



Adaptive Collaboration

Management Portal User Guide

- Telstra Cloud Calling
- Microsoft Operator Connect with Telstra

 collaboration.telstra.com

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Introduction

This Guide takes you through all the steps within the Adaptive Collaboration Management Portal.

The Adaptive Collaboration Management portal is a self-service management portal for Microsoft Operator Connect and Telstra Cloud Calling.

You can manage new numbers and/or initiate tailored phone number cutovers from your legacy service at a time of your choosing, without relying on someone from outside your organisation. This allows you to integrate the phone numbers directly in your Microsoft Teams tenancy or Telstra Cloud Calling solution. In addition, with Telstra Cloud Calling, you can configure and manage users and calling features. For Microsoft Operator Connect you configure and manage users and calling features in Microsoft Teams (please refer to the Microsoft online documentation).

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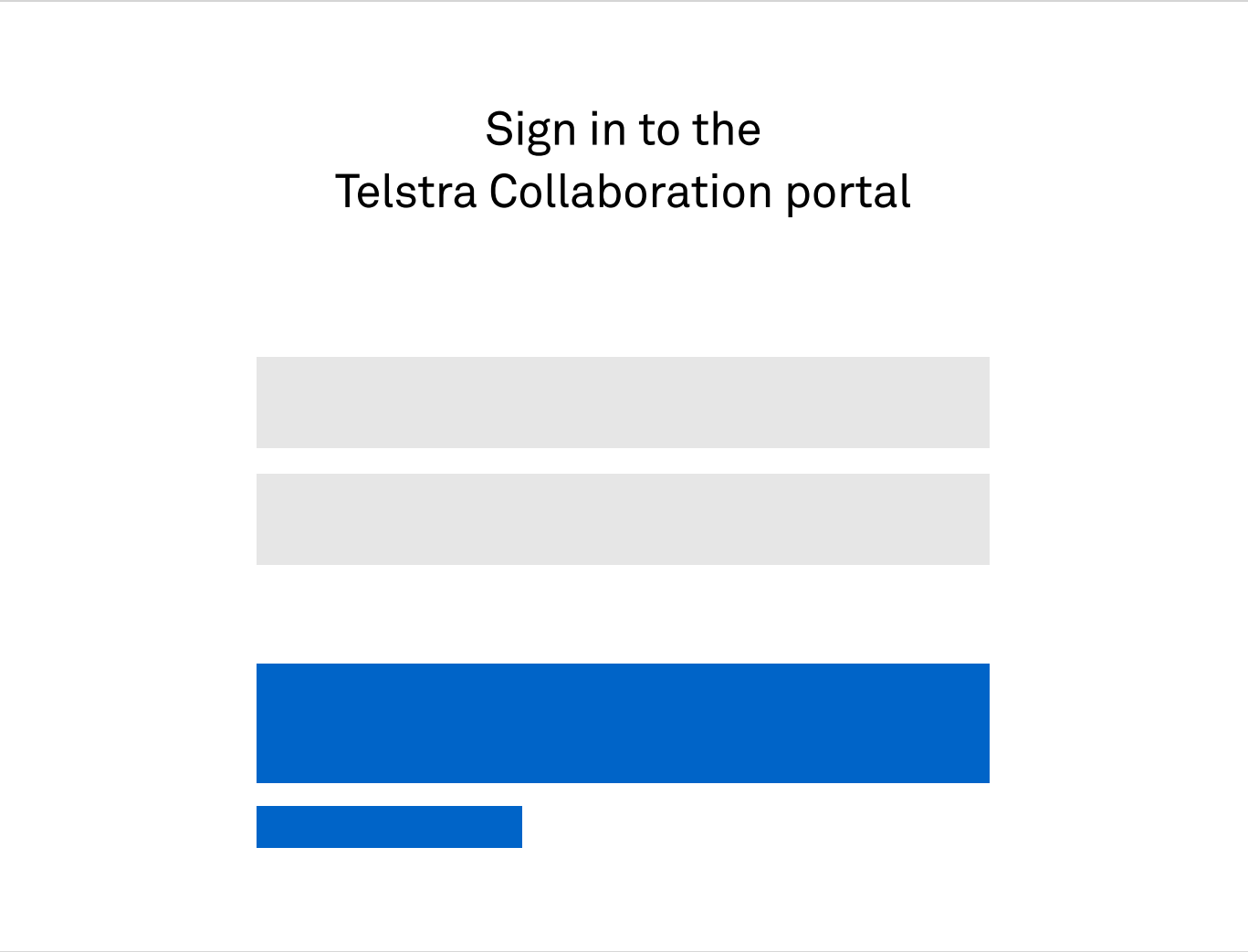
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Sign in and setup



Login:

Visit collaboration.telstra.com and sign in using your login credentials. Provided in your ‘Welcome to Telstra Collaboration’ email.

Reset password:

- Select Reset password and follow the prompts.
- If your access fails, try clearing your browser’s cache before trying again.

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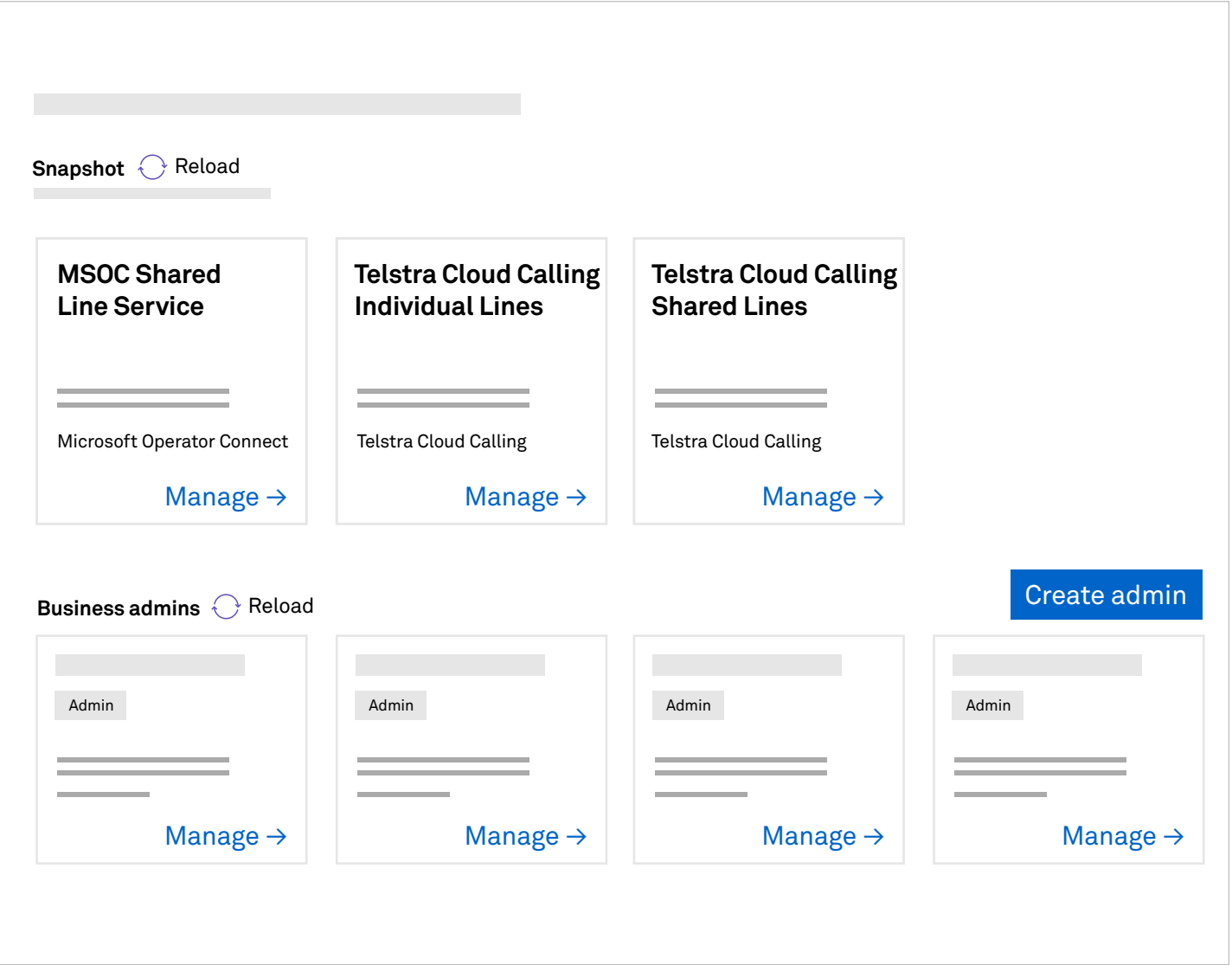
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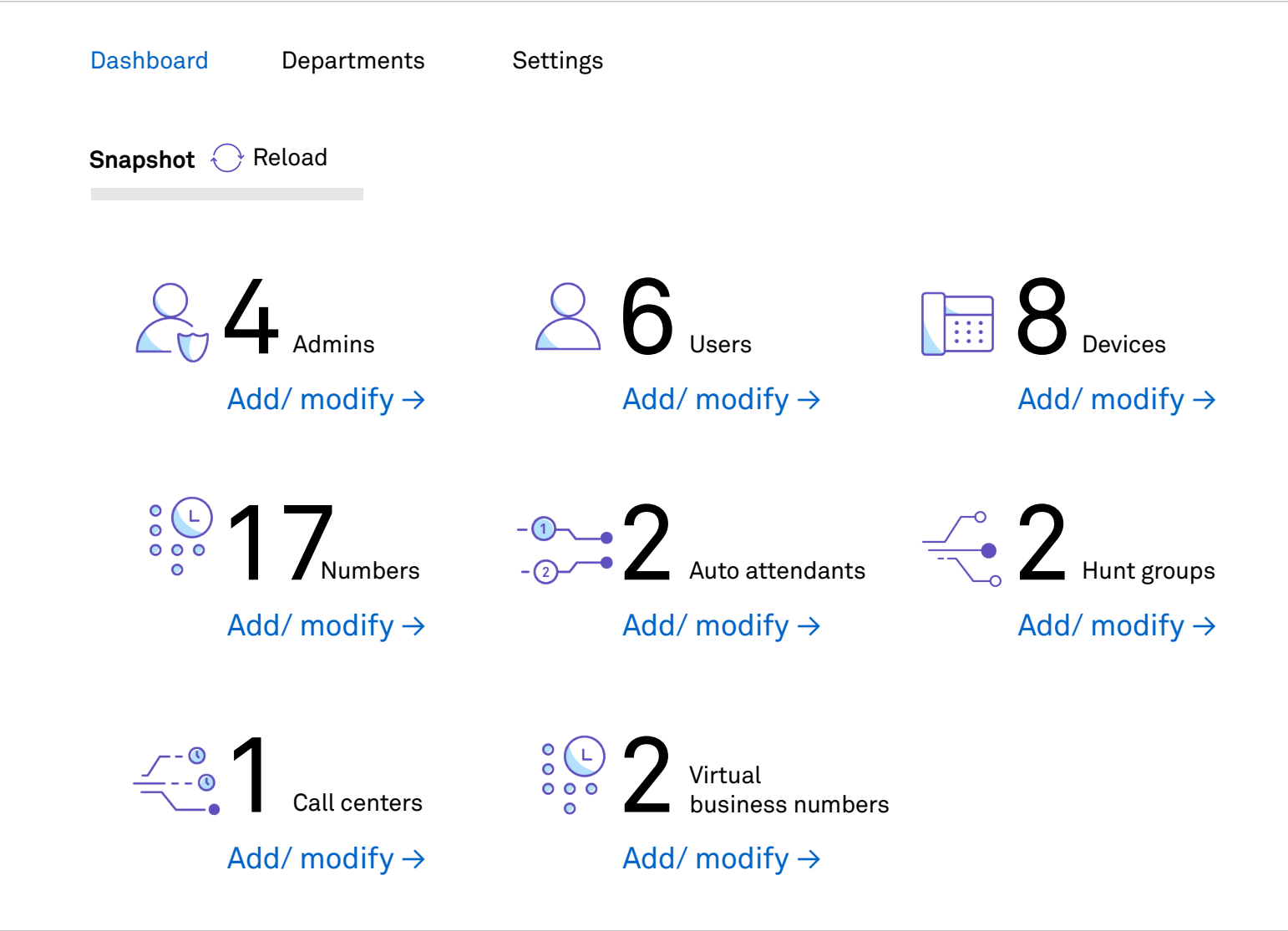
Know your Dashboard



Select the **Telstra Cloud Calling** subscription services you want to manage.

