | | | 📰 Teams 🖉 🛄 adm | in@datasmartai.onmicrosoft.com | Logout 🚱 |
|-------------------------------------|-------------------------|------------------------------|-----------------------------------|-------------------|--|--------------|
| DSAI ADMIN | Resource Delegati | on | | ~ | tesource delegation Added success idmin@datasmartai.onmicrosoft.c | fully. om |
| Dashboard User Provisioning | Export - Show | 10 ¢ entries | | | Search: | |
| Phone Numbers | ResourceName | ☆ ResourceType | No Delegated To | ∧↓ Expiry | ↔ Status | ^↓ |
| | Egypt | userProvisioningByCountry | admin@datasmartai.onmicrosoft.com | 99 Days Remaining | 2023-07-02T10:37:20.738 | |
| SBCs & Voice Routes | Finance | userProvisioningByDepartment | admin@datasmartai.onmicrosoft.com | 99 Days Remaining | 2023-07-02T10:25:53.704 | |
| Resource Accounts | Test3AA | autoAttendant | JoniS@datasmartai.onmicrosoft.com | 99 Days Remaining | 2023-07-02T10:25:20.143 | |
| E Call Queues | Showing 1 to 3 of 3 ent | ries | | | Previous 1 | Next |
| Auto Attendants | | | | | | |
| ♥ Locations < | | | | | | |
| 🕹 Resource Delegation | | | | | | |
| Snapshots | | | | | | |
| 🕲 Events | | | | | | |
| 😂 Admin < | | | | | | |
| Subscriptions | | | | | | |
| | | | | | | |
| | | | | | | |

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:

| ELMA | | DSAI North | | | III Teams | 4 | admin@datasmartai.onmicrosoft.com | Logout C |
|-----------------------|---|--|------------------------------|-------------------------------|--------------------|---------------|-----------------------------------|------------|
| DSAI ADMIN | | Resource Delegation | n | | | | +A | dd 👕 Delei |
| Dashboard | | Update Resource Del | egation | | | | | |
| User Provisioning | | Resource Type* UserProvisioningByCo | ountry 🗸 | Resource* Egypt | Del • 99 | egation Ex | piry (In Days)* | |
| SBCs & Voice Routes | | | _ | Submit | lose | | | |
| Call Queues | | Evenet a Show | 10 A antrias | | | | Coarch | |
| Auto Attendants | | ResourceName | ResourceType | → Delegated To | ⇒ Ex | piry | w Status | 14 |
| Locations | < | Egypt | userProvisioningByCountry | admin@datasmartai.onmicrosof | t.com | Days Remain | ing 2023-07-02T10:37:20.738 | |
| 🕹 Resource Delegation | | Finance | userProvisioningByDepartment | admin@datasmartai.onmicrosof | t.com | 9 Days Remain | 2023-07-02T10:25:53.704 | |
| Snapshots | | Test3AA | autoAttendant | JoniS@datasmartai.onmicrosoft | .com 👩 |) Days Remain | 2023-07-02T10:25:20.143 | |
| 🕲 Events | | Showing 1 to 3 of 3 entr | ies | | | | Previous | 1 Next |
| Lo Admin | < | | | | | | | |
| Subscriptions | | | | | | | | |

After click Delete button then you will find here:

| 🔿 ELMA | ≡ DSAI North | 🏙 Teams 🖉 admin@datasmartai.onmicrosoft.com 🛛 Logout (🏘 |
|-----------------------------|--|---|
| DSAI ADMIN | Resource Delegation | ✓ SUCCESS × |
| Dashboard User Provisioning | Export Show 10 Characteristics | Successfully Deleted Delegation. Search: |
| J Phone Numbers | ResourceName 🚸 ResourceType 🚸 Delegated To | n Expiry n Status n |
| | ☐ Finance userProvisioningByDepartment admin@datasmartai.onmicrosoft.com | 99 Days Remaining 2023-07-02T10:25:53.704 |
| SBCS & VOICE ROUTES | Test3AA autoAttendant JoniS@datasmartai.onmicrosoft.com | 99 Days Remaining 2023-07-02T10:25:20.143 |
| Resource Accounts | Showing 1 to 2 of 2 entries | Previous 1 Next |
| E Call Queues | | |
| Auto Attendants | | |
| Locations < | | |
| 🕹 Resource Delegation | | |
| Snapshots | | |
| 🕲 Events | | |
| Admin < | | |
| Subscriptions | | |

