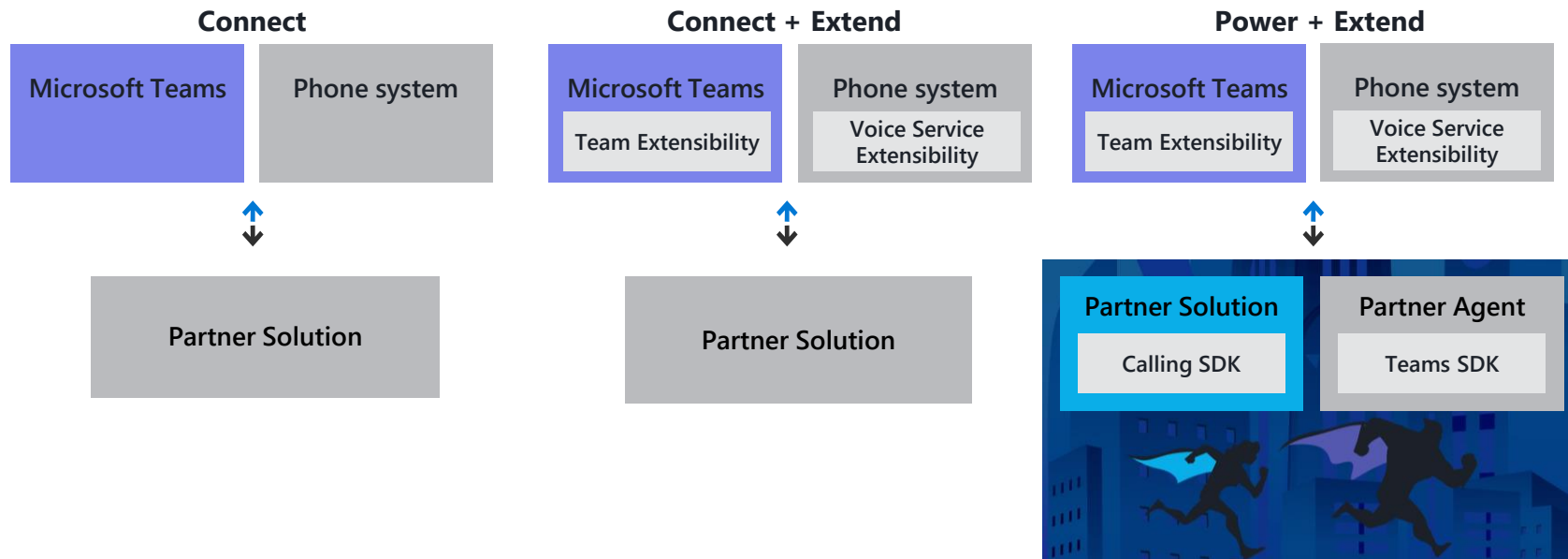


The background features a stylized cityscape at night, rendered in various shades of blue. In the foreground, two superhero silhouettes are running from left to right. The superhero on the left has a bright blue cape, while the one on the right has a purple cape. The overall scene is dynamic and suggests speed and action.

Luware Nimbus:

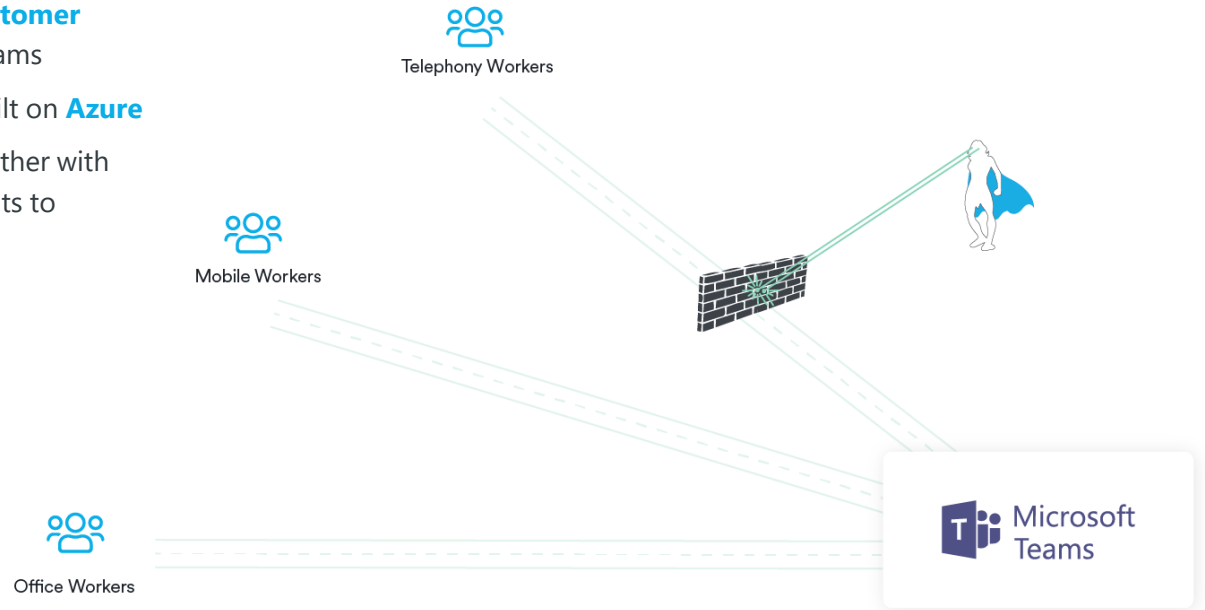
Microsoft Teams' sidekick to save customer service

Teams X Contact Center solutions



What is Luware Nimbus?

- **Remove Roadblocks** from the way to Teams
- Add-ons to optimally integrate **customer communication** into Microsoft Teams
- SaaS, cloud-native architecture, built on **Azure**
- **Microsoft platform strategy** together with Luware add-ons bring many benefits to customers



Luware Nimbus add-ons: Available now



Advanced Routing

- Teams as the only client
- Presence for call distribution
- Custom call flows (IVR, longest idle, opening hours...)
- KPI reporting with Power BI
- MS Flow to get caller details
- TTS Service from MSFT Azure

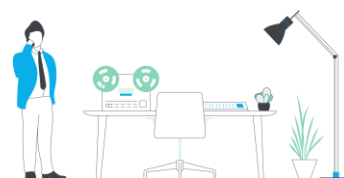
Innovators only
USD 149 per team, per month



Advanced Routing Enterprise upgrade

- All Advanced Routing features
- CRM pop-ups
- Interactive queues for call flows
- Task completion codes
- Pick up calls from queue

Innovators only
USD 199 per team, per month



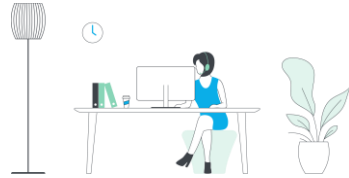
Recording *

- Capture of all communication
- Secure archive and always available
- Voice transcription
- Quality check of recordings
- Infrastructure monitoring

Available now
Starting USD 16 per user

* Needs the new Advanced Communication SKU

Luware Nimbus add-ons: Coming soon



Attendant Console

- One-click call transfer
- Contact search
- Calendar lookup
- Dashboard
- Opening hours
- Presence
- Detailed Presence *
- In a call / in a meeting

Coming Q4, 2020
Add-on; USD 20/user/month



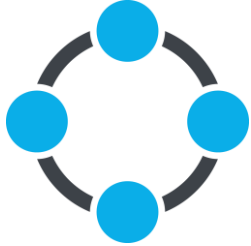
Contact Center

- Skill-based routing
- Complex call flows
- Real-time reporting
- Seamless CRM-integration
- Integration into Microsoft Flow

Coming 2021

* Needs the new Advanced Communication SKU

The Benefits of Nimbus



One platform

- Managing security & privacy becomes easy
- Standardizing micro customer services
- Modern IT attracts skilled employees
- Staff can focus on optimizing processes
- Easy access to know-how and experts
- Maximizing infrastructure already in place
- Any employee can work for customer service



Speed & agility

- Reduces hardware complexity
- Deployment is incredibly fast
- Drives technology adoption and innovation
- Easy user management
- Workload distribution across locations
- Continuous updates

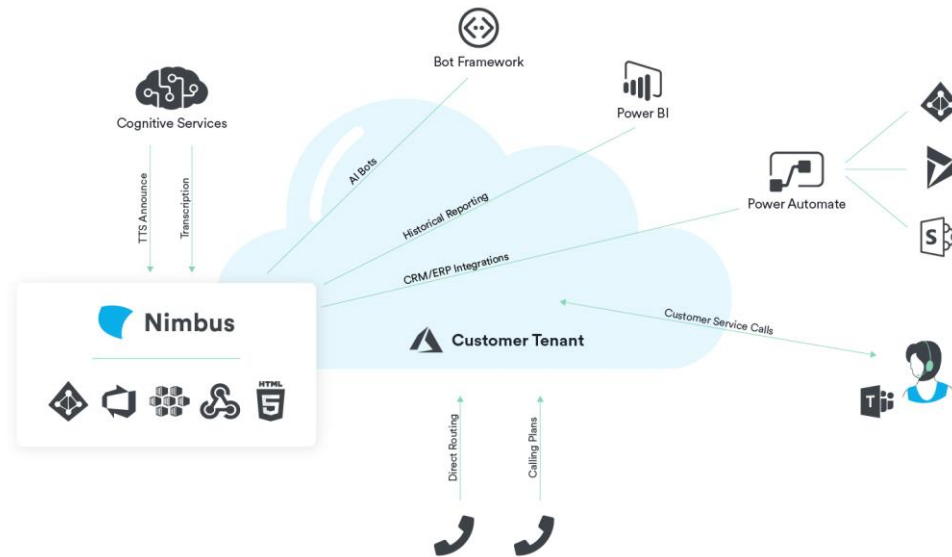


Power of integration

- One client
- Context information
- Work from anywhere
- End-to-end business processes
- Extensive reporting
- Utilizing presence status
- Use favorite Microsoft Tools

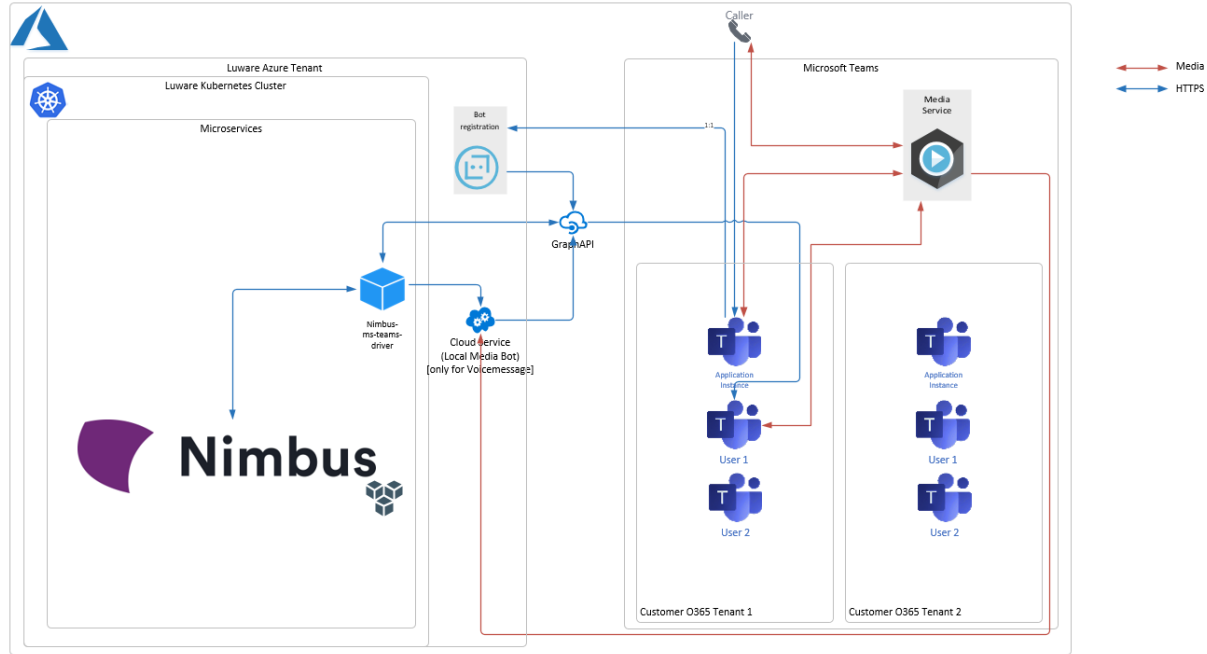
Luware Nimbus architecture – non-technical

- Utilizing Microsoft Azure for best service availability and scalability
- Existing PSTN numbers are connected to Microsoft Teams using Direct Routing or Microsoft Calling Plan
- No need for separate SIP trunk to a different platform
- Using available functionality from the MSFT Cloud