Based on your business requirement you can have one or more subscriptions.

You can also add or remove administrators.



The dashboard provides quick access to easily manage and configure features like Users, Hunt groups and Auto attendants following a simple Wizard setup.

Additionally:

- **Departments** tab allows you to create logical groups for your business (e.g. Sales or Tech Support).
- **Settings** tab provides you access to group settings.

To go back to the main business dashboard click on the tenancy name at the top and select Business dashboard or select another subscription to manage.

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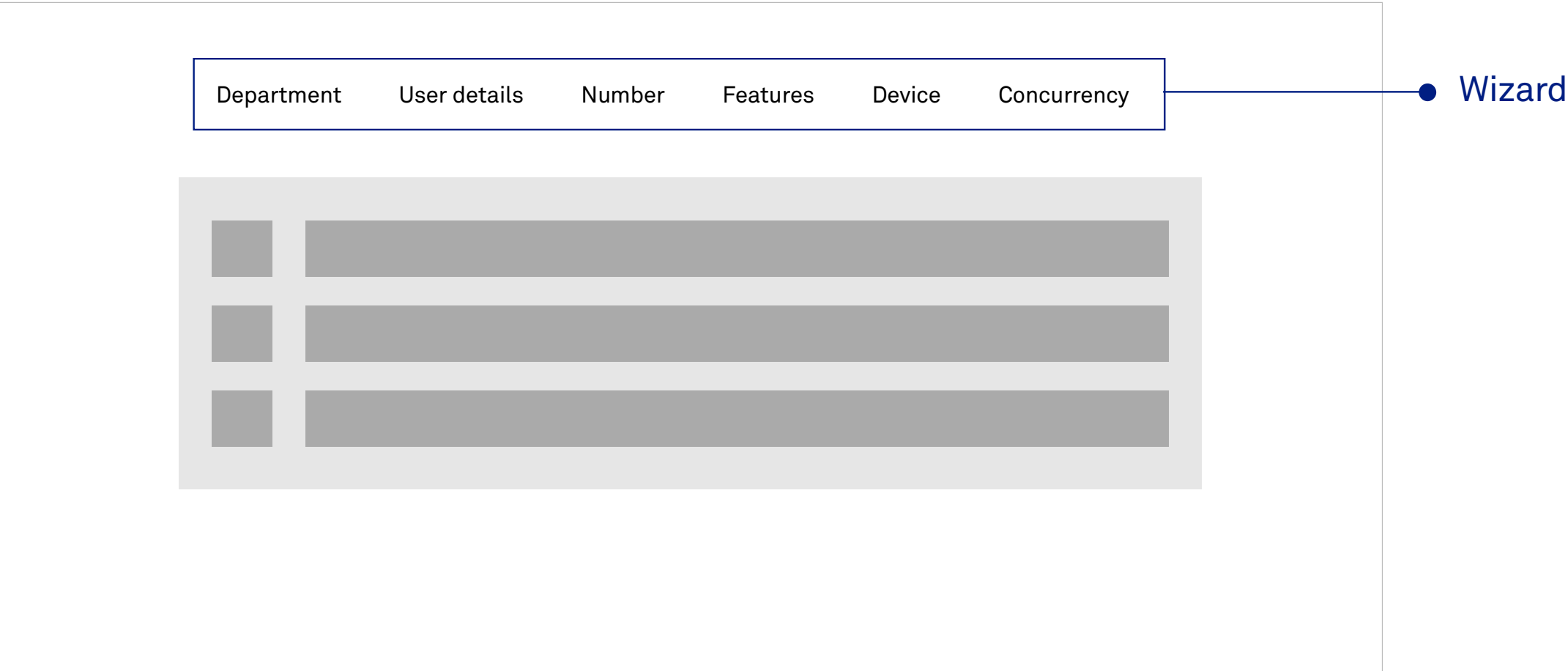
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User management

Create new user

User settings

Edit or remove users



Creating new users

From the Dashboard select **Users**, then select **Create user**.

Follow the wizard and fill in the information requested to create a new user.

A device guide and network guide are available through the [support page](#).

Overview of Wizard

Department

(Optional)

Add or create a new Department for the user, allowing you to combine similar users into groups easily.

TIP: Optionally, you can provide Departments with an outbound Calling ID (name and/or number) that applies to all users within the group.

User details

Fill in the user details and add an email address if they get Unified Communications add-on.

TIP: Use a nickname to help identify the service, e.g. IAD or Fax

Numbers

Find a number using Search option or look up using preferred digits

Add-ons

Basic Calling is available by default, Unified Communications add behind (soft client) and Webex Collaboration features can be purchased via the portal.

New users will be sent a welcome email with the details needed to get setup

Device

Assign Telstra handsets or Analogue devices using Search option or add new devices purchased elsewhere using Add manually option

Shared Lines

Only for customers who have a Shared Lines (Concurrent user) contract option. Add or remove shared lines following prompts

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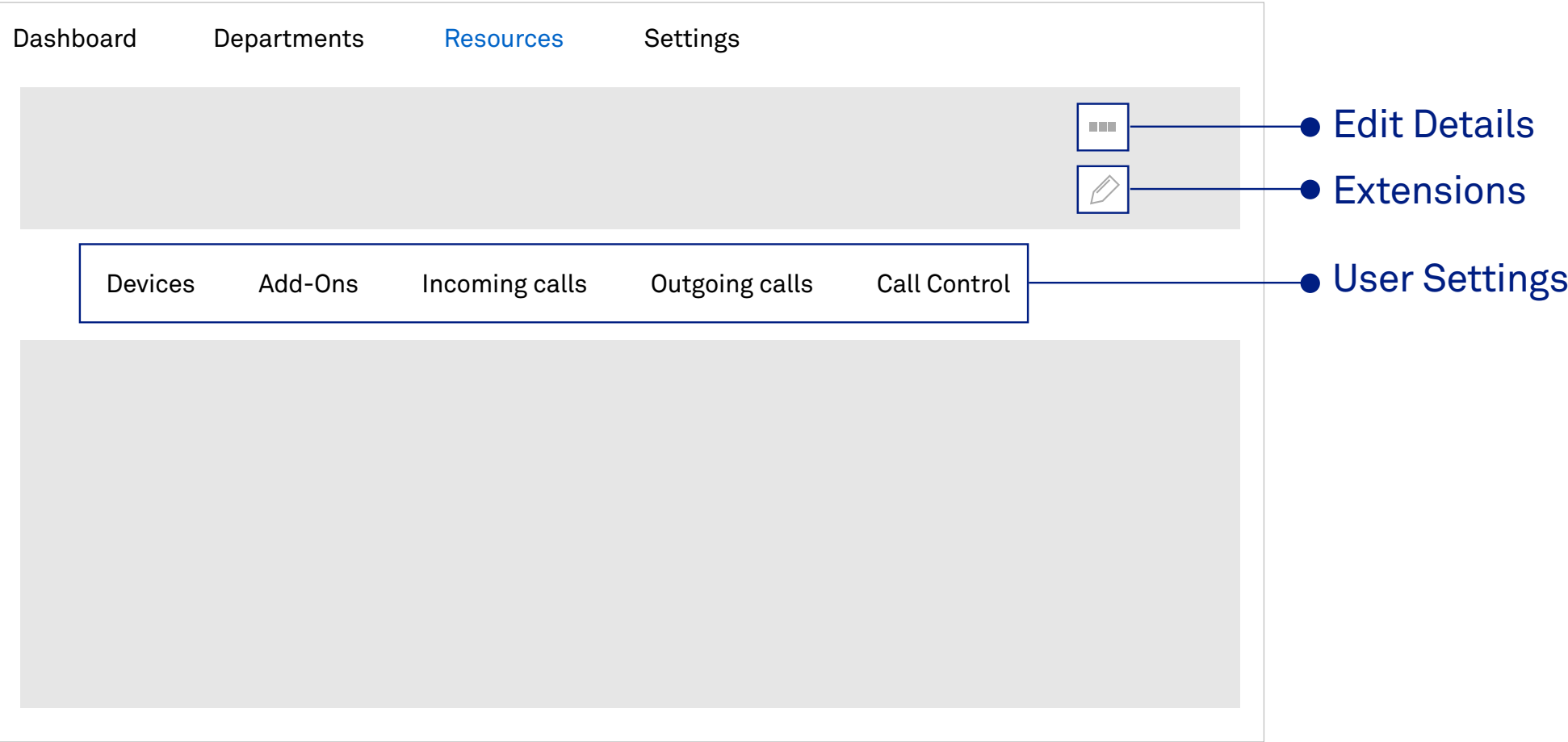
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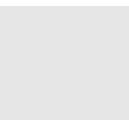


User settings

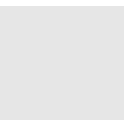
From the **Dashboard**, navigate to **Users** and select Add / modify. Select a user to open their profile.

- Edit the User details
- Modify number or extension
- Update call settings, caller ID and barring

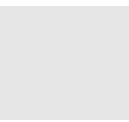
Add-ons you might want



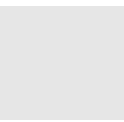
Unified Communications



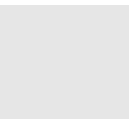
Call Centre Agent Basic



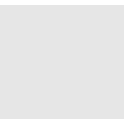
Receptionist Client



Webex Basic
(Requires Unified
Communications add-on)



Webex Standard
(Requires Unified
Communications add-on)



Webex Premium
(Requires Unified
Communications add-on)

Settings

Devices

Add a new device or View the username and password for assigned devices by clicking on the arrow (>) next to device name



Add-ons

View, add or remove existing features.

- Unified Communications
- Call Centre Agent Basic
- Receptionist Client
- Webex Basic
- Webex Standard
- Webex Premium



Incoming calls

Define criteria for call forwarding, DND, call waiting, type and pattern of rings, voicemail and more



Outgoing calls

Define caller IDs and Call barring settings



Call control

Use additional numbers that act as your primary device.

Set your call transfer preferences.

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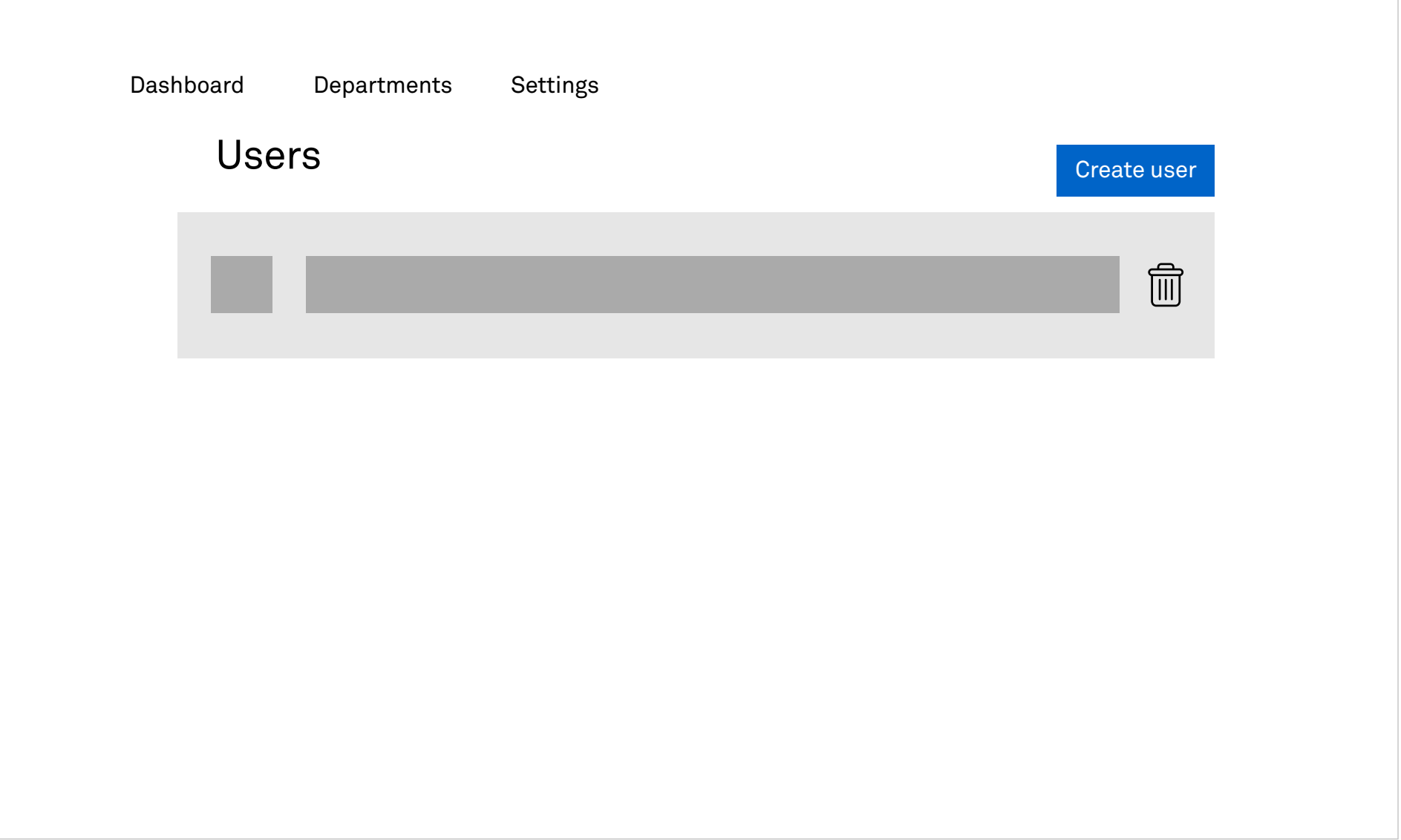
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User management


Create new user User settings Edit or remove users



Edit Users

In the **Dashboard** select **Users**. Click on the user to edit the user.