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

| ELMA | ≡ DSAI North | | | ■ Teams 400 admin@datasmartai.onmicrosoft.com | Logout 😝 |
|-----------------------------|-----------------------------|------------|---------------------|---|-----------|
| DSAI ADMIN | Auto Attendants | | | +Add 🗷 Edit 🧵 Delete 🖬 Create Snapshot | Duplicate |
| Dashboard User Provisioning | Export - Show 10 | entries | | Search: | |
| Phone Numbers | Name | ★ Language | No Time zone | ↔ Operator | ∿ |
| SBCs & Voice Routes | Test2AA | en-US | India Standard Time | Assigned | |
| Resource Accounts | TestAA | en-US | India Standard Time | Assigned | Next |
| Call Queues | snowing 1 to 2 of 2 entries | | | | - Hext |
| Auto Attendants | | | | | |
| Locations < | | | | | |
| Resource Delegation | | | | | |
| Snapshots | | | | | |
| 🕲 Events | | | | | |
| 🚑 Admin < | | | | | |
| Subscriptions | | | | | |

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:

| 🚖 ELMA | ≡ DSAI North | 🗱 Teams 🚛 admin@datasmartal.onmicrosoft.com Legour 🍽 |
|---------------------|---|---|
| DSAI ADMIN | Add Auto Attendant | |
| Dashboard | Name* | Language |
| Ser Provisioning | Time zone | Linguin (united states) |
| SBCs & Voice Routes | (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi | Voice Inputs |
| Resource Accounts | Operator Person in organization • = Search person in organization | A |
| Call Queues | | |
| Locations | Default Call Flow Grady Archie GradyAchie GradyA@datasmartai.onmicrosoft. | com ranced settings, adjust the call flow based on whether the call is during business hours. |
| Resource Delegation | Greeting* Vo Greeting Diego Siciliani Play an Audio F DiegoS@datasmartai.onmicrosoft. | com |
| Snapshots | Add a greeting Nestor Wilke NestorW@datasmartai.onmicrosol | t.com |
| Admin < | Call Routing Obsconnect Patti Fernandez | * |
| Subscriptions | Business Hours | + |
| | Holidavs call settings | + |
| | Subm | it Cancel Create Snapshot |
| | _ | |
| | © 2023, Datasmart AI Pvt Ltd. All Rights Reserved. All content of this application is protected by copyright un | rder Copyright laws. |

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 | | | | Teams 4 <mark>90</mark> admin@datasmartai.onmicrosoft.com | Logout 🕪 |
|-------------------------------------|----------------------------|------------|---------------------|--|-------------|
| DSAI ADMIN | Auto Attendants | | | 🕂 Add 📝 Edit 🍵 Delete 🛛 🔯 Create Snapshot | 🖵 Duplicate |
| Dashboard | Export - Show | entries | | Search: | |
| Phone Numbers | Name | ★ Language | ☆ Time zone | ∿ Operator | ~ |
| | O Test2AA | en-US | India Standard Time | Assigned | |
| SBCS & VOICE ROUTES | Test3AA | en-US | India Standard Time | Assigned | |
| Resource Accounts | O TestAA | en-US | India Standard Time | Assigned | |
| Call Queues | Showing 1 to 3 of 3 entrie | S | | Previous | 1 Next |
| Auto Attendants | | | | | |
| Locations | | | | | |
| 🗘 Resource Delegation | | | | | |
| Snapshots | | | | | |
| 🕲 Events | | | | | |
| 😂 Admin < | | | | | |
| Subscriptions | | | | | |