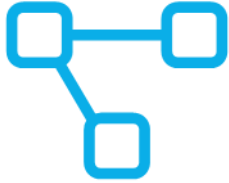


Luware Nimbus architecture – technical

Voice stream stays in customer's Microsoft tenant as close to ingress as possible, which minimizes delay globally



Highlighted features



Business can design
& update their own
call flows



Know who is calling
& take action on it



Get live and
historical reporting
data



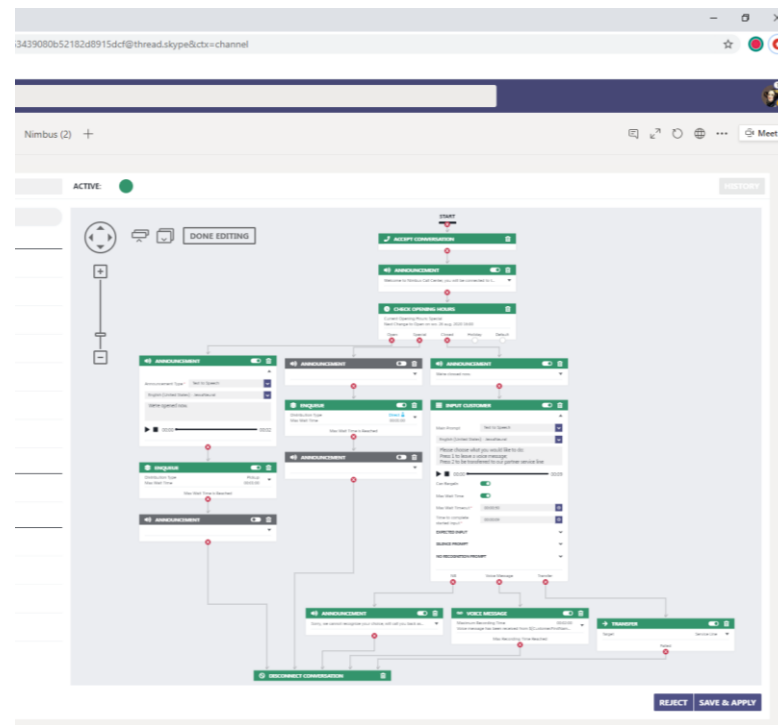
Attendant Console
for high volume
transfer

Coming Q4, 2020

Business can design & update their own call flows



- Team owners can change call flows and opening hours themselves in the simple, user-friendly interface
- Creating and updating announcements in over 20 languages can be done on the fly using Microsoft Cognitive Services and TTS Service



Know who is calling & take action on it



- Use Flow Trigger to get data from customers CRM, SQL or any other supported Flow data source and update caller information shown in all the UIs
- The Advanced Routing Enterprise upgrade allows actions based on customer information, e.g. defining a language team

The screenshot displays a Microsoft Power Automate flow editor interface. On the left is a navigation pane with options: Home, Action items, My flows, Create (highlighted), Templates, Connectors, Data, AI Builder, Solutions, and Learn. The main workspace shows a flow titled 'Untitled' with three steps:

- Trigger on a new Task on Mainline Subsidiary Bellevue** (purple header)
- Get details for caller from Excel Spreadsheet** (green header)
- Update Caller Information** (purple header)

The 'Update Caller Information' step is expanded, showing a list of fields to be updated, each with a text input box and a placeholder description:

- RequestId: Use the RequestId from the Trigger
- Customer.FirstName: The first name of the customer
- Customer.LastName: The last name of the customer
- Customer.DisplayName: The displayname of the customer
- Customer.Company: The company of the customer
- Customer.JobTitle: The job title of the customer
- Customer.Department: The department of the customer
- Customer.StreetAddress: The street address of the customer
- Customer.PostCode: The post code of the customer
- Customer.City: The city of the customer
- Customer.State: The state of the customer
- Customer.Country

Attendant Console for high volume transfer



Coming Q4, 2020

- Attendant Console integrated into Teams client available on all devices, e.g. Chrome Books
- Detailed queue with waiting time and caller ID (using MS Flow)
- Pick specific calls from the queue
- Attendant Console can be easily activated as an add-on to Advanced Routing

Luvare Stratus Switchboard Attendant Console About

Search or type a command

In Queue: 9 | Longest Waiting: 00:38 | Service Line: Garden | Conversation Active: 01:03 | Attendant State: Active | Teams: 3 (ACTIVE: 3, INACTIVE: 1)

Queue (9)

Caller ID	Time
+44 7479 689 756 Garden	00:38
+41 95 439 54 32 Spart	00:36
+1 939-475-4635 Spart	00:35
+44 3301 540 393 Garden	00:27
+1 854-443-0935 London	00:21
Bill Jackson Garden	00:18
+41 44 256 95 87 Spart	00:14
+1 819-808-0556 Spart	00:07
+1 416-833-8126 Spart	00:05

Incoming (0)

Active (1)

On Hold (1)

Contact Search

SOURCE	STATUS	NAME	EMAIL	ACTION
Perseus				
CHD	Peter Moran	pmoran@lunifco.com		
Any	Christopher Perry	cperry@lunifco.com		
Online	Clara			
BEC	Sarah Jones	sjones@lunifco.com		
Last 3 transfer targets				
Buy	Insurance			
BEC	Sarah Jones	sjones@lunifco.com		
Offline	Frank Stewart	fstewart@lunifco.com		

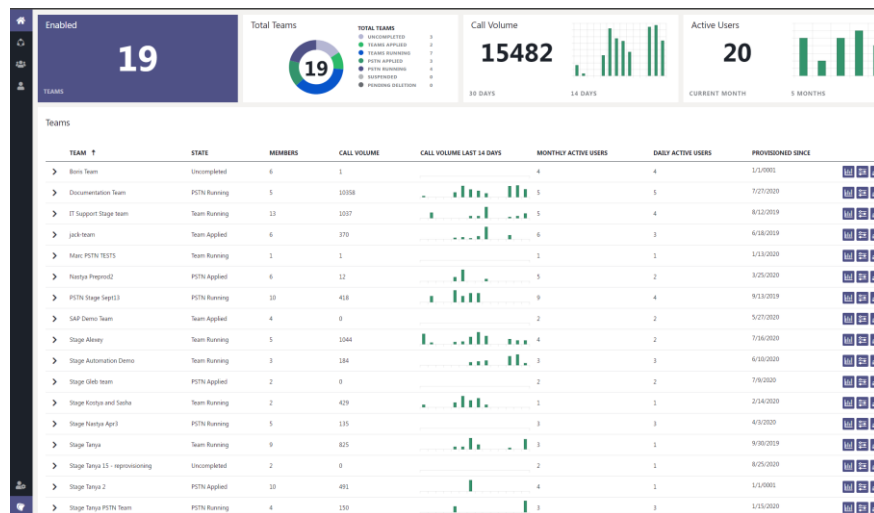
Teams

NAME	IN QUEUE	ACTIVE
Garden	3	3
Electronics	16	0
Spart	5	0
London	1	0

Luware Nimbus as a Tenant Admin Play



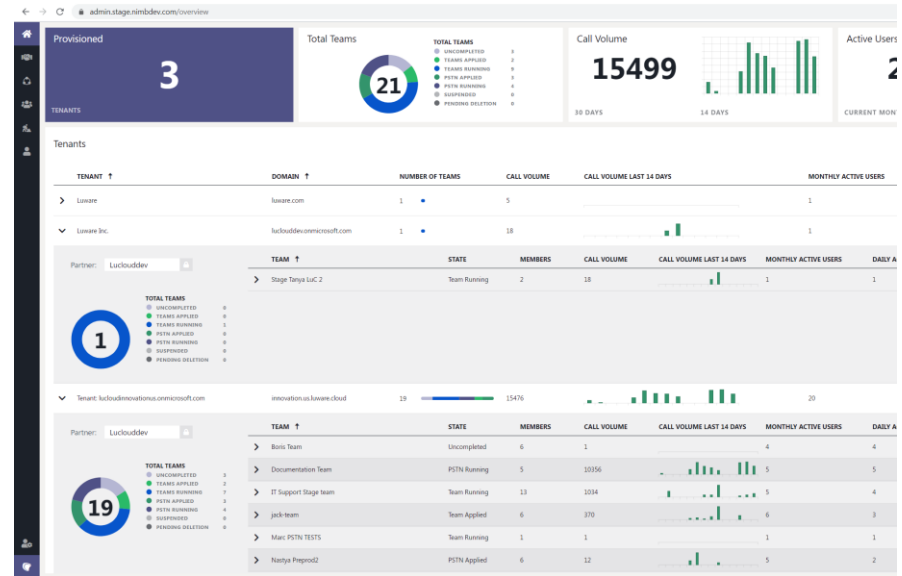
- Access to all configured teams
- Easy to configure teams; also for complex use cases
- Measure adoption
- Use Azure Logic Apps with an approval step to automate all administration on Azure after approval of the change



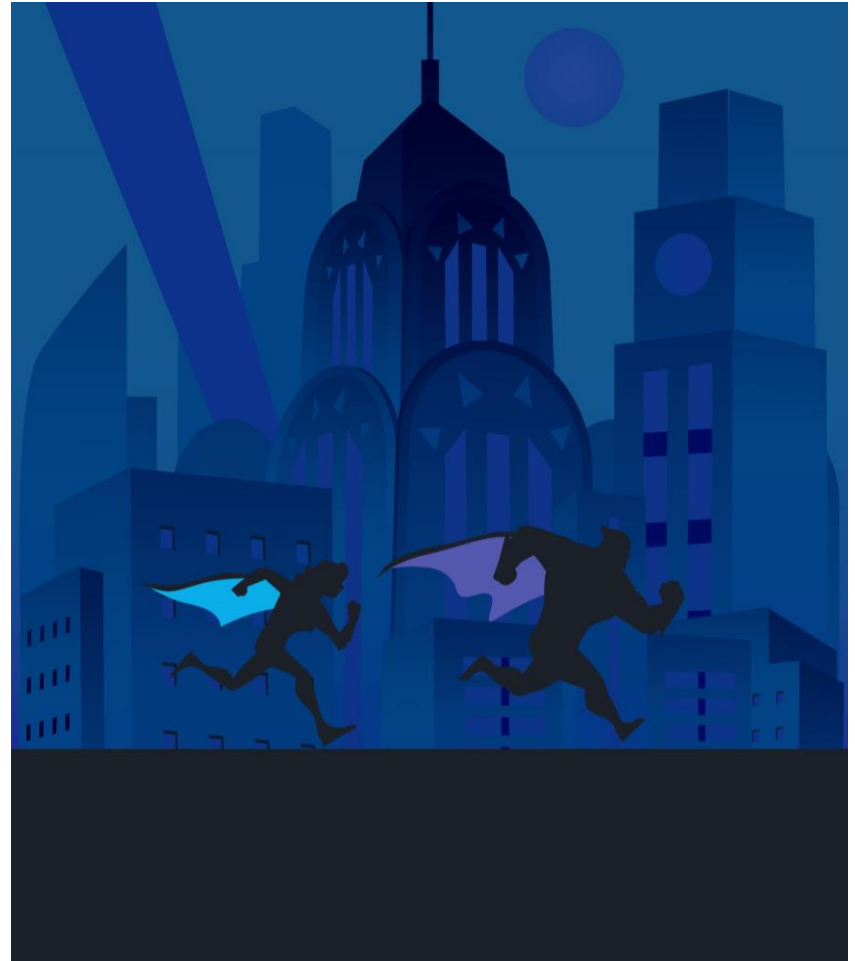
Luware Nimbus as a Partner Play



- Partners of Record get access to the tenants of their customers
- Easy configuration of customer tenants
- Access Management built on Partner Azure AD Security Group Membership, can be one for each customer
- Partner of Record get kickback



Let's get started!



Getting started

Upload the current version to the company Teams store

Download from <https://portal.luware.cloud/api/manifests/v1/Nimbus.zip>

The screenshot shows the Microsoft Teams admin center interface. On the left is a navigation sidebar with options like Teams, Devices, Locations, Users, Meetings, Messaging policies, Teams apps, and Manage apps (which is selected). The main content area is titled 'Manage apps' and includes a 'Pending approval' section with two counters for 'Submitted custom apps' and 'Updated custom apps', both showing '0'. Below this is a table of installed apps. A modal dialog box titled 'Upload a custom app' is open in the foreground, containing the text: 'Before you upload the app, make sure it has been tested completely. Verify that it is working properly and follows your organization's security and compliance requirements.' The dialog has two buttons: 'Select a file' and 'Cancel'.

