

Hosting Controller Lync Module

Hosting Controller Inc.



HC Lync Module



Microsoft Lync is an enterprise software and has features set that is targeted toward corporate environments. Users seek communications tools that make their work easier and are available anywhere, anytime, including within the context of other applications. Microsoft Lync 2013 provides a single interface that unites voice communications, IM, and audio, video, and Web conferencing into a richer, more contextual offering.

HC Lync Module furnishes service providers the flexibility and control they need to manage and provision their communications infrastructure efficiently. It provides a centralized platform for communications-enabled business processes and management.



What is Required?

The service delivery components vital to the health of any Lync environment include

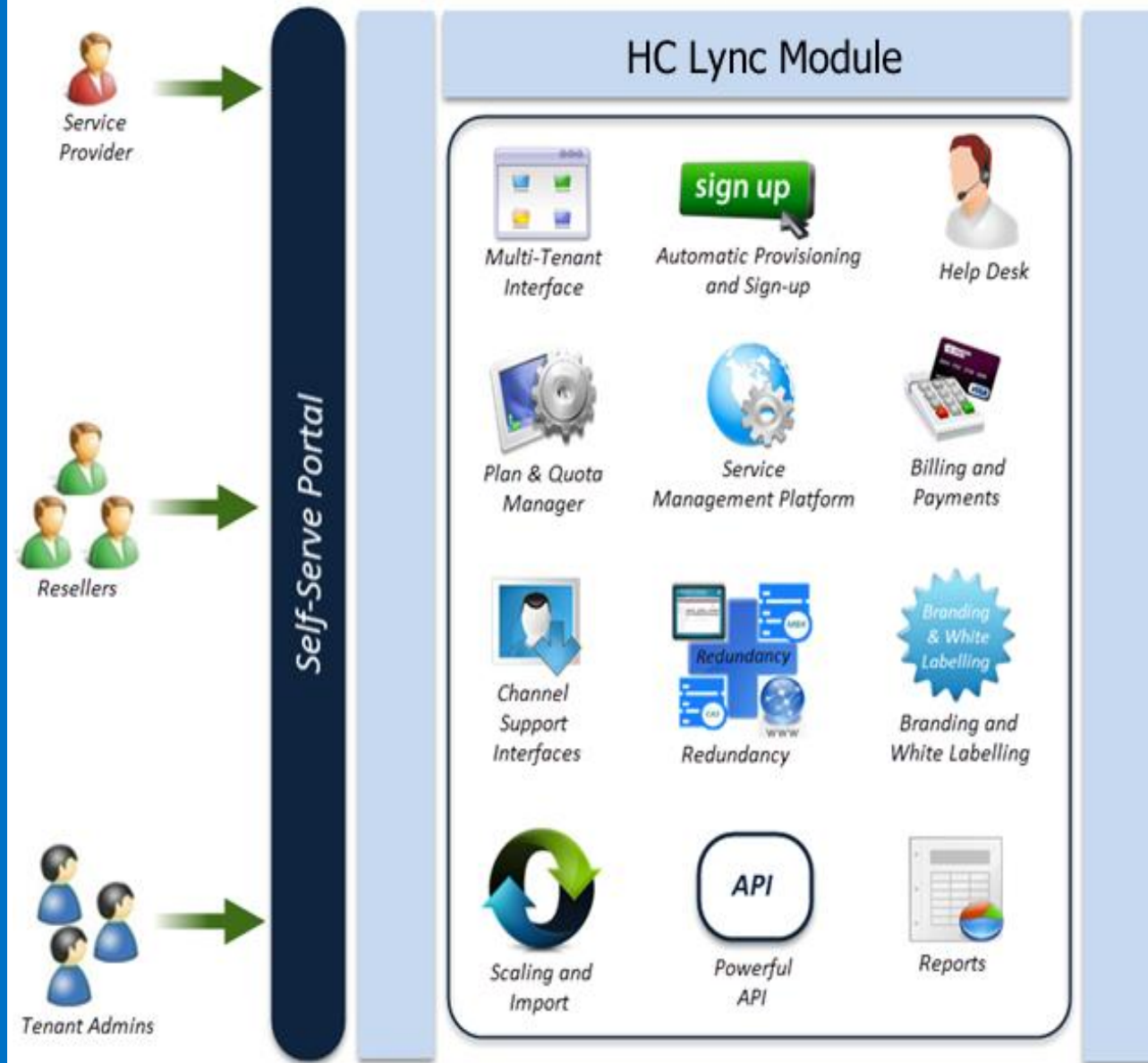
Multi-tenant Interface	Automatic Provisioning & Sign-up	Self-Serve Portal	Plan and Quota Management
Service Management Platform	Billing and Payments	Channel Support Interface	Reports
Branding and White Labelling	Help Desk	Scalling & Import	API