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 | E DSAI North Graine datasmartai.onmicrosoft.com | iut 🕩 |
|---|---|-------|
| DSAI ADMIN | Add Call Queue | |
| Dashboard User Provisioning Phone Numbers SBCs & Voice Routes Resource Accounts Call Queues Auto Attendants | Name* Language Test2CQ English (United States) Resource Accounts RA_Test2 # Assign Calling ID Assign Calling ID Greetings and Music Greetings and Music | • |
| Locations Control Location Snapshots Events | Call Answering Agent Selection Routing method | + |
| Log Admin C | Presence-based routing Call agent alert time (seconds) | + |
| | 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:

| 😂 ELMA | ≡ DSAI North | 🖬 Teams 🛛 4 🤐 admin@datasmartai.onmicrosoft.com 💦 🔒 🔒 |
|-------------------------------------|---|---|
| DSAI ADMIN | Resource Accounts | +Add 🕑 Edit |
| Dashboard User Provisioning | Export - Show 10 ¢ entries | Search: |
| Phone Numbers | DisplayName 🗠 Username | * AccountType * PhoneNumber * NumberType * VoiceRoutingPolicy * |
| EPCs & Vaisa Dautas | RA_test123 ra_test@8p1whg.onmicrosoft.com | AutoAttendant TestDidManagerVoiceRoutingPolicy |
| SBCS & Voice Routes | RA_Test2 ra_test2@datasmartai.onmicrosoft.com | CallQueue |
| Resource Accounts | o sample cameronw@8p1whg.onmicrosoft.com | AutoAttendant |
| E Call Queues | o sampleRA nestor@datasmartai.onmicrosoft.com | AutoAttendant |
| Auto Attendants | Test2RC leeg@8p1whg.onmicrosoft.com | AutoAttendant |
| Locations | Showing 1 to 5 of 5 entries | Previous 1 Next |
| 🗘 Resource Delegation | | |
| Snapshots | | |
| S Events | | |
| 😂 Admin < | | |
| Subscriptions | | |
| | | |

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:

| 🚖 ELMA | | | | 🔚 Teams 🛛 4 <u>00</u> admir | n@datasmartai.onmicrosoft.com |
|---------------------|--------------------------------------|----------------------------------|-------------------------------|-----------------------------|-------------------------------|
| DSAI ADMIN | Direct Inward Dialing (DID) N | lumbers (Inventory) | | | +Add 👕 Delete 🕼 Update |
| Dashboard | All Numbers 12007 CallingPlan 🖸 | DirectRouting 6005 OperatorConne | ect 🚥 Assigned 🔕 Unassigned 🧕 | Unused 9002 Reserved 3001 | Redirected 🖸 |
| Liser Provisioning | Energy Show 10 A on | trios | | | Carrola |
| 🧈 Phone Numbers | Export • Show 10 • en | ules | | | Search: |
| SBCs & Voice Routes | Number 🐟 Type | No Provider | % City % Country % | Status 🚸 Remarks | the Modified the |
| | C +17899990010 Operat | orConnect AT&T | Wyoming United States | Unused | 2023-07-02T07:46:51.657 |
| Resource Accounts | C +17899990026 Operat | orConnect AT&T | Wyoming United States | Unused | 2023-07-02T07:46:51.657 |
| E Call Queues | +17899990058 Operat | orConnect AT&T | Wyoming United States | Unused | 2023-07-02T07:46:51.657 |
| Auto Attendants | C +17899990122 Operat | orConnect AT&T | Wyoming United States | Unused | 2023-07-02T07:46:51.657 |
| | C +17899990250 Operat | orConnect AT&T | Wyoming United States | Unused | 2023-07-02T07:46:51.657 |
| ▼ Locations < | C +17899990506 Operat | orConnect AT&T | Wyoming United States | Unused | 2023-07-02T07:46:51.657 |
| Resource Delegation | C +17899993017 Operat | orConnect AT&T | Wyoming United States | Reserved | 2023-07-02T07:46:51.657 |
| Snapshots | C +17899994041 Operat | orConnect AT&T | Wyoming United States | Reserved | 2023-07-02T07:46:51.657 |
| 5 | C +16666991088 DirectF | Routing Verizon | New York United States | Unused | 2023-07-02T07:46:51.657 |
| 9 Events | +16666995184 Direct | Routing Verizon | New York United States | Unused | 2023-07-02T07:46:51.657 |
| 🔓 Admin < | | | | Provinue 1 1107 | 1198 1199 1200 1201 Next |
| # Subscriptions | Snowing 11,991 to 12,000 of 12,007 e | ntries | | Fievious 1 1197 | 1136 1133 1200 1201 Next |

