

A nighttime photograph of a city skyline with light trails from traffic on a highway in the foreground. The image is overlaid with a dark blue grid pattern. A solid yellow-green vertical bar is on the left side of the slide.

Administration and Support for Partners

Changes of content or dates might apply without notice

Partner Administration

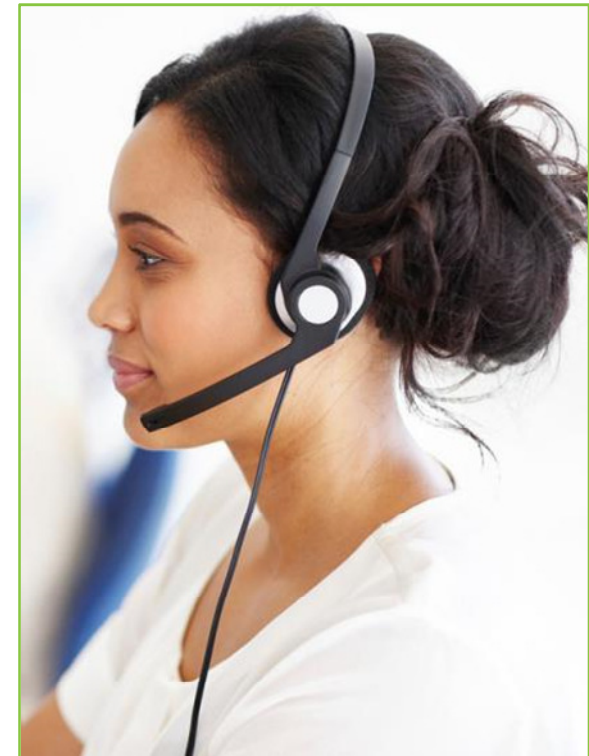
'On behalf of' (..Customer Admin)

What is it?

- Specific OS Cloud Public/Circuit support for Resellers (or tier-1 partner which have direct customers)
- Reseller can act as tenant administrator on behalf of their end customers' tenant admins for customers which agree to this

Requirements and Setup

- Reseller's employees with the right to perform such remote service need to login as paid Circuit user in a reseller's tenant
- The required relationship Distributor-Reseller-Customer is set up for end customers in Circuit DB automatically (via syndicated eStore or classic order process)
- The reseller role for a partner has to be enabled on request by ops team (see separate page)
- The 'opt-in' of a final customer is required – via an 'opt-in' switch in customer admin area in self service



Partner Administration 'On behalf of..'

The screenshot displays the 'circuit for Unify Beta' interface. The top navigation bar includes 'Administration' with sub-tabs: Domain, Users, Meeting Rooms, Telephony, Conferences, Integrations, and Apps and Plug-ins. The left sidebar contains 'Communities', 'Flagged messages', and a list of messages from 'UX Design Team', 'Roxani Skiada', and several 'ANS-13145:Review' and 'ANS-12147:Review' entries. The main content area shows the profile of 'Adrea Richardds' (Offline) with a 'Back' button. Below the profile is a table of user details:

User ID	cmp_2052196554@circuit.com
Last login	Apr 18, 2016
Data usage	0 Bytes
Package	UnifyEnterprise
Connector	None
Phone number	Add phone number
Caller ID	Assign caller ID
	<input type="checkbox"/> Administrator
	<input checked="" type="checkbox"/> Partner administrator

Two callouts highlight specific features:

- (1) New checkbox for role 'Partner Administrator' at partner tenant (pointing to the 'Partner administrator' checkbox).
- (2) Partner Administrator's access to customer's administration (pointing to the 'Partner administration' option in the user's dropdown menu).

The user's dropdown menu also includes: My profile, Settings, Report Issue, Help, About, and Sign out.

Partner Administration 'On behalf of..'

The screenshot shows the Cisco Unify Partner Administration interface for a tenant named 'Herr' (Tenant ID: 689105405441). The interface is divided into a left sidebar with navigation options (Search, Conversations, Communities, Support, Katja Klag (External), Phone calls, Herr) and a main content area. The main content area displays 'Available packages' for the tenant, including UnifyTeamV, UnifyProfessionalV, UnifyEssentialV, UnifyEnterprise, UnifyFree, UnifyTeam, UnifyProfessional, and UnifyEnterpriseV. Each package card shows the number of available and used licenses. At the bottom, the 'Domain administration settings' section shows a toggle switch for 'Administration by partner smart-uc.com' which is currently turned on. A green callout box points to this toggle with the text: '(3) An admin of each customer has to opt-in for partner administration'.