HC Lync Module

Multi-tenancy

Key takeaway



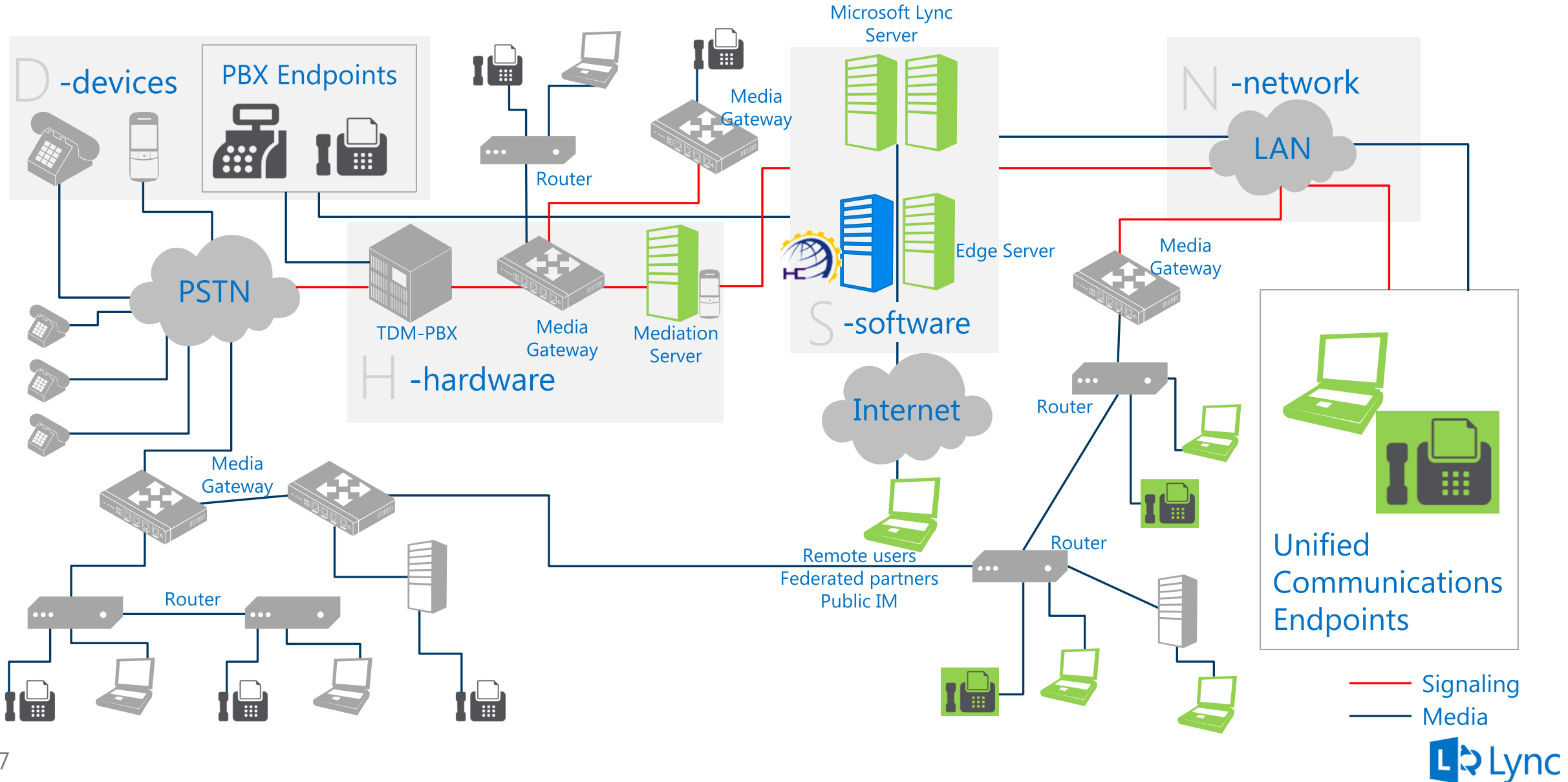
How is it accomplished?