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 | | | | | | 📑 Teams 🖉 🧾 admin@da | atasmartai.onmicrosoft.com | Logout 🕪 |
|-------------------------------------|-----------------------|------------------|----------|----------------|---------------|----------------------|----------------------------|---------------|
| DSAI ADMIN | Add New DID Numbe | r/s | | | | | 🏦 Upload 🛛 🛓 Down | load Template |
| 🕐 Dashboard | Entered Ranges | | | | | | Tota | I DIDS: 8001 |
| 🐣 User Provisioning | Country | City New York | Provider | NumberType | StartNumber | EndNumber | Status | ~ |
| 🤳 Phone Numbers | United states | New TOTK | Venzon | Directionaling | Velidera | 000333000 | Unused | ^ |
| SBCs & Voice Routes | | | | | Validate | | | |
| Resource Accounts | Provide DID Number De | tails | | | | | | |
| E Call Queues | Country* | | (| City* | | Provider* | | |
| Auto Attendants | United States | Chart Number | • | New York | Ford Number | Verizon | Statust | |
| Locations | DirectRouting | ✓ +1 6666993 | 1000 | | +1 6666999000 | | Unused | ~ |
| 🗘 Resource Delegation | | | | | | | | |
| Snapshots | | | | | Add | | | |
| 🕲 Events | | | | | | | | |
| 🚑 Admin < | | | | | | | | |
| Subscriptions | | | | | | | | |

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

| ELMA | | | | | 📰 Teams 🛛 💭 admin@ | | Logout |
|---------------------|--------------------------------|---------------|-------------------|------------------------|--------------------|-------------------|-----------|
| AI ADMIN | Add New DID Number/ | 5 | | | | 🍰 Upload 🛛 🛓 Dowr | load Temp |
| Dashboard | ✓ Validated 8001 ◎E | rrors 0 | | | | | |
| User Provisioning | | | | | | | |
| Phone Numbers | Export Show | entries | | | | Search: | |
| SPCs & Voice Boutes | Number | + Country | _↑ City | N Provider | NumberType | , Status | ** |
| SDCS & VOICE ROULES | +16666991000 | United States | New York | Verizon | DirectRouting | Unused | |
| Resource Accounts | +16666991001 | United States | New York | Verizon | DirectRouting | Unused | 3 |
| | +16666991002 | United States | New York | Verizon | DirectRouting | Unused | |
| Call Queues | +16666991003 | United States | New York | Verizon | DirectRouting | Unused | ; |
| Auto Attendants | +16666991004 | United States | New York | Verizon | DirectRouting | Unused | |
| | +16666991005 | United States | New York | Verizon | DirectRouting | Unused | |
| Locations < | +16666991006 | United States | New York | Verizon | DirectRouting | Unused | |
| Deseures Delegation | +16666991007 | United States | New York | Verizon | DirectRouting | Unused | |
| Resource Delegation | +16666991008 | United States | New York | Verizon | DirectRouting | Unused | |
| Snapshots | +16666991009 | United States | New York | Verizon | DirectRouting | Unused | |
| | +16666991010 | United States | New York | Verizon | DirectRouting | Unused | |
| Events | +16666991011 | United States | New York | Verizon | DirectRouting | Unused | |
| Admin < | +16666991012 | United States | New York | Verizon | DirectRouting | Unused | |
| | +16666991013 | United States | New York | Verizon | DirectRouting | Unused | |
| Subscriptions | +16666991014 | United States | New York | Verizon | DirectRouting | Unused | |
| | Showing 1 to 15 of 8,001 entri | ies | Back | Save Validated Numbers | Previous 1 | 2 3 4 5 53 | 4 Next |