Name	Category	Status	Custom app	Categories
15Five		Allowed	No	Human resour
365-QA	Advantive	Allowed	No	Training & tut
Abibot Supplynet	Netlogistik	Allowed	No	Communicatio
Achievers	Achievers	Allowed	No	Human resour
adam.ai	adam	Allowed	No	Content mana

Check if it updated correctly – version 1.0.20255.19 or above

Manage apps Org-wide app settings

When you are managing apps for your organization, you are controlling what apps are available to users in your organization's app store. You can then use app permission and app setup policies to configure what apps will be available for specific users. [Learn more](#)

Pending approval

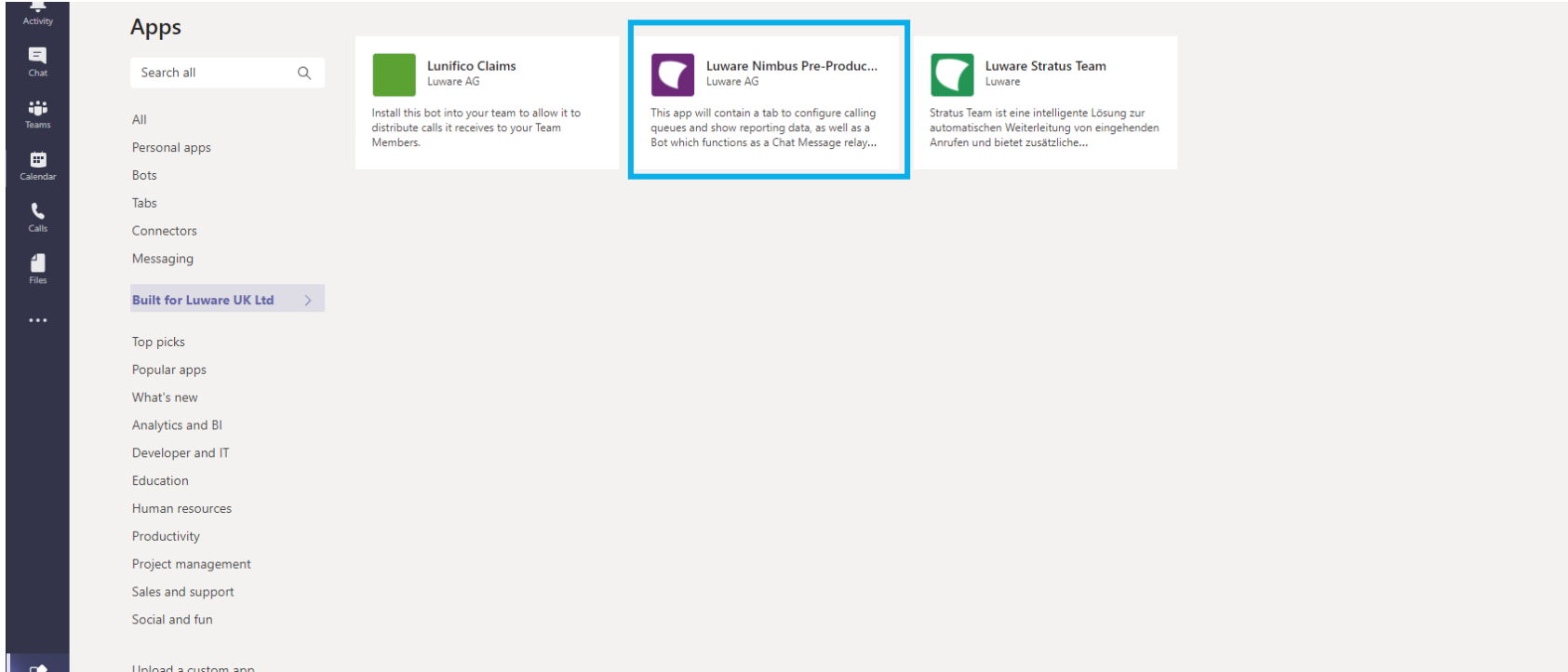
0 Submitted custom apps 0 Updated custom apps

+ Upload ✓ Allow ⓧ Block | 3 items

✓	Name ↑	Certification ⓘ	Publisher	Publishing status ⓘ	Status ⓘ	Custom app	Category
	Luware Nimbus Pre-Production	--	Luware AG	Published	Allowed	Yes	--
	Luware Stratus Team	--	Luware	--	Allowed	No	Comm
	Luware Stratus Team	--	Luware	Published	Allowed	Yes	--

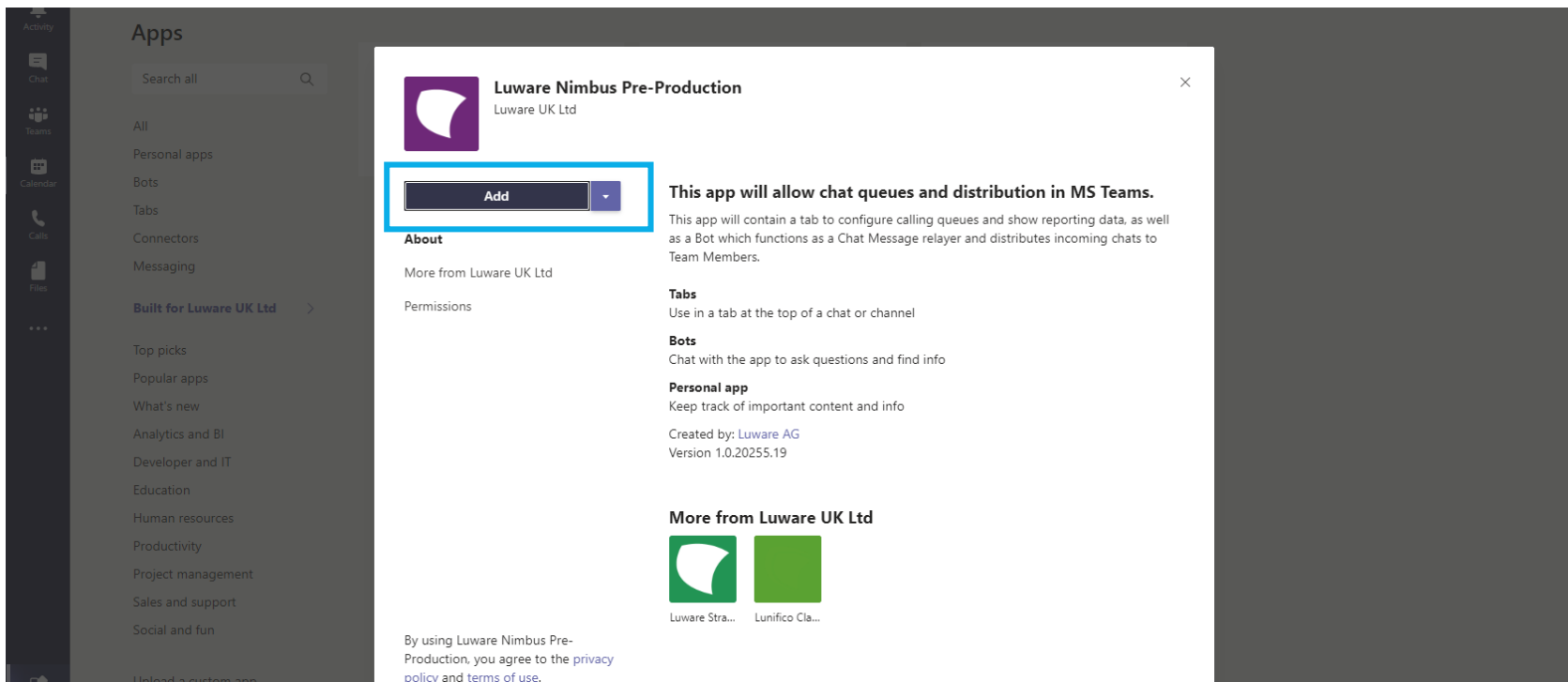
Getting started

Go to Teams to see the new app in the company store



Getting started

Add the app as your personal app



The screenshot shows the Microsoft Teams interface. On the left is a dark sidebar with navigation icons for Activity, Chat, Teams, Calendar, Calls, and Files. The main area is titled 'Apps' and contains a search bar and a list of app categories: All, Personal apps, Bots, Tabs, Connectors, and Messaging. Below these is a section for 'Built for Luware UK Ltd' with a list of categories: Top picks, Popular apps, What's new, Analytics and BI, Developer and IT, Education, Human resources, Productivity, Project management, Sales and support, and Social and fun. A modal window is open in the center, displaying the details for the 'Luware Nimbus Pre-Production' app by Luware UK Ltd. The app's icon is a purple square with a white shape. The 'Add' button is highlighted with a blue border. The modal text includes a description, a list of features (About, Tabs, Bots, Personal app), and a 'More from Luware UK Ltd' section with two other app icons. At the bottom, there is a link to the privacy policy and terms of use.

Luware Nimbus Pre-Production
Luware UK Ltd

Add

This app will allow chat queues and distribution in MS Teams.
This app will contain a tab to configure calling queues and show reporting data, as well as a Bot which functions as a Chat Message relay and distributes incoming chats to Team Members.

About
More from Luware UK Ltd
Permissions

Personal app
Keep track of important content and info
Created by: [Luware AG](#)
Version 1.0.20255.19

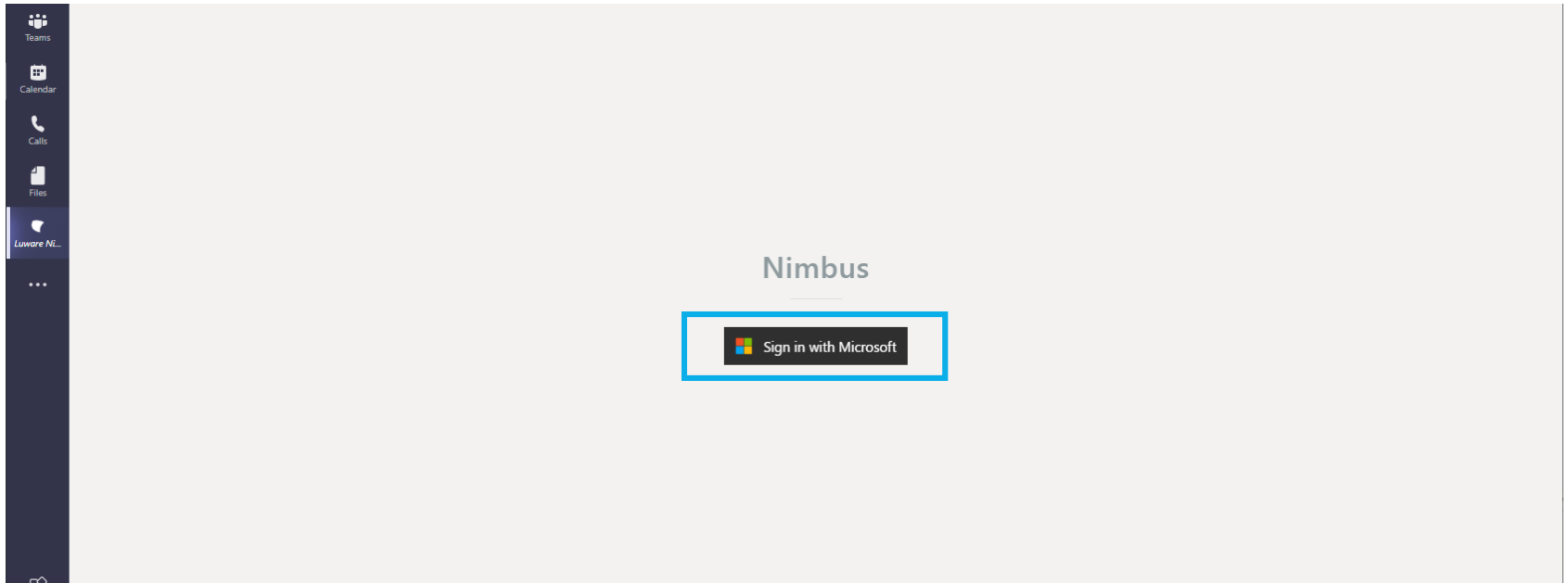
More from Luware UK Ltd

By using Luware Nimbus Pre-Production, you agree to the [privacy policy](#) and [terms of use](#).