The presence of the above components is sacred to the portfolio of any service provider. Enterprises offering hosted Lync or Cloud services for that matter, very well understand the importance of an integrated offering in a fast growing and highly competitive market. The unavailability even of any one of the above service components may spell trouble for an enterprise.

Keeping this in view Hosting Controller unifies the utility of all the above to bring you an enterprise class web based control panel. The keyword here is “centrally managed” and that is exactly what Hosting Controller has in store.

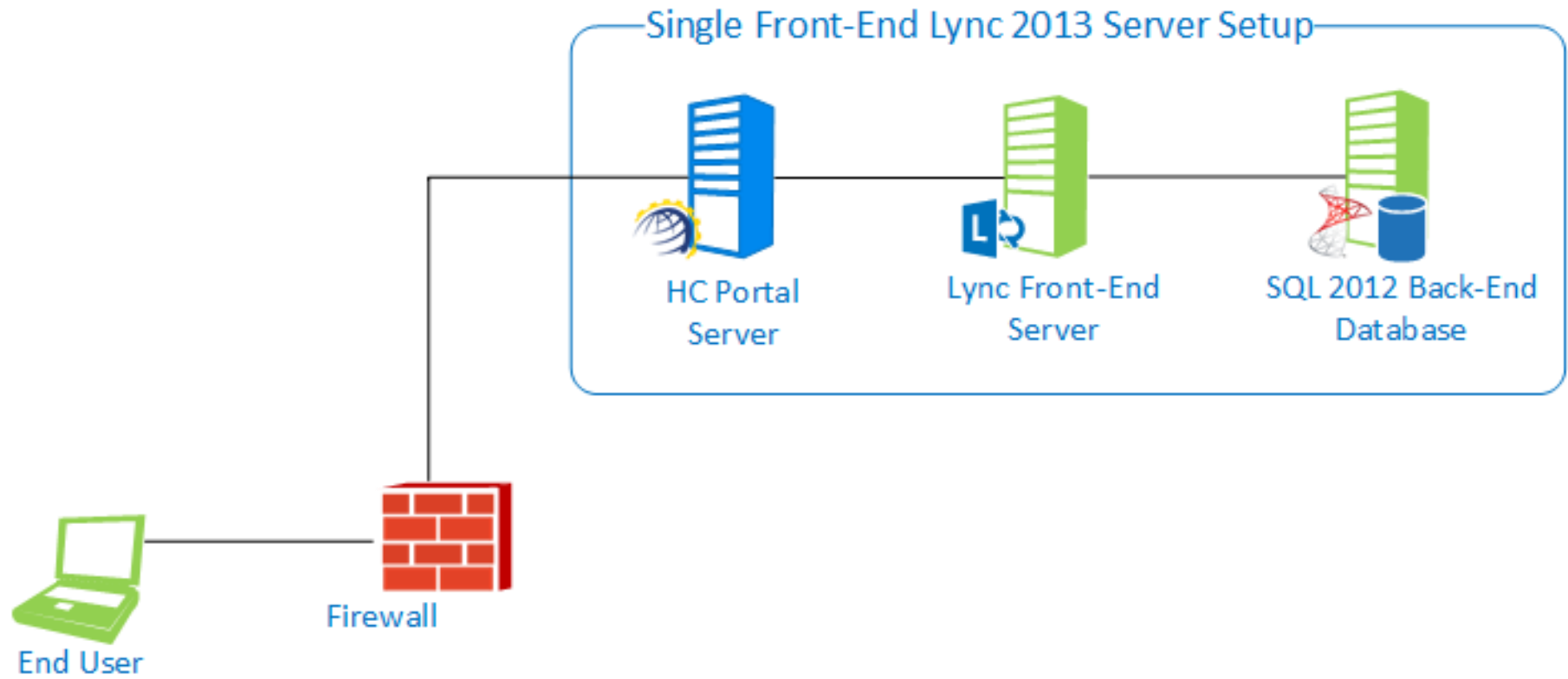
Understand the Environment

Understand the Environment

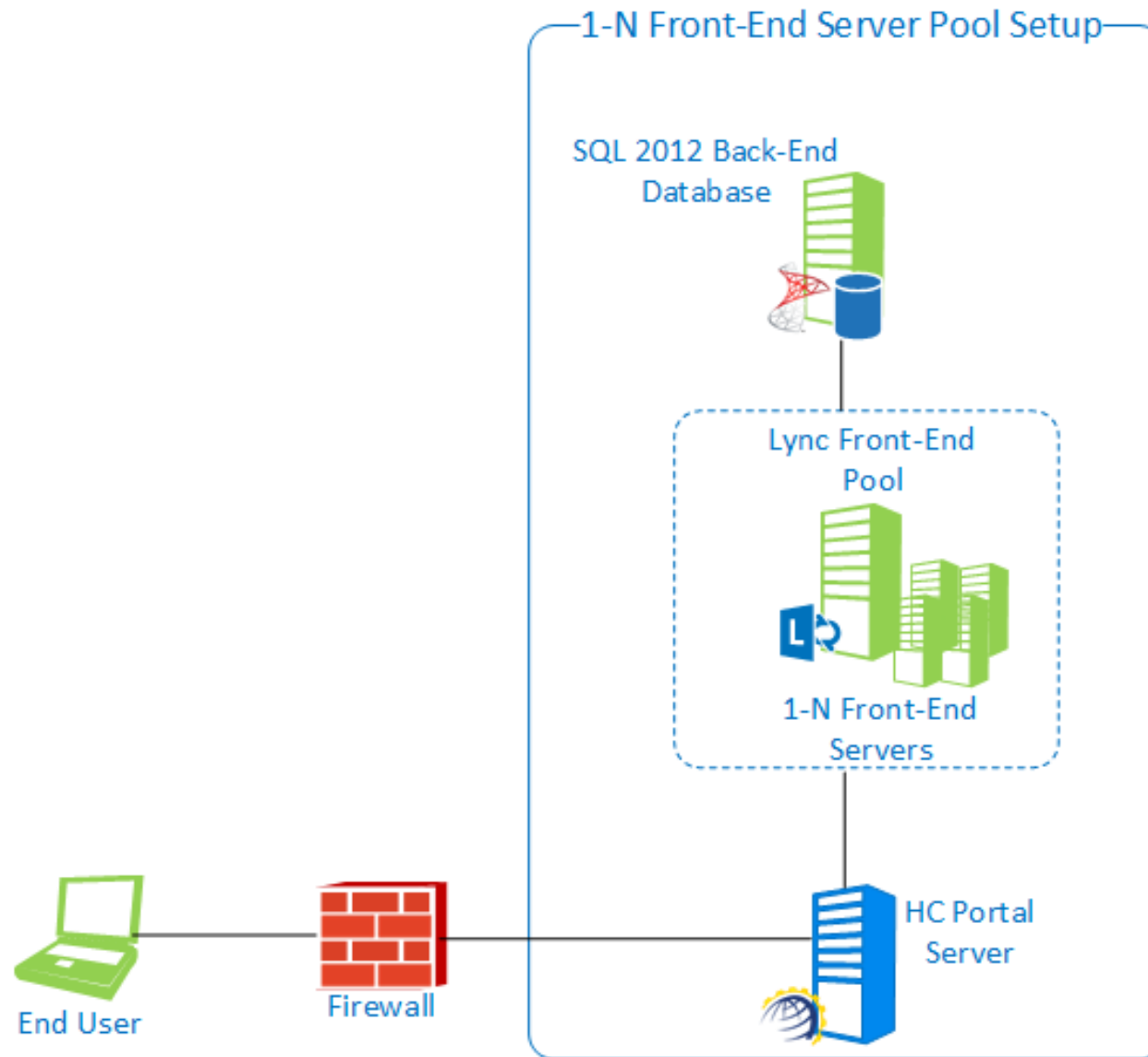


Scale – Up with Hosting Controller

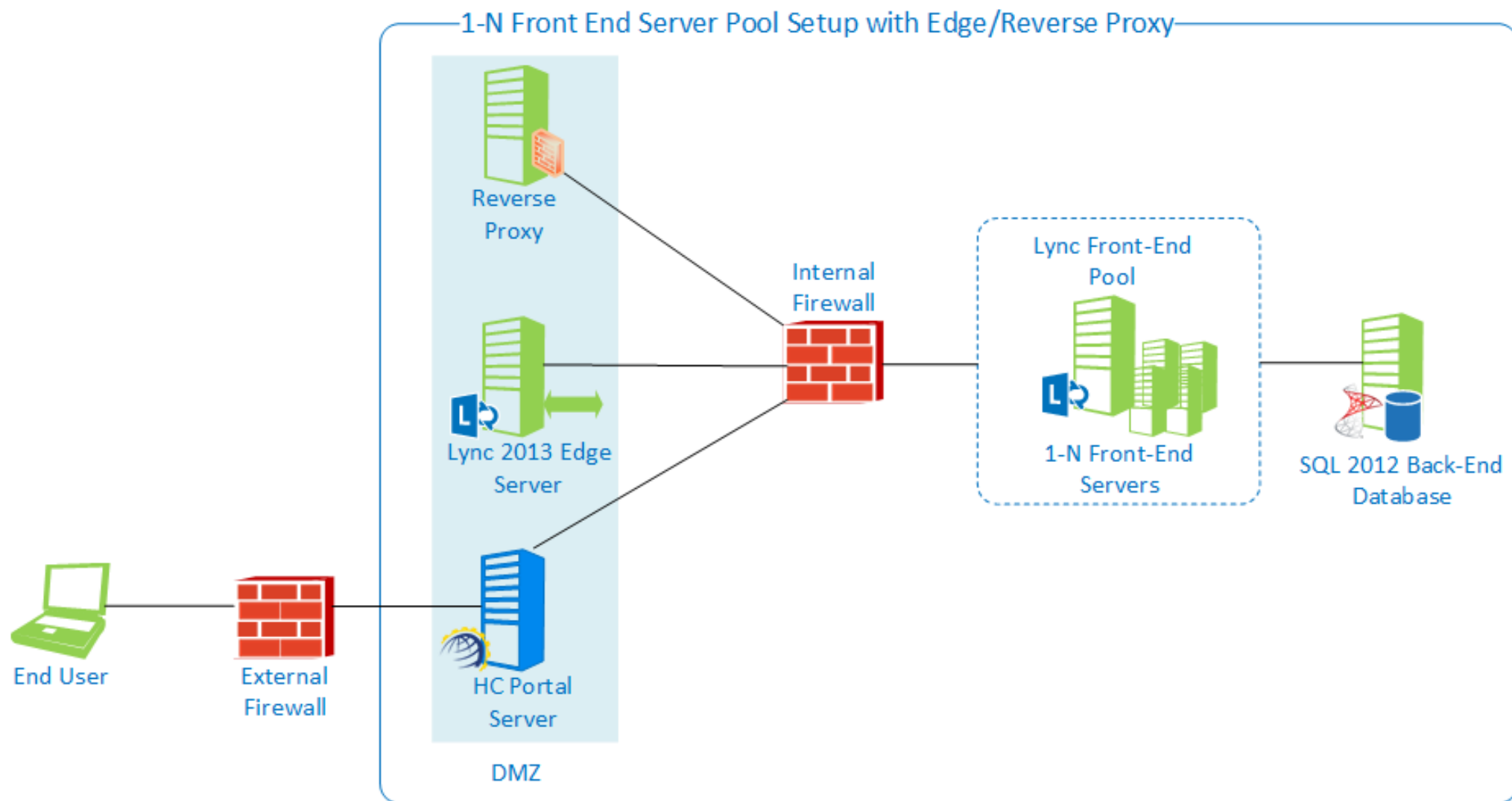
Scenario 1



Scenario 2



Scenario 3



HC Lync Module Control Panel Features