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

| 😂 ELMA | | | | Teams 400 ac | Imin@datasmartai.onmicrosoft.com Logout 🕪 |
|-----------------------|---|-------------------------------|---------------------|--------------------------|---|
| DSAI ADMIN | Direct Inward Dialing (DID) Numbers | (Inventory) | | | 🕂 Add 🛛 👕 Delete 🛛 🗹 Update |
| 🕐 Dashboard | All Numbers 12007 CallingPlan O DirectRou | ting soos OperatorConnect 400 | Assigned | Unused 9002 Reserved 300 | Redirected 0 |
| User Provisioning | Export - Show 10 + entries | | | | Search: |
| SBCs & Voice Routes | Number 🚸 Type | n Provider no Ci | y 🐟 Country 🗠 | Status 🖘 Remarks | ☆ Modified ☆ |
| | +17899990004 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| Resource Accounts | +17899990005 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| E Call Queues | +17899990007 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| Auto Attendants | +17899990003 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| | +17899990001 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| Locations | +17899990006 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| 🖧 Resource Delegation | +17899990009 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| Snapshots | +17899990008 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| 10- | +17899990000 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| 9 Events | +17899990002 OperatorConnect | AT&T W | oming United States | Unused | 2023-07-02T07:46:51.657 |
| 🔓 Admin < | Showing 1 to 10 of 12,007 entries | | | Previous | 1 2 3 4 5 1201 Next |
| The Subscriptions | | | | | |

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 <u>info@datasmartai.com</u> 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:

| ELMA | | ■ DSAI North | | | | | Teams 4 | datasmartai.onmicrosoft.com | Logout G |
|--------------------------|---|-------------------------|--------------------------------------|--------------|---------------|-------------------|---------------------------|--------------------------------|-----------|
| DSAI ADMIN | | Microsoft Teams U | sers | | | | | La Export All | 1. Upload |
| Dashboard | | Export - Show | 10 🗢 entries | | | | | Search: | |
| 😫 User Provisioning | | | | N | ~ | 🚸 Pstn Assignment | 44 C | 46 | 16 |
| Phone Numbers | | DisplayName | PrincipalName | PhoneNumber | NumberType | Status | TeamsCallingPolicy | VoiceRoutingPolicy | |
| | | O Alex Wilber | AlexW@datasmartai.onmicrosoft.com | | | | AllowCalling | TestDidManagerVoiceRoutingPoli | £y |
| SBCs & Voice Routes | | O Miriam Graham | MiriamG@datasmartai.onmicrosoft.com | | | | Global (Org-wide default) | Global (Org-wide default) | |
| Resource Accounts | | O Johanna Lorenz | JohannaL@datasmartai.onmicrosoft.com | | | | Global (Org-wide default) | Global (Org-wide default) | |
| = Call Ouenes | | O Patti Fernandez | PattiF@datasmartai.onmicrosoft.com | +11234567890 | DirectRouting | UserAssigned | Global (Org-wide default) | TestDidManagerVoiceRoutingPoli | су. |
| · con gueues | | O Nestor Wilke | NestorW@datasmartai.onmicrosoft.com | +18736544888 | DirectRouting | UserAssigned | Global (Org-wide default) | Global (Org-wide default) | |
| Auto Attendants | | O Diego Siciliani | DiegoS@datasmartai.onmicrosoft.com | +18572201000 | DirectRouting | UserAssigned | Global (Org-wide default) | Global (Org-wide default) | |
| Locations | < | O Joni Sherman | JoniS@datasmartai.onmicrosoft.com | | | | Global (Org-wide default) | Global (Org-wide default) | |
| 8 | | O DSALADMIN | admin@datasmartai.onmicrosoft.com | | | | Global (Org-wide default) | Global (Org-wide default) | |
| W Resource Delegation | | O Pradeep Gupta | PradeepG@datasmartai.onmicrosoft.com | | | | Global (Org-wide default) | Global (Org-wide default) | |
| Snapshots | | O Megan Bowen | MeganB@datasmartai.onmicrosoft.com | | | | Global (Org-wide default) | Global (Org-wide default) | |
| S Events | | Showing 1 to 10 of 21 e | entries | | | | | Previous 1 2 3 | Next |
| 🚑 Admin | < | | | | | | | | |
| Subscriptions | | | | | | | | | |

