Live Cloud Portal

Live Cloud Portal Release Notes

Version 8.2.1000

live Cloud

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Related Documentation

Document Name
Live Cloud Portal Service Providers User's Manual
Live Cloud Portal End-Customers User's Manual
Live Cloud Portal Channel Resellers User's Manual

Document Name
Live Express for Managed Service Providers and Channels User's Manual
Live Express for End Users User's Manual

Document Revision Record

LTRT	Description
26485	Update for version 8.0.200 (1.0.220) release.
26486	Update for version 8.0.3000 (fix 1) (1.0.300) release.
26487	Update for version 8.2.1000.

Upgrade

⚠️ When upgrading to Live Cloud Version 8.2.1000, calls, alarms and statistics data is deleted . AudioCodes Professional Services backs up this data to a separate virtual machine prior to upgrade. To receive the backed up data, open an AudioCodes Service Request.

Software Revision Record

| Product	Version
EMS.Installer.exe (in ISO) (OVOC)	8.2.1223
EmsClientAgent.msi	7.8.21
EmsMainAgent.msi	7.8.19
Public OVOC Connector	1.0.8
SBC	7.4.200

Table of Contents

1   New Features in Version 8.2.1000

This chapter describes the new features in Live Cloud portal Version 8.2.1000.
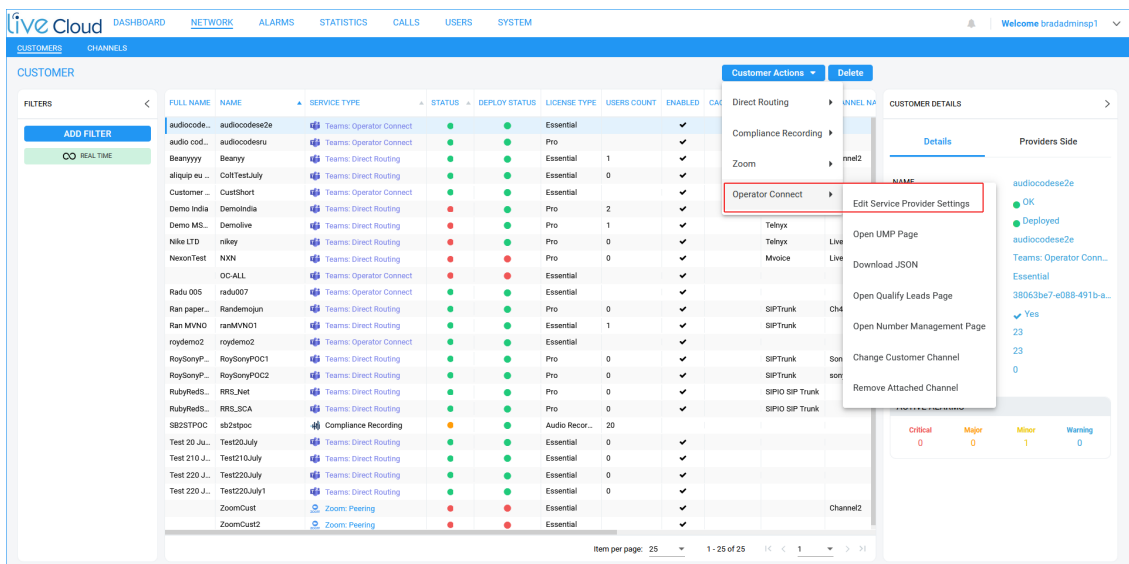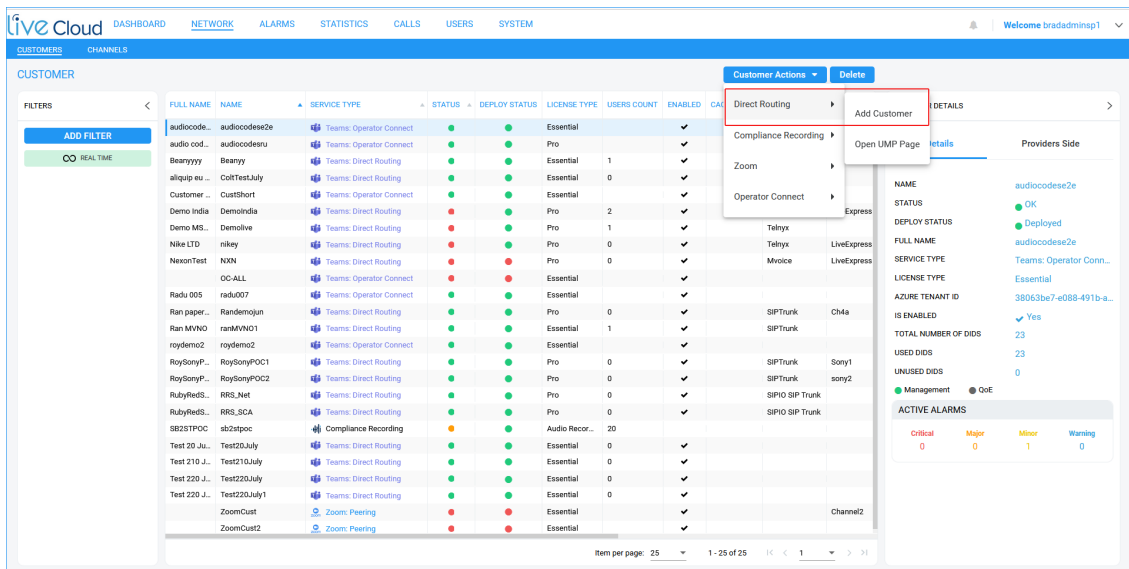
New Look and Feel Login Page