Features

Simplified Management

- Ability to Create/Delete Lync User
 - Ability to Create/Delete Lync enabled organization
 - Ability to Add Lync Users in bulk
 - Ability to Create/Delete SIP Domain in a specific Organization
 - Share Organization's users with Exchange, SharePoint, Dynamics CRM and Blackberry module (or enable existing users of other enterprise modules)
- Ability to set Call Forwarding for Lync Users
 - Ability to Enable Lync User's Status
 - Ability to Disable Lync User's Status (Temporarily disable Lync service for a specific user)
 - Set Lync User's General Profile information at the time of creation
 - Change Lync User's Password
 - Set Lync User's General Profile information at the time of creation
- Edit/Update Lync User's General Profile information
 - Users Segregation and Multi Tenancy
 - Ability to set Lync User Telephony Options
 - Group Call
 - PC to PC Calls
 - Enterprise Voice
 - Audio/Video Disabled
 - Remote call control
 - Remote call control only



Features Cont.

Unified Control Panel

- Assign Lync Policies to User
 - Archive Policies
 - Dial Plan Policies
 - Client Policies
 - Client Version Policies
 - Conferencing Policies
 - External Access Policies
 - Location Policies
 - Pin Policies
 - Voice Policies
- Lync URI Management
 - Ability to Add Line URI(s)
 - Assign Line URI(s) to Reseller(s) and End User
 - Assign/Un-assign Line URI to Lync User
- Lync User Pool(s) Management
 - Assign Lync User Pool to Reseller
 - Assign Lync User Pool to Lync User
- Simple URL support for SIP Domains
 - Ability to Set Naming Options for Meet Simple URLs at Host Level
 - Ability to assign Simple URL for SIP Domains
- Exchange Distribution List Support for Lync Users
 - Ability to add Exchange Distribution List in Lync User contacts



Features Cont.

