

Luware **Nimbus**

Teams Contact Center

Admin 101

 **MOMENTUM**

NIMBUS ADMINISTRATION INTRODUCTION

Before You Start

Access to the Admin Panel is granted via the following links:

Switzerland 01	https://admin.ch-01.luware.cloud/
Switzerland 02	https://admin.ch-02.luware.cloud/
Germany 01	https://admin.dewe-01.luware.cloud/
Germany 02	https://admin.dewe-02.luware.cloud/
United Kingdom 01	https://admin.ukso-01.luware.cloud/

✓ Make sure to configure your web proxies to allow access to these domains or whitelist the complete *.luware.cloud domain.

Special user permissions are required to administrate Nimbus. Please refer to the following chapters:

- Read about [Role Access Concept](#) to know how Nimbus syncs to your user directory and grants user access.
- As Administrator you might also want to know about [Required App Permissions](#) for Nimbus services and features.

This guide is a primer for new administrators and offers useful information plus helpful links to relevant Nimbus CC documentation that can be found at their KB site online.

Important Note: Training for Administrators and other user roles is provided by 1UC in partnership with Luware and is defined by the onboarding package purchased by your organization. Check with your **Luware Customer Success Manager** to learn more about the training package your organization selected or go to the [Luware Training page online for details about training package options](#).

Overview

The Nimbus administration opens the "Overview" by default for all users of the Administrator Group.

Tenant Admin View - Statistics and Services overview

The dashboard provides a comprehensive overview of the tenant's services and users. It features several key metrics and a detailed service list.

Summary Metrics:

- Enabled Services:** 81
- Total Services:** 82
 - 3 UNCOMPLETED
 - 12 SERVICES APPLIED
 - 57 SERVICES RUNNING
 - 0 PSTN APPLIED
 - 10 PSTN RUNNING
 - 0 SUSPENDED
 - 0 PENDING DELETION
- Total Sessions:** 3272 (30 DAYS)
- Total Users:** 110 (5 MONTHS)

Service Details:

SERVICE	STATE	USERS	TOTAL SESSIONS	TOTAL SESSIONS LAST 14 DAYS	PROVISIONED SINCE
Documentation Team	PSTN Running	5	6211		8/15/2022

User Details for Documentation Team:






NAME	UPN	MEMBERSHIPS	STATE	TIME IN STATE	ACTIVE	ROLE
Ada Lovelace	alovelace@innovation....	13	Not Available	4d 20h 59m 46s	●	Member
Aristotle	aristotle@innovation.u...	1	Not Available	48d 22h 14m 6s	●	Owner
Scientist Niels Bohr	nbohr@innovation.us.l...	8	Inactive	147d 20h 29m 40s	●	Owner
Scientist Leonardo ...	lvinci@innovation.us.lu...	12	Inactive	33d 0h 20m 4s	●	Member
Socrates	socrates@innovation.u...	2	Not Available	76d 12h 45m 18s	●	Member

User Status Summary:

- 2 INACTIVE
- 0 AVAILABLE
- 3 NOT AVAILABLE

💡 Single-Tenant Admins will directly be presented with the list of services within their Tenant.

Top Area Widgets

Widget	Description
Enabled	Sum of all services currently provisioned .  Learn more about this by visiting Nimbus Installation .
Total Services	Lists all services under the provisioned tenants and their respective provisioning state .  A legend description of the different states can be found in chapter "Total Services" below.
Total Sessions	Aggregated volume of call sessions all services.  Mouse over the diagram to get additional information.
Total Users	Lists users which have been set "Active" at least once during the displayed period. How to set the "Active" state?  A user's "Active" state can be set to enabled via either of the following means: <ul style="list-style-type: none"> • Via each user's own Dashboard in any Nimbus service-enabled channel. • Via the Nimbus personal app > My Services view, where service members can manage the active state for multiple services simultaneously. <hr/>  Good to know: <ul style="list-style-type: none"> • Each service has an individual Service Settings where new users can be set "Active" by default. This may contribute to the statistics even if the (new) service members haven't set themselves active on their own. • Even if users just set themselves "Active" - without taking any calls or handling other Nimbus tasks - they will still count towards this metric. • Service owners can also manage the "Active" state of their members.

Total Services - Status Widget

The "Total services" widget on top of the "Overview" summarizes your services in an escalated manner. Think of it as a service's lifetime-workflow that starts with "uncompleted" and ends with "pending deletion" of a service.

The states (from top to bottom) are as follows:

UNCOMPLETED - Provisioning has started. A new service has been created in Nimbus database, but also needs to be registered in Microsoft Azure.

SERVICES APPLIED - The provisioning is completed, and the service is ready to be called. Nimbus will distribute calls among the service and log them for reporting statistics.

SERVICES RUNNING - A service has been called and calls have been recorded in the Nimbus database.

PSTN APPLIED - A service is now reachable via PSTN. Numbers require a phone license to be requested from Microsoft.

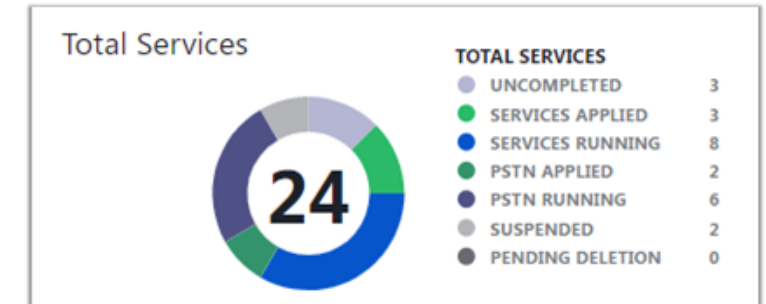
PSTN RUNNING - A service has been called via PSTN and calls have been recorded in the Nimbus database.