Remove Users

To remove a user, select the user and click on the three dots . Click Remove and confirm.

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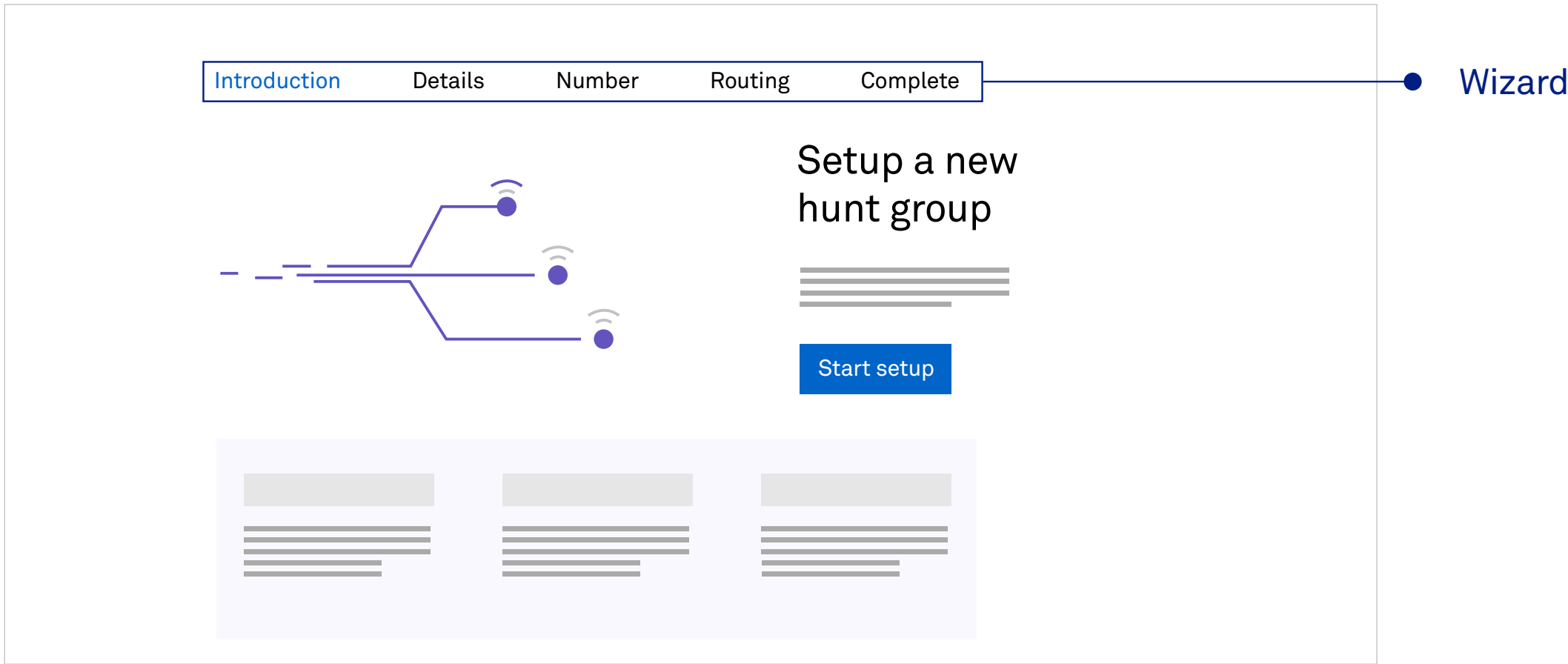
Hunt group management

Create new Hunt Group

You can determine how you want to route incoming calls through your available users and agents by creating hunt groups. Adaptive Collaboration gives you the ability to tailor your hunt group features to your requirements. You can set business rules for call routing, add or remove members, set preferences within a group and more.

The steps to creating hunt groups are outlined in the following sections.

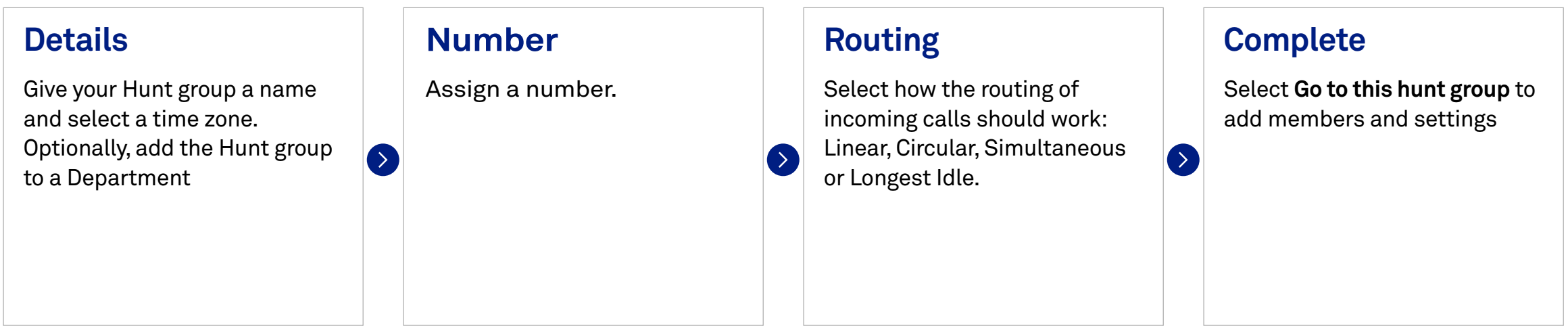
- Create a profile for the group
- Setting conditions and business rules for call distribution
- Adding members and assigning preferences



Creating new Hunt groups

In the **Dashboard** select **Hunt Groups**. Select **Create a hunt group** and follow the wizard to create a new Hunt Group.

Overview of Wizard



Hunt Group Management

To manage the Hunt Group go to Hunt groups in the Dashboard and select the hunt group. You can modify users and routing behavior.

*More information on Distribution Types can be found by hovering over each type within the Wizard setup.

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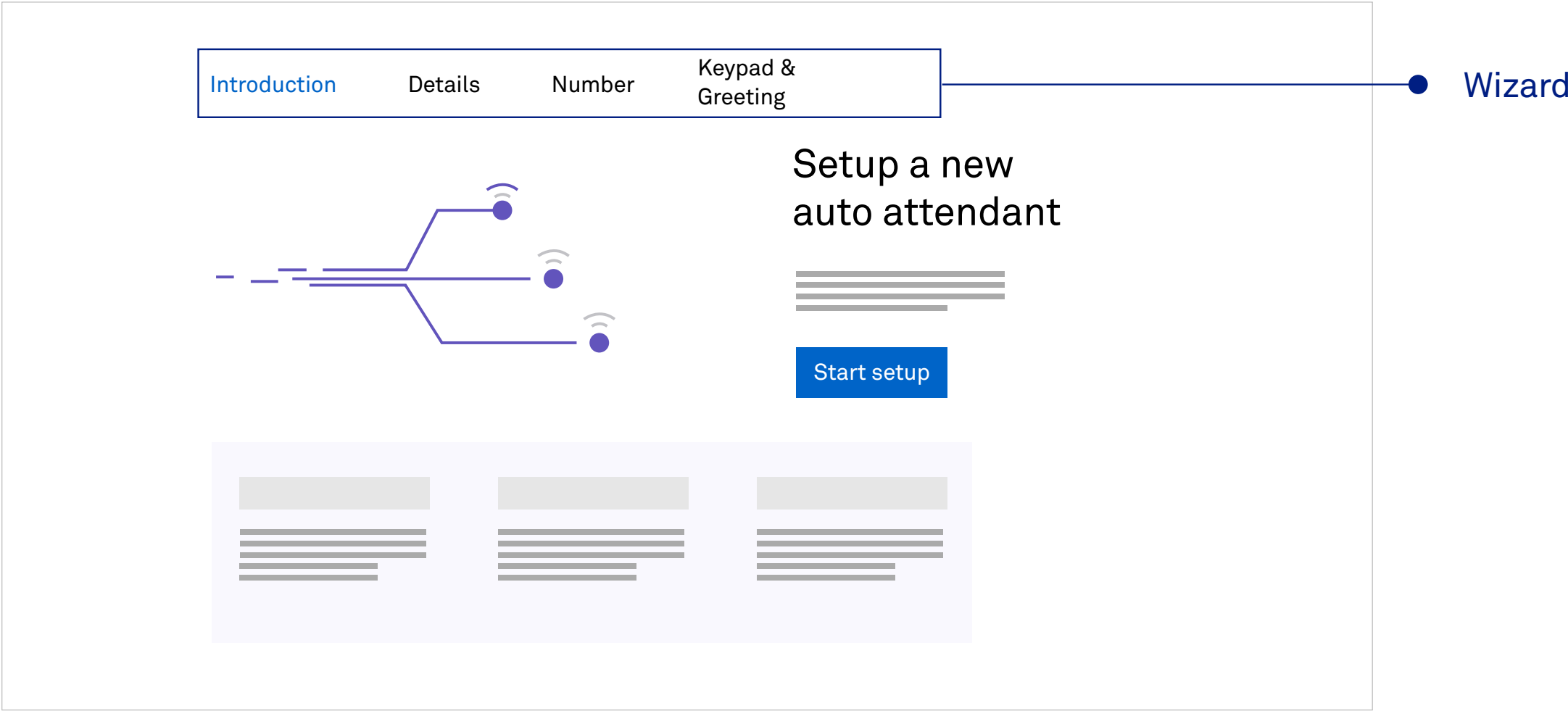
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Auto Attendant management

Create new Auto attendant

You can set up Auto attendants to allow your callers to select from a menu system to get routed to a department or a person. The menu also allows you to play recorded greetings to your callers.