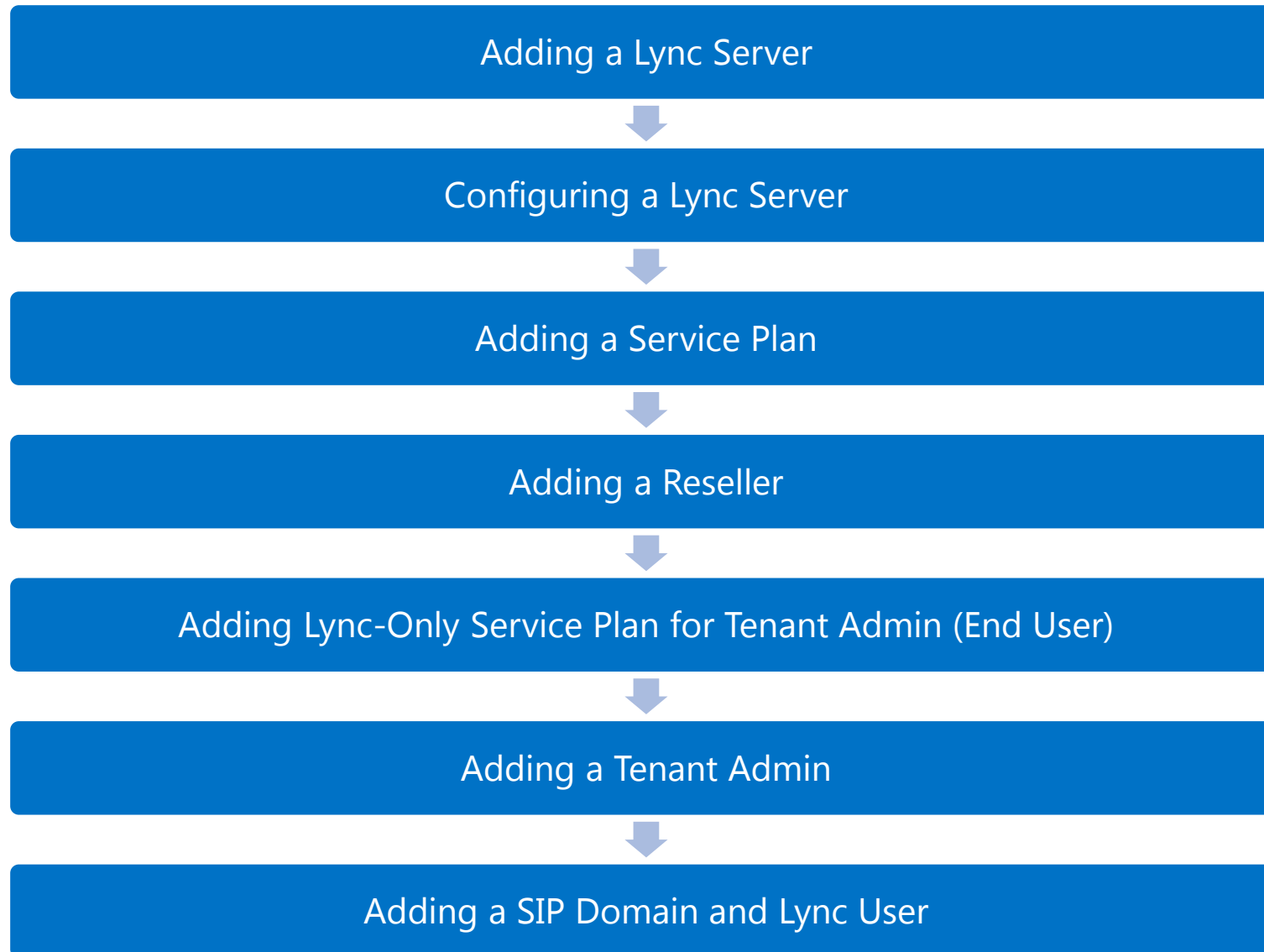
Comprehensive Self-serve Portal

- Support for Lync Response Groups
 - Ability to add/delete Lync Response Groups
- Support for Lync Response Queues
 - Ability to add/delete Lync Response Queues
 - Ability to update Lync Response Queues
- Support for Hunt Group Workflows
 - Ability to add/delete Hunt Group Workflow
- Support for Interactive Voice Response (IVR) Workflows
 - Ability to add/delete Interactive Voice Response (IVR) Workflow

