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**INTRODUCTION**

This document describes the process steps for Moves, Adds, Changes, and Deletes (MACDs) and also the Support Process hierarchy as it relates to the Enterprise Skype for Business (Skype4B) service. This includes both the AT&T Hosted Skype for Business service (Basic and Enhanced Profile) as well as Skype for Business Online provided by Microsoft on the Office 365 platform. The intended audience for this document is the agency support staff.

**MOVES (INDIVIDUAL USER ACCOUNTS)**

AT&T HOSTED SKYPE4B - SAME AGENCY / SAME FACILITY / SAME NUMBER (BASIC OR ENHANCED PROFILE)

There is no Impact to AT&T.

	<b>Responsible</b>	<b>Responsibility</b>
1.	Agency	If necessary, update user info in Active Directory (AD) via User Management Resource Administrator (UMRA). This requires a service request (SR) to Division of Enterprise Technology (DET) Active Directory (AD) to update record until UMRA is repaired.
2.	Agency	If necessary, update user info in STAR.
3.	Agency Desktop	Physically relocate the user’s workstation and / or IP phone within the facility.

AT&T HOSTED SKYPE4B - SAME AGENCY / DIFFERENT FACILITY / SAME NUMBER (BASIC OR ENHANCED PROFILE)

	<b>Responsible</b>	<b>Responsibility</b>
1.	Agency	Open a request to AT&T to update user’s address for 911.
2.	AT&T	Update user’s address for 911.
3.	Agency	Update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
4.	Agency	Update user info in STAR.
5.	Agency Desktop	Physically relocate the user’s workstation and / or IP phone to the new facility.



AT&T HOSTED SKYPE4B - SAME AGENCY / DIFFERENT FACILITY / DIFFERENT NUMBER (ENHANCED PROFILE)

	Responsible	Responsibility
1.	Agency	Open a request to AT&T to do the following: a. Assign a new number to the user's account. b. Update the user's address/number for 911.
2.	AT&T	a. Assign a new number to the user's account. b. Update the user's address/number for 911.
3.	Agency	Update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
4.	Agency	Update user info in STAR.
5.	Agency Email Admin	Update the user's account in Exchange Online UM with the new number.
6.	Agency Desktop	Physically relocate the user's workstation and/or IP phone to the new facility.
7.	Agency Telecom / AT&T	AT&T Billing Change

AT&T HOSTED SKYPE4B - SAME AGENCY / DIFFERENT FACILITY / DIFFERENT NUMBER (BASIC PROFILE)

	Responsible	Responsibility
1.	Agency	Open a request to AT&T to do the following: a. Assign a new number to the user's account. b. Update the user's address/number for 911. c. Update the user's number for Voicemail (Basic Profile).
2.	AT&T	a. Assign a new number to the user's account. b. Update the user's address/number for 911. c. Update the user's number for Voicemail (Basic Profile).
3.	Agency	Update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
4.	Agency	Update user info in STAR.
5.	Agency Desktop	Physically relocate the user's workstation and/or IP phone to the new facility.
6.	Agency Telecom / AT&T	AT&T Billing Change

AT&T HOSTED SKYPE4B - DIFFERENT AGENCY / DIFFERENT FACILITY / DIFFERENT NUMBER

*This requires a Delete/Add.*



#### SKYPE4B ONLINE - SAME AGENCY / SAME FACILITY

There is no impact to Office 365 (O365).

	Responsible	Responsibility
1.	Agency	If necessary, update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
2.	Agency	If necessary, update user info in STAR.
3.	Agency Desktop	Physically relocate the user's workstation and/or IP phone to the new facility

#### SKYPE4B ONLINE - SAME AGENCY / DIFFERENT FACILITY

There is no impact to O365.