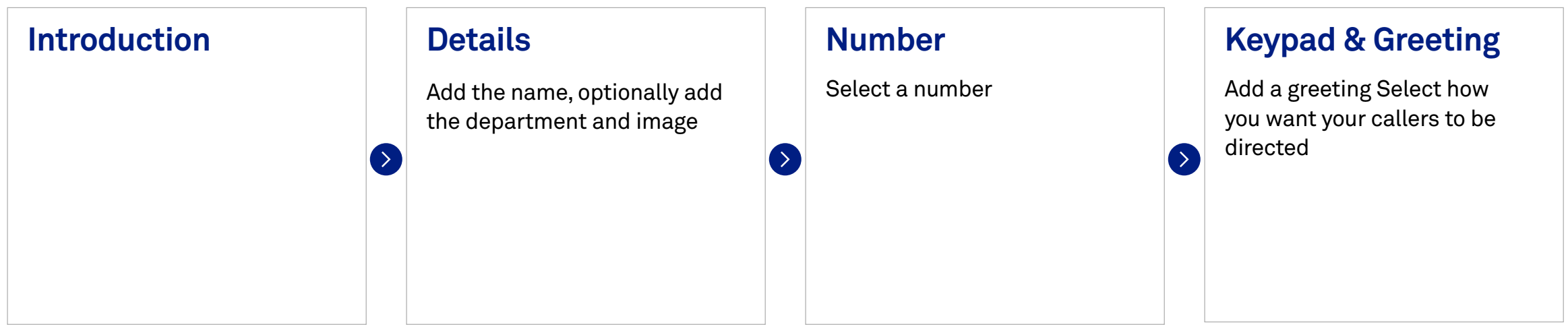


Creating an Auto attendant

Navigate to **Dashboard** and select **Auto Attendant**. Select **Create an Auto attendant** to create a new Auto attendant following the wizard.

The wizard allows you to easily configure the keypad options to transfer calls to users, hunt groups or an external number. Additionally you can assign an announcement message.

Overview of Wizard



Auto Attendant management

To manage the Auto Attendant go to Auto Attendants in the Dashboard and select the Auto Attendant. You can modify key assignments and greetings.

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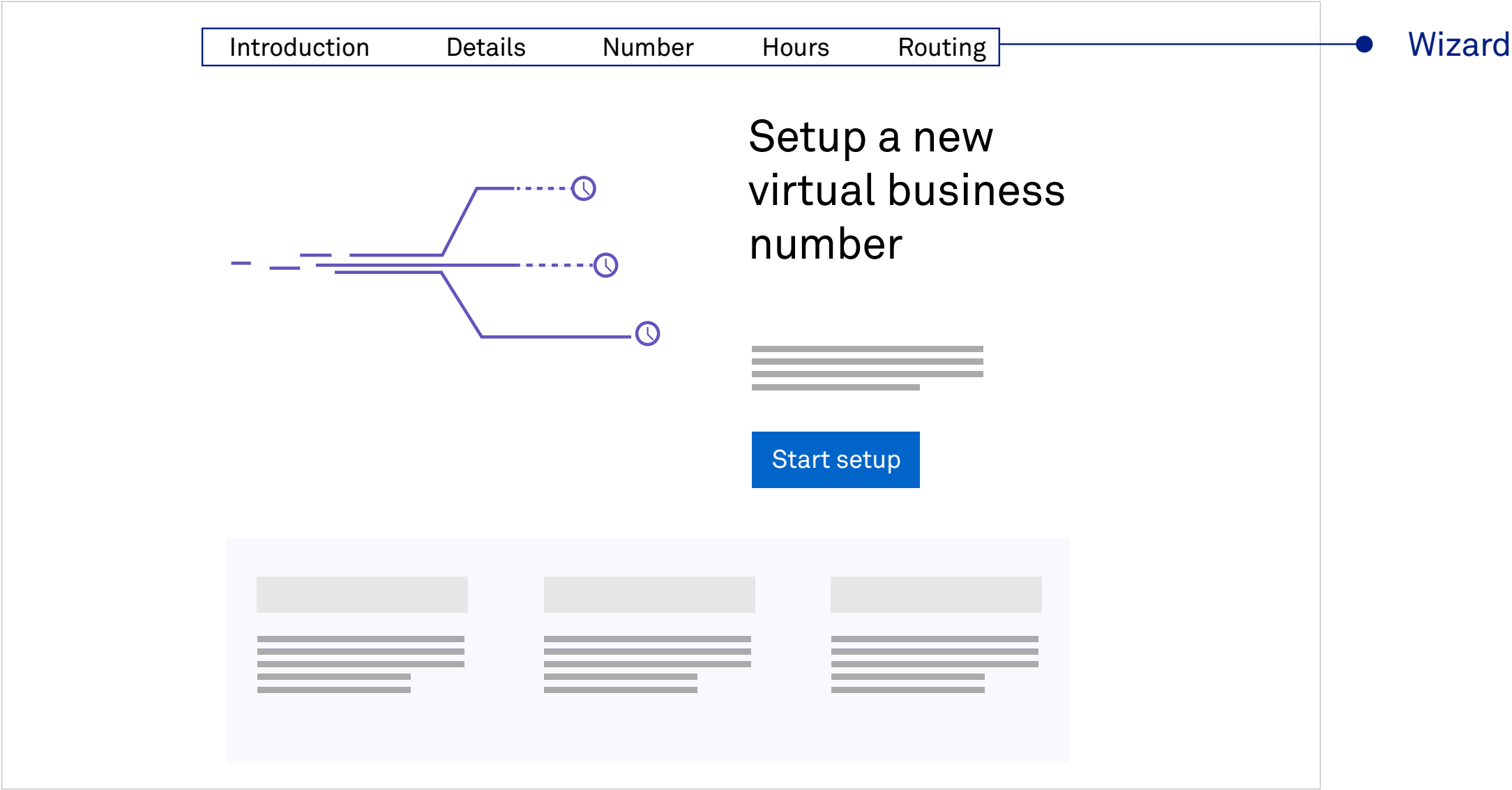
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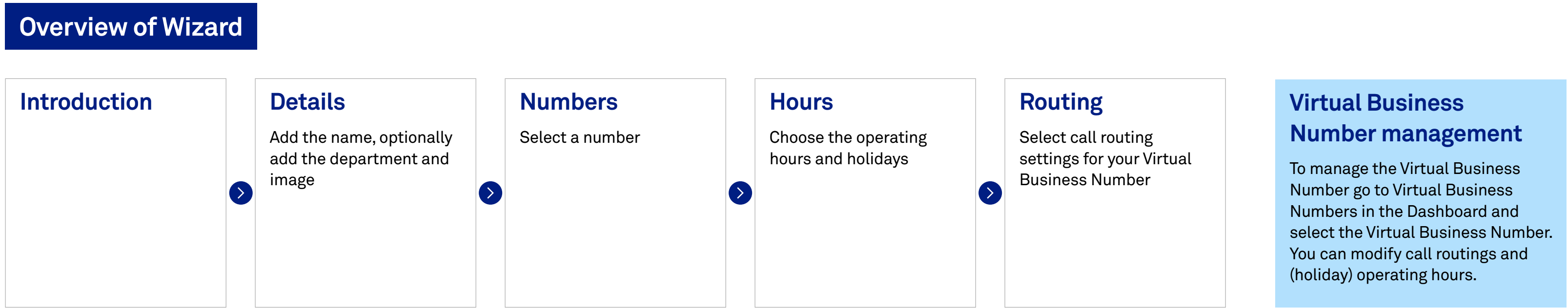
Creating Virtual Business Number

The Virtual Business Number is typically the number your business (or Department) will advertise, which gives you the option to set business hours and holiday periods, allowing for automated call flow changes during these times.



Creating a Virtual Business Number

Navigate to **Dashboard** and select **Virtual Business Number**. Select **Create a VBN** to create a new Virtual Business number following the wizard.



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Call Center

[Create new Call Centre](#) Manage call Centre

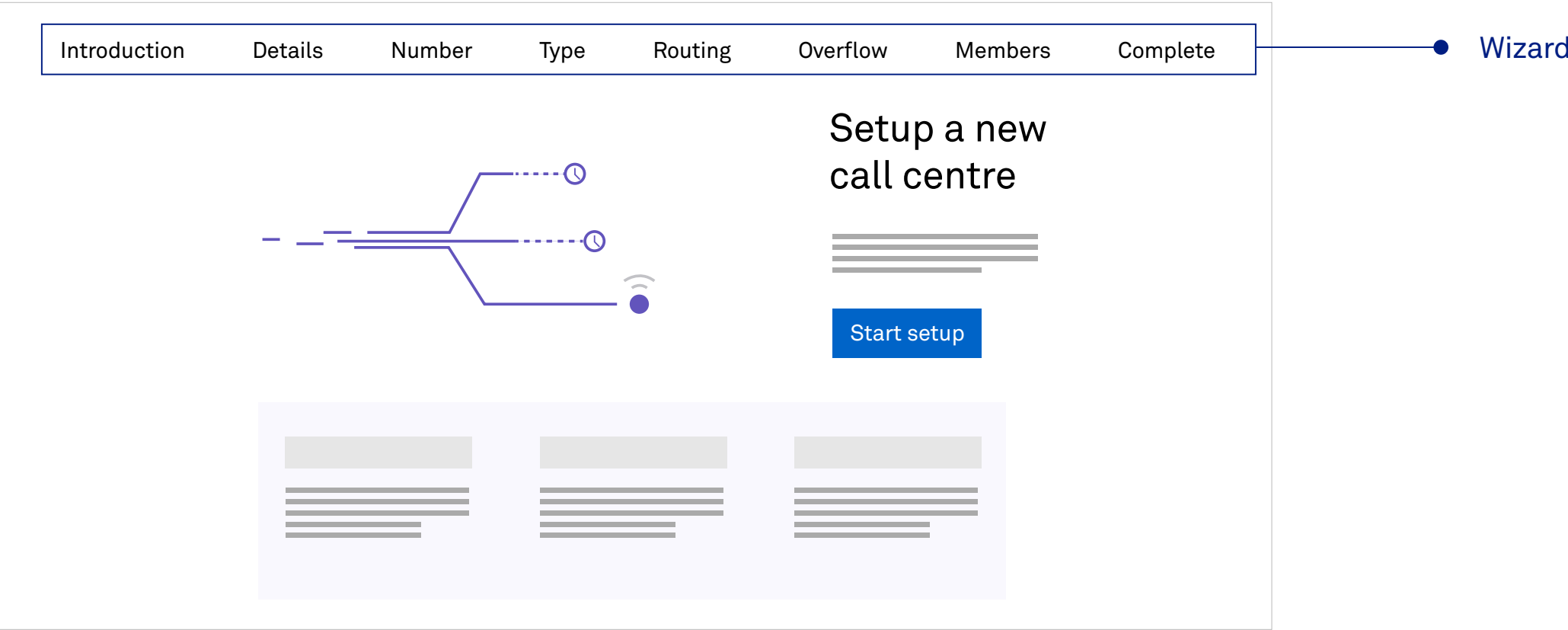
Lets you dynamically handle incoming customer voice calls. Call Centre Basic queues your calls within the Adaptive Collaboration platform meaning you do not have to provide bandwidth into your site to cater for queued calls.

Provides basic queuing capabilities for distributing up to 25 active calls to your provisioned agents. Additional features include Music on Hold and agent log-on/off via their soft client.

The Webex App provides users with the Call Centre functionality.

Call Centre agents can have a physical handset configured separately to the Webex App, providing a Shared Call appearance. This allows them to swap between soft client and handset with no configuration changes from the end-user.

From the **Dashboard**, select **Create a call centre** and follow the wizard to create and configure.