Getting started

Sign in

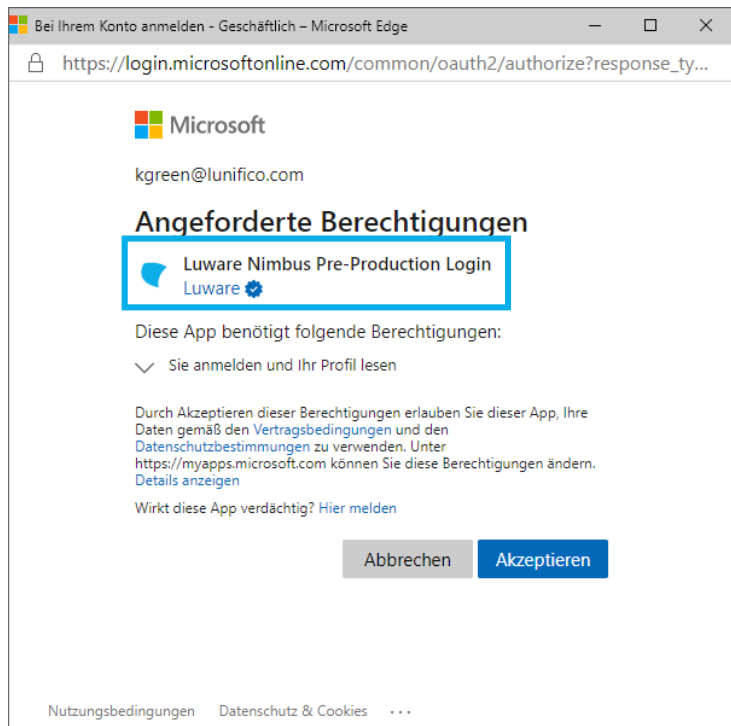
Sign in with your **test tenant Microsoft credentials** for the first time



Getting started

App verification

Check the app verification and accept lowest possible access levels



Getting started

Personal dashboard

The successful verification takes you to your dashboard. There are no teams yet...

Luware Nimbus Pre-Production My Overview My Sessions My Teams Attendant Console About

My Queue

0 CURRENT TASKS

- IN IVR
- IN QUEUE

SOURCE	TEAM	WAITING	PICKUP
No tasks			

My Teams

0 TOTAL TEAMS

- ACTIVE
- INACTIVE

TEAM	ACTIVE
It's quiet here! You are not a member of any Nimbus Team yet.	

My Day

0 INTERACTIONS TODAY

- ACCEPTED
- RONA
- DECLINED

Time	Interactions
12:00 AM	0
2:00 AM	0
4:00 AM	0
6:00 AM	0
8:00 AM	0
10:00 AM	0
12:00 PM	0
2:00 PM	0
4:00 PM	0
6:00 PM	0
8:00 PM	0
10:00 PM	0
12:00 AM	0

No calls were made today

My Reporting

00:00 RINGING TIME

00:00 CONNECTED

Time	Reporting
No calls were made in the last 30 days	

0 INTERACTIONS TODAY

Getting started

Pin the app to your taskbar on the left

The screenshot displays the Luware Nimbus Pre-Production application interface. On the left, a dark taskbar contains several icons: Activity, Chat, Teams, Calendar, Calls, and Files. A context menu is open over the application icon, showing options: About, Pin (highlighted with a blue border), and Uninstall. The application window has a header with the title "Luware Nimbus Pre-Production" and navigation links: My Overview, My Sessions, My Teams, Attendant Console, and About. The main content area is divided into three panels: "My Queue" with a "CURRENT TASKS" gauge showing 0 and sub-categories "IN IVR" and "IN QUEUE"; "My Teams" with a "TOTAL TEAMS" gauge showing 0 and sub-categories "ACTIVE" and "INACTIVE", and a message: "It's quiet here! You are not a member of any Nimbus Team yet."; and "My Day" with an "INTERACTIONS TODAY" gauge showing 0 and sub-categories "ACCEPTED", "RONA", and "DECLINED", along with a time-axis chart showing "No calls were made today". Below these panels is a "My Reporting" section with gauges for "RINGING TIME" and "CONNECTED" (both at 00:00), a time-axis chart showing "No calls were made in the last 30 days", and a "INTERACTIONS 30 DAYS" gauge showing 0. The interface uses a clean, modern design with a light gray background and blue accents.

Getting started

Add teams

Go to the store again and add the app to the team for which you want to deliver calls to the members

The screenshot shows the Microsoft Teams app store interface. On the left, a navigation pane lists various categories like 'All', 'Personal apps', 'Bots', 'Tabs', 'Connectors', 'Messaging', and 'Built for Luware UK Ltd'. The main content area displays the details for the 'Luware Nimbus Pre-Production' app by Luware UK Ltd. The app's icon is a purple square with a white leaf-like shape. Below the icon is an 'Open' button with a dropdown arrow, and a button labeled 'Add to a team' which is highlighted with a blue border. To the right of the app details, there is a description: 'This app will allow chat queues and distribution in MS Teams. This app will contain a tab to configure calling queues and show reporting data, as well as a Bot which functions as a Chat Message relay and distributes incoming chats to Team Members.' Below the description are sections for 'Tabs' (Use in a tab at the top of a chat or channel), 'Bots' (Chat with the app to ask questions and find info), and 'Personal app' (Keep track of important content and info). At the bottom, it says 'Created by: Luware AG' and 'Version 1.0.20255.19'. There is also a section for 'More from Luware UK Ltd' showing two other app icons: 'Luware Stra...' and 'Lunifico Cla...'. At the very bottom, a small text reads: 'By using Luware Nimbus Pre-Production, you agree to the [privacy policy](#) and [terms of use](#).'

Getting started

Select your team and channel

The screenshot shows the Microsoft Teams interface. On the left is the 'Apps' pane with a search bar and various app categories. The main area displays a dialog box titled 'Select a channel to start using Luware Nimbus Pre-Production'. The dialog contains a search input field with the placeholder text 'type a team or channel name' and a search icon. Below the search field, a search result is displayed: a green circle with 'IS' inside, followed by the text 'General' and 'IT Service Desk' below it. The dialog also includes a close button (X) in the top right corner.

Activity

Apps

Search all

All

Personal apps

Bots

Tabs

Connectors

Messaging

Built for Luware UK Ltd

Top picks

Popular apps

What's new

Analytics and BI

Developer and IT

Education

Human resources

Productivity

Project management

Sales and support

Social and fun

Unlink a custom app

Chat

Teams

Calendar

Calls

Files

Luware Nim...

IS

General

IT Service Desk

type a team or channel name

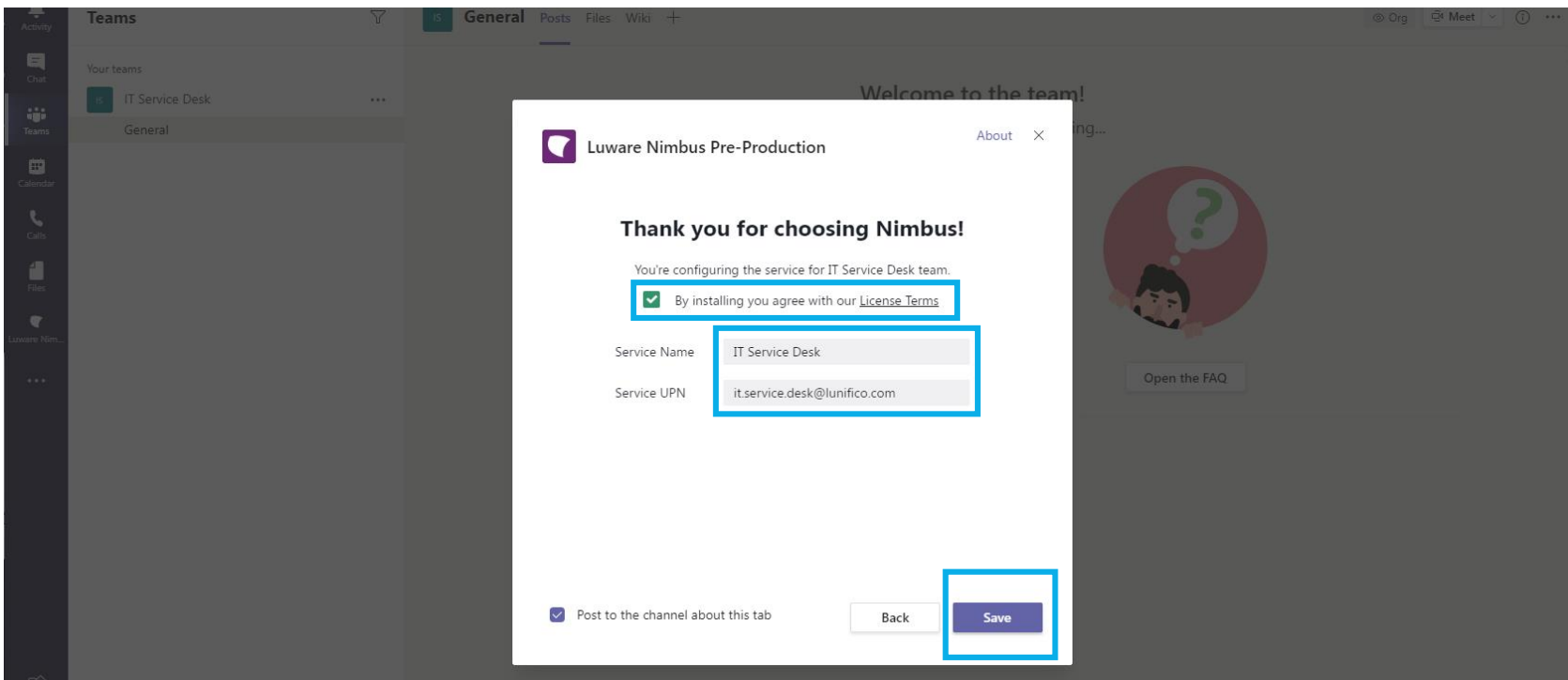
search

X

Getting started

Service name, UPN/SIP & license terms

Check Service Name and UPN/SIP Address and accept our license terms – if all good, click 'Save'



Getting started

Almost done!

Have a look at Nimbus after adding it to the team. You are almost done! Go to 'Settings' for the finish

The screenshot shows the Microsoft Teams interface for a team named 'IT Service Desk'. The top navigation bar includes a search bar and a user profile icon. The left sidebar contains navigation options: Activity, Chat, Teams, Calendar, Calls, Files, and a partially visible 'Luware Nim...' option. The main content area is divided into several sections:

- Navigation:** 'General' is selected, with options for 'Posts', 'Files', 'Wiki', and 'Nimbus'.
- Task and Status Cards:** A row of seven cards displays team metrics: 'In Queue' (0 tasks), 'Longest Waiting Task' (00:00), 'Connected' (0 tasks), 'Active' (3 members), 'Available' (1 member), 'Not Available' (2 members), and 'My State' (toggle on).
- Members Section:** A circular progress indicator shows 3 total members. A legend indicates: 0 Inactive, 1 Available, and 2 Not Available. Below this is a table of members.

MEMBER ^	STATE	TIME IN STATE	ACTIVE
Kathy Green	Available	37s	<input checked="" type="checkbox"/>
Melina Merkle	Not Available	37s	<input checked="" type="checkbox"/>
Nicole Roberts	Not Available	37s	<input checked="" type="checkbox"/>

A blue-bordered box highlights a message: **Almost Done!** Great you made it here. Now we need some additional things from you to get it to work! Please complete the Settings on the link below. A **SETTINGS** button is provided.

Getting started

Double-check SIP address

Double-check SIP address. If you are hybrid, use the online only namespace such as `lunifico.microsoft.com` to make it simpler.