Service providers and channels can request a paid CCM for FQDN white labeling, including:

- Vanity URL
- Customized Corporate logo
- Welcome message
- Custom App Registration for Azure authentication and consent.
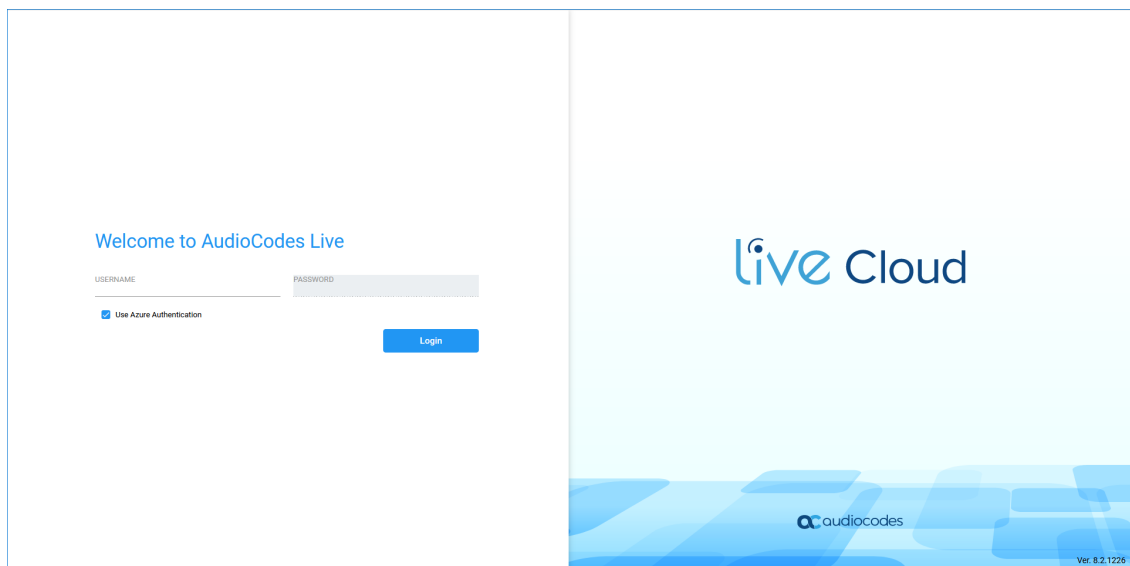
Customer Action Drop-down Menus

Customer Action drop-down menus have been segmented according to Service Type.