Overview of Wizard

Details Give your Call centre a name and time zone. Optionally, add to a Department	Number Select the main number to be used for this call centre.	Type Select which type of call centre you need. Basic is currently only available	Routing Select how the routing should work: Linear, Circular, Simultaneous or Longest Idle.	Overflow Select how calls going into overflow are handled based on queue or waiting time.	Members Add users to your call centre. When you add a user, they will automatically be assigned the appropriate license.	Complete Select Go to this call centre to add or modify users and configure the settings.
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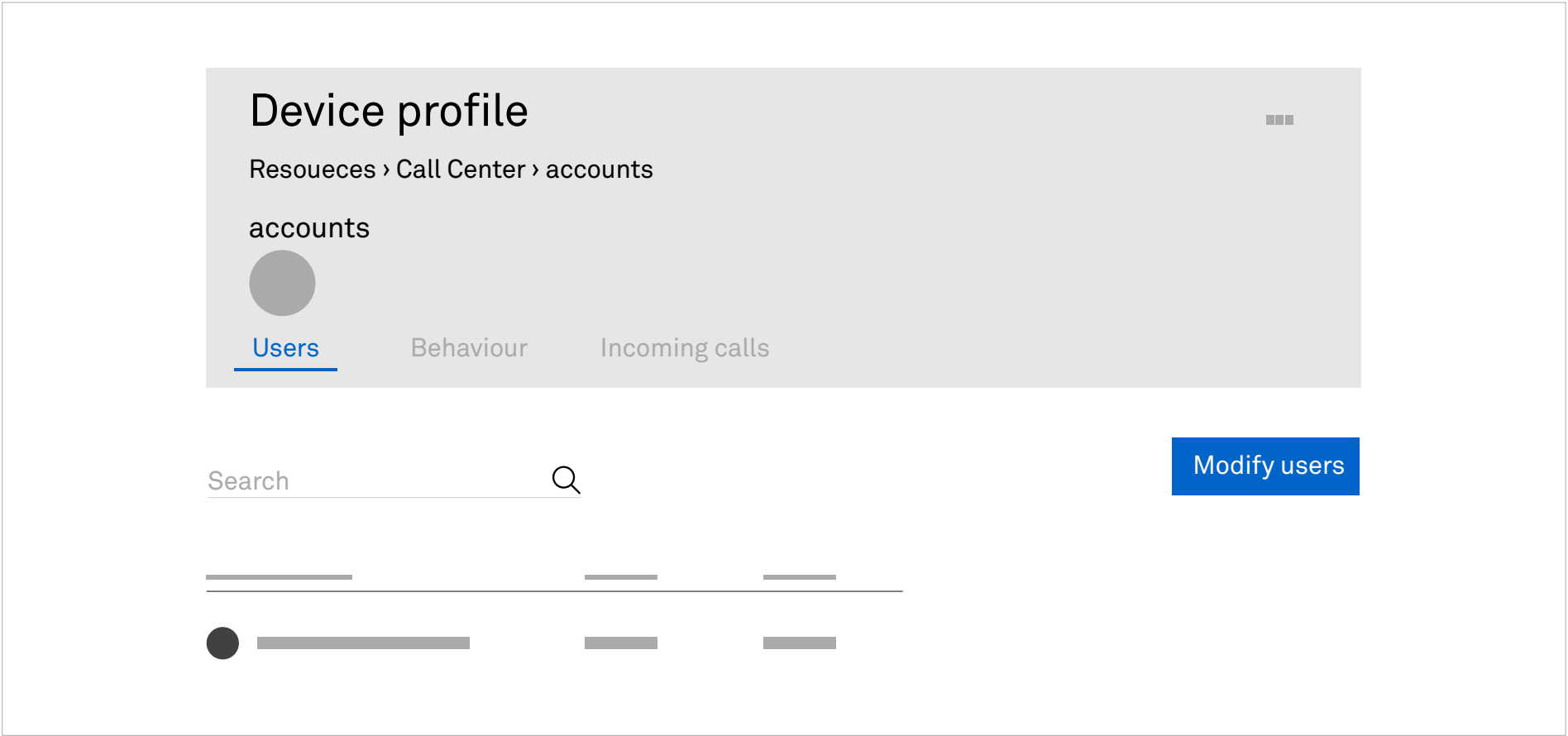
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Call Center

Create new Call Centre [Manage call Centre](#)

Within the **Dashboard** select the Call Centres to manage users, behaviour, and incoming call settings.



Users

- Add or remove users

Behaviour

- Change the routing, add or change greetings and music on hold.
- Configure settings that control how call centre users will receive calls (users can manage in the Webex App).
- Configure overflow actions when a call reaches the overflow.
- Configure the Call centre voicemail inbox.

Incoming calls

- Activate or de-activate your call Centre
- Configure call forward settings and call forward busy settings

Call Centre Basic client

The Webex App will provide the following functions for Call Centre agents:

- Join or leave the call centre queue.
- Ability to handle multiple calls, and assigned call waiting functionality

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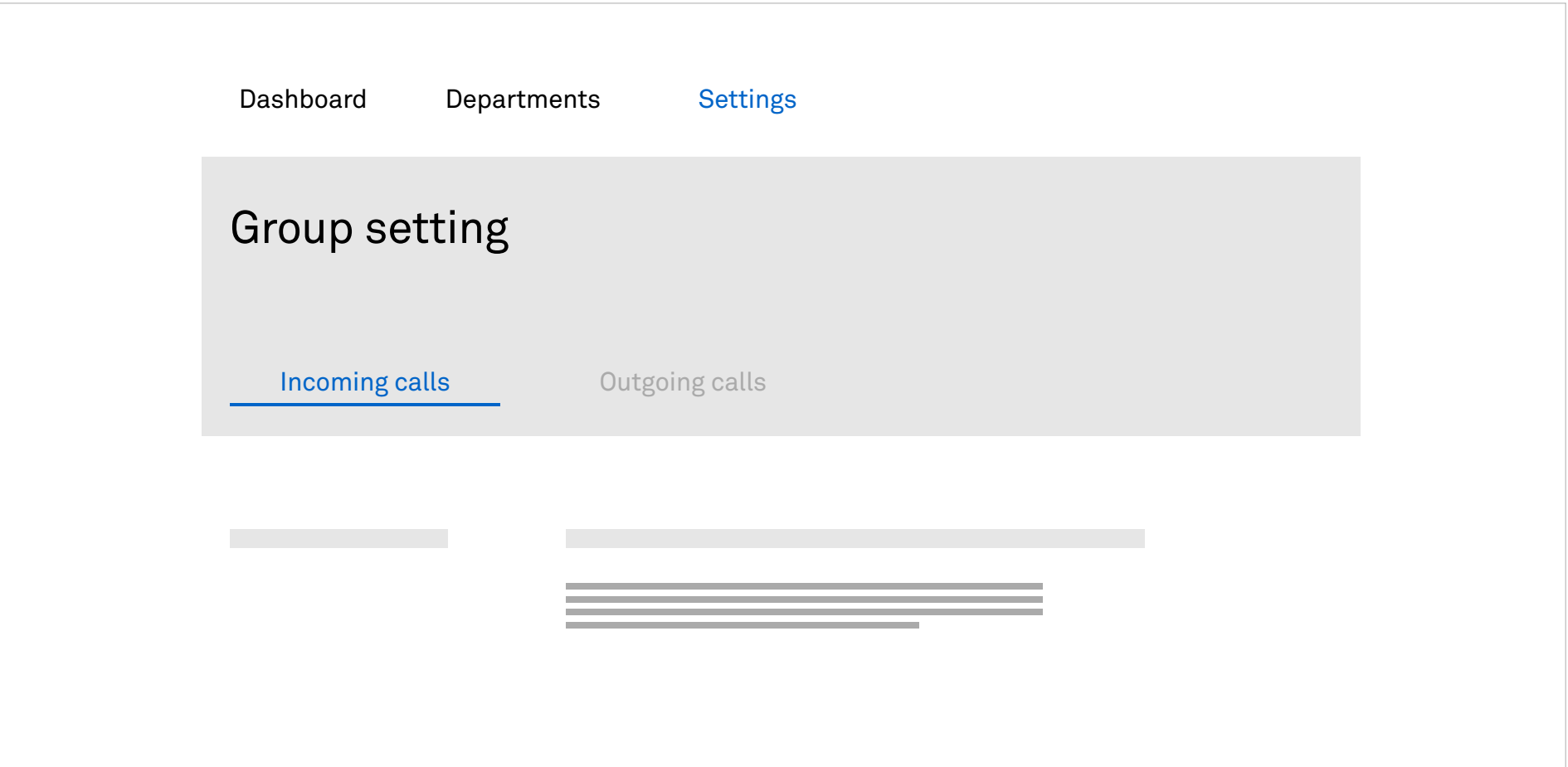
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Group settings

Incoming calls/Outgoing calls

Control incoming call settings for music on hold and what call types are available globally across your users.

Group settings can be reached via **Settings** on the main dashboard.



Incoming calls

Call Park

Park a call against an extension so that any number of the group or enterprise can retrieve it.

Call Pickup

Answer incoming calls that are ringing on another user's line or extension

Music on Hold

Use the default system defined hold music or upload a custom audio file and adjust when hold music is used.

- Custom audio files can either be uploaded or recorded during this process (Max. 10 min)
- Settings to adjust:
- When on hold
- When a call is parked
- If the calls remain unanswered, the call recalls to the transferring party.

Outgoing calls

Caller ID

This number (ID) shows when users call someone outside the business.

Call Barring

Configure the number types users can call

- Standard Australian calls
- Landline numbers
- Mobile numbers
- Toll free numbers
- Non-Standard Australian calls
- Customer enquiries
- International & Satellite calls
- International numbers
- Satellite numbers.

Optional: Under Advanced, a 4-digit code can be provided to a user to bypass global settings.

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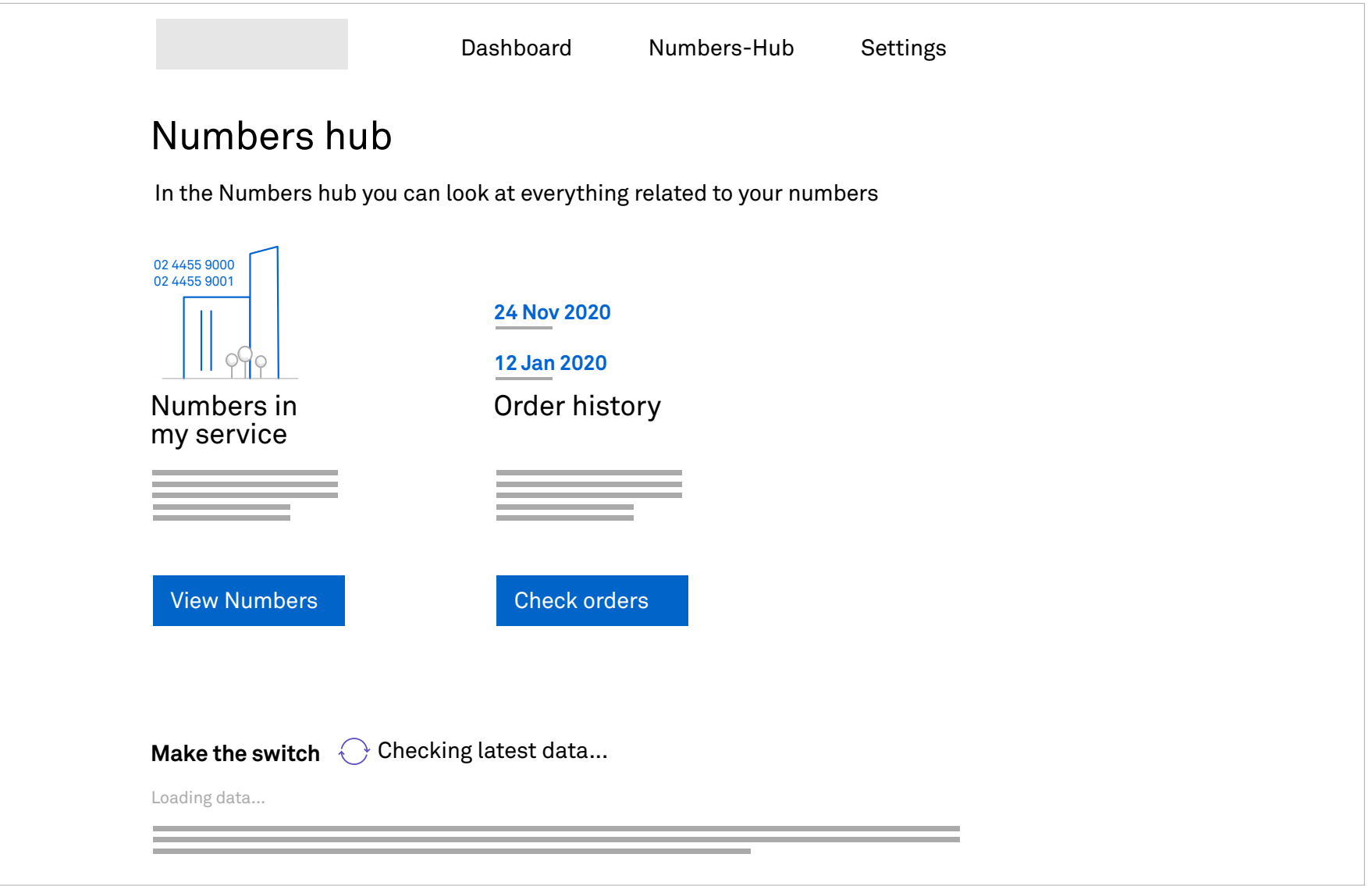
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Number Management / Migration

You can manage your numbers in your service in the **Numbers hub**. In the **Dashboard** select **Numbers** to go to the Numbers hub.

