

Product Datasheet

Manager Assistant SfB

telisca Applications pour
Skype for Business



1 Manager Assistant SfB description

1.1 Overview

Manager Assistant SfB permits managing, in a simple way, Manager / Assistant call filtering via a client associated to the Skype for Business of the Manager or of the Assistants. Day to day call filtering is facilitated by the use of shortcut buttons.

It is possible to define white lists and a bypass prefix. Manager Assistant SfB also permits the management of redirects toward a personal number, and to filter then consult the Manager on a personal number.

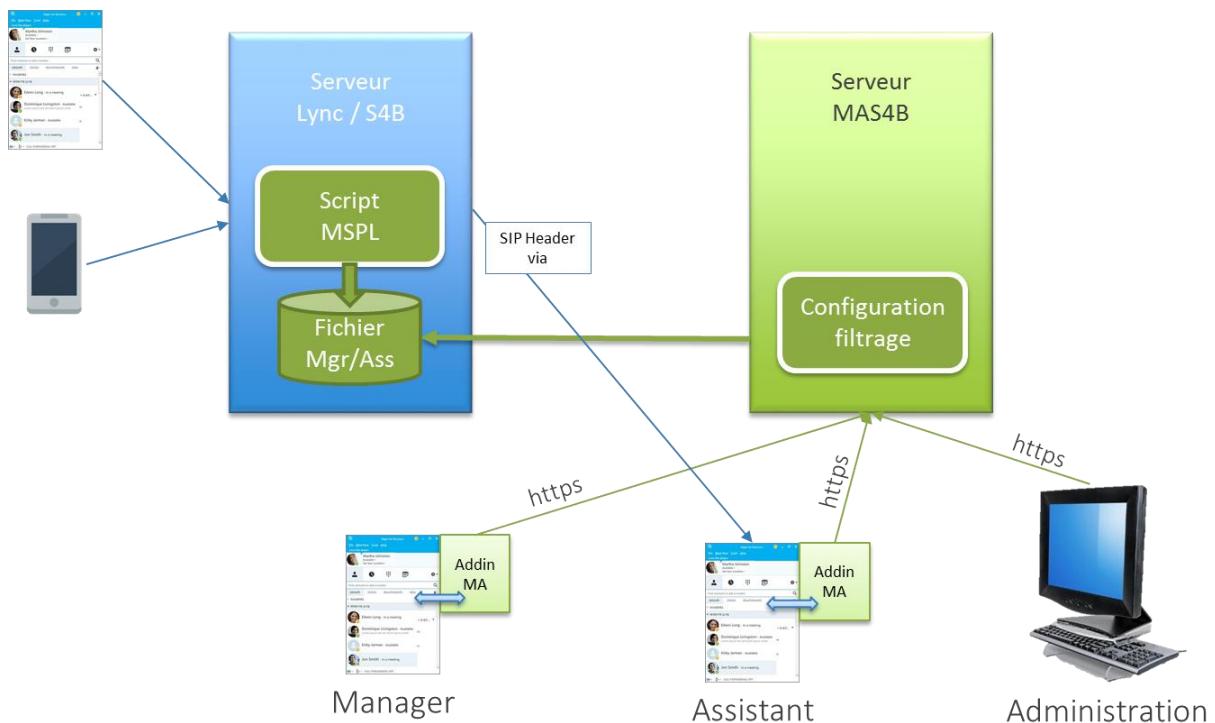
One assistant may manage several managers, and several assistants may manage a manager, with a notion of priority. The assistant may place himself in unavailable in order to redirect the filtering toward other assistants.

Manager Assistant SfB is an interface associated to the Skype for Business client of the user.

The objective of this solution is also to simplify the work of the administrator, by permitting a centralized administration, the definition of managers and assistants may be modified in real time during production.

1.2 Architecture

Filtering is based on the MSPL scripts of the Skype for Business Server. The telisca server will update a file with all the Manager/assistant configurations to the SfB server. The MSPL script base the call distribution on this file.



