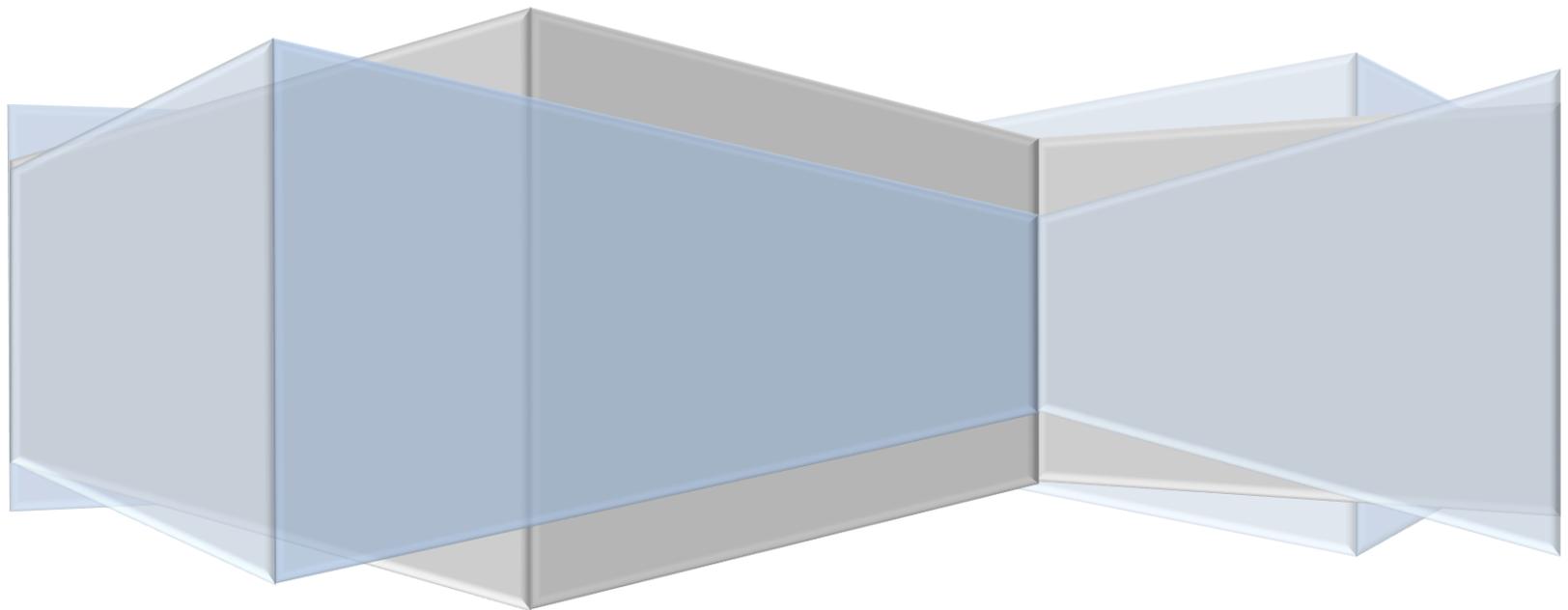




Enable Federated Agents in Chime for Lync



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INTRODUCTION

Chime for Lync can support the use of federated users as agents. With a few simple steps, you can add federated agents to your Chime for Lync application.

In order to take full advantage of Chime for Lync, the federated agents will need to have access to the Chime for Lync server. This could be through a VPN connection or by having the Chime for Lync server in a DMZ.

ADDING FEDERATED USERS TO CHIME FOR LYNC

CREATING ACCOUNTS IN ACTIVE DIRECTORY

In order for a federated agent or manager to log into Chime for Lync, they must have an account on the on premise domain that Chime for Lync is installed on. This will allow agents to access the agent's dashboard and context window, and allow managers to run reports, view dashboards, add/remove provisioned agents.