To see your existing services ready for migration to Telstra Cloud Calling select **Numbers** in the Dashboard.



Select the group name to **Start the switch then click on initiate** switch incoming calls.

Alternatively, by selecting the  icon behind the group name you can

- Start the switch over for all numbers
- Cancel the switch over
- Split the numbers in small cut-over groups (out of a 100 block)

To **Move** spare numbers to another subscription services select **View Numbers** then select **Move spare numbers** and follow the wizard.

Recommended workflow for switching to Telstra Cloud Calling

1. Complete migration order process with Telstra.
2. Confirm that legacy services are in the Adaptive Collaboration Management Portal.
3. Assign the phone numbers to users in the Adaptive Collaboration Portal
4. Make outgoing test calls
5. When confirmed, in the Adaptive Collaboration Portal, select the legacy service to Switchover
6. When switchover is complete and the phone numbers are Active, perform incoming call tests. Confirm incoming calls to the phone numbers are landing in user's Webex client or device
7. If something is not correct you can revert back to legacy services.
8. 7 days after switch over the legacy services will be automatically disconnected.

Note: An ISDN Number switch-over group cannot be split into smaller groups. First assign the numbers to users, then switch over the complete group.

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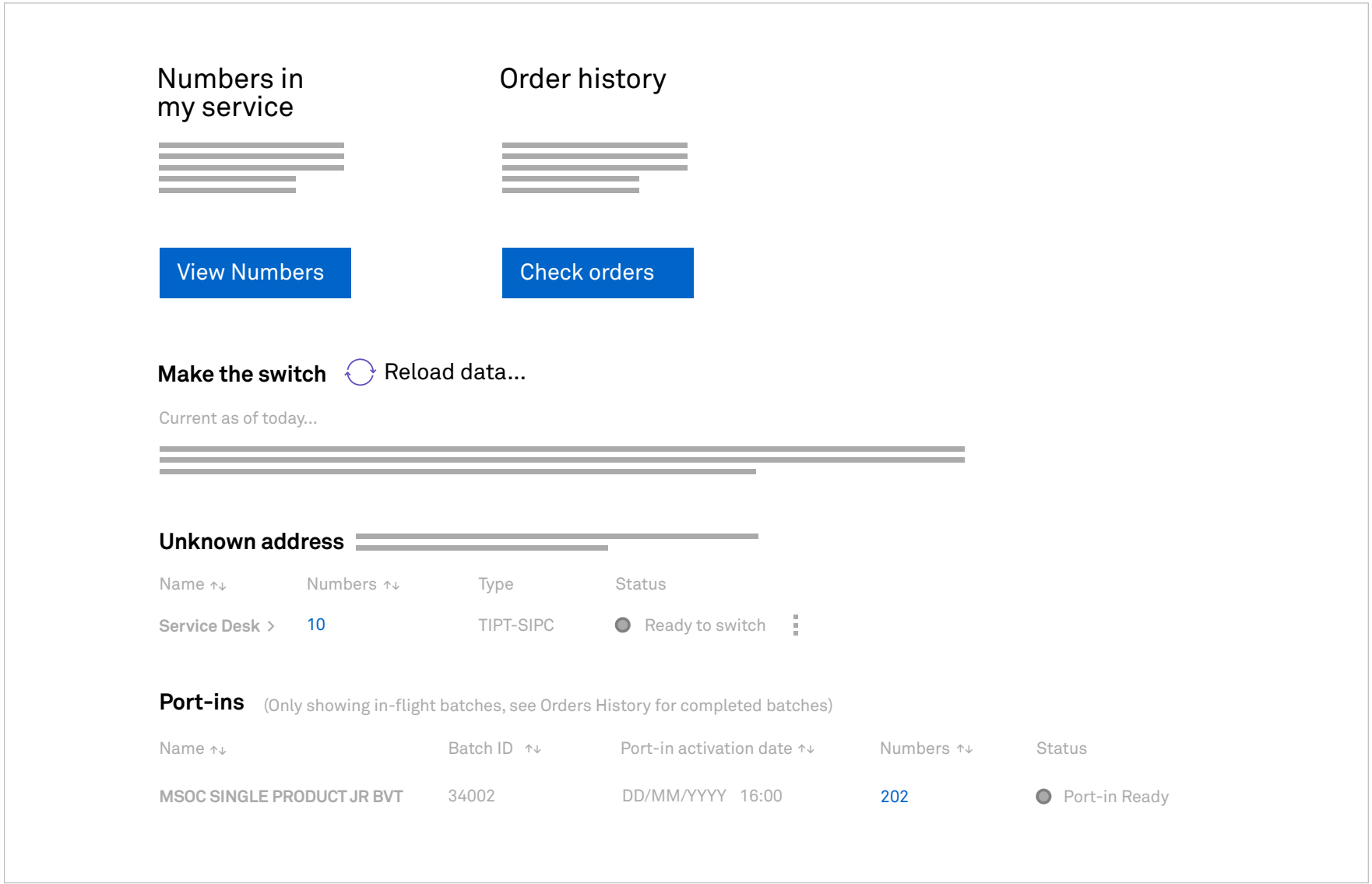
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Port-in Telstra Cloud Calling

Go to the **Dashboard** and select the Number tile. Scroll down to the Port-In section



Recommended workflow for Port-in from another Service Provider to Telstra Cloud Calling

1. Complete the Customer Authority Form to switch to Telstra and arrange a port-in appointment.
2. When the port-in appointment is confirmed, the phone numbers to be ported-in will be loaded into your nominated Telstra Cloud Calling service of the Adaptive Collaboration Management Portal.
3. Go to the Numbers tile on the dashboard and scroll down to the Port-In section to view your phone numbers (status: Port-in Ready).
4. Before the port-in appointment, complete the readiness preparation by assigning the phone numbers to users and group features. However, users will not be able to make and receive calls until the port-in is activated.
5. A Telstra representative will contact you prior to the appointment time to confirm your readiness. Then, at the port-in appointment time, the port-in cutover will auto begin (status: Porting In).
6. When the phone numbers are successfully cutover, a Telstra representative will contact you again and you can begin making and receiving test calls (status: Port-in Activated).
7. Once you have confirmed that the test calls are successful and the solution is working, the port-in status will change to: Port-in Completed.

Note: If at any stage during the port-in process where the port-in appointment needs to be rescheduled (e.g. readiness or issue during cutover), the new appointment will need to be at minimum 10 business day from the day it is being arranged.

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Webex App

After you provision the Unified Communications add-on pack to your user, they receive a ‘Welcome to Telstra Adaptive Collaboration’ email with a link to download the Webex app. The Webex app provides you the softphone function.

Link to download the Webex app: webex.com/downloads.html

Once the Webex app is downloaded, the user can login with their Telstra ID credentials. If the user does not have a Telstra ID, the user will receive a separate email to set their password.

The softphone is now ready to use, and the user can make and receive calls.

Note: In the settings additional Webex collaboration features can be configured for users.

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Microsoft Operator Connect with Telstra comes with the Adaptive Collaboration management portal to manage your phone numbers. Before you transition your phone numbers to Microsoft Teams validate in the Microsoft Teams admin centre under the section **Operator Connect** that you have selected **Telstra Australia** as your operator and that the status is active (Refer to Microsoft documentation online).

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Connect to Microsoft 365 tenant

The first time you open the dashboard you are requested to make a connection to your Microsoft 365 tenant with an easy to use wizard. You make a connections for each service subscription in your tenant.

DashboardNumbers-HubSettings

Step 1 of 2

1

Connect to Microsoft 365 tenant

Enter Microsoft 365 Tenant ID

Operator Connect contact email address

Next

2

In step 1 provide

- Your Tenant ID
- Enter email address configured for Telstra as the ‘My Operator’ in the Teams Admin Centre

In step 2 select what to do with your numbers

- If you want to upload all numbers directly in the Microsoft Teams tenancy as users automatically or,
- Make a choice to configure and upload the numbers as users or voice apps.

Then Submit your selection. You will see a snapshot with your numbers.

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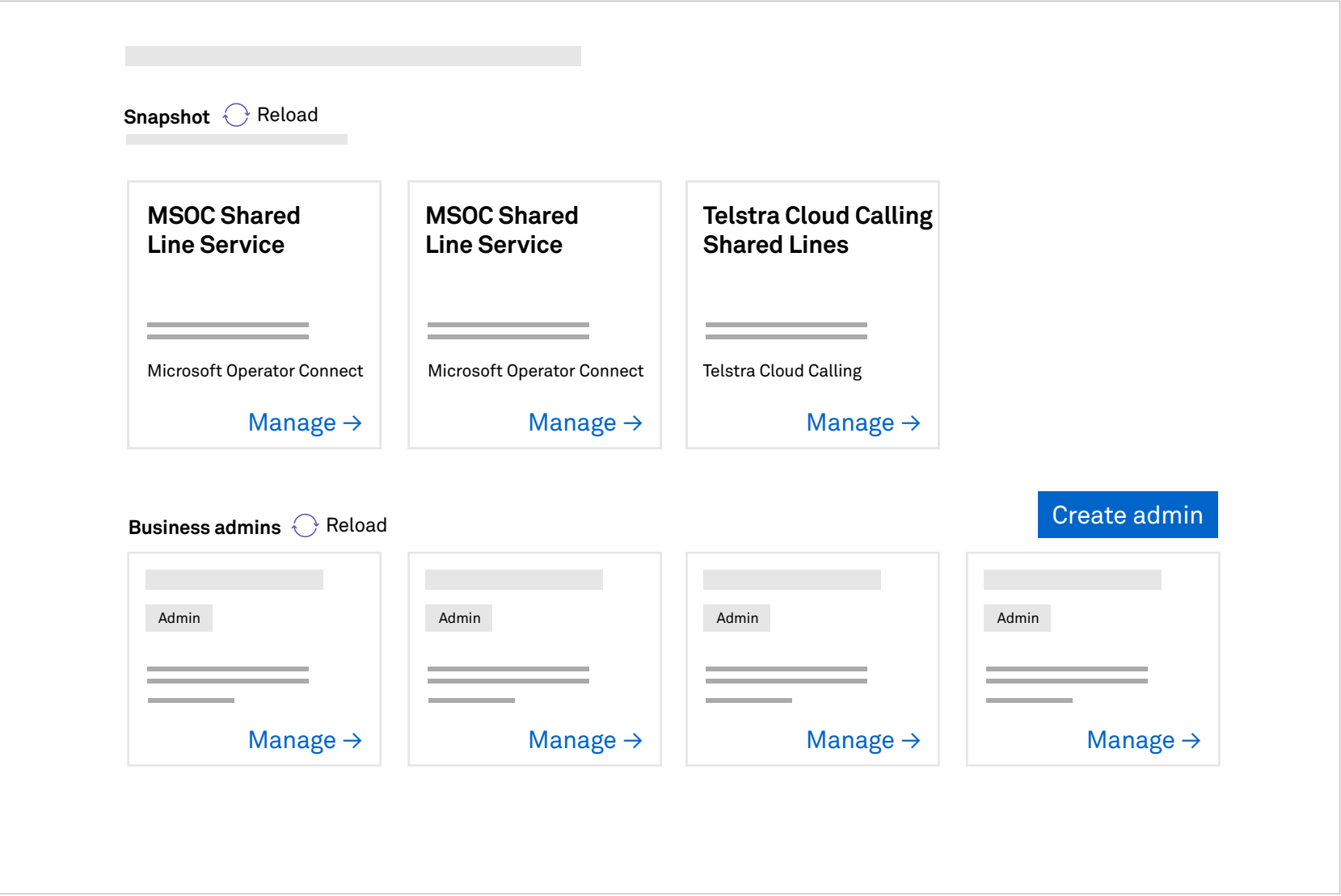
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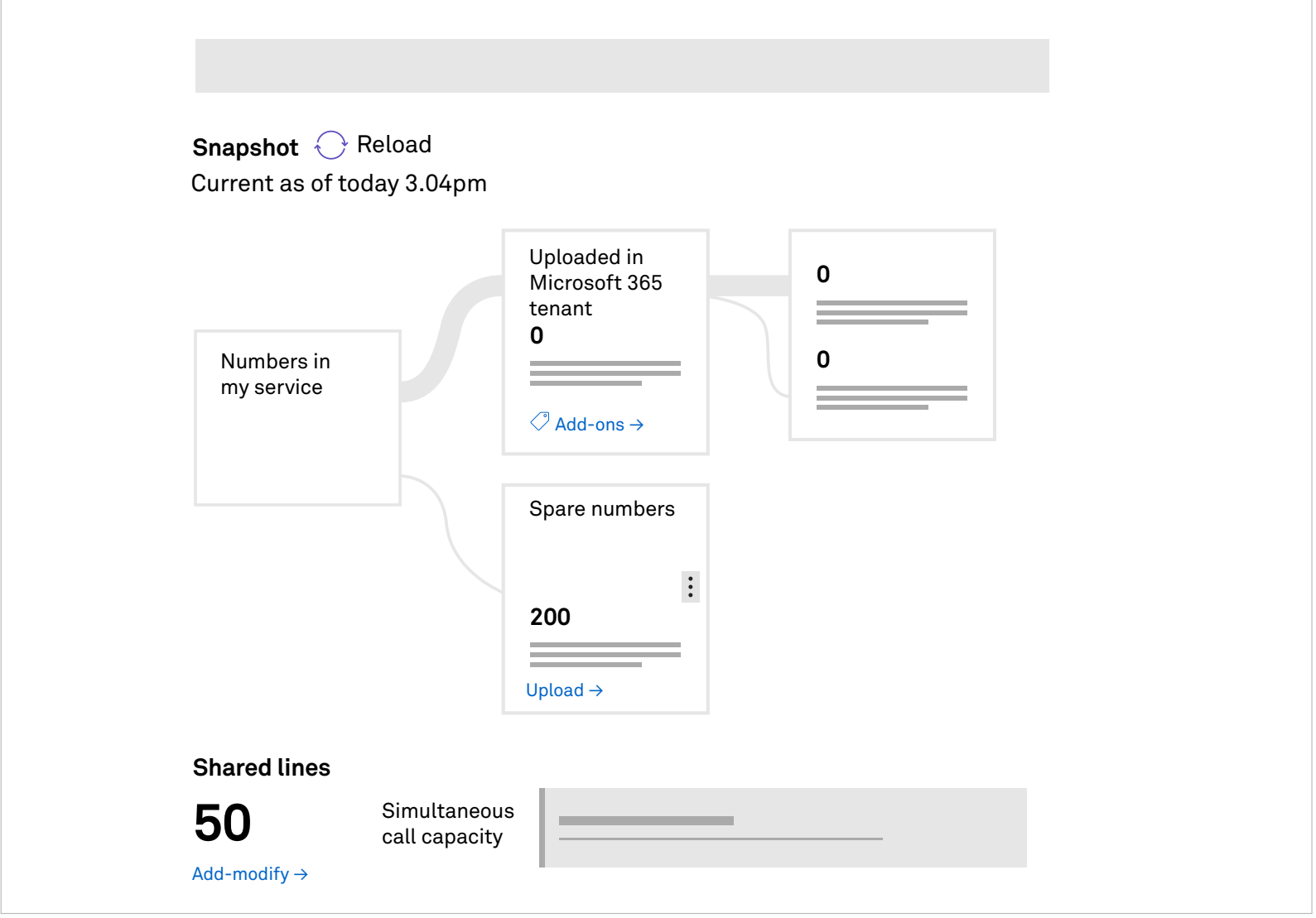
Dashboard