General Enhancements for Service Provider and Channel Management

■ Service Providers , channels and end customers can share the same tenant. Role-based access control can be implemented using parameter **Azure Authentication: Group ID**. For example, this feature allows parent companies to use the same Tenant ID as their affiliated companies. In the example figure below, the channel "AVI-SPL DEMO" can be assigned as an affiliated company of the parent tenant "FixedMobileUC".

■ Channels can be enabled for the **Zoom** and **Operator Connect** Service Types and customers can be attached to the respective channels.

■ FQDN White labeling with Vanity URL (see New Look and Feel Login Page on the previous page).

■   A unique Azure Registration (**Custom App Registration**) can be configured for Azure
     authentication and consent. Generated **Operator Connect** leads also include the
     credentials of this Custom registration.

CHANNEL DETAILS

General	App Registration

White Label FQDN
Super.com

☑ Enable Custom App Registration

Security Azure Hostname
https://login.microsoftonline.com

Azure AD Path Type File
Organizations ▾

Azure Tenant ID

Azure Client ID

Change Azure Client Secret

Close   **OK**

Embedded Power BI Reports

Power BI reports can be embedded to Live Cloud portal to provide quick glance Dashboard data for a number of key managed entities including Service Providers, Channels, Customers, DIDs and Users. Data can be filtered according to Service Providers, Channels, Customers, Platform, License and Source types. A table displays a list of all customers with details including their Service and License types. Pie-charts provide segmented insights for each filter category.
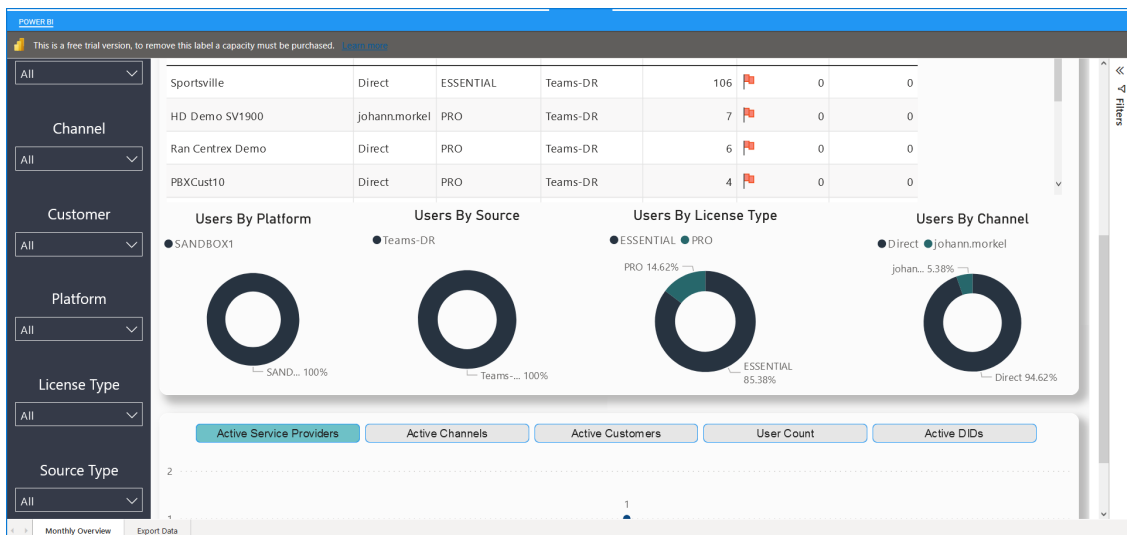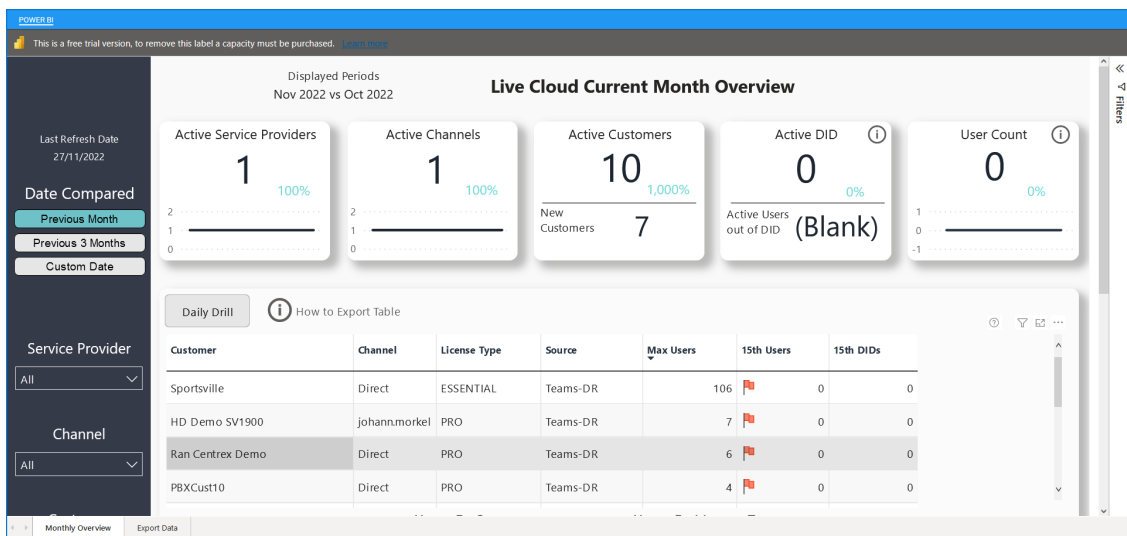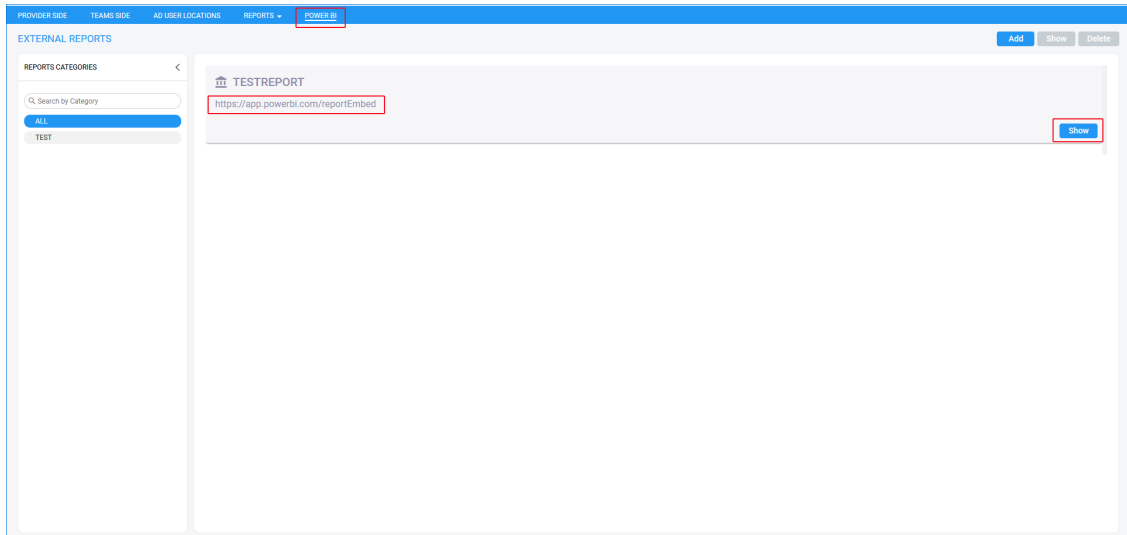
2   Version 8.0.3000 (fix1) (1.0.300) Features

This section describes Live Cloud portal Version 8.0.3000 (fix1) (1.0.300) features.