SAMPLE POWERSHELL SCRIPT

Here is a sample PowerShell script that can be run to add users to your Active Directory. If you have a large amount of users to add, the script can be changed to import a csv file in that would contain the necessary user data.

```
<#
Here is a sample PowerShell script that will create a new OU and add agents into your on premise domain so they can view the
Chime application. Feel free to edit this script as needed to meet you organization's needs.
#>

$OU = "FederatedAgents";           #A new OU to store the Federated Agents
$DOMAIN = "YourDomain";           #On-premise Active Directory Domain
$TLD = "TLD";                     #On-premise TLD of your on premise domain (com, edu, net, local,...)

$Agents = @( `
    @{AgentFName = "FirstName";    #1st Agents First Name
      AgentLName = "LastName";     #1st Agents Last Name
      AgentLogin = "login@domain.tld"; #1st Agents On-Premise login (login@domain.tld)
      AgentEmail = "email@FederatedDomain.tld"; #1st Agents Federate Email address (email@FederatedDomain.tld)
      AgentPW = "AgentPassword";   #1st Agents Password for your domain. This does not need to match
                                    their federated domain password
    },
    @{AgentFName = "FirstName";    #2nd Agents First Name
      AgentLName = "LastName";     #2nd Agents Last Name
      AgentLogin = "login@domain.tld"; #2nd Agents On-Premise login (login@domain.tld)
      AgentEmail = "email@FederatedDomain.tld"; #2nd Agents Federate Email address (email@FederatedDomain.tld)
      AgentPW = "AgentPassword";   #2nd Agents Password for your domain. This does not need to
                                    match their federated domain password
    }
);

$OUPath = "DC=" + $DOMAIN + ",DC=" + $TLD;
$AgentPath = "ou=" + $OU + "," + $OUPath;

#Creates the new Organization Unit in your Active Directory
New-ADOrganizationalUnit -Name $OU -Path $OUPath;

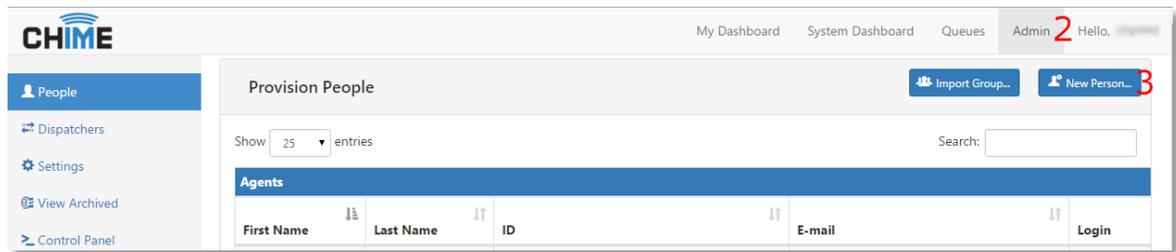
#Creates a new AD User account for each agent in the $Agents array
ForEach ($Agent in $Agents)
{
    $DisplayName = $Agent.AgentFName + " " + $Agent.AgentLName

    New-ADUser -Name $Agent.AgentLogin.Split("@")[0] `
        -GivenName $Agent.AgentFName `
        -Surname $Agent.AgentLName `
        -DisplayName $DisplayName `
        -Path $AgentPath `
        -UserPrincipalName $Agent.AgentLogin `
        -EmailAddress $Agent.AgentEmail `
        -Enabled $true `
        -accountPassword (ConvertTo-SecureString -AsPlainText $Agent.AgentPW -Force) `
        -PasswordNeverExpires:$true
}
}
```

ADDING FEDERATED ACCOUNTS INTO CHIME FOR LYNC

Once you have created the accounts for the federated users in your Active Directory, you can then add the federated users into your Chime for Lync implementation.

1. Open your browser and log into the Chime for Lync site using an account that has administrator privileges.
2. Click on the “Admin” tab at the top right.
3. Click on the “New Person” button.



1. Add the Federated Agent's first name.
2. Add the Federated Agent's last name.
3. Add the on premise login name for the Federated Agent.
4. Add the Federated Agents SIP address. This should be the address from the federated domain.
5. Add the Federated Agents Email address. This should be the address from the federated domain.
6. Change the Max/day amount if required.
7. Change the Max concurrent setting if required.
8. Account Type and Platform type can be changed if required, but are mostly used for the administrator's reference.
9. Press the “Save changes” button.

The screenshot shows the 'New Person' form in the CHIME Admin interface. The form has the following fields and settings:

- First Name:** A text input field with a red '1' next to it.
- Last Name:** A text input field with a red '2' next to it.
- Administrator:** A checkbox labeled 'Administrator'.
- Login Name:** A text input field with the value 'Windows login name' and a red '3' next to it.
- SIP:** A text input field with the value 'sip:user@domain.com' and a red '4' next to it.
- Email:** A text input field with the placeholder 'Enter email' and a red '5' next to it.
- Account Type:** A dropdown menu with the value 'Testing'.
- Platform Type:** A dropdown menu with the value 'Lync'.
- Max/day:** A text input field with the value '0' and a red '6' next to it.
- Max concurrent:** A text input field with the value '2' and a red '7' next to it.

At the bottom of the form, there is a section for 'Agent Skill Tags' and two buttons: 'Close' and 'Save changes'.

The federated user can now be added to a queue and will be able to receive chats.