After clicking upload button you will see:

| C ELMA | = DSAI North | | | | | Teams 4,000 admir | n@datasmartai.onmicrosoft.com | Logo |
|-----------------------|-----------------------|-----------------------------|-------------------------|---------------|--------------|---------------------------|----------------------------------|--------|
| DSAI ADMIN | Microsoft Teams | Upload | Excel | | × | | Export All | 🏦 Uplo |
| Dashboard | Export - Sho | w 10 🗢 ent Upload | excel to update users. | | Browse | | Search: | |
| 📇 User Provisioning | | | | | annat a | | | |
| J Phone Numbers | DisplayName | PrincipalName | PhoneNumber | NumberType | Status | TeamsCallingPolicy | VoiceRoutingPolicy | |
| • | O Alex Wilber | AlexW@datasmartai.onmicro | oft.com | | | AllowCalling | TestDidManagerVoiceRoutingPolicy | |
| SBCs & Voice Routes | O Miriam Graham | MiriamG@datasmartai.onmic | rosoft.com | | | Global (Org-wide default) | Global (Org-wide default) | |
| Resource Accounts | O Johanna Lorenz | JohannaL@datasmartai.onm | crosoft.com | | | Global (Org-wide default) | Global (Org-wide default) | |
| E Call Queues | O Patti Fernandez | PattiF@datasmartai.onmicros | oft.com +11234567890 | DirectRouting | UserAssigned | Global (Org-wide default) | TestDidManagerVoiceRoutingPolicy | |
| - | O Nestor Wilke | NestorW@datasmartai.onmic | rosoft.com +18736544888 | DirectRouting | UserAssigned | Global (Org-wide default) | Global (Org-wide default) | |
| (1) Auto Attendants | O Diego Siciliani | DiegoS@datasmartai.onmicro | soft.com +18572201000 | DirectRouting | UserAssigned | Global (Org-wide default) | Global (Org-wide default) | |
| Locations | 🔿 Joni Sherman | JoniS@datasmartai.onmicros | oft.com | | | Global (Org-wide default) | Global (Org-wide default) | |
| Se Deserve Delevetion | O DSAI ADMIN | admin@datasmartai.onmicro | soft.com | | | Global (Org-wide default) | Global (Org-wide default) | |
| Resource Delegation | O Pradeep Gupta | PradeepG@datasmartai.onmi | crosoft.com | | | Global (Org-wide default) | Global (Org-wide default) | |
| Snapshots | O Megan Bowen | MeganB@datasmartai.onmice | osoft.com | | | Global (Org-wide default) | Global (Org-wide default) | |
| 🕲 Events | Showing 1 to 10 of 21 | entries | | | | | Previous 1 2 3 | Next |
| 🔓 Admin < | | | | | | | | |

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:

| 😂 ELMA | | | | | | Teams | 4 <mark></mark> admir | @datasmartai.onmicrosoft.com | Logout (+ |
|-----------------------|-----------------------|--------------------------------------|--------------|---------------|------------------------|---------------|-----------------------|----------------------------------|-----------|
| DSAI ADMIN | Microsoft Teams | Users | | | | | | Lexport All | 1. Upload |
| Dashboard | Update Teams Use | ers: | | | | | | | |
| 10: User Provisioning | Selected below Users: | | | | Phone Number | | | | |
| - oser Provisioning | DisplayName | PrincipalName | PhoneNumber | | +11234567890 | | | Unassign! | |
| Phone Numbers | Patti Fernandez | PattiF@datasmartai.onmicrosoft.com | +11234567890 | | | | | | |
| SBCs & Voice Routes | | | | | Teams Calling Policy* | | | | |
| | | | | | Select Teams Calling P | olicy | | | * |
| Resource Accounts | | | | | Voice Routing Policy* | | | | |
| E Call Queues | | | | | TestDidManagerVoiceR | RoutingPolicy | 6 | | * |
| Auto Attendants | | | | | | | | | |
| | | | | | | | pdate | Close | |
| Locations | | | | | | | | | |
| Resource Delegation | Export - Sho | ow 10 🗢 entries | | | | | | Search: | |
| Snapshots | | N | 16 | 14 | 🐅 Pstn Assignment | 14 | | 19 | . 14 |
| S Events | DisplayName | PrincipalName | PhoneNumber | NumberType | Status | TeamsCa | llingPolicy | VoiceRoutingPolicy | |
| | O Alex Wilber | AlexW@datasmartai.onmicrosoft.com | | | | AllowCall | ing | TestDidManagerVoiceRoutingPolicy | |
| Admin < | O Miriam Graham | MiriamG@datasmartai.onmicrosoft.com | | | | Global (O | rg-wide default) | Global (Org-wide default) | |
| Subscriptions | O Johanna Lorenz | JohannaL@datasmartai.onmicrosoft.com | | | | Global (O | rg-wide default) | Global (Org-wide default) | |
| | Patti Fernandez | PattiF@datasmartai.onmicrosoft.com | +11234567890 | DirectRouting | UserAssigned | Global (O | rg-wide default) | TestDidManagerVoiceRoutingPolicy | |
| | O Nestor Wilke | NestorW@datasmartai.onmicrosoft.com | +18736544888 | DirectRouting | UserAssigned | Global (O | rg-wide default) | Global (Org-wide default) | |
| | O Diego Siciliani | DiegoS@datasmartai.onmicrosoft.com | +18572201000 | DirectRouting | UserAssigned | Global (O | rg-wide default) | Global (Org-wide default) | |
| | 🔿 Joni Sherman | JoniS@datasmartai.onmicrosoft.com | | | | Global (O | rg-wide default) | Global (Org-wide default) | |
| | O DSAI ADMIN | admin@datasmartai.onmicrosoft.com | | | | Global (O | rg-wide default) | Global (Org-wide default) | |
| | O Pradeep Gupta | PradeepG@datasmartai.onmicrosoft.com | | | | Global (O | rg-wide default) | Global (Org-wide default) | |
| | O Megan Bowen | MeganB@datasmartai.onmicrosoft.com | | | | Global (O | rg-wide default) | Global (Org-wide default) | |

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. Organizations
- 2. Users

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:

| : ELMA | | ≡ DSAI North | Teams | 4 | admin@datasmartai.on | microsoft.com | Logout 🕪 |
|--|----|---|---------------------------------------|------------|-----------------------------|---------------|----------|
| DSAI ADMIN | | Users of DSAI North | | | | + Add | 🗑 Remove |
| Dashboard User Provisioning | | Export * Show + entries | | | Search: | | |
| Phone Numbers | | Username 🔅 DisplayName 🔅 Department 🔅 Country 🔅 Roles | | | | ⇔ Act | tive 💠 |
| SBCs & Voice Routes | | JoniS@datasmartai.onmicrosoft.com Joni Sherman Legal United States readWrite | iteCallQueue) (readAutoAttendant) (re | adResource | Account readWriteDIDNumbers | Tr | |
| Resource Accounts | | admin@datasmartai.onmicrosoft.com DSAI ADMIN | strator | | | Tr | |
| E Call Queues | | Showing 1 to 2 of 2 entries | | | | Previous 1 | Next |
| Auto Attendants | | | | | | | |
| Locations | ٢. | | | | | | |
| Resource Delegation | | | | | | | |
| Snapshots | | | | | | | |
| D Events | | | | | | | |
| 🚑 Admin | ~ | | | | | | |
| O Organization | _ | | | | | | |
| O Users | | | | | | | |
| Subscriptions | | | | | | | |
| | | | | | | | |