The screenshot shows the Microsoft Teams Admin Center interface. On the left, the navigation pane includes Activity, Chat, Teams, Calendar, Calls, Files, and Lync. The main area is titled 'General' and shows 'Your teams' with 'IT Service Desk' selected. Below this, the 'General' channel is visible. The 'SERVICE DETAILS' section contains the following fields:

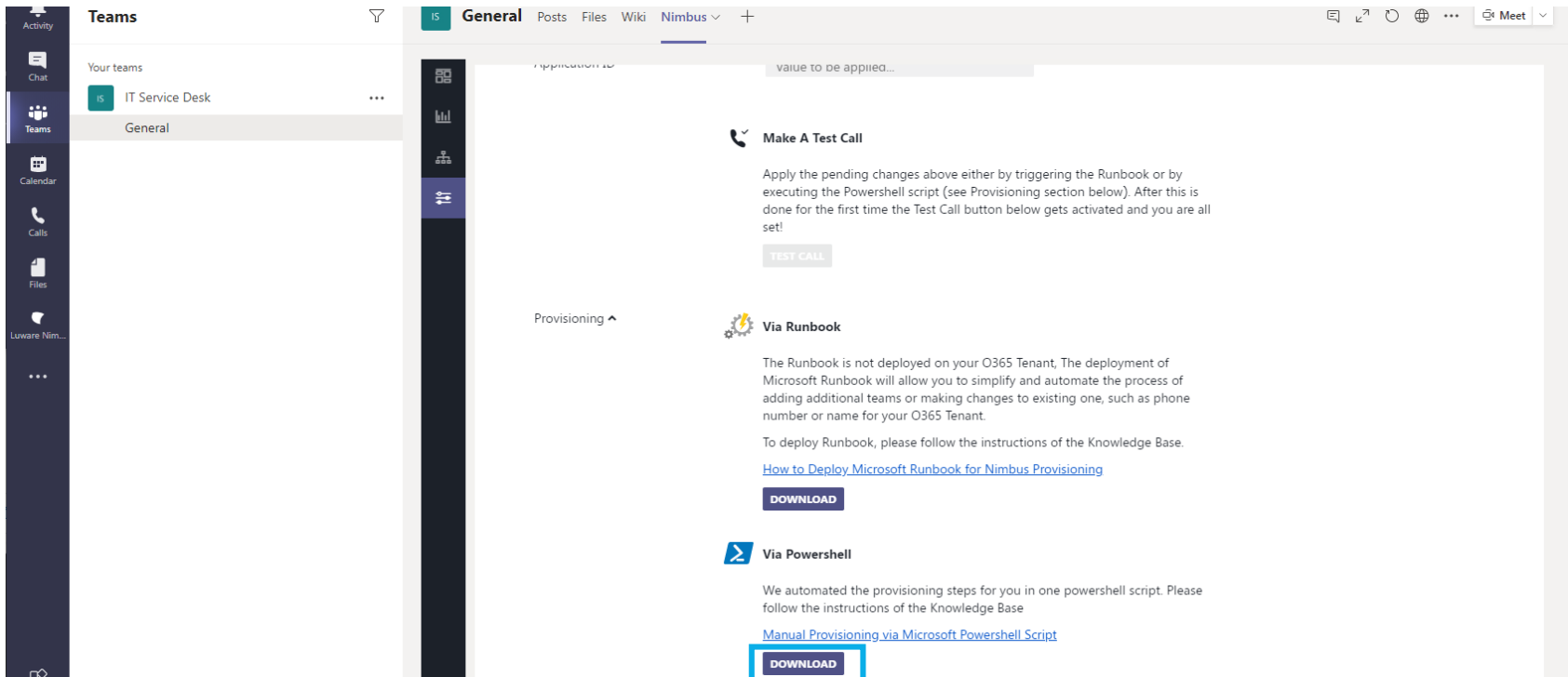
- Service Name: Value to be applied... (Pending)
- Service UPN: Value to be applied... (Pending)
- PSTN Enabled:
- E.164 Number: Value to be applied...
- Application ID: Value to be applied...

A blue rectangular box highlights the 'Service Name' and 'Service UPN' fields. Below the details, there is a 'Make A Test Call' section with a 'TEST CALL' button. The text below the button reads: 'Apply the pending changes above either by triggering the Runbook or by executing the Powershell script (see Provisioning section below). After this is done for the first time the Test Call button below gets activated and you are all set!'.

Getting started

Download the script to execute the needed changes

Press the download link or download from <https://admin.luware.cloud/api/manifests/NimbusProvisioning.ps1>



The screenshot shows a Microsoft Teams interface. On the left is a navigation pane with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Luware Nim... The main area displays a chat window for the 'General' channel of the 'IT Service Desk' team. The chat content includes a header with 'IS General' and tabs for 'Posts', 'Files', 'Wiki', and 'Nimbus'. Below the header, there is a text input field with the placeholder 'value to be applied...'. The chat message contains three sections: 'Make A Test Call', 'Via Runbook', and 'Via Powershell'. Each section includes a description, a link to a knowledge base article, and a 'DOWNLOAD' button. The 'Via Powershell' section's 'DOWNLOAD' button is highlighted with a red border.

Make A Test Call

Apply the pending changes above either by triggering the Runbook or by executing the Powershell script (see Provisioning section below). After this is done for the first time the Test Call button below gets activated and you are all set!

TEST CALL

Via Runbook

The Runbook is not deployed on your O365 Tenant. The deployment of Microsoft Runbook will allow you to simplify and automate the process of adding additional teams or making changes to existing one, such as phone number or name for your O365 Tenant.

To deploy Runbook, please follow the instructions of the Knowledge Base.

[How to Deploy Microsoft Runbook for Nimbus Provisioning](#)

DOWNLOAD

Via Powershell

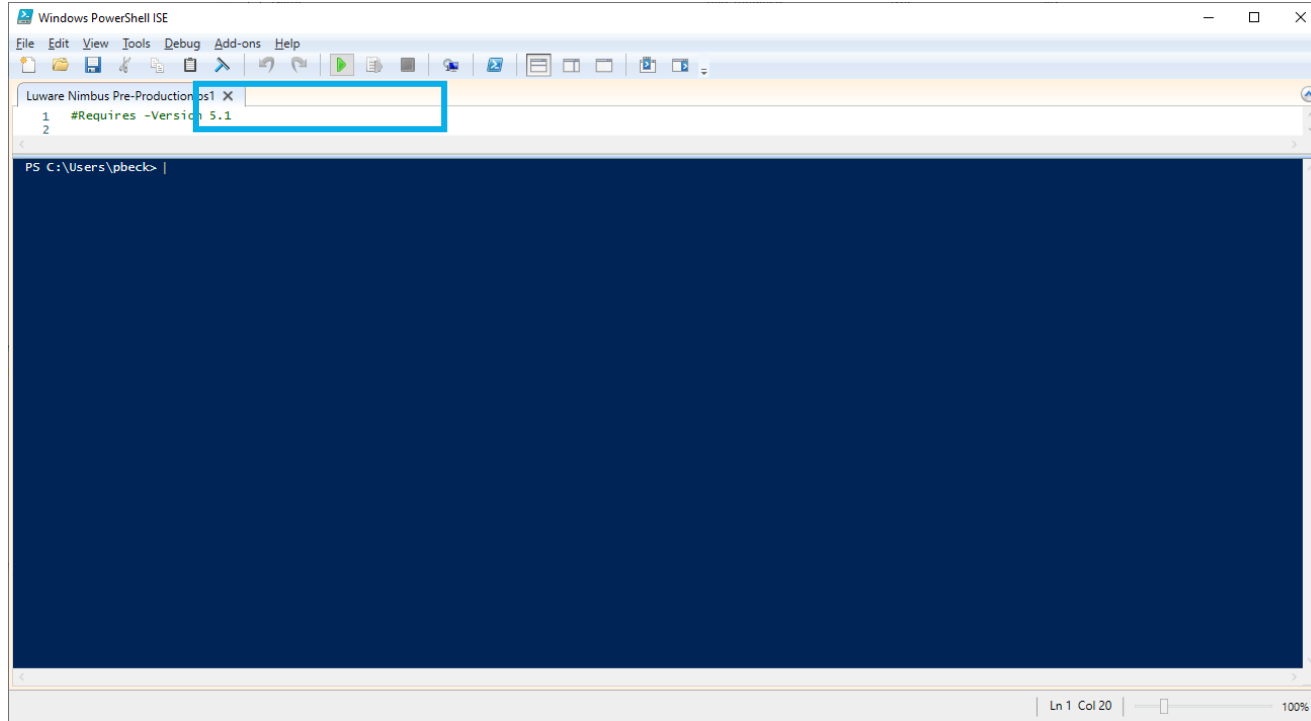
We automated the provisioning steps for you in one powershell script. Please follow the instructions of the Knowledge Base

[Manual Provisioning via Microsoft Powershell Script](#)

DOWNLOAD

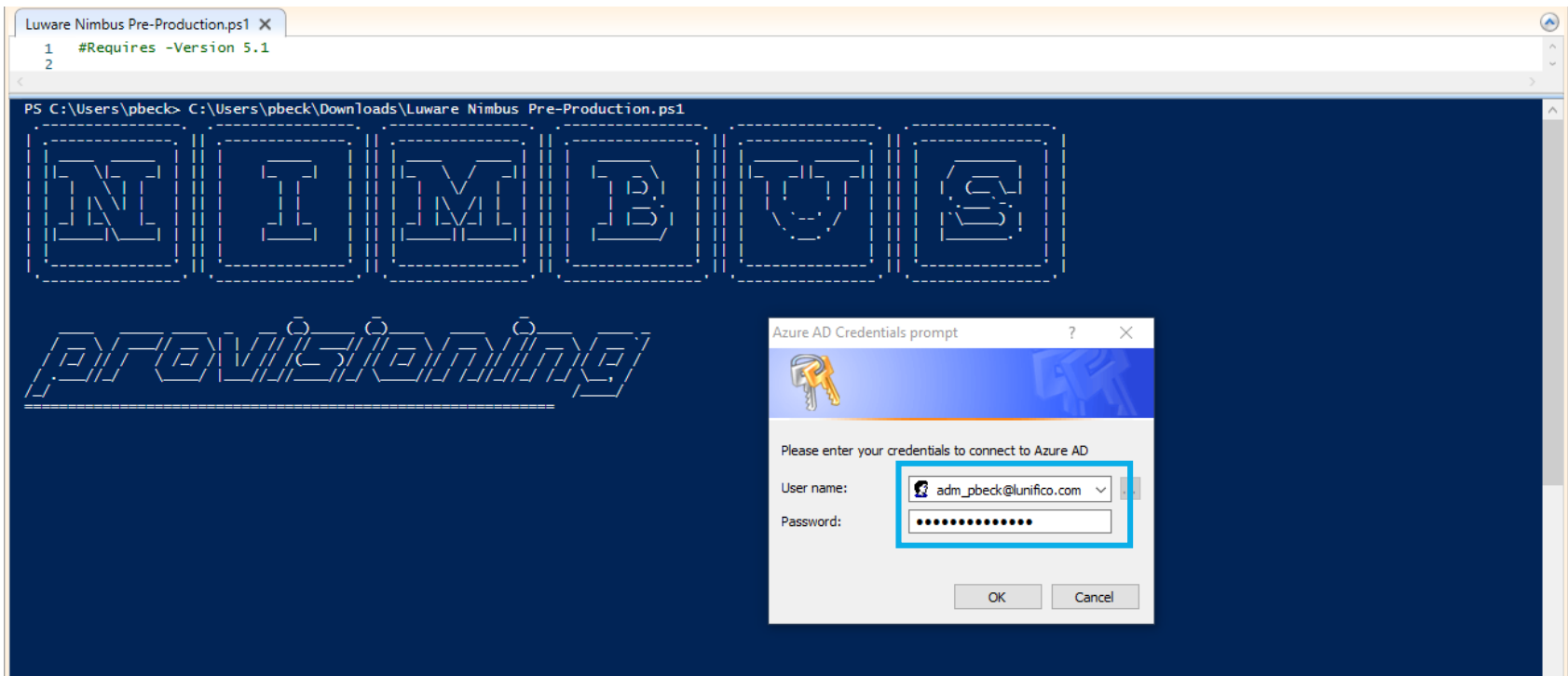
Getting started

Execute the script



Getting started

Using your tenant admin credentials



Getting started

Granting permissions – Run script

Script runs and grants permissions to our App. No need for re-grant permissions now...

```
Luware Nimbus Pre-Production.ps1 X
1 #Requires -Version 5.1
2

PS C:\Users\pbeck> C:\Users\pbeck\Downloads\Luware Nimbus Pre-Production.ps1

NIMBUS

PROVISIONING

Connecting to AzureAd...[Done]
Connecting to MsoService...[Done]
Creating Online Session...[Done]
Granting permissions for main Nimbus App
Granted Directory.Read.All
Granted Group.Read.All
Granted User.Read.All
Granted Calls.AccessMedia.All
Granted Calls.Initiate.All
Granted Calls.InitiateGroupCall.All
Granted Calls.JoinGroupCall.All
Granted Calls.JoinGroupCallAsGuest.All
[Done]
Would you like to re-grant all permissions to all the bots configured in your tenant? (Default is No)
(y / n) : n
```