SUSPENDED - A service user has opted to "remove Nimbus completely" from the services tab. → After 30 days the corresponding Nimbus service will be "pending deletion"

PENDING DELETION - services that have exceeded "suspended" time or have been removed by a tenant administrator will be pending for deletion. Once de-registered from Azure the services will be removed permanently.

Good To Know

A service state is always unique and unambiguous, meaning that a service can only have one status at a time. A service that is pending for deletion can be restored from Luware if it has not been completely de-registered from Azure or completely removed from your local services instance.



🔍 Learn more about service provisioning and removal in the [Nimbus Installation](#) chapter.

Tenant / Service Entry Listings



In a Multi-Tenants setup, entries are unfolded in a **drill-down** fashion:

Tenant > Service > Service Users

 The details of each level are explained below.

Tenant

On "**Tenant**" level a list with the following details is shown:

Column	Description / Purpose
Domain	Base level domain under which the service (and service members) are registered under
Number of services	Amount # of services under the respective tenants, also displayed as graph.  Their state and the graphical representation is described under " <i>Total Service</i> " above.
Sessions Last 14 days	Aggregated calls under that tenant in a small relative view.  Detailed call metrics can be inspected for each service → See table entry below
Monthly Active Users	Users under the current tenant that have been set active at least once this month (either by themselves or their supervisors)
Daily Active Users	Users under the current tenant that been set active at least once on this day (either by themselves or their supervisors)
Since	Date when tenant was first registered with Nimbus.

Service





Unfolding a Tenant entry via the > arrow reveals the "**services**" under that tenant.

Column	Description / Purpose
Service	Service cleartext name as defined in Microsoft services Client
State	See status overview as described above.
Users	Assigned total service team members 💡 Summarized from the according Microsoft Teams channel, regardless of their " <i>Active</i> " state
Total Sessions	Overall total sessions on that service.
Last 14 days	Sessions over the last 14 days. 💡 Mouse over details provided for each day.
Provisioned Since	Date when service was first provisioned for Nimbus.

Service Users

Unfolding a service entry via the > arrow reveals the **Users** of that particular service.

 This equals the Team Members

Column	Description / Purpose
Name	User Name as defined in MS services
UPN	User Principal Name (unique) under the current domain
Memberships	Amount of (other) services that the user is part of, including the current viewed service.
State	Indicates if the user is available to take calls or inactive (e.g. Offline).  Also see User States .
Time in State	Time since last state change (Available / Inactive) occurred.  Note that this is a Nimbus exclusive state and not tied to the to Microsoft Teams IM presence.
Active	Displays if the user is set to active to take calls for the corresponding service.  A user can have a different active state when part of multiple services and toggle his states accordingly. Refer to the My services page explaining this concept further.
Role	Signals the user role (member or owner) of the respective service.  Roles can be assigned via User Administration or get automatically granted from being Team Owner in a MS Teams-based team.

ADMINISTRATION TASKS

Use Cases - Common Scenarios

As Nimbus gets more features and complexity added, our Knowledge Base will expand alongside with "**Administration-related Use Cases**" that cover various aspects in a "step-by-step" fashion. Follow them to get a good understanding of the structure and concept behind Nimbus.

Name and Goal of the Use Case	UCID
Use Case - Setting up Interact	UC NIMB 005
Use Case - Routing unassigned numbers to Nimbus	UC NIMB 006
Use Case - Setting up a Federation IT Helpdesk	UC NIMB 007
Use Case - Filtering Attendant contact search via MS Graph	UC NIMB 012
Use Case - Adding external Address Books via Power Automate	UC NIMB 013
Use Case - Setting up a basic IVR Service	UC NIMB 015
Use Case - Setting up a Contact Center	UC NIMB 016
Use Case - Tracking extended user presence via Azure guest accounts	UC NIMB 028
Use Case - Setting up Assistant	UC NIMB 030

Initial Setup

<https://help.luware.com/initial-setup-category>

Installation Prerequisites	Upload App Manifest	Nimbus Installation
Personal App Installation	Assistant Installation	

Nimbus Role Based Access Concept (RBAC)

<https://help.luware.com/rbac-category>

User Role (RBAC) Matrix	Admin Roles	Portal Roles
Power Automate Roles	Reporting Roles	

Tenant Administration

<https://help.luware.com/tenant-administration-category>

Tenant Administration	General Tenant Settings	Contact Tenant Settings
Data Privacy Tenant Settings	Provisioning Tenant Settings	Extensions Tenant Settings
Modalities Tenant Settings	Licenses Tenant Settings	Pushing Tenant Updates via Script
Deleting a Tenant	Use Cases	

Service Administration

<https://help.luware.com/service-administration-category>

Create Service

Delete Service

User Assignment Types

License Downgrade

Service Permissions

Service Types

Use Cases

User Administration

<https://help.luware.com/user-administration-category>

User Admin

General User Settings

Services User Settings

Roles User Settings

Skills User Settings

Skills and Responsibilities

Assistant User Settings

Interact User Settings

Configuration (Admin)

<https://help.luware.com/nimbus-resources-category/faq-and-troubleshooting>

Address Books

Distribution Policies

Not Available Reasons

Organization Units

Workflow Templates

Responsibility Profiles

Non-Personal Dashboards

Mailboxes

Speech Recognizers

License Management

<https://help.luware.com/administration-category/license-management>

Operations

<https://help.luware.com/administration-category/operations>

Service Operations

Customer Operations

Filtering

User Preferences

<https://help.luware.com/administration-category/user-preferences-admin>

General

Provisioning

FAQ and Troubleshooting

<https://help.luware.com/nimbus-resources-category/faq-and-troubleshooting>

Glossary

<https://help.luware.com/nimbus-resources-category/nimbus-glossary>