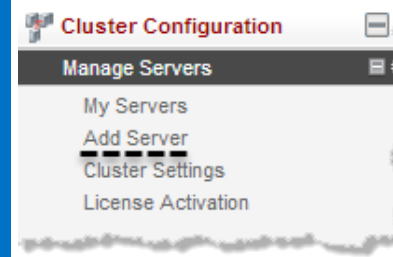


Provisioning Scenarios

Provisioning Process in Control Panel



Adding a Lync Server



Manage Servers :: Add Server

Add a Server

Friendly Name : Lync2013

Primary IP Address : 192.168.0.60

Operating System : Windows Family

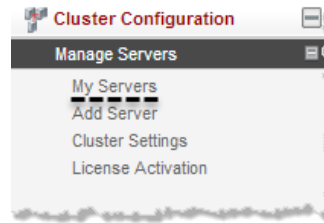
What is the Role of this Server in the Cluster?

Server Role	Role Capacity
<input type="checkbox"/> Web Server	700 Websites
<input type="checkbox"/> DNS Server	500 DNS Zones
<input type="checkbox"/> Mail Server	500 Mail Domains
<input type="checkbox"/> Database Server	300 Databases
<input type="checkbox"/> SharePoint Server	300 SharePoint Sites
<input type="checkbox"/> BlackBerry Server	30 Activations
<input checked="" type="checkbox"/> Communication Server	300 SIP Domains
<input type="checkbox"/> Virtualization Server	30 Virtual Machines

Next >>



Configuring a Lync Server



Manage Servers :: My Servers :: Edit Server :: Communication Server

Communication Server

General Settings

Server Type : Lync Server 2013

Advanced Settings

Simple URL Naming Options :

☒ https://meet.[SIPDomain] e.g. https://meet.fabrikam.com

☐ https://[SIPDomain]/Meet e.g. https://lync.fabrikam.com/Meet

☐ https://[SIPDomain]/[SIPDomain]/Meet e.g. https://lync.fabrikam.com/contoso.com/Meet

Domain Controller Details

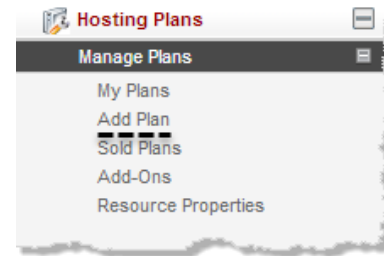
Domain Controller : Dc14.ad14.lab01.com

Root Organizational Unit : OU=Hosting **Browse**

Update Communication Role



Adding a Service Plan



Manage Plans :: Add Plan :: General Information

General Information | Billing Information | Plan Resources

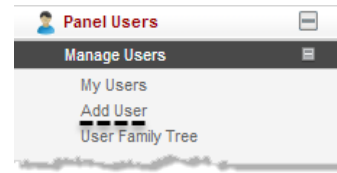
Basic Information

Plan Name :	Hosting Package * ← Host Plan
Plan Description :	<input type="text"/>
Cancellation Policy :	<input type="text"/>
Plan Type :	<input checked="" type="radio"/> Windows <input type="radio"/> Linux
Visible to all Resellers :	<input type="checkbox"/> Yes
Visible to selected list of Resellers :	<input type="checkbox"/> build11res <input type="checkbox"/> demoreseller <input type="checkbox"/> HCfreeres <input type="checkbox"/> HC-Tech <input type="checkbox"/> razakhan
Plan Status :	<input checked="" type="radio"/> Available <input type="radio"/> Unavailable

Next >>



Adding a Reseller



Manage Users :: Add User

Add User | General Profile | Billing Profile | User Billing Config

General Information

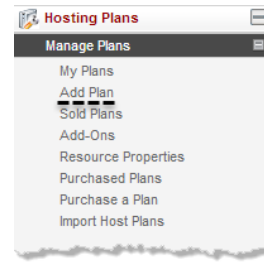
Login Name :	<input type="text" value="Reseller"/> *	← Login Name of Reseller
	<input type="button" value="Check Availability"/>	
Login Password :	<input type="password" value="*****"/> *	Strong <div><div></div></div>
	<input type="button" value="Generate Password"/>	
	Minimum 5 Characters	<input type="checkbox"/> Show Characters
Confirm Password :	<input type="password" value="*****"/> *	
Description :	<input type="text" value="Reseller User"/>	
Disable User :	<input type="checkbox"/>	

