



uCallManager

Title: OnBoarding for CSP partners
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Introduction

If you already sell Office 365 services as a tier-1 or tier-2 partner, you can add uCallManager to your customers tenant.

The uCallManager solution consists of 2 parts:

- uCallManager connect
 - o This is the Direct Routing service for MS Teams. This enables users for make and receive PSTN calls using their Teams client
- uCallManager portal
 - o For adding contact center features to Teams

OnBoarding

The setup consists of 4 steps:

1. Register your company as a uCallManager partner
 - a. <https://universal.cloud/en-us/Contact>
2. You need to have admin access to the customers tenant to setup the direct routing gateway, define a Voiceroute and enable users by assigning phone numbers. If you



want to delegate these actions to Universal, please use the following link to have our consultants take care of this:

<https://portal.office.com/partner/partnersignup.aspx?type=ResellerRelationship&id=8e9472af-2a3b-4741-9ac5-03ff5fb830db&csp=1&msppid=0>

3. Choose inbound and outbound trunk with service plan:
 - a. Select uCallManager as you SIP provider.
 - i. Port phone numbers to uCallManager
 - ii. Want to register new phone numbers
 - iii. Bring your own trunk see section B;
 - b. Bring your own trunk is supported
 - i. Supply our support engineers with account details for your SIP trunk. Currently to following trunk providers and-/or phone systems have been tested:
 1. Vodafone
 2. Voxbone
 3. BT
 4. DIDWW
 5. Asterisk/Freepbx
 - c. A service plan specifies the number of concurrent calls. More details on determining Trunk Capacity can be found here:
<https://www.nojitter.com/how-size-your-sip-trunks>
4. Configure Inbound services using the uCallManager (<https://portal.universal.cloud>) portal for:
 - a. Call recording
 - b. Call Queues
 - c. Agents
 - d. Opening hours

For each tenant a unique login is created to manage to solution.

Note: White-label URL portal is available upon request. This requires a SSL certificate to be installed.

Requirements

To enable a user for uCallManager an Office 365 tenant needs to have a Office 365 E1/E3/E5 license with Phone System add-on.

A SIP trunk for Inbound and Outbound PSTN calling



Technical documentation

Please find the technical documentation below:

Domainname

Add FQDN <customername>. **client.universalsbc.com** to the **Setup->Domains** under Microsoft 365 admin center. This record is used for Teams direct routing. The .TXT record for validation will be provided by the uCallManager support team for each new customer.

Enable users

Connect to the customer's tenant and create a new session:

Download SkypeOnlinePowerShell.Exe

From <<https://www.microsoft.com/en-us/download/details.aspx?id=39366>>

Start PowerShell as administrator and setup a session using these 4 commands:

```
Import-Module SkypeOnlineConnector  
$userCredential = Get-Credential  
$sfbSession = New-CsOnlineSession  
Import-PSSession $sfbSession
```

Using PowerShell and execute the following commands:

```
New-CsOnlinePSTNGateway -Fqdn customername.client.universalsbc.com -SipSignallingPort 5068 -  
MaxConcurrentSessions 50 -Enabled $true
```

```
Set-CsOnlinePstnUsage -Identity Global -Usage @{Add="TeamsNL"}
```

```
New-CsOnlineVoiceRoute -id "NL" -NumberPattern ".*" -OnlinePstnGatewayList  
customername.client.universalsbc.com
```

```
Set-CsOnlineVoiceRoute -id "NL" -OnlinePstnUsages @{add="TeamsNL"}
```

```
New-CsOnlineVoiceRoutingPolicy "uCallManager" -OnlinePstnUsages "TeamsNL"
```

```
Set-CsUser -Identity "username@domainname..com" -EnterpriseVoiceEnabled $true -HostedVoiceMail  
$true -OnPremLineURI tel:+31XXXXXXXXXX
```

```
Grant-CsOnlineVoiceRoutingPolicy -Identity "naples@universal.cloud" -PolicyName "uCallManager"
```

note: replace NL with the customers local.