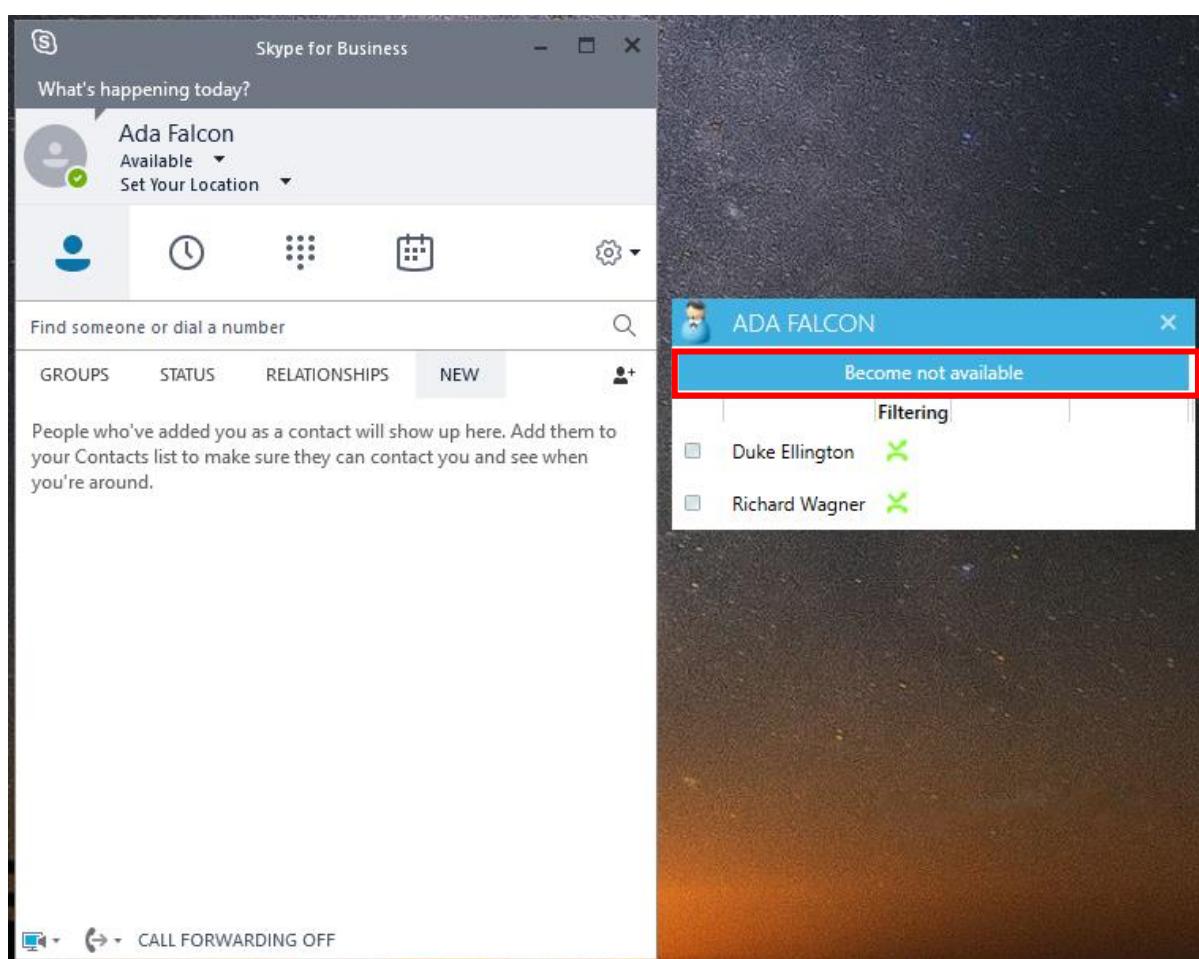
Manager Assistant SfB also effects a dynamic filtering, which permits the definition of numbers which are excluded from filtering. The application supports High Availability with a redundant telisca server.

1.3 Assistant user interface

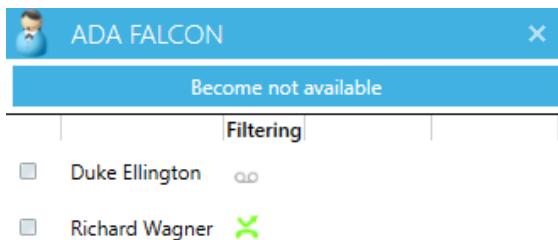
An Assistant associated to a Manager or several Managers can activate or disable filtering of Managers calls and supervise the filtering status. Depending on the administration's configuration, the Assistant can also set call forward of Manager's line to a personal phone number or a voice mail.

All configurations are available on a single window. The client is accessible from a right click on the manager and from the Windows task bar. Also, the client automatically open with every filtered call.

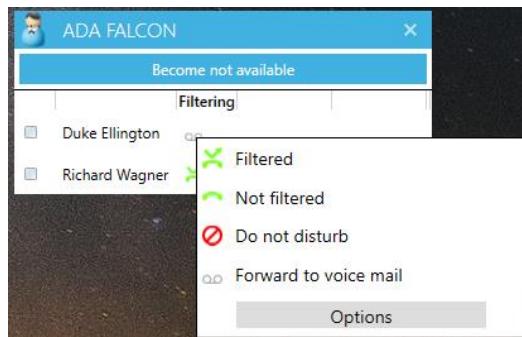
The Assistant can also set the 'Not available' status when he/she is not available. If the Assistant selects 'Not Available', the filtered Manager lines are forwarded to the assistant defined (via administration) as priority n+1. If no Assistant associated to the Manager is available, filtering is terminated or the line forwarded to Voicemail. When the Assistant becomes available again, the filterings related to the Managers are reactivated, and they are forwarded to the Assistant's line



The Manager may be filtered, then forwarded to a personal number when the assistant transfers the call to him. The manager may also select the 'Do Not Disturb' status. In this case, an icon alerts the Assistant. The calls are filtered, but the assistant may no longer transfer calls.