Administration by partner smart-uc.com
Partner smart-uc.com can administer your domain on behalf of your company.

Partner Administration 'On behalf of..'

Management of tenants
Here is an overview of your tenants. Please select the tenant you want to manage.

Tenant name	Tenant ID	Main contact
Unify Beta	455739284567	Contact 1
Unify eu	676835261788	Contact 2
Tenant 3	000000000000	Contact 0

(4) Partner Administrator's has to select customer tenant to maintain (scroll and sort or search)

(5) Partner Administrator has access to all customer admin settings. Selected customer is displayed in the header which offers a new customer selection, too.

Unify Beta
Tenant ID: 465739430734

Available packages

Package	License
UnifyEnterprise	
UnifyCMR	

How to get as Reseller the Administration 'on behalf' of Customer Admin activated

The 'admin on behalf' is released (GA 06/10/2018) on but needs so far manual steps at Unify which are performed on request. For the future we plan to add this to the reseller

Background - How does the relationship between customers and resellers in Circuit work technically:

We have at the indirect channels' end customers a Circuit DB field 'Partner ID' which is filled during the order processes with distributor's and reseller's Unify Partner IDs (our so called Global One IDs).

Now we need to fill another DB field 'Partner Admin ID' in a reseller's tenant with commercial subscriptions to link that to all his final customers.

When this field has been filled then users of the reseller can get the Partner Administration role assigned in their tenant administration and the customer can enable the partner administration in his tenant admin UI, too.

Hint: Distributors can use this feature only in case and with customers where they act as reseller, too.

How to request the setup of Partner Administration 'on behalf' at Unify?

As reseller please send this template as email to 'ssc-circuitusersupport@unify.com':

SUBJECT: *Please enable the Partner Administration on behalf for Reseller <to be filled>*

BODY: *Dear SSC team,
please enable the Circuit/OSCloud Partner Administration on behalf for us/Reseller <...>.*

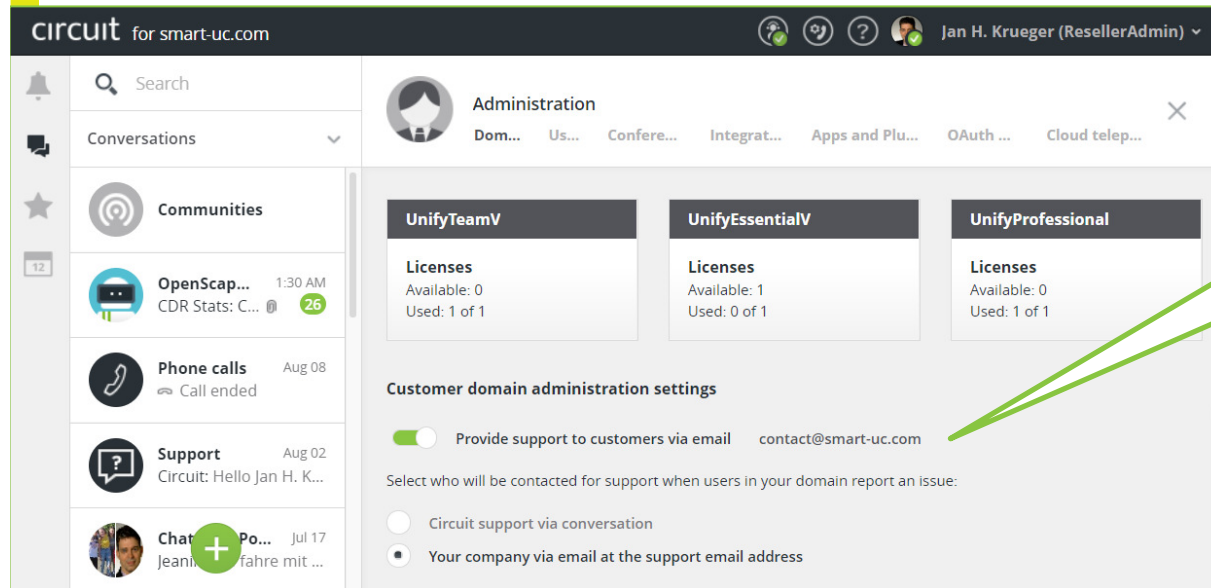
*Our **Circuit tenant ID** is: <to be filled>*