Select the **Microsoft Operator Connect** subscription services you want to manage.

Based on your business requirement you can have one or more subscription.

You can also add or remove administrators.



The Dashboard provides an overview of the numbers in your service. You see the numbers that have been switched to Microsoft Teams and Spare numbers.

- To **Upload** your numbers to either a user or a voice service, select the **Upload** function in the Spare numbers tile and follow the wizard.
- To **Move** spare numbers to another service subscription, select  in the Spare Numbers tile and follow the wizard.
- To manage **Shared Lines**, call capacity click on add / modify.
- To add the Business Continuity add-on click on '**Add-ons**' in the Uploaded tile and follow the wizard.

Note: to change an existing user number to a voice service follow the below steps

- Release the number in Microsoft Teams
- Wait 15 Minutes
- Press the Reload button in the Snapshot Dashboard.
- The number will show up in the Spare Number tile in the Adaptive Collaboration Portal. You can now upload the number as a voice service.

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Microsoft Operator Connect Business Continuity add-on

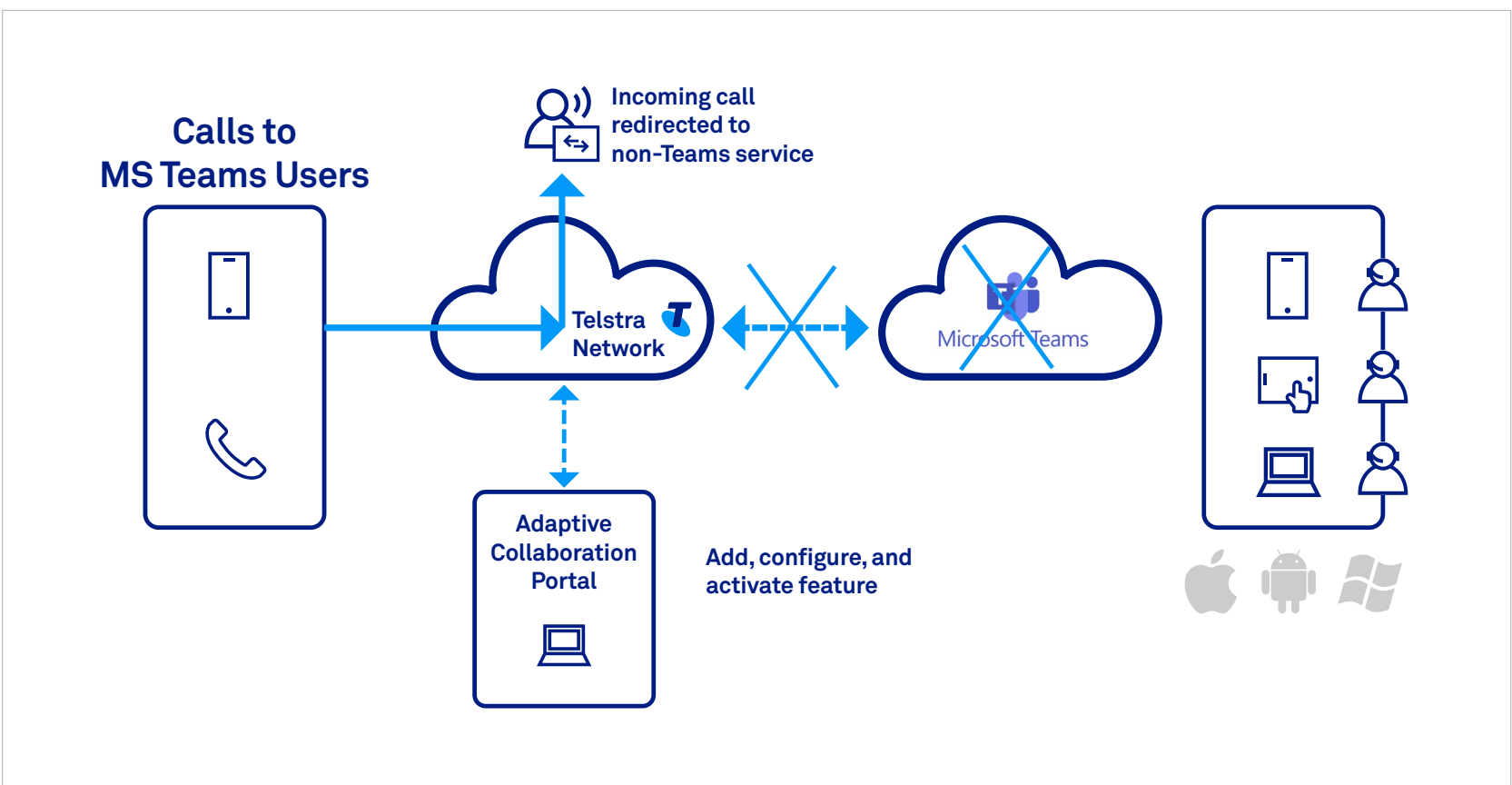
The Microsoft Operator Connect Business Continuity add-on provides the option for an alternate business calling destination phone number in the case of an outage that causes incoming calls to fail. You can also manually invoke alternative routing in case of customer business continuity issue.

In the dashboard click on Add-ons and configure your Business Continuity following the wizard.

Business Continuity Call Forward not Reachable

Cloud-based solution for automatic re-routing of calls in the event of an outage:

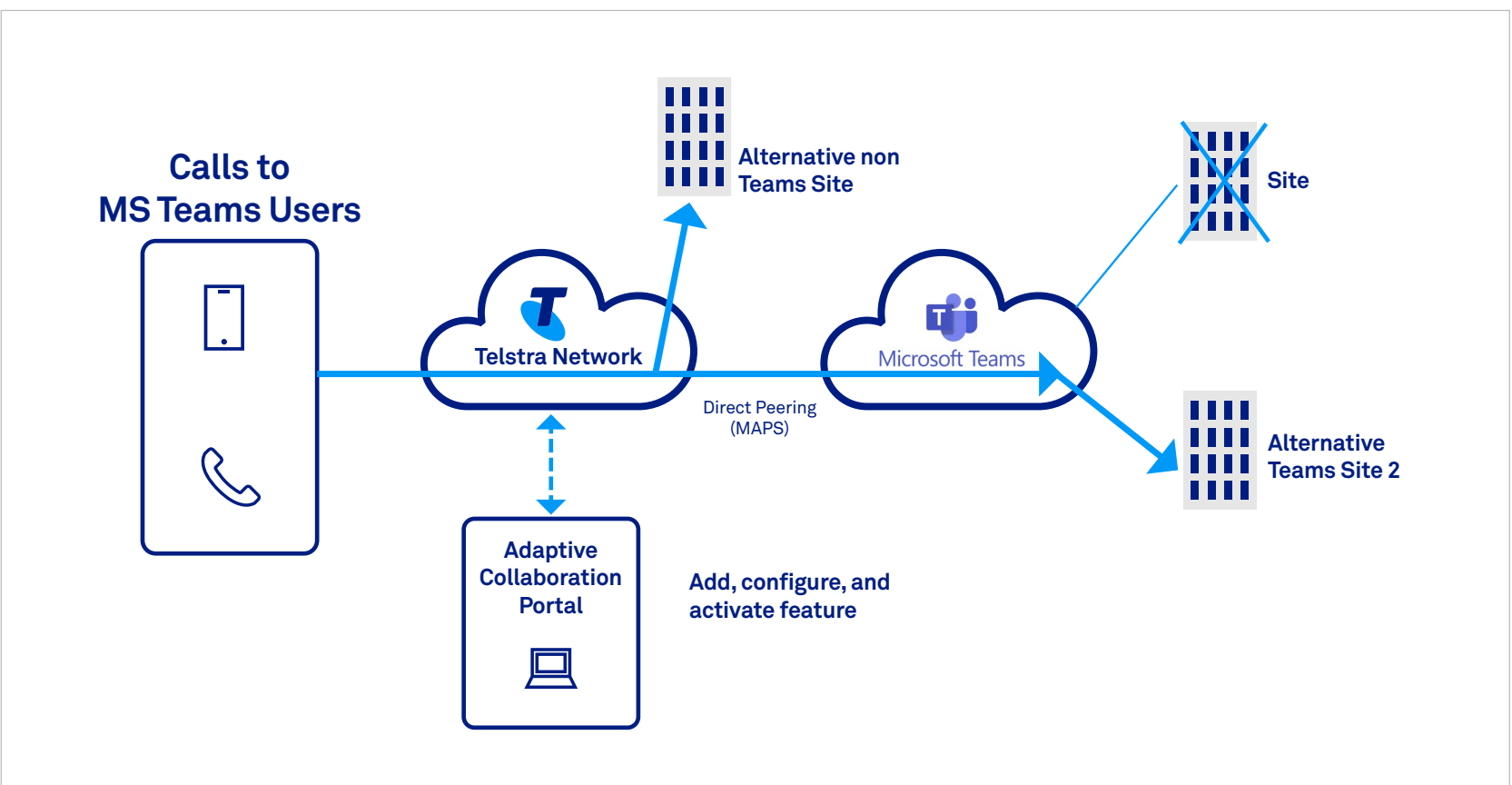
- Microsoft Cloud or Microsoft Teams issue results in failure to accept calls from Telstra
- There is a failure of the interconnect between Telstra and Microsoft cloud
- Business incoming calls redirected to non-Teams number (e.g. Mobile)