Getting started

Granting permissions – Create application instance

Script checks which teams have been created or changed in the backend and pulls them out one by one... Allow to create it.

```
Luware Nimbus Pre-Production.ps1 X
1 #Requires -Version 5.1
2

Connecting to AzureAd... [Done]
Connecting to MsolService... [Done]
Creating Online Session... [Done]
Granting permissions for main Nimbus App
  Granted Directory.Read.All
  Granted Group.Read.All
  Granted User.Read.All
  Granted Calls.AccessMedia.All
  Granted Calls.Initiate.All
  Granted Calls.InitiateGroupCall.All
  Granted Calls.JoinGroupCall.All
  Granted Calls.JoinGroupCallAsGuest.All
[Done]
Would you like to re-grant all permissions to all the bots configured in your tenant? (Default is No)
( y / n ) : n

Skip re-granting all permissions
Fetched Changes for 1 Teams...

=====
Team: IT Service Desk
-----
Values to be set:

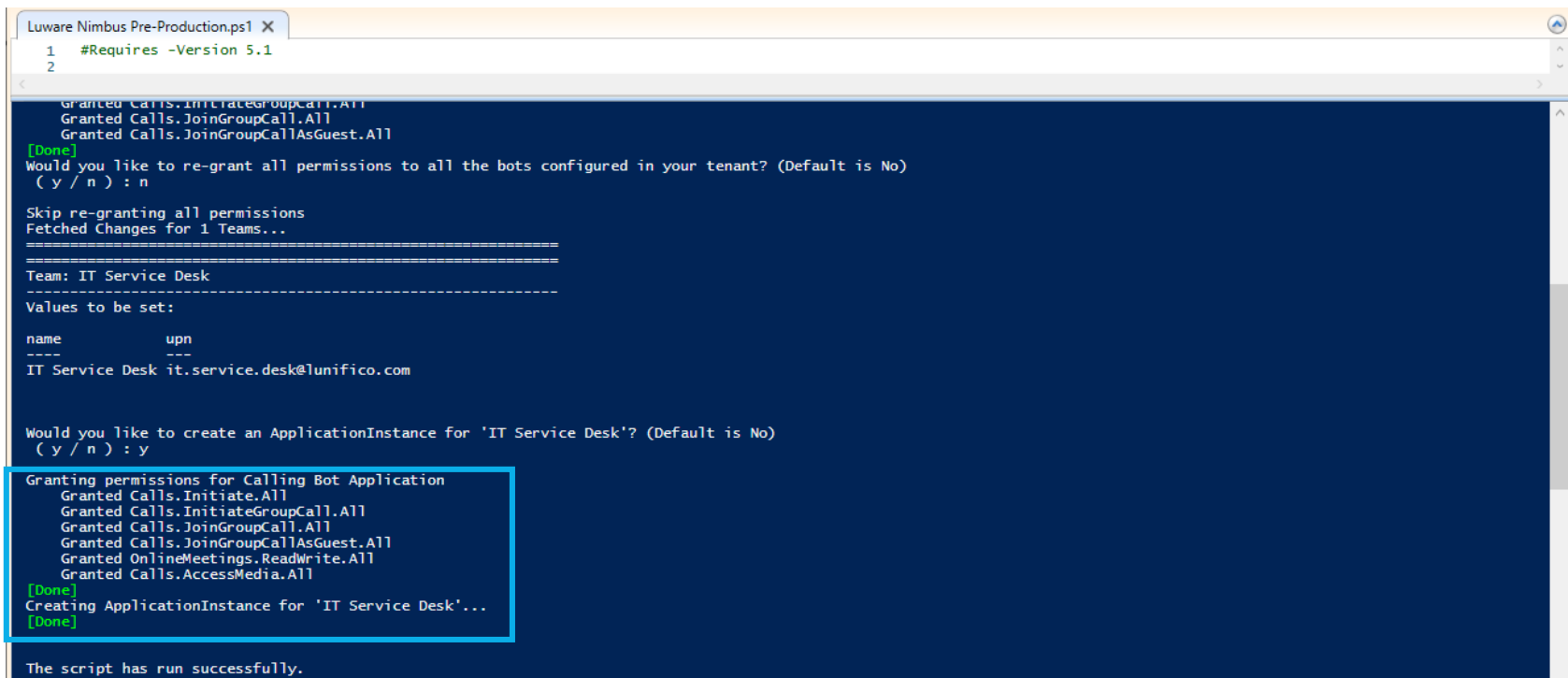
name          upn
----          -
IT Service Desk it.service.desk@lunifico.com

Would you like to create an ApplicationInstance for 'IT Service Desk'? (Default is No)
( y / n ) : y
```

Getting started

Granting permissions – Successful application instance

If all goes as expected, you will see all green and script ends. If changes will be done on the name, the same script can be run again



```
Luware Nimbus Pre-Production.ps1 X
1 #Requires -Version 5.1
2
Granted Calls.InitiateGroupCall.All
Granted Calls.JoinGroupCall.All
Granted Calls.JoinGroupCallAsGuest.All
[Done]
Would you like to re-grant all permissions to all the bots configured in your tenant? (Default is No)
(y / n ) : n

Skip re-granting all permissions
Fetched Changes for 1 Teams...
=====
Team: IT Service Desk
-----
Values to be set:
name          upn
----          -
IT Service Desk it.service.desk@lunifico.com

Would you like to create an ApplicationInstance for 'IT Service Desk'? (Default is No)
(y / n ) : y

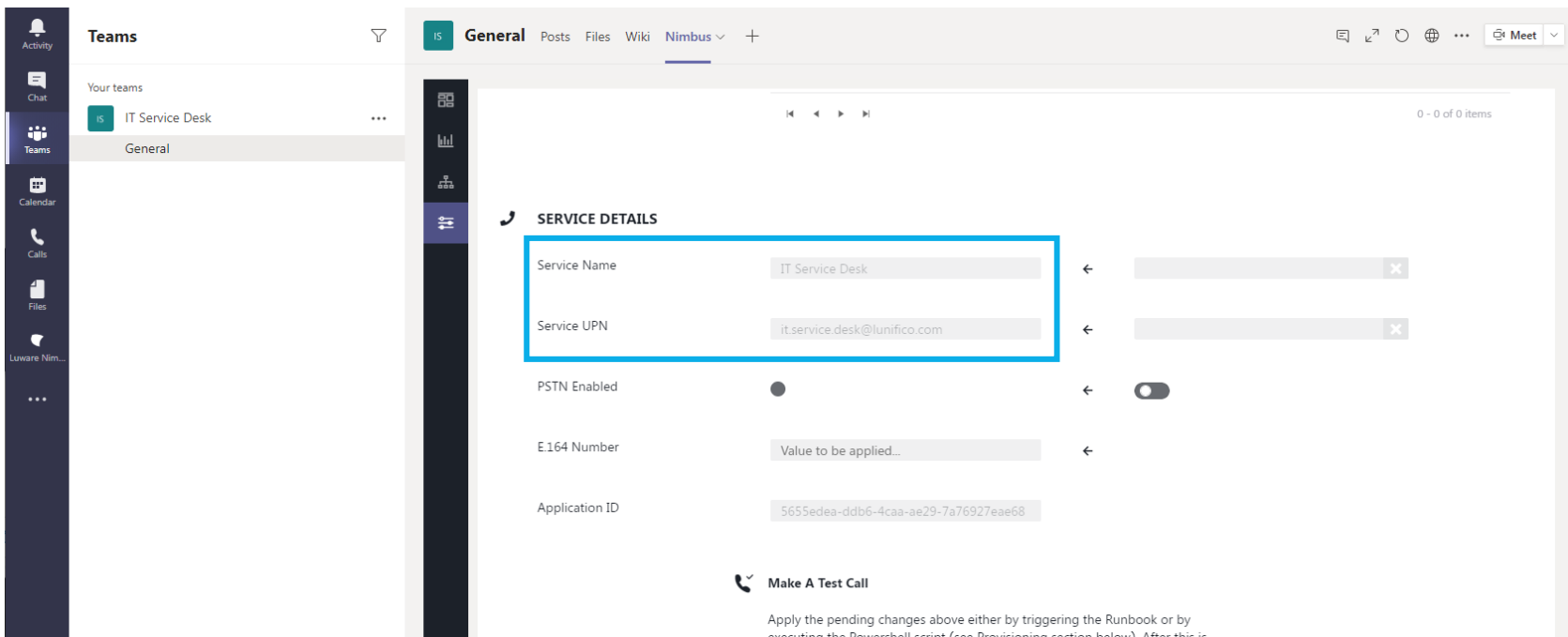
Granting permissions for Calling Bot Application
Granted Calls.Initiate.All
Granted Calls.InitiateGroupCall.All
Granted Calls.JoinGroupCall.All
Granted Calls.JoinGroupCallAsGuest.All
Granted OnlineMeetings.ReadWrite.All
Granted Calls.AccessMedia.All
[Done]
Creating ApplicationInstance for 'IT Service Desk'...
[Done]

The script has run successfully.
```

Getting started

Check Service Details

Go back to the teams settings page, to 'Service Details' and check that the values which have been on the right, are now left. If there is a change needed, put the new values on the right and rerun the script!



Getting started

Ready for service

Now, on the overview page, 'Almost done' is gone and the team is ready for service

The screenshot displays the Microsoft Teams overview page for the 'IT Service Desk' team. The interface is divided into several sections:

- Left Sidebar:** Contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and Lync. The 'Teams' icon is highlighted with a blue box.
- Header:** Shows the team name 'IT Service Desk' and a 'General' channel. A 'Meet' button is visible in the top right.
- Summary Cards:** A row of six cards provides a quick overview:
 - In Queue:** 0 TASKS
 - Longest Waiting Task:** 00:00 MM:SS
 - Connected:** 0 TASKS
 - Active:** 3 MEMBERS
 - Available:** 1 MEMBERS
 - Not Available:** 2 MEMBERS
 - My State:** A toggle switch currently in the 'OFF' position.
- Tasks Section:** Features a large circular gauge showing 0 tasks. A legend indicates: TOTAL TASKS (0), CONNECTED (0), IN QUEUE (0), and IN IVR (0). Below the gauge is a table with columns: SOURCE, STATE, TIME IN STATE, CONNECTED TO, and PICKUP. The content area below the table says 'No tasks'.
- Members Section:** Features a large circular gauge showing 3 members. A legend indicates: TOTAL MEMBERS (3), INACTIVE (0), AVAILABLE (1), and NOT AVAILABLE (2). Below the gauge is a table with columns: MEMBER, STATE, TIME IN STATE, and ACTIVE.

MEMBER	STATE	TIME IN STATE	ACTIVE
Kathy Green	Available	1m 57s	<input checked="" type="checkbox"/>
Melina Merkle	Not Available	17m 58s	<input checked="" type="checkbox"/>
Nicole Roberts	Not Available	17m 58s	<input checked="" type="checkbox"/>
- Footer:** A row of four summary cards:
 - Tasks Today
 - 0 Queue Time Today
 - 0 Connected Time Today
 - Reachability Today

Reporting page – still empty

The screenshot shows the Microsoft Teams reporting interface for the 'General' channel. The left sidebar contains navigation icons for Activity, Chat, Teams, Calendar, Calls, Files, and a user profile. The main content area is titled 'Team Statistics' and includes a filter icon and a 'Meet' button. The statistics are as follows:

- TASKS:** 0
- REACHABILITY:** No Data
- ACCEPTANCE SLA:** No Data
- HANGUP SLA:** No Data
- QUEUE TIME:** 00:00
- CONNECTED TIME:** 00:00

A red box highlights the reporting icon in the left sidebar. Below the team statistics is a line chart showing 'No calls were made in the last 30 days'. The legend for the chart includes:

- MESSAGE RECORDED
- HANGUP BEFORE ACCEPT
- HANGUP IN IVR
- HANGUP IN QUEUE
- HANGUP BY WORKFLOW
- ACCEPTED BY USER
- REACHABILITY
- ACCEPTANCE SLA
- HANGUP SLA
- TRANSFERRED BY WORKFLOW
- TRANSFER FAILED

Below the chart are two sections: 'Members Statistics' and 'Tasks Heatmap'.

Members Statistics:

MEMBER	NOT ACCEPTED	ACCEPTED
Kathy Green	0	0
Melina Merkle	0	0

Tasks Heatmap:

	1	2	3	4
Mo				
Tu				
We				
Th				

Getting started

Workflows

A simple workflow has been selected, start playing around with it. Gray boxes are disabled and can be activated with the slider.