	Responsible	Responsibility
1.	Agency	Update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
2.	Agency	Update user info in STAR.
3.	Agency Desktop	Physically relocate the user's workstation and/or IP phone to the new facility

#### SKYPE4B ONLINE - DIFFERENT AGENCY / DIFFERENT FACILITY

*This requires a Delete / Add.*

### ADDS

#### AT&T HOSTED SKYPE4B – INDIVIDUAL USER ACCOUNTS / RESOURCE LINES (ENHANCED PROFILE)

	Responsible	Responsibility
1.	Agency	Add user info in AD via UMRA, except for the number, which is not available yet.
2.	Agency	Assign appropriate O365 licensing. Open an SR to DET AD (O365 Licensing Template).
3.	Agency	Open a request to AT&T to do the following: <ol style="list-style-type: none"> <li>a. Assign a number.</li> <li>b. Set up a new Skype for Business (Skype4B) account.</li> <li>c. Add the user's address/number for 911.</li> <li>d. Set up AT&amp;T billing.</li> </ol>

## MACD and Support Processes



	Responsible	Responsibility
4.	AT&T	a. Assign a number. b. Set up a new Skype for Business (Skype4B) account. c. Add the user's address/number for 911. d. Set up AT&T billing.
5.	Agency	Add user number in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
6.	Agency	Add user info in STAR.
7.	Agency Email Admin	Add new account in Exchange Online for Email and, if necessary, UM with new number.
8.	Agency	If necessary, procure user hardware (HW).
9.	Agency Desktop	Assign workstation and/or IP phone.

## AT&amp;T HOSTED SKYPE4B – INDIVIDUAL USER ACCOUNTS / RESOURCE LINES (BASIC PROFILE)

	Responsible	Responsibility
1.	Agency	Add user info in AD via UMRA, except for the number, which is not available yet.
2.	Agency	Assign appropriate O365 licensing. Open an SR to DET AD (O365 Licensing Template).
3.	Agency	Open a request to AT&T to do the following: <ul style="list-style-type: none"> <li>a. Assign a number.</li> <li>b. Set up a new Basic Profile account.</li> <li>c. Add the user's address/number for 911.</li> <li>d. Set up AT&amp;T billing.</li> </ul>
4.	AT&T	a. Assign a number. b. Set up a new Basic Profile account. c. Add the user's address/number for 911. e. Set up AT&T billing.
5.	Agency	Add user number in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
6.	Agency	Add user info in STAR.
7.	Agency	If necessary, procure user hardware (HW).
8.	Agency Desktop	Assign workstation and/or IP phone.



AT&T HOSTED SKYPE4B – ANALOG TELEPHONE LINES (BASIC PROFILE)

	Responsible	Responsibility
1.	Agency	Open a request to AT&T to do the following: <ul style="list-style-type: none"> <li>a. Assign a number.</li> <li>b. Create/configure a new Contact Object in Skype4B/AD.</li> <li>c. Add the address/number for 911.</li> <li>d. Set up AT&amp;T billing.</li> <li>e. Deploy and configure Analog Gateway.</li> </ul>
2.	AT&T	<ul style="list-style-type: none"> <li>a. Assign a number.</li> <li>b. Create/configure a new Contact Object in Skype4B/AD.</li> <li>c. Add the user's address/number for 911.</li> <li>d. Set up AT&amp;T billing.</li> <li>e. Deploy and configure Analog Gateway.</li> </ul>

AT&T HOSTED SKYPE4B – HUNT GROUPS (BASIC PROFILE)

	Responsible	Responsibility
1.	Agency	Open a request to AT&T to do the following—provide AT&T with all call flow details for this: <ul style="list-style-type: none"> <li>a. Assign a number.</li> <li>b. Set up a new Basic Profile Hunt Group.</li> <li>c. Set up AT&amp;T billing.</li> </ul>
2.	AT&T	<ul style="list-style-type: none"> <li>d. Assign a number.</li> <li>e. Set up a new Basic Profile Hunt Group.</li> <li>a. Set up AT&amp;T billing.</li> </ul>

AT&T HOSTED SKYPE4B –RESPONSE GROUPS (ENHANCED PROFILE)

	Responsible	Responsibility
1.	Agency	Open a request to AT&T to do the following—provide AT&T with all call flow details for this: <ul style="list-style-type: none"> <li>a. Assign a number.</li> <li>b. Set up a new Skype4B Response Group.</li> <li>c. Set up AT&amp;T billing.</li> </ul>
2.	AT&T	<ul style="list-style-type: none"> <li>a. Assign a number.</li> <li>b. Set up a new Skype4B Response Group.</li> <li>b. Set up AT&amp;T billing.</li> </ul>



## SKYPE4B ONLINE

	Responsible	Responsibility
1.	Agency	Add user info in AD via UMRA.
2.	Agency	Add user info in STAR.
3.	Agency	Assign appropriate O365 licensing. Open an SR to DET AD (O365 Licensing Template).
4.	Agency	Set up Skype4B account in PowerShell (via AT&T Hosted Skype4B system) and migrate to Skype4B Online. Open an SR to DET USA group.
5.	Agency	Add new account in Exchange Online for Email.
6.	Agency Email Admin	<ul style="list-style-type: none"> <li>d. Assign a number.</li> <li>e. Set up a new Basic Profile account.</li> <li>f. Add the user's address/number for 911.</li> <li>f. Set up AT&amp;T billing.</li> </ul>
7.	Agency Desktop	Assign workstation.

