OSSmosis 5 User Guide



Evolve IPs **OSSmosis 5.0** enables businesses to efficiently configure users, schedules and notifications from anywhere in the world with a few simple clicks. It helps clients gain complete control over the key aspects of their Phone Systems, Contact Centers, Virtual Servers, Virtual Desktops, and other critical cloud services. OSSmosis has been designed from the ground up to provide a unified cloud self-service experience with tools that are easy to use, comprehensive, and reliable- all in the hands of the client IT administrator.

Telephony Setup

- OSSmosis: User Settings
- OSSmosis: Schedules
- OSSmosis: Basic Auto Attendants
- OSSmosis: Standard Auto Attendants
- OSSmosis: Hunt Groups
- OSSmosis: Music on Hold
- OSSmosis: Meet-Me Audio Conferences
- OSSmosis: Trunk Groups
- OSSmosis: Voicemail
- OSSmosis: Cloud Fax

Call Center

- OSSmosis Call Center: Routing and Priority
- OSSmosis Call Center: Enterprise Level Disposition Codes
- OSSmosis Call Center: Agent Unavailable Codes
- OSSmosis Call Center: Queue Threshold Profiles
- OSSmosis Call Center: Agent Threshold Profiles
- OSSmosis Call Center: Agent Default Settings
- OSSmosis Call Center: Routing
- OSSmosis Call Center: Announcements
- OSSmosis Call Center: Notifications
- OSSmosis Call Center: DNIS
- OSSmosis Call Center: Scheduling
- OSSmosis Call Center: Supervisor Staffing
- OSSmosis Call Center: Agent Staffing
- OSSmosis Call Center: Manage Supervisors
- OSSmosis Call Center: Manage Agents

Demo and Webinar

- OSSmosis Demo Video
- OSSmosis 5 Training

Reporting

- OSSmosis 5 Reporting Guide

Release Notes

- Various backend changes for improved efficiency
- Implemented reload/sync while switching from the Device Provisioning tab to the User Provisioning tab
- Fixed a Call Line ID bug that resulted in a phone number not being registered with RedSky
- Fixed a bug that generated an error stating that changes had not been saved (even though they did save) when saving a Calling Line ID's address
- Added a second address field for 933/911 calls

- More RedSky bug fixes and tweaks
- Fixed 2 bugs that could result in Call Recording configurations being lost for an enterprise
- Fixed a bug that stopped billing addresses from populating in the field's dropdown menu

- Various RedSky tweaks

- Fixed various UI issues involving data disappearing on refresh and scaling
- VLAN custom tags are now properly created in Broadsoft for SCA devices
- Resolved a bug that disallowed turning off emergency notifications for locations

- Removed invalid SCA device types
- Various adjustments to the RedSky API configuration

- Improved licensing UI so that less clicks are required
- Improved the UI for creating a TFTP "Shared Call Appearance" device so that if the form is submitted with missing fields, it errors out with the missing fields highlighted

- Various changes to error messages, making them more legible and verbose
- Improved application logging
- Fixed a bug that resulted in BroadSoft call processing policies being incorrect for "External Calls" after editing a user
- Resolved a bug that resulted in the "Voicemail Portal" radio button becoming deselected when editing a user

- Users will no longer receive a 504 error when attempting to change 50+ users at once in the voicemail portal

- The UI now updates to show edited skill levels for call centers
- You can no longer upload invalid end times with out validation and errors when scheduling in bulk
- A bug that resulted in an "Invalid data" message being displayed when all data is valid for creating an SCA device has been fixed

- Fixed a bug that disallowed editing of user data for users that were initially provisioned in a bath with "extension only" set
- Entering a valid address is no longer failing at the enterprise and location level

- Text fields on the "Schedules" page under "Telephony Setup" no longer allow for invalid characters
- You can no longer create a holiday schedule with an invalid timespan
- You can no longer save an invalid MAC address value when creating a TFTP SCA device
- Fixed an error that disallowed users from exporting data on "Auto Attendant" menus

- Fixed various UI bugs
- Minor adjustments to page rendering at various resolutions