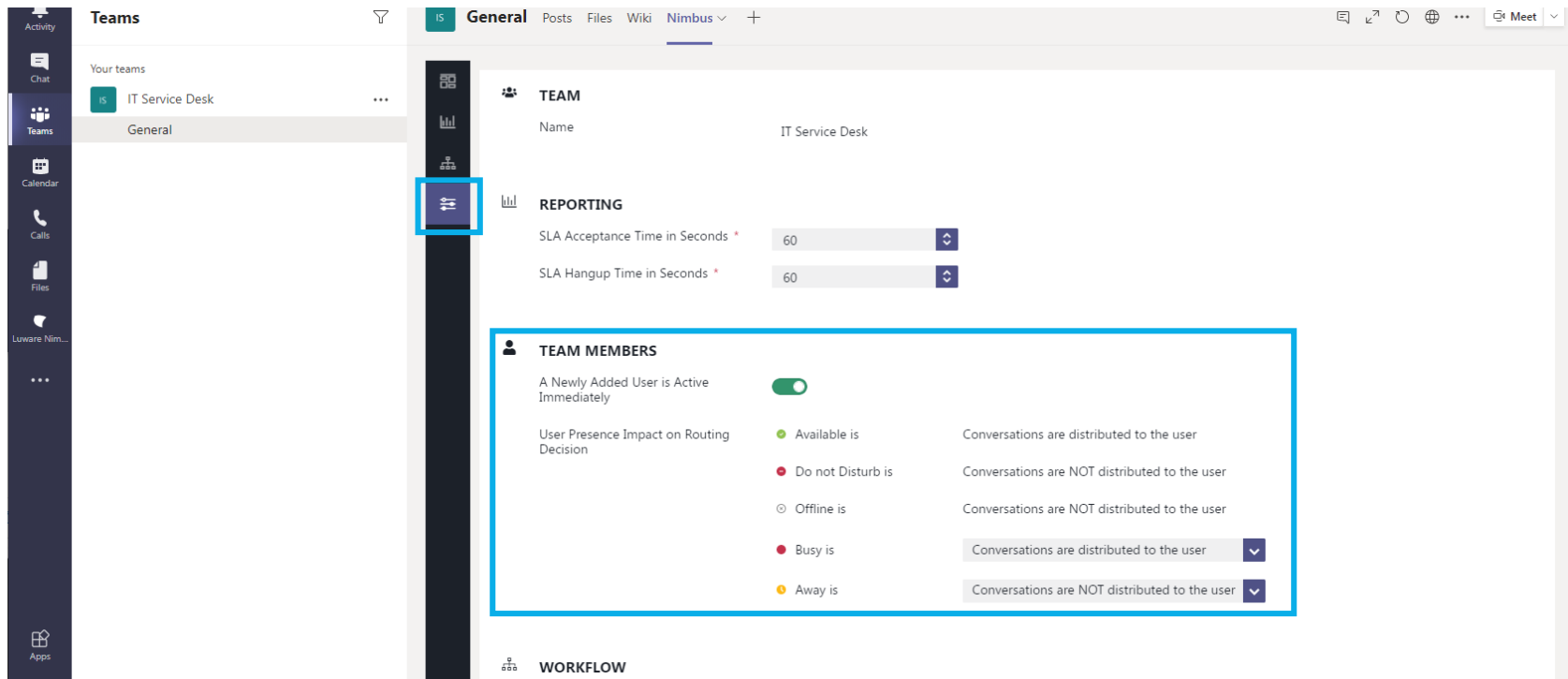
The screenshot displays the Microsoft Teams interface with a workflow editor open. On the left, the Teams navigation pane shows 'IT Service Desk' and 'General' channels. The workflow editor is titled 'Simple Distribution' and is currently 'ACTIVE'. The workflow steps are:

- START** (black box)
- ACCEPT CALL** (green box)
- ANNOUNCEMENT** (gray box) with a disabled toggle switch (indicated by a blue box).
- ENQUEUE** (green box) with a toggle switch (checked) and settings: Distribution Type: Direct, Max Wait Time: 00:05:00.
- ANNOUNCEMENT** (gray box) with a disabled toggle switch (indicated by a blue box).

The workflow editor includes an 'EDIT STRUCTURE' button and a 'HISTORY' tab. The workflow is visualized as a vertical flowchart with arrows connecting the steps.

Settings – Configurations

The settings page offers different configuration possibilities for different presence status



Settings – Test calls

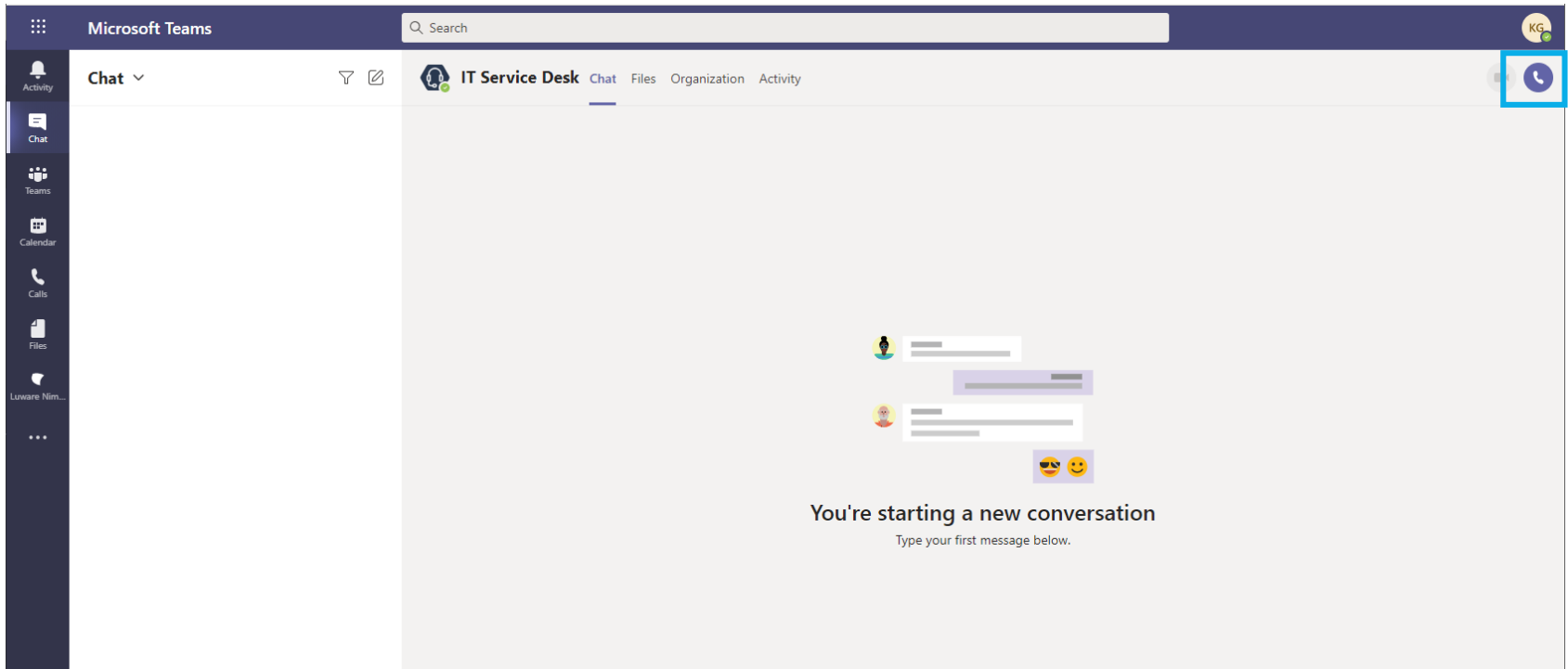
Further down on the settings page, you can make a test call

The screenshot shows the Microsoft Teams settings interface. On the left is a dark navigation sidebar with icons for Activity, Chat, Teams, Calendar, Calls, Files, and Luvare Nim... At the top of the main area, the 'Teams' header is visible, followed by a list of teams including 'IT Service Desk' and 'General'. A vertical toolbar on the left of the settings pane contains icons for various settings, with the 'Calls' icon highlighted by a blue square. The main settings pane is titled 'General' and includes tabs for 'Posts', 'Files', 'Wiki', and 'Nimbus'. Under the 'SERVICE DETAILS' section, there are several configuration items: 'Service Name' (IT Service Desk), 'Service UPN' (it.service.desk@lunifico.com), 'PSTN Enabled' (toggle off), 'E.164 Number' (Value to be applied...), and 'Application ID' (5655edea-ddb6-4caa-ae29-7a76927eae68). Below this is the 'Make A Test Call' section, which contains a paragraph of instructions and a blue 'TEST CALL' button highlighted with a blue square. At the bottom, there is a 'Provisioning' dropdown and a 'Via Runbook' logo.

Getting started

Settings – Test call

Start a call. Note: If there is only one user in the Team, it is a bit tricky to handle two calls...



Getting started

Search

The team can be found in the Teams search. Note: It can take up to an hour for the team to appear in the Teams Address book

The screenshot shows the Microsoft Teams interface with a search bar at the top. The search bar contains the text "IT Serv". Below the search bar, a dropdown menu displays search results for "IT Serv". The first result is highlighted with a blue border and contains the following text:

- IT Service Desk**
Get directed to an available representative. All calls are answered in the order they're received.

The main content area of the Teams interface is visible, showing a "Tasks" section and a "Members" section. The "Tasks" section displays a large "0" and a "TOTAL TASKS" summary with a legend: CONNECTED (0), IN QUEUE (0), and IN IVR (0). Below this is a table with columns: SOURCE, STATE, TIME IN STATE, CONNECTED TO, and PICKUP. The table is currently empty, displaying "No tasks".

The "Members" section displays a large "3" and a "TOTAL MEMBERS" summary with a legend: INACTIVE (0), AVAILABLE (1), and NOT AVAILABLE (2). Below this is a table with columns: MEMBER, STATE, TIME IN STATE, and ACTIVE. The table lists three members:

MEMBER	STATE	TIME IN STATE	ACTIVE
Kathy Green	Available	18s	<input checked="" type="checkbox"/>
Melina Merkle	Not Available	51m 26s	<input checked="" type="checkbox"/>
Nicole Roberts	Not Available	51m 26s	<input checked="" type="checkbox"/>

Getting started

Activate/deactivate users

On the overview page, you can see the team and you can activate/deactivate user with the slider

The screenshot displays the Luware Nimbus Pre-Production overview dashboard. The interface includes a sidebar with navigation options: Activity, Chat, Teams, Calendar, Calls, Files, Luware Nim..., and Apps. The main content area is divided into three primary sections: My Queue, My Teams, and My Day, with a My Reporting section at the bottom.

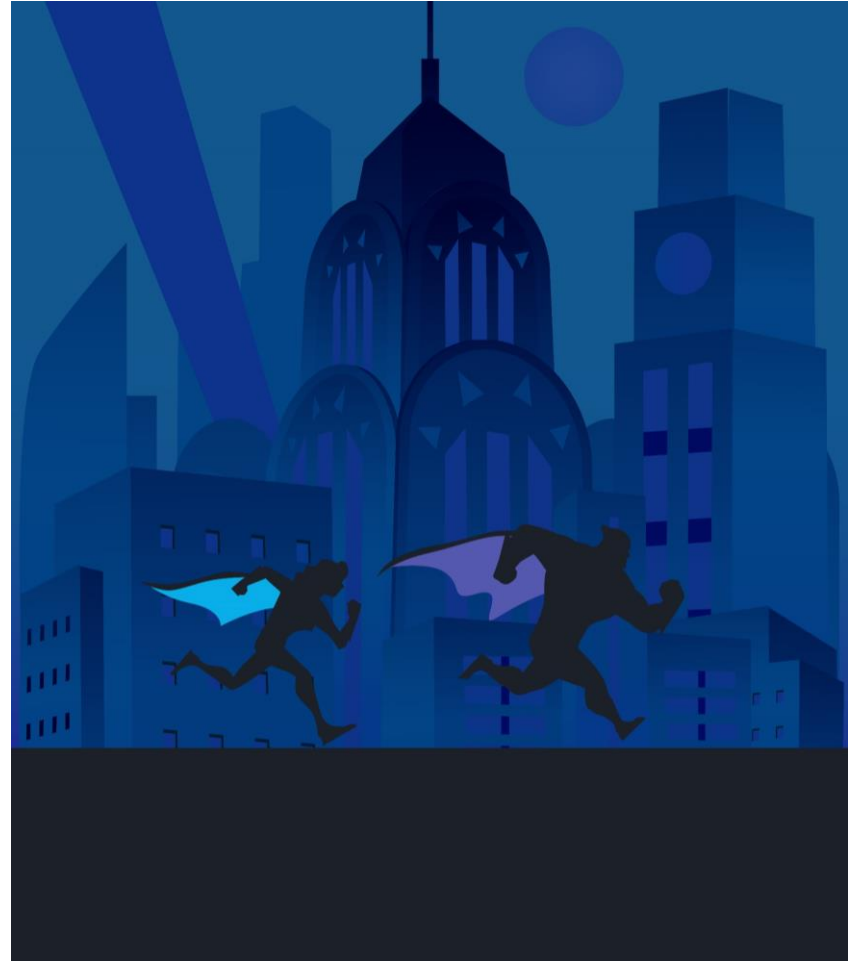
My Queue: Shows 0 current tasks. Legend: IN IVR (grey dot), IN QUEUE (purple dot). A table below has columns for SOURCE, TEAM, WAITING, and PICKUP. The status is "No tasks".

My Teams: Shows 1 total team. Legend: ACTIVE (green dot), INACTIVE (grey dot). A table below has columns for TEAM and ACTIVE. The team "IT Service Desk" is shown with an active toggle switch.

My Day: Shows 0 interactions today. Legend: ACCEPTED (green dot), RONA (orange dot), DECLINED (red dot). A time-axis chart shows "No calls were made today" from 12:00 AM to 12:00 AM.