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:

| ELMA | ■ DSAI North | | | | Teams | 4 admin@datasmartai | i.onmicrosoft.com | Log |
|--|--|-----------------------|-----------------------------|-----------------------|-----------------------|--------------------------------------|--------------------------------|------|
| ADMIN | Users of DSAI North | | | | | | + Add | 💼 Re |
| Dashboard | Add User | | | | | | | |
| User Provisioning | Username* | Joni Sherman | | | | | | |
| Phone Numbers | Liser Poles* | readWriteCallOueue x | readAutoAttendant x | readResourceAccount x | readWriteDIDNumbers x | | | |
| SBCs & Voice Routes | User Roles | recomme compared a | redunation terration to a | | | 1 | | |
| Resource Accounts | Enabled* | \checkmark | | | | | | |
| Call Queues | | | | Submit | | | | |
| Auto Attendants | | | | Submit | 1 | | | |
| | | | | | | | | |
| Locations < | Export - Show | entries | | | | Search: | | |
| Locations < Resource Delegation | Export - Show | entries | D'automa | . Providence | | Search: | | |
| Locations < Resource Delegation Snapshots | Export Show Username admin@datasmartai.on | entries | → DisplayName DSALADMIN | * Departmer | nt 🐟 Country | Search: | ↔ Active | |
| Locations < Resource Delegation Snapshots Events | Export • Show Username O admin@datasmartai.on | entries | ✤ DisplayName DSAI ADMIN | * Departmer | nt 🚸 Country | Search: | * Active | Nev |
| Locations < Resource Delegation Snapshots Events Admin < | Export Show Username admin@datasmartai.on Showing 1 to 1 of 1 entries | entries microsoft.com | ↔ DisplayName DSAI ADMIN | ↔ Departmer | nt 🚸 Country | Search: * Roles administrator | Active True Previous 1 | Next |
| Locations C Resource Delegation I Snapshots I Events Admin C Organization | Export Show Username admin@datasmartal.on Showing 1 to 1 of 1 entries | entries microsoft.com | DisplayName DSAI ADMIN | % Departmer | nt ⇔ Country | Search: % Roles (#dministrater | ☆ Active Tree Previous 1 | Next |
| Locations c Resource Delegation I snapshots Events Organization Users | Export Show Username admin@datasmartal.on Showing 1 to 1 of 1 entries | entries microsoft.com | DisplayName DSAI ADMIN | % Departmer | nt % Country | Search: | * Active True Previous 1 | Nex |

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 | | til Teams d | 😐 admin@datasmartai.onmicrosoft.com 🔒 |
|-----------------------|---|---|--|
| DSAI ADMIN | Users of DSAI North | | 🕂 Add 🛛 📋 Remove |
| 🕰 Dashboard | Add User | | |
| 🞥 User Provisioning | Username* | Joni Sherman | • |
| Phone Numbers | liter Poler* | readWriteCallQueue x readAutoAttendant x readResourceAcrount x readWriteDIDNumbers x | |
| SBCs & Voice Routes | User Roles | | |
| Resource Accounts | Enabled* | ✓ | |
| E Call Queues | | Submit | |
| Auto Attendants | | Suurine Close | |
| Locations < | Export - Show + | entries | Search: |
| 🗘 Resource Delegation | Usamama | el Dienlauklame el Denastment el Country el Deler | at Active at |
| Snapshots | JoniS@datasmartai.onmicroso | fit.com Joni Sherman Legal United States (read/writeCallQueue (read/utoAtlandam) (read/ | sourceAccount readWriteDIDNumbers True |
| 🕲 Events | admin@datasmartai.onmicros | oft.com DSAI ADMIN administrator | True |
| 💄 Admin 🗸 | Showing 1 to 2 of 2 entries | | Previous 1 Next |
| O Organization | | | |
| O Users | | | |
| Subscriptions | | | |
| | | | |
| | | | |

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

Acronyms and Abbreviations

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

App:ApplicationMS:MicrosoftVM:Virtual MachineSSO:Single Sign-OnAA:Auto Attendants