## CHANGES

## AT&amp;T HOSTED SKYPE4B – ASSIGN DIFFERENT NUMBER (ENHANCED PROFILE)

	Responsible	Responsibility
1.	Agency	Open a request to AT&T to do the following: <ul style="list-style-type: none"> <li>a. Assign a new number to the user's account.</li> <li>b. Update the user's number for 911.</li> </ul>
2.	AT&T	<ul style="list-style-type: none"> <li>a. Assign a new number to the user's account.</li> <li>b. Update the user's number for 911.</li> </ul>
3.	Agency	Update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
4.	Agency	Update user info in STAR.
5.	Agency Email Admin	Update user account in Exchange Online UM with the new number.
6.	Agency Telecom / AT&T	AT&T Billing Change

## AT&amp;T HOSTED SKYPE4B – ASSIGN DIFFERENT NUMBER (BASIC PROFILE)

	Responsible	Responsibility
1.	Agency	Open a request to AT&T to do the following: <ul style="list-style-type: none"> <li>a. Assign a new number to the user's account.</li> <li>b. Update the user's number for 911.</li> <li>c. Update the user's number for Voicemail (Basic Profile).</li> </ul>

## MACD and Support Processes



	Responsible	Responsibility
2.	AT&T	<ol style="list-style-type: none"> <li>1. Assign a new number to the user's account.</li> <li>2. Update the user's number for 911.</li> <li>3. Update the user's number for Voicemail (Basic Profile).</li> </ol>
3.	Agency	Update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
4.	Agency	Update user info in STAR.
5.	Agency Telecom / AT&T	AT&T Billing Change

## AT&amp;T HOSTED SKYPE4B – NAME CHANGE (BASIC OR ENHANCED PROFILE)

	Responsible	Responsibility
1.	Agency	Update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
2.	Agency	Update user info in STAR.
3.	Agency Email Admin	Open a request to AT&T to update the user's name for 911.
4.	AT&T	Update the user's name for 911.

## AT&amp;T HOSTED SKYPE4B – HUNT GROUPS (BASIC PROFILE)

	Responsible	Responsibility
3.	Agency	Open a request to AT&T to modify an existing Basic Profile Hunt Group—provide AT&T with all call flow details for this.
4.	AT&T	Modify an existing Basic Profile Hunt Group.

## AT&amp;T HOSTED SKYPE4B – RESPONSE GROUPS (ENHANCED PROFILE)

	Responsible	Responsibility
1.	Agency	Open a request to AT&T to modify an existing Skype4B Response Group—provide AT&T with all call flow details for this.
2.	AT&T	Modify an existing Skype4B Response Hunt Group.

## SKYPE4B ONLINE – NAME CHANGE

	Responsible	Responsibility
3.	Agency	Update user info in AD via UMRA. This requires an SR to DET AD to update record until UMRA is repaired.
4.	Agency	Update user info in STAR.





## DELETES

## AT&amp;T HOSTED SKYPE4B - INDIVIDUAL USER ACCOUNTS / RESOURCE LINES (BASIC OR ENHANCED PROFILE)

	Responsible	Responsibility
1.	Agency	O365 licensing is automatically removed when a user is deleted in AD. If the account is to remain disabled but not deleted, see Step 6.
2.	Agency	Disable/Delete user in AD via UMRA.
3.	Agency	Delete user in STAR.
4.	Agency	Open a request to AT&T to do the following: <ol style="list-style-type: none"> <li>Remove the Skype4B account.</li> <li>Unassign the number.</li> <li>Remove the user's address/number for 911.</li> <li>Remove AT&amp;T billing.</li> </ol>
5.	AT&T	<ol style="list-style-type: none"> <li>Remove the Skype4B account.</li> <li>Unassign the number.</li> <li>Remove the user's address/number for 911.</li> <li>Remove AT&amp;T billing.</li> </ol>
6.	Agency	If the account is to remain disabled but not deleted, open an SR to remove O365 licensing.
7.	Agency Desktop	Decommission workstation and/or IP phone.