*Our **Partner ID** (Global One ID) is: <to be filled>*

*Many thanks,
best regards,
<signature>*

Hint: It is a legal requirement (GDPR) for EU customers and their partners that they close a bidirectional data processing agreement. This – nor checking for it - does not fall under Unify's responsibility

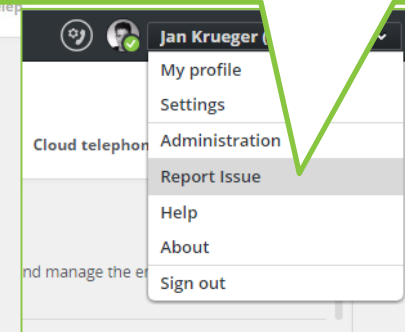
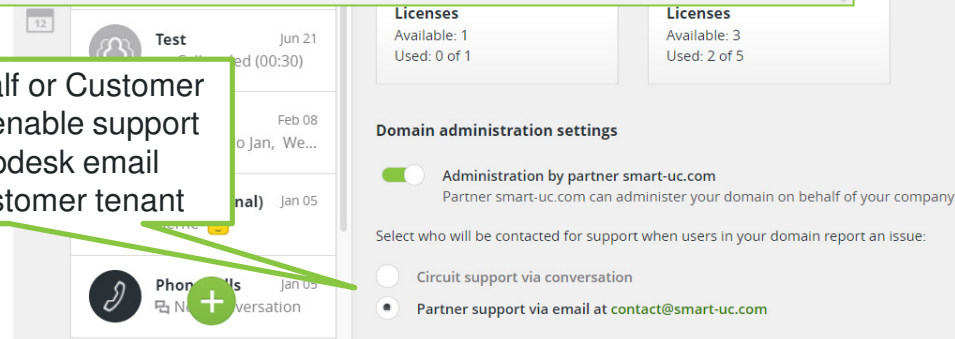
Report Issue to Partner



(1) Partner Administrator can enable supporting their customers and specific their helpdesk email address

(3) When users from customer tenant select 'Report Issue' now an email is opened with the support email-address of the reseller. And, the users are asked for attaching logs.

(2) Partner on behalf or Customer Administrator can enable support via partners helpdesk email address in the customer tenant



Partner Admin: Setup of Unify or 3rd P Phones

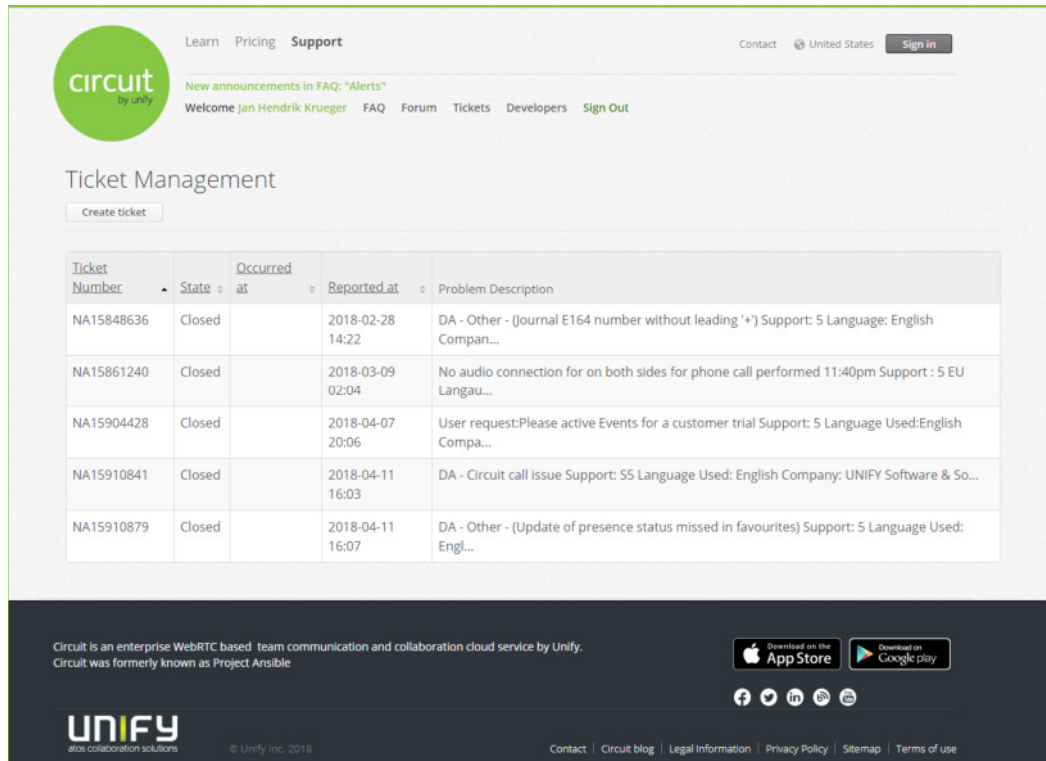
The screenshot displays the 'Manage user' interface for a user named '_cmp_ Munich CMP'. The user is currently 'Offline'. The interface includes fields for User ID, Last login, Data usage, and Package. Under 'Cloud telephony settings', there are dropdowns for Site (Athens), Phone number (0030 000000), and Call permissions (International). The 'Deskphone owner' dropdown is currently set to 'No device', with a dropdown menu open showing options: 'No device', 'Unify device', and '3rd Party device'. A green arrow labeled '3rd Party SIP phone' points from the '3rd Party device' option to the '3rd Party device settings' panel. Another green arrow labeled 'Unify Phone' points from the 'Unify device' option to the 'Phone device settings' panel. The '3rd Party device settings' panel includes fields for SIP Server address, SIP Server port, Transport protocol, User ID, and Authentication password, along with a 'Download' button for a certificate. The 'Phone device settings' panel includes fields for Deployment PIN and Security PIN, and a 'Status' field showing 'Not configured'. A third green arrow points from the 'Status' field to a 'Reconfigure' button.