Hosting Plan Information

Hosting Plan :	<input type="text" value="Hosting Package"/> ▼	← It is the same Host Plan that was created in step 3
Recurring Duration :	<input type="text" value="Monthly (0.00)"/> ▼	



Adding Lync-Only Service Plan for Tenant Admin (End User)



Manage Plans :: Add Plan :: General Information

General Information | Billing Information | Plan Resources

Basic Information

Plan Name : Hosted Lync Plan *

Plan Description : A Lync Only Plan for Lync.

Cancellation Policy :

Plan Mode : Communication Only Hosting

Plan Type : ☒ Windows ☐ Linux

Visible to all Webadmins : ☒ Yes

Visible to selected list of Webadmins : ☒ web2 ☒ web3 ☒ webuser89090 ☒ whmcexg

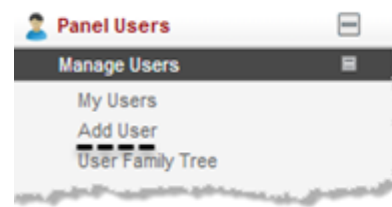
General Information | Billing Information | Plan Resources

Plan Resources	Quantity	Quota Behavior	<input checked="" type="checkbox"/> Unlimited	<input type="checkbox"/> Excluded
Disk Space				
Disk Space (MB) :	250		<input type="checkbox"/>	
Communication Sites				
Communication Server Type :	Lync Server 2013			
SIP Domains :	1		<input type="checkbox"/>	<input type="checkbox"/>
Lync Users :	1		<input type="checkbox"/>	<input type="checkbox"/>
Enterprise Voice :	5		<input type="checkbox"/>	<input type="checkbox"/>
Remote Call Control :	5		<input type="checkbox"/>	<input type="checkbox"/>
Remote Call Control Only :	5		<input type="checkbox"/>	<input type="checkbox"/>
Response Groups :	5		<input type="checkbox"/>	<input type="checkbox"/>
Response Queues :	5		<input type="checkbox"/>	<input type="checkbox"/>
Workflows :	5		<input type="checkbox"/>	<input type="checkbox"/>

Add Plan



Adding a Tenant Admin



Manage Users :: Add User

Add User **General Profile**

General Information

Login Name : * *← Login Name of the Tenant Admin*

Login Password : * **Strong**

Minimum 5 Characters ☐ Show Characters

Confirm Password : *

Description :

Disable User : ☐

Hosting Plan Information

Hosting Plan : * *← It is the same Lync plan that was created in step 6.*



Adding a SIP Domain



Manage Communication Server :: Lync Enabled Organizations :: Add SIP Domain

Add SIP Domain

General Information

SIP Domain Name : * [Remaining : 1]

Owner Name :

Select Organization :

Organization Name : *

Server Type Information

Select Communication Server Type :

[Add SIP Domain](#)

Success : SIP domain added successfully.

SIP Domains of "lyncdomain.com"

Total SIP Domains : 1

SIP Domain Name	Communication Server Type	Total Lync Users	Meet Simple URL
<input checked="" type="radio"/> lyncdomain.com	Lync Server 2013	0	https://ad14.lab01.com/lyncdomain.com/Meet

[Add SIP Domain](#)
[Lync Users](#)
[Delete](#)

Page : 1 of 1



Adding a Lync User

Manage Communication Server :: Lync Enabled Organizations :: Lync Users

Lync Users of "lyncdomain.com"

Total Users : 0

Lync User Name	SIP Address	Status
No User found.		

Add User
Add Bulk Users

Add User in "lyncdomain.com"

General Information

User Name : firstuser @ lyncdomain.com * [Remaining : 1]
Password : *
Confirm Password : *

Advanced Options

General Settings : **Configure**
Advanced Settings : **Configure**

Telephony Options

Telephony : PC to PC
Line URI : -- --

Lync Policies

Conferencing Policy : Automatic
Client Policy : Automatic
Client Version Policy : Automatic
Location Policy : Automatic
Archiving Policy : Automatic
External Access Policy : Automatic
PIN Policy : Automatic

Add User



Next steps

- ➔ Let us assess your requirements
- ➔ Begin your deployment today
- ➔ Let's get started



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Complete Turnkey Engagement



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Cloud Hosting Automation Solution



Plan



Delivery



Support

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