## SKYPE4B ONLINE

	Responsible	Responsibility
1.	Agency	O365 licensing is automatically removed when a user is deleted in AD. If the account is to remain disabled but not deleted, see Step 6.
2.	Agency	Disable/Delete user in AD via UMRA.
3.	Agency	Delete user in STAR.
4.	Agency	If the account is to remain disabled but not deleted, open an SR to remove O365 licensing.
5.	Agency Desktop	Decommission workstation and/or IP phone.



## SUPPORT PROCESSES

The following section identifies the support hierarchy (or tiers) for the different support scenarios associated with each service type.

## AT&amp;T HOSTED SKYPE4B (BASIC OR ENHANCED PROFILE)

In the table below, the procedure listed in the **Support Hierarchy** column applies to all issues listed in the box next to it in the **Support Scenarios** column.

Support Scenarios	Support Hierarchy
Workstation / Client Issues (e.g., Client not installed)	<ol style="list-style-type: none"> <li>1. Agency Help Desk</li> <li>2. Agency Desktop</li> </ol>
Phone Hardware Issues (e.g., No power; no dial tone) Network Connectivity Issues (e.g., Unable to connect to Skype4B server) Performance Issues (e.g., Dropped calls; poor audio quality)	<ol style="list-style-type: none"> <li>1. Agency Help Desk</li> <li>2. Agency Desktop / Telecom</li> <li>3. Enterprise Service Desk (ESD)</li> <li>4. DET Network</li> <li>5. AT&amp;T</li> </ol>
Service / Account Issues (e.g., Unable to sign in; unable to place a call) Service Operation Questions (e.g., How do I transfer a call?)	<ol style="list-style-type: none"> <li>1. Agency Help Desk</li> <li>2. Agency Desktop / Telecom</li> <li>3. AT&amp;T</li> </ol>

## SKYPE4B ONLINE

In the table below, the procedure listed in the **Support Hierarchy** column applies to all issues listed in the box next to it in the **Support Scenarios** column.

Support Scenarios	Support Hierarchy
Workstation / Client Issues (e.g., Client not installed)	<ol style="list-style-type: none"> <li>1. Agency Help Desk</li> </ol>
Client Operation Questions (e.g., How do I set my Presence?)	<ol style="list-style-type: none"> <li>2. Agency Desktop / Telecom</li> </ol>

# MACD and Support Processes



Support Scenarios	Support Hierarchy
Network Connectivity Issues (e.g., Unable to connect to Skype4B server) Performance Issues (e.g., Dropped calls; poor audio quality)	1. Agency Help Desk 2. Agency Desktop / Telecom 3. Enterprise Service Desk (ESD) 4. DET Network
Service / Account Issues (e.g., Unable to sign in)	1. Agency Help Desk 2. Agency Desktop 3. Enterprise Service Desk (ESD) 4. DET collaboration

## VOICEMAIL - EXCHANGE ONLINE UM

In the table below, the procedure listed in the **Support Hierarchy** column applies to all issues listed in the box next to it in the **Support Scenarios** column.

Support Scenarios	Support Hierarchy
Voicemail Access Issues (e.g., Not receiving voicemails via email) Voicemail Service / Account Issues (e.g., Call does not roll over to voicemail)	1. Agency Help Desk 2. Agency Email Admin / Telecom 3. Enterprise Service Desk (ESD) 4. DET Collaboration 5. AT&T
Voicemail Operation Questions (e.g., How do I change my greeting?)	1. Agency Help Desk 2. Agency Desktop / Telecom



VOICEMAIL - AT&T BASIC PROFILE

In the table below, the procedure listed in the **Support Hierarchy** column applies to all issues listed in the box next to it in the **Support Scenarios** column.

Support Scenarios	Support Hierarchy
Voicemail Access Issues (e.g., Not receiving voicemails via email)	1. Agency Help Desk
Voicemail Service / Account Issues (e.g., Call does not roll over to voicemail)	2. Agency Email Admin / Telecom
Voicemail Operation Questions (e.g., How do I change my greeting?)	3. AT&T

Document Revision History

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6/15/2017	1.0	Daniel Foelker	Initial version
11/13/2017	2.0	R. Haile	Moved Support Scenarios and Support Hierarchy into tables.