Copyright © Unify Software and Solutions GmbH & Co. KG 2018 All rights reserved.

New with begin of Q4/'18:

- Unify Phones and 3rd P SIP devices incl. Terminal adapters can be setup by customer or partner admin and sent to the user.
- Unify devices can be still setup by users. But, admin can disable these option for user.
- With Unify phones the Cloud DLS provides configuration and updates.
- For validated 3rd P phones please refer to our public FAQs on Circuit.com

Support Portal <https://www.circuit.com/service-request>



The screenshot shows the Circuit Support Portal interface. At the top, there's a navigation bar with links for Learn, Pricing, Support, Contact, United States, and Sign in. Below this, a welcome message for Jan Hendrik Krueger is displayed, along with links for FAQ, Forum, Tickets, Developers, and Sign Out. The main section is titled 'Ticket Management' and includes a 'Create ticket' button. A table lists several closed tickets with their details.

Ticket Number	State	Occurred at	Reported at	Problem Description
NA15848636	Closed		2018-02-28 14:22	DA - Other - (Journal E164 number without leading '+') Support: 5 Language: English Compan...
NA15861240	Closed		2018-03-09 02:04	No audio connection for on both sides for phone call performed 11:40pm Support : 5 EU Langau...
NA15904428	Closed		2018-04-07 20:06	User request:Please active Events for a customer trial Support: 5 Language Used:English Compa...
NA15910841	Closed		2018-04-11 16:03	DA - Circuit call issue Support: 55 Language Used: English Company: UNIFY Software & So...
NA15910879	Closed		2018-04-11 16:07	DA - Other - (Update of presence status missed in favourites) Support: 5 Language Used: Engl...

At the bottom, there's a footer with the Unify logo, copyright information, and links for Contact, Circuit blog, Legal Information, Privacy Policy, Sitemap, and Terms of use.

Partners should use the Support portal:

- Keep an overview of tickets (only for tickets raised under the account logged-in)
- Get back the NA number = Unify ticket number. This might be required as reference when communicating with Unify staff
- Partners can raise tickets (which have to include customers tenant ID) on behalf of their customers to Unify
 - OSCloud/Circuit tickets fall under customers' SLA
 - Partner interacts with Circuit User Help Desk UHD*
- Partners can be the 'one face to customer', e.g.
 - Answer (frequent) user questions and separate them from bugs, might communicate with multiple users affected by same issue
 - Check + optimize local infrastructures: e.g. head set issues, microphone settings, network bandwidth + priorities, ..
 - Sort out support for local equipment, e.g. phones, SBC/TCs, PBX might fall under local service contracts and need to keep their support processes, tools, SLA

* Options for partner to take over L1 are planned