In this example, an Assistant is associated to two Managers: Wagner is filtered and Ellington is at 'Forward to voice mail'. With a right click on the filter button, it's possible to configure the filter/forward of the associated manager.



The assistant can enable or disable the filter. He also has the possibility to pass the manager to 'Do not disturb' (nobody will be able to join the manager even his assistant(s)) or configure his line to forward to the voicemail.

The filtering status is clearly displayed via an icon:

- Green phone: The filter is disable
- Green transfer icon: The manager's line is filtered by current assistant
- Gray transfer icon: The manager is filtered by another assistant
- Voicemail icon: The calls are transferred to the manager's voicemail
- Green do not disturb icon: The calls are redirected to current assistant, and nobody can call the manager
- Gray do not disturb icon: The calls are redirected to another assistant, and nobody can call the manager

When the mouse is on the icon a tooltip appears explaining current state



1.4 Manager user interface

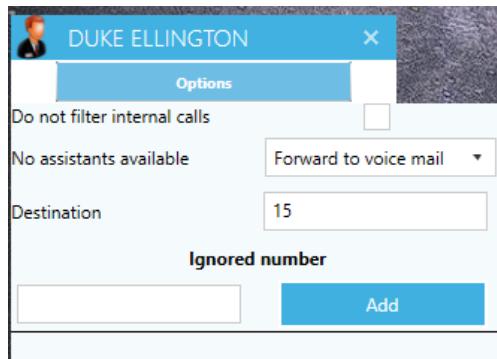
The Manager can enable or disable filtering, pass to 'do not disturb', forward the calls to a personal number (generally the mobile number), forward to voicemail, or supervise the status of forwards.

The manager interface is like the assistant's. All his associated assistant are displayed and he can control the filtering on each.



Filter Override

The Manager and even Assistants may define personal numbers which are not filtered. These are added to numbers which are defined globally via administration and to those which are associated to the additional assistants associated with the Manager. Optionally, it is also possible to define internal numbers.



It is also possible to define the default forward if no assistant is available ('Do not disturb'). In this case, the call can be not filtered, forwarded to the voicemail or terminated.

1.5 Administration

Configuration is centralized in a telisca administration. Two levels of administration are available, Administrator and Operation.

Operation	Last Name	Show name	Manager/Assistant	Device	Line number
Delete	Ada Falcon		Assistant	sip:ada.falcon@labo.telisca.loc	
Delete	Celia Cruz		Assistant	sip:celia.cruz@labo.telisca.loc	

The definition of Managers / Assistants is effected in a centralized manner via the Web interface of IPS Administration. The interface permits the definition of Managers and Assistants, to associate Managers to one or more assistants with an order of decreasing priority and to define the utilization parameters of each Manager.

1.6 Features

Assistant features
Full filtering control and configuration: Filtered, none filtered, 'do not disturb', forward to the voicemail
Status Available/'do not disturb'
Option: do not filter internal number
Option: forward to the voicemail if no assistant is available
Define non-filtered number
Consult Manager button
Transfer manager button
Conversation manager button.
Manager features
Full filtering control and configuration: Filtered, none filtered, 'do not disturb', forward to the voicemail
Option: do not filter internal number
Option: forward to the voicemail if no assistant is available
Enter non-filtered numbers
Filtering features
Forward call to assistant if filter is on
No filter if calling is the assistant
No filter if calling is on the non-filtered list.
Administration
Define assistant and manager from the AD
The configuration of a Manager and an Assistant may be accomplished in 2 minutes
Two levels of administration: Operation & System/Application configuration
Administration interface is available in English and French
Association Assistants and manager with priority
Visualize all the current filters status
Usage report
Fault tolerance
Supports cluster of SfB servers
Fault tolerance with Windows Network Load Balancer or external Load Balancer
Host Standby fault tolerance (automatic switchover),

1.7 Requirements

- Supported Windows Servers:
 - o Windows Server 2012 or 2012 R2 Essentials, EN/FR,
 - o Windows Server 2012 or 2012 R2 Standard, EN/FR,
 - o Windows Server 2016 Essentials, EN or FR
 - o Windows Server 2016 Standard, EN or FR
- Microsoft .Net 4.5.1 to 4.6.2
- Minimum Hardware: 1vCPU, 4GB memory (RAM) and 70GB disk.
- Supported on VMware vSphere, HyperV, Cisco UCS, UCS-E.

Skype for Business 2015 client is supported.

The client MA SfB can be installed on Windows 7, 8, 8.1, 10.

1.8 Fault tolerant operation

Manager Assistant SfB supports **an optional** fault tolerant operation in Hot Standby. Two servers are synchronized.

The MASfB client manages 2 server's IP addresses. If the first server goes down, the client will reach the second one to work continuously.