Operator Connect

This release enables service provider operators to onboard new customers using Microsoft's' Operator Connect program. Using their Teams admin center, customers select their desired operator and Calling program. Operator Connect (OC) for Teams is a program that integrates both Microsoft and the Operator's joint PSTN and mobile offerings according to service level agreements. The setup and seamless operational support enhanced by AudioCodes Live Cloud for Teams for this program includes the following features:

■ Live Cloud for Teams interface for setup actions such as configuring the JSON file including allowed markets and calling types. Second day management for call monitoring and reporting.

■ Multitenant portal features for second day management such as the configuration of Teams trunks (SBC devices), calling profiles, monitoring, and managing of the lead process and the uploading of phone numbers.

Microsoft Direct Routing

This section describes the Microsoft Direct Routing features.

Tenant Management

This section describes the Tenant management features.

Support for Defining Links

A new bidirectional link of type "Tenant ID" is automatically generated when a new Direct Routing customer is onboarded. The link is established between the customer tenant and the SBC device used to manage their calls.

Identify Customer by Tenant ID

When the same IP Group is shared by several customers, these customers can now be identified according to their Tenant ID. For this purpose, the call INVITE includes a new proprietary header X-MS-TenantID and as a result a new field is included in the CDR "TenantId". This enables to distinguish between customers and their respective call data.

Site Location Management

Configuration of DNS Sub-Domains

This version adds support for the configuration of DNS sub-domains for connecting customer sites to their DNS Hosting provider. The following methods can be implemented for setting up this connection:

- DNS Hosting Provider resides on Azure: The creation of the DNS sub-domain is fully automated using the Onboarding Wizard. The script includes the creation of the TXT record and a user license validation check. The script currently validates the existence of an E1 with Phone System,E3 with Phone System and Office 365 E5. However, the database can be configured to support other license types upon customer request.

- DNS Hosting Provider does not reside on Azure: Two-step provisioning semi-automatic process where during the Onboarding wizard run, the customer is prompted to create a TEXT record for validating their sub-domain and an A-record for IP address translation to the FQDN of the SBC device used to manage calls on the customer site.

Assign Dialplans per Location

Ability to assign dial plans prefix and tags i.e. the Derived Trunk FQDN of site SBC devices can be configured as a tag in the dial plan rule. This enables the implementation of specific calling features for different locations such as call forwarding, clip no screening, blocking numbers and routing calls to the Fax server. Consequently, customers can be added seamlessly to Live Cloud for Teams by applying specific dial plans without the need to perform any configuration on the SBC and Teams sides.

Assign the same PSTN Gateway (Derived Trunk FQDN) to Multiple Site Locations

Its' now possible to assign the same PSTN gateway (Derived Trunk FQDN) to multiple site locations for a specific customer. For customers using multiple SIP Trunks, an IP Group is created for each SIP trunk, all of which can work with the same SBC. For example, customers may dedicate one trunk for local calls and another for international calls, where calls can be routed for users accordingly.

General Management

- **Upgrade Customer to Hosted Essentials + and Hosted Pro:** A Hosted Essentials customer can be upgraded to Hosted Essentials + and Hosted Pro using in the Multitenant interface Tenants screen.

- **Assignment of OnlineVoiceRouting Policy per Phone Number:** When assigning a phone number in the Users screen, its possible configure the OnlineVoiceRouting Policy from the right-click menu for the Phone Number.

