



MAF ICIMS™

Preparing an installation with Skype for Business Online



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Preparing a MAF ICIMS™ Installation

1. Collecting Calls from the Skype Online:

Mandatory:

1.1 Skype user with admin role

- Customized administrator
 - Billing administrator
 - Dynamics 365 service administrator
 - Exchange administrator
 - Password administrator
 - Skype for Business administrator
 - Power BI service administrator
 - Reports reader
 - Service administrator
 - SharePoint administrator
 - User management administrator

1.2 User and password;

1.3 On the MAF ICIMS™ server, Skype for Business Online Windows PowerShell Module is required.

2. MAF ICIMS™ System Configuration:

Mandatory:

- 1.1 Information about the hierarchy levels that will be implemented;
- 1.2 Azure Active Directory source with information about departments. This should contain the following:
Mandatory: Descriptions and the ancestor name (if there is a multi-level organization).
Optional: Department address.
- 1.3 Azure Active Directory source with information about the employees. This should include the following:
Mandatory: userprincipalname, givenname, sn, mail, department/company attributes
- 1.4 Azure Active Directory source with information about extensions/URI's. This should include:
Mandatory: Extension number (msRTCSIP-line/Phone/ipPhone/telephoneNumber,mail, userprincipalname, givenname, sn attributes).
- 1.5 Optional: Address, Employee ID, Location, Service.
- 1.6 Information about the SMTP server – IP/name, a valid user for it. This is used to send reports by email

Information about the phone directories/phone directory groups used (phone numbers and assigned destination names for them).

3. Organization Hierarchy

Firstly, the organization hierarchy must establish the direct relationships between the data sets. A simple example would be:

Organization → Division → Department → Employee → Extension → Device
(Tel Inc → Enterprise → Support → Joe Bloggs → 88001 → Phone)

*Hierarchy levels vary depending on the company structure.

4. Hierarchy Relationship

Once the organizational hierarchy is established, the categories need to be defined for each hierarchy level. A simple example of Hierarchy data sets is presented in the following example:

Organization → Department → Employee → Extension

Organization

Organization
CODE

Division

Division Name	Organization
Enterprise	CODE
Information	CODE

Department

Department Description	Division Name
Support	Enterprise
Development	Information

Employee

Employee ID	Employee Name	Employee Surname	Email	Department Name
100	Joe	Bloggs	Joe.BLoggs@code.com	Support
101	Tony	Platt	Tony.Platt@code.com	Development

Extension

Extension	Extension Type	Employee
1000	1 Phone	100 Joe Bloggs
1001	2 Fax	100 Joe Bloggs

Extension "1000" is assigned to Employee "100" (Joe Bloggs). This Employee is part of the Department "Support". This Department of the "CODE" Organization.

5. Reporting

- a. The main currency in which CDR's will be calculated should be provided.
- b. If specific reports are required, please provide a list with the name of the reports along with the criteria that they should meet – e.g. Report to show all outgoing calls made by employee "Joe Bloggs".
- c. If specific report formats are required, please provide the reporting criteria in which you would like it to be available – e.g. Report to show extension number, ring time, employee id, employee name, time of call.

*The reports and report templates can be generated at a later stage as necessary.

6. Generating/Sending Reports via E-mail

Mandatory:

- a. In order to send MAF ICIMS™ reports via e-mail, certain information will be needed about the used method. If SMTP is used, the server name and a user for authentication are required.

7. Scheduled Reports

In order to deliver scheduled reports, the following information needs to be provided:

- a. A list of reports that require scheduling, the recipients of each report and the frequency of each report;
- b. To send reports via e-mail, information about the delivery method used will be required (e.g. SMTP - server name and user authentication details);
- c. To save reports to a specific location, the format (PDF, XLS, DOC, etc) and directory location needs to be provided.

About MAF InfoCom™

MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering products and services for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Call Accounting & Telecom Expense Management.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is number 1 in Call Management, Call Accounting & Telecom Expense Management.

With our latest developments MAF ICIMS™ and MAF UCR™ Monitoring, Analytics, Reporting & Recording solutions for Skype for Business and Unified communications we expand our sales across the globe rapidly. Our solutions also work with every other major (IP)PBX and UC manufacturer platform like Cisco, Mitel, Avaya, Alcatel-Lucent etc.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

Monitoring, Analytics, Reporting and Recording for Unified Communications.

European Headquarters

Comeniusstraat 2a
1817 MS ALKMAAR
The Netherlands

T :+ 3172-8200205