My Reporting: Shows 00:00 ringing time and 00:00 connected time. A time-axis chart shows "No calls were made in the last 30 days". A summary card shows 0 interactions in 30 days.

Tenant Admin Play



Create a new Security Group in Azure AD

Microsoft Azure

Search resources, services, and docs (G+)

Home > Luware UK Ltd > Groups

Groups | All groups

Luware UK Ltd - Azure Active Directory

+ New group | Download groups | Delete | Refresh | Columns | Preview features | Got feedback?

This page includes previews available for your evaluation. View previews →

Search groups | Add filters

	Name	Object Id	Group Type	Membership Type	Email	Source
<input type="checkbox"/>	BL Bank London	d7280889-cca7-4b36-9981-29c83fb...	Microsoft 365	Assigned	BankLondon@lunifico.onmicrosoft.c...	Cloud
<input type="checkbox"/>	CC Customer Care	53e0db93-5bcd-479d-9ff6-6584f72b...	Microsoft 365	Assigned	CustomerCare@lunifico.onmicrosoft...	Cloud
<input type="checkbox"/>	E Electronics	0823b1e0-78b4-475b-bfed-8f2151d...	Microsoft 365	Assigned	Electronics@lunifico.onmicrosoft.com	Cloud
<input type="checkbox"/>	ES Electronics Specialists	77cb7434-1eb3-467a-bf05-a2fe5ba9...	Microsoft 365	Assigned	ElectronicsSpecialists@lunifico.onmi...	Cloud
<input type="checkbox"/>	G Garden	4b76cbd3-83e3-46f2-aa99-5b7870c...	Microsoft 365	Assigned	Garden@lunifico.onmicrosoft.com	Cloud
<input type="checkbox"/>	IS IT Service Desk	740ee559-56ff-4c06-b8ab-ba04660c...	Microsoft 365	Assigned	ITServiceDesk@lunifico.onmicrosoft....	Cloud
<input type="checkbox"/>	LC Lunifico Claims	ff12541c-bbb6-4a7a-a24f-2ea4a58d...	Microsoft 365	Assigned	LunificoClaims@lunifico.onmicrosoft...	Cloud
<input type="checkbox"/>	LG Lunifico General	6596ca02-2d63-46b0-99b4-0cd6a6b...	Microsoft 365	Assigned	LunificoGeneral@lunifico.onmicrosof...	Cloud
<input type="checkbox"/>	LI Lunifico London	0c341cab-1d3d-4c1b-ae20-b09207d...	Microsoft 365	Assigned	LunificoLondon@lunifico.onmicrosof...	Cloud
<input type="checkbox"/>	MT Marketing Team	249b7abd-b99a-4eb8-9d1a-96f7497...	Microsoft 365	Assigned	MarketingTeam@lunifico.onmicrosof...	Cloud
<input type="checkbox"/>	PL Project Luna	0cc8940a-0dc0-4239-b8fe-61fdf5dc...	Microsoft 365	Assigned	ProjectLuna@lunifico.onmicrosoft.co...	Cloud
<input type="checkbox"/>	S Sports	6ef8eb30-e9be-4a80-b603-f48c6308...	Microsoft 365	Assigned	Sports@lunifico.onmicrosoft.com	Cloud
<input type="checkbox"/>	SL Store London	95c6289c-c344-4934-8bec-9dc702ff...	Microsoft 365	Assigned	StoreLondon@lunifico.onmicrosoft.c...	Cloud

Define group name and add members

The screenshot displays the Microsoft Azure portal interface for creating a new group. The main area is titled "New Group" and contains the following configuration options:

- Group type ***: A dropdown menu set to "Security".
- Group name * ⓘ**: A text input field containing "Nimbus Admins" with a green checkmark on the right.
- Group description ⓘ**: A text input field with the placeholder text "Enter a description for the group".
- Membership type ⓘ**: A dropdown menu set to "Assigned".
- Owners**: A section with the text "No owners selected".
- Members**: A section with the text "No members selected".

On the right side, a sidebar titled "Add members" is open, showing a search bar and a list of users. The "Selected items" section at the bottom of the sidebar lists the following members:

Initials	Name	Email	Action
AA	ADM Alexander Grafetsberger	adm_agrafetsberger@lunifico.com	Remove
AC	ADM Christopher Nesbitt	adm_cnesbitt@lunifico.com	Remove
AJ	ADM James Cadman	adm_jcadman@lunifico.com	Remove
AP	ADM Philipp Beck	adm_pbeck@lunifico.com	Remove

Tenant name & object Id

Send your tenant name and Object Id of the Security Group to: nimbus-msft-CoSell@luware.com

The screenshot shows the Microsoft Azure portal interface. The breadcrumb navigation at the top indicates the path: Home > Luware UK Ltd > Groups > Nimbus Admins. The main header shows the user 'adm_pbeck@lunifico.com' and the organization 'LUWARE UK LTD'. The left sidebar contains navigation options under 'Manage' (Properties, Members, Owners, Administrative units, Group memberships, Applications, Licenses, Azure role assignments) and 'Activity' (Access reviews, Audit logs, Bulk operation results, Troubleshooting + Support, New support request). The main content area displays the details for the 'Nimbus Admins' group, which has a green icon with 'NA'. The details include:

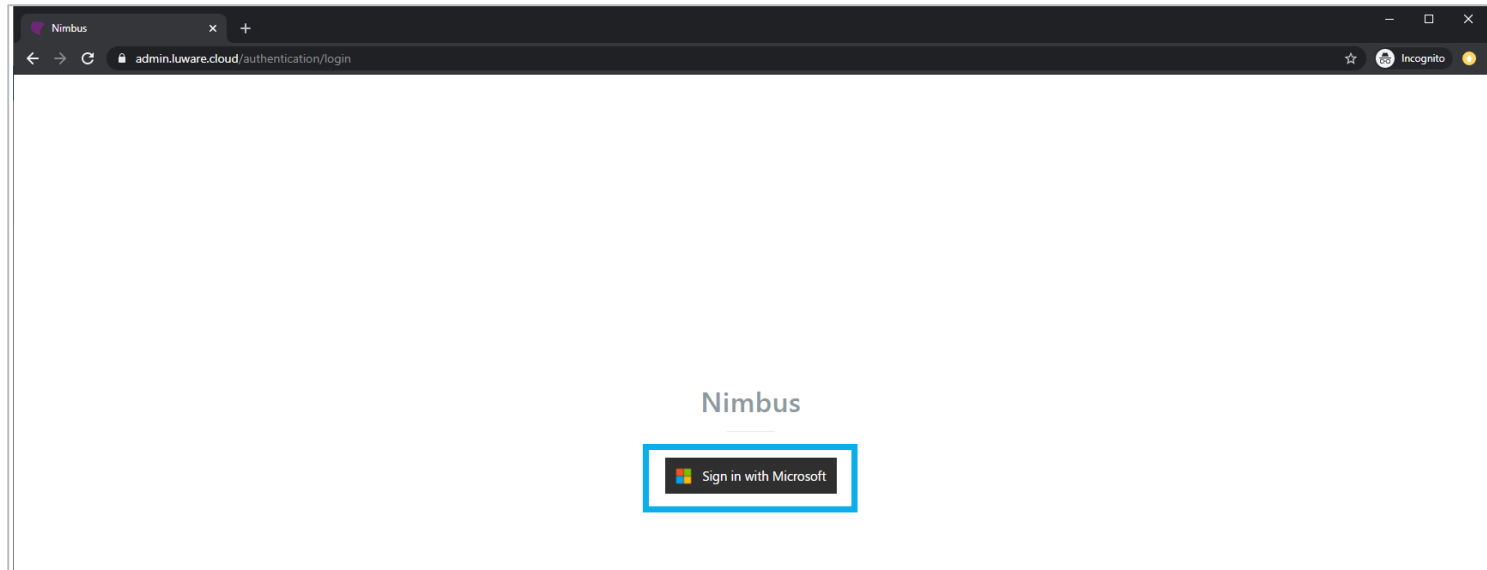
- Membership type: Assigned
- Source: Cloud
- Type: Security
- Object Id: 08f01242-457b-40a1-bc92-e0baae72c932 (highlighted with a blue box and a 'Copy to clipboard' tooltip)
- Creation date: 9/14/2020, 9:20:00 AM

Below the details, there are summary statistics for group members:

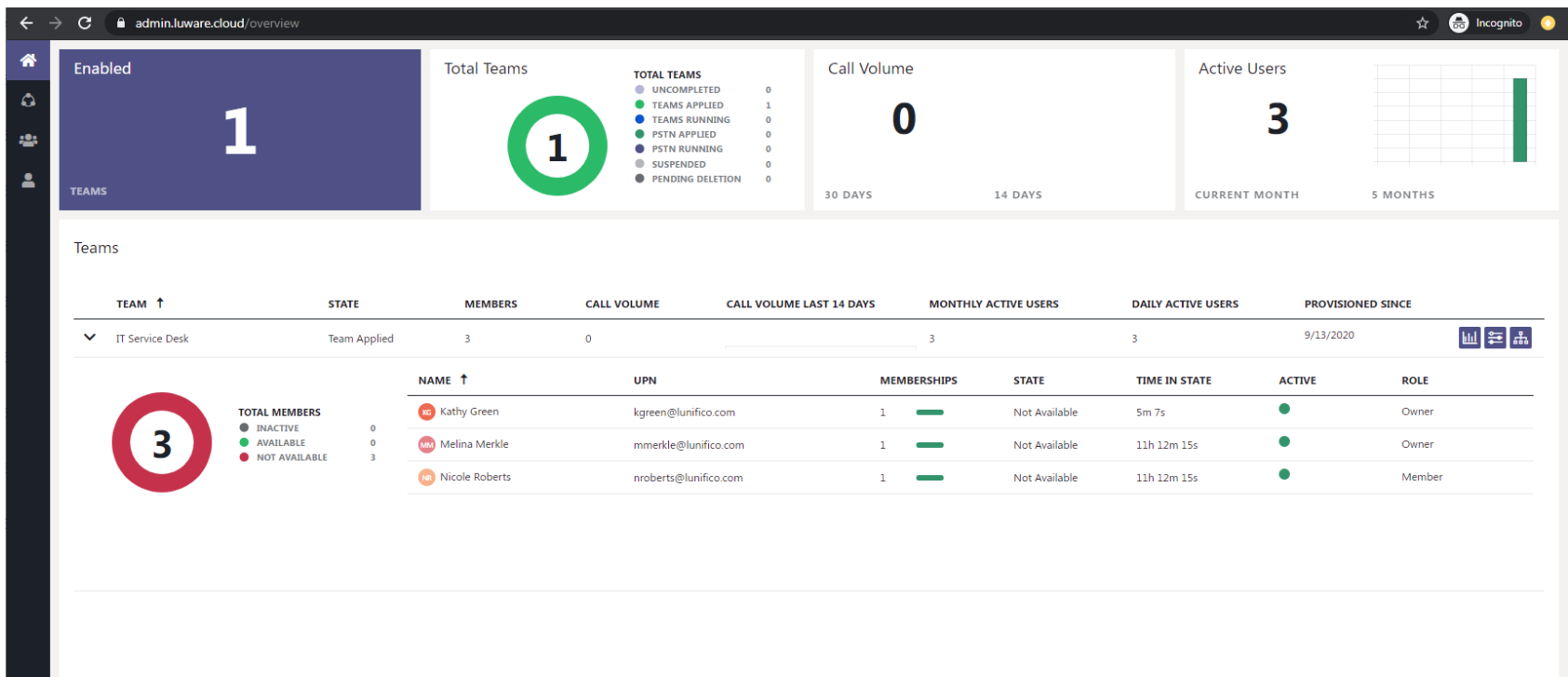
- Direct members: 4 User(s), 0 Group(s), 0 Device(s), 0 Other(s)
- Group memberships: 0
- Owners: 0

Sign in

When you receive the go from us, sign in at <https://admin.luware.cloud> with an account of the created security group



Here you go!





Welcome to Nimbus

This Area is Work in Progress Major Revisions are still needed before being publish-ready. This info applies to this page and all subpages (children) Help impro

Get started!

NEWS

Nimbus is here!

September 16, 2019

Introduction to Nimbus

- Nimbus Introduction
- Nimbus Glossary

Installation

- Nimbus Installation / Configuration
- Required Permissions

Usage of Nimbus

- Configure Nimbus
- Nimbus Personal App
- Nimbus Teams Tab
- User Data Collection

The latest Nimbus news:

<https://help.luware.com/nimbus/latest>



The image features a stylized, dark blue cityscape at night. In the foreground, two superheroes are running from left to right. The superhero on the left is a silhouette with a bright blue cape. The superhero on the right is a silhouette with a purple cape. The background consists of various building silhouettes, including one with a large arched window. The overall tone is dark and energetic.

**Let's save customer service.
Together!**