- **Phone Number Assignment with Teams PowerShell Module Cmdlets:** The following cmdlets for phone number assignment will be deprecated by Microsoft in April 2022:

  - Set-CsUser

- Set-CsOnlineVoiceUser

- Set-CsOnlineApplicationInstance

- Set-CsOnlineVoiceApplicationInstance

Instead the following new cmdlets are used Set-CsPhoneNumberAssignment and Remove-CsPhoneNumberAssignment. These new cmdlets are already available in the latest Teams PowerShell module.

■ **Scripting Updates:** The following Onboarding script functionality have been updated in reference to the Dial Plan configuration:

- Apply specific dial plan files

- Apply specific dial plan rules (prefix and tag)

This functionality can be applied to the following template scripts:

- sbc-scenario7

- sbc-add-prefix

- sbc-scenario7Cleanup

- sbc-remove-prefix

■ **Script Compare Tool:** The following template script scenarios have been updated in this version:

- sbc-scenario7

- sbc-scenario7Cleanup

- sbc-remove-prefix

A script comparison feature has been added to Scripts Template page of the UMP interface for the purpose of viewing the differences between the above existing scenario scripts and the latest script updates.

■ **Token Permission Updates:** A new token mechanism for the UMP application registration eliminates the need to assign API permissions to the registration.

■ **Load Bulk Template from File:** A template file containing a list of User URI entries and corresponding phone numbers for tenant-managed users can be uploaded to the Multitenant interface from an external CSV file.

3   Version 8.0.2000 (1.0.220) Features

This section describes Live Cloud portal Version 8.0.2000 (1.0.220) features.

New Service Levels

The following new service levels are offered:

- **Hosted Essentials:**

  - Configure SBC-as-a-service as Microsoft Teams Direct Routing endpoint

  - Add or Edit Prefixes at SBC level for specific locations

  - Onboarding automation for SBC configuration

  - Connect to any SIP trunk or bundle your own minutes plans

- **Hosted Essential+[1] :**

  - Add or delete users and easily manage DID assignments

  - Configure operator O365 credentials and whether the operator logs into Live Cloud for Teams using username and password or Token authentication.

  - Add SBC site locations

- **Hosted PRO[2]:** Full employee management including:

  - Connect to SIP IP-PBX

  - Edit Teams data and policies directly

  - Full Number assignment capabilities

  - Create templates for a variety of user groups with different policies.

  - Audit changes on Teams tenant and rollback if required

  - Update Voice Routing policies

  - Connect to Microsoft Teams Notification Service (see below)

The following screens display examples of the self-service portal for each of the service levels.

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[1]In addition to the Hosted Essentials except for managing prefixes on SBC.

[2]In addition to the Hosted Essentials+.

Figure 3-1:   Hosted Essentials

Figure 3-2:   Hosted Essentials+

Figure 3-3:   Hosted Pro

Other Features

■ **PowerShell Enhancements:** This version supports the Microsoft Teams PowerShell module which is installed as part of the UMP-365 upgrade (version 8.0.220) for enabling the Token authentication mechanism (see below).

■ **Multi-Tenant Authentication for Azure Active Directory:** Operators can be managed in the Azure AD multi-tenant topology that is managed as an enterprise application in the Customer's Azure Active Directory. Operators are initially signed in via Azure AD with Microsoft MFA/OAuth 2.0/Conditional Access/CASB Token authentication. Authorization and consent is granted by the Azure AD owner of each Tier Tenant. An application must be registered for Live Cloud including the configuration of global operator roles ("Admin", "Operator" and "Monitor"). Tenants can then add their own operators assigning one of these roles. In addition, an application must be registered on Azure for the UMP-365 for

managing both the Token authentication mechanism and the Admin Users (Account) redirect URI's sign-in.