Business Continuity Call Forward Always

Manually invoke alternative routing in case of customer business continuity issue

- Quickly and efficiently re-route calls to another site – eg in case of site evacuation
- Route to another Teams site, or non teams



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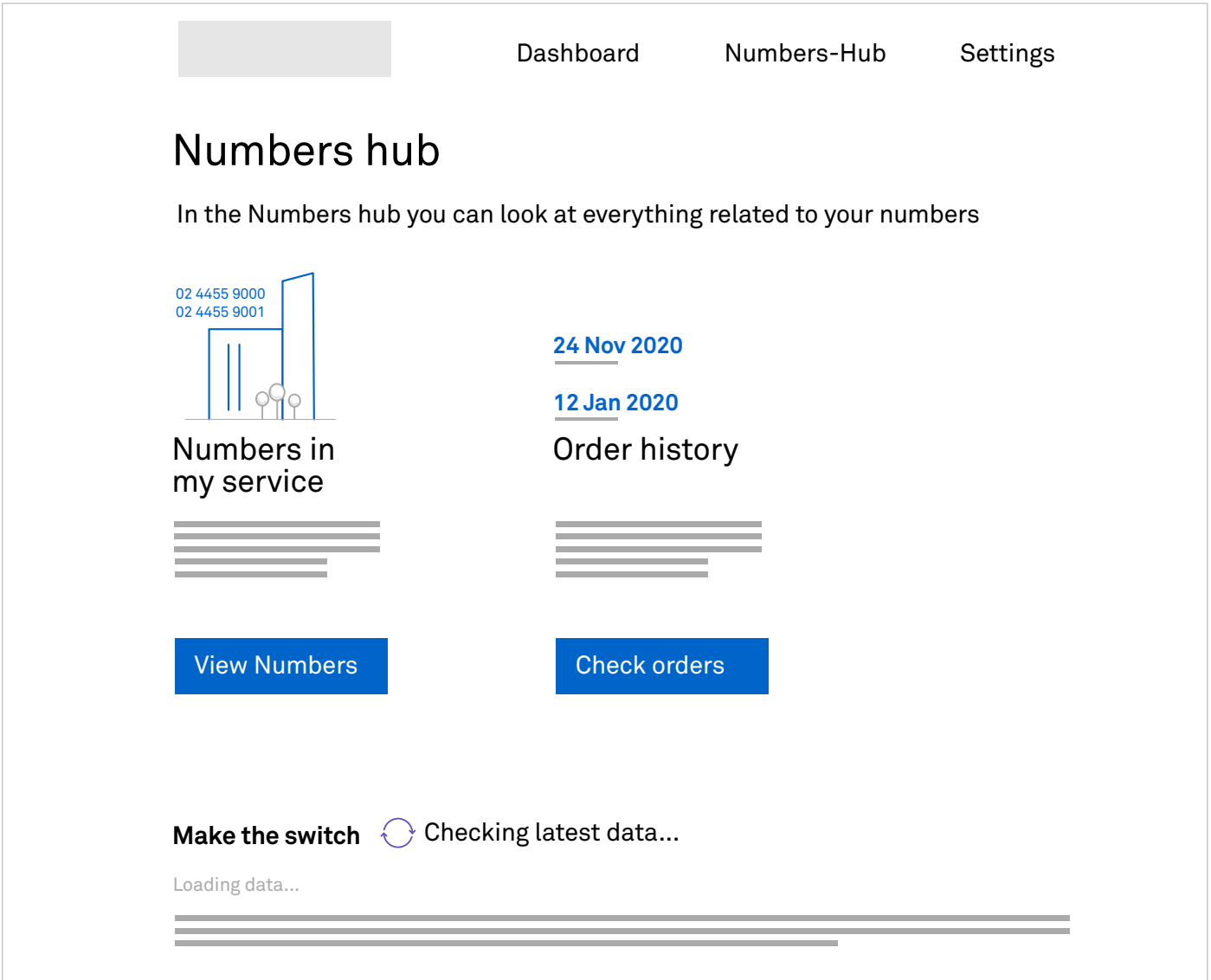
Number Management / Migration

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Help and Support

Number Management / Migration

Select the **Numbers Hub** at the top of the page. Scroll down to the numbers that are being switched.



Select the group name to **Start the switch then click on initiate** switch incoming calls

Alternatively, by selecting the  icon behind the group name you can

- Start the switch over for all numbers
- Cancel the switch over
- Split the numbers into small cut-over groups

Recommended workflow for switching to Microsoft Operator Connect with Telstra

1. Select Telstra as your operator in the Microsoft Teams Admin Centre under Operator Connect.
2. Complete migration order process with Telstra.
3. Confirm that legacy services are in the Adaptive Collaboration Management Portal.
4. Upload the required phone numbers to Microsoft tenant
5. Assign the phone numbers to users or voice services in Teams Admin Centre
6. Make outgoing test calls
7. When confirmed, in the Adaptive Collaboration Portal, select the legacy service to Switchover
8. When switchover is complete and the phone numbers are Active, perform incoming call tests. Confirm incoming calls to the phone numbers are landing in users' Teams client.
9. If something is not correct you can revert back to legacy services.
10. 7 days after switch over the legacy services will be automatically disconnected.

Note: An ISDN Number switch-over group cannot be split into smaller groups. First upload the numbers to Microsoft Teams and assign the numbers to users, then switch over the complete group.

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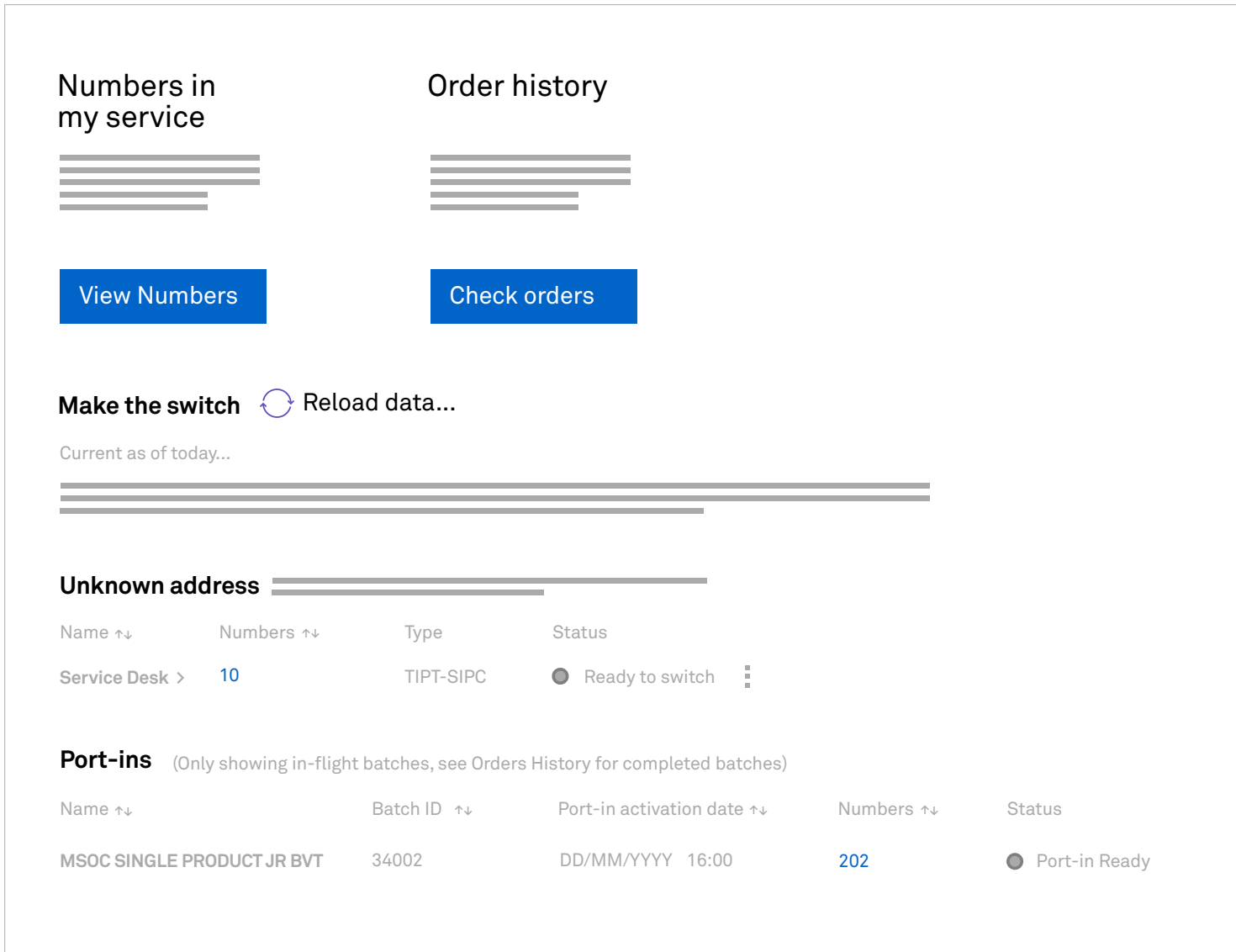
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Port-in Microsoft Operator Connect with Telstra

Go to the **Numbers Hub** and scroll down to the Port-In Section.



Recommended workflow for Port-in from another Service Provider to Microsoft Operator Connect with Telstra

1. Complete the Customer Authority Form to switch to Telstra and arrange a port-in appointment.
2. When the port-in appointment is confirmed, the phone numbers to be ported-in will be loaded into your nominated Microsoft Operator Connect with Telstra service subscription in the Adaptive Collaboration Management portal.
3. Go to the Numbers Hub page and scroll down to the Port-In section to view your phone numbers (status: Port-in Ready).
4. Before the port-in appointment, complete the following readiness preparation:
 - a) If the phone numbers are not in your Microsoft Tenant: Upload your phone numbers to your Microsoft Tenant and assign them to users and voice apps in the Teams admin centre. Note that the users and voice apps will not be able to make and receive PSTN calls until the port-in is activated.
 - b) If phone numbers are already in Microsoft Tenant and being used with another Microsoft Teams PSTN connectivity option (e.g. Direct Routing), then you will not be able to upload the phone numbers to you Microsoft Tenant until you have released the phone numbers in Teams admin centre. We suggest that you have the Powershell script* ready and only release the phone numbers near or at the port-in appointment time to minimise user impact. Once the phone numbers are released, you will be able to upload the phone numbers to your Microsoft Tenant and assign them to users and voice apps in the Teams admin centre.
5. Telstra representative will contact you prior to the appointment time to confirm your readiness. Then, at the port-in appointment time, the port-in cutover will auto begin (status: Porting In).
6. When the phone numbers are successfully cutover, a Telstra representative will contact you again and you can begin making and receiving test calls (status: Port-in Activated).
7. Once you have confirmed that the test calls are successful and the solution is working, the port-in status will change to: Port-in Completed.

Note: If at any stage during the port-in process where the port-in appointment needs to be rescheduled (e.g. readiness or issue during cutover), the new appointment will need to be at minimum 10 business day from the day it is being arranged.

* Refer to this Microsoft knowledge article to move phone numbers from Direct Routing to Microsoft Operator Connect
<https://learn.microsoft.com/en-us/microsoftteams/operator-connect-configure#move-numbers-from-direct-routing-to-operator-connect>

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Help and Support

For any questions about your offer, technical support, service, or connection, you can visit [Telstra Connect](#) or call us on **1800 370 430**. Assurance and fault calls are answered 24 hours / 7 days, all other calls are answered Monday to Friday, 9am to 5pm Eastern Standard Time (except national public holidays).

Telstra Connect allow you to

- View your bills
- View your services
- Track orders
- Submit and track support enquiries

Telstra Cloud Calling Support for Network Integration and setting up your devices:
<https://www.telstra.com.au/business-enterprise/support/adaptive-collaboration>