- The CLID address is now pre-filled when provisioning a user
- Fixed a bug that resulted in an incorrect error for scheduling after hours start times
- Fixed various UI elements

- Various UI fixes
- Various backend elements refactored

- Various UI elements either fixed or refactored
- Removed Call Center options that are not supported
- The e-mail field now populates the user's e-mail address on the Invoice Notification page

- Fixed the Broadsoft CLID checkbox becoming de-selected after saving changes on the Provisioning > User Provisioning or Telephony Setup > Users > Edit An Existing User page
- Fixed invalid errors when updating holiday schedules

- The "Email Address" and "Preferred Start Page" fields now update correctly in the UI on the "User Preferences" page
- Fixed various UI issues that resulted in changes not being reflected properly
- Added a new front-end wizard for mass-editing of time schedules
- Added CSV importing/exporting for time schedules
- Created a background task processor for mass-editing of time schedules
- The "License Change" function on the "User Features" page now properly refreshes after changes have been made
- Users without the voicemail service no longer populate on the "Voice Portal Settings" page
- Various UI tweaks
- Added validation when editing schedules to ensure that a valid time span is chosen
- Fixed a system error that would appear when adding a Cisco device as an SCA device

N/A

- Fixed a bug that sometimes resulted in Dubber not being addable to new enterprises
- Optimized user provisioning so that it's much faster now
- Fixed an issue that disallowed new users from being provisioned in production
- Fixed an API error that wouldn't allow for bulk modification of Teams licenses
- Various UI issues specific to Firefox have been resolved

- Created an admin reporting tool for pulling reports related to who an admin of an organization is, what locations they manage, and what role they currently have
- Open seating information now properly displays on the unprovision dialogue box
- SCA devices can now be created without a MAC address
- Fixed a bug that didn't allow for locations to be created within existing enterprises

- Date ranges are now selectable under "Reports" and "Call Trace" again
- Fixed a bug that yielded an error when de-provisioning a location, despite it de-provisioning successfully
- Admins no longer have to manually enter `https://` when adding social network URLs
- MAC addresses now display in the correct format when creating a shared call appearance

- MAC addresses now display on the "Device Information" modal under "Shared Call Appearance" on the "User Provisioning" tab
- Various improvements for the Webex service API, including the ability to update various users' licenses with different license combinations simultaneously
- Fixed a bug that allowed provisioning of groups with repeated CLID phone numbers
- It's no longer possible to save phone numbers with alphanumeric values

- The phone number list now shows the name of the department assigned to the user in its own column, and the list is paginated to avoid long loads
- Various improvements to bulk user provisioning for when a duplicate user is created
- The "Reset" button now properly clears forms again
- Fixed behavior which resulted in a user being saved, despite an error being triggered for the profile not being completely filled out
- The "User Management" page will no longer timeout occasionally
- Many improvements for scaling on mobile devices
- Various UI fixes and improvements
- Backend optimizations
- It is no longer possible to enable emergency notifications without the required fields

- Optimized pagination for "Location Provisioning", so that it loads much more quickly

- Various UI enhancements
- RedSky address validation now works correctly
- The "Use User Emergency Calling Line ID Information" checkbox has been removed
- "DID Fallback" in RedSky is now automatically enabled for all organizations

- Fixed a bug that produced a faux error stating that all provisioned users' phone numbers have been duplicated
- Fixed a bug that changed the default values of "License" and "DeviceType" to be incorrect after clicking on "Synchronize User Information"
- MAC address text input fields are now limited to 12 characters, in order to avoid nondescript errors
- Added missing country codes
- Various report enhancements

- CLID addresses are now editable in RedSky
- Various backend fixes
- "Transfer to Operator Number" (optional) input field is no longer truncated and disabled on the "Telephony Setup - Location" edit page
- Fixed the knowledge base icon link
- Fixed a bug that threw an error which disallowed saving when either "Enable International Dialing" or "Enable Caribbean Dialing" checkboxes are modified

- The paging configuration for Polycom VVX 150 phones is now available
- Minor UI fixes

- Fixed