■ **Multi-Tier Operator Management:** The Live Cloud for Teams Interface and the self-service portal now supports multi-tiering for the following tiers:

- AC Service (Sys Admin)

- Service Provider

- Channel

- Business Customer

The Live Cloud for Teams Interface displays context-sensitive menus and data according to one of the above logged in tier operators. Likewise access to the Self-service portal is context-sensitive according to the logged in operator. For example, the Channel operator only views those customers and users that are managed under their tenant.

■ **Bring Your Own Carrier (BYOC) Connectivity Option:** In the Onboarding wizard, the option allows the configuration of the SBC with the BYOC option in addition to SIP Trunk and IP-PBX.

■ **SBC and M365 Onboarding Script Templates:** The Onboarding wizard enables you to apply template deployment scripts for both the SBC and Microsoft 365 configuration. AudioCodes Professional Services provides a library of templates scripts that are based on common customer scenarios. The SBC Onboarding wizard applies the SBC Onboarding CLI scripts to the SBC device during the deployment process. Likewise it applies the Microsoft 365 scripts to the Azure platform. The scripts can be tailored to Service Provider requirements globally or for specific M365 tenants. Customer Variables can also be defined and applied to scripts.

■ **Microsoft Teams Notification Service:** The Onboarding Wizard includes an option to connect to the Microsoft Teams Notification Service for retrieving CDRs for Teams calls. The configuration includes the setting of the Azure Application ID (for the Registration service) and the corresponding Client secret.

OVOC displays retrieved calls, statistics and reports separately on both customer's TEAMS side (TEAMS tenant) and customer's provider side (SBC).

App registration credentials for connecting to this service can be entered in the Onboarding wizard.

■ **New Single Sign On (SSO) to Service Cloud from Customer Portal:** The Live Cloud for Teams interface includes a SSO link to the Service Provider customer support portal for managing customer tickets.

■ **Add New Site Locations:** New site locations can be added for second day management to support different SBC routing policies or SBCs in different geo-locations. A link in the Services portal accesses the Onboarding wizard where a new location can be associated to an existing SBC or to an additional SBC. Hosted Essentials and Hosted Pro customers can also Add and Edit SBC Prefixes for each location.

■ **Main Dashboard Enhancements:** The main dashboard has been enhanced as follows:

- New look and feel with enhancements to navigation, tables, graphs, and layout.

- Customer Details with breakdown for Providers side (previously known as "links") and Teams side (Teams device)

- The details of the attached channels

- The number of users managed by the M365 Tenants

- Information on DID usage for the DIDs that are assigned by the provider's carrier

- Information on the Active Directory locations of the users managed by the provider's customers

- **Filter Enhancements:**

  - **Calls filters:**

    - Teams Side for the SBC call leg

    - Provider Side for the Provider leg

    - Active Directory User Location

    - Caller Connection Types (audio, video or screen sharing)

    - Teams Termination Reason

  - **Active Directory User Details filters including the following:**

    - User Locations

    - Line URI

- **QOE Threshold Management:** Attach QOE thresholds to Providers Side and Teams Side (Teams device) entities.

- **Reports Enhancements:** The following new Report Element Types have been added:

  - Teams Side

  - Provider Side

  - AD Location

  - The Report Scheduler can be configured per customer.

- **Monitoring System Tasks:** The System Tasks has been added for the operator to monitor the processing of executed system tasks such as report execution.

- **Delete Customers:**

  - The option to disable and delete customers has been merged into a single action.

  - Deleting a Customer provider entity can be performed by System Admin and Operator, by Service Provider Admin and Operator and by Channel Admin.

  - Deleting a Customer Teams entity can be performed by System Admin and Operator, by Service Provider Admin and Operator and by Channel Admin

  - A Customer entity can be deleted by System Admin and Operator and by Service Provider Admin and Operator

■ **Backup and Restore Customers:** Customer backup and restore can be performed by
System Admin and Operator. The Last Backup Time appears in the Customer details for all
operators with permissions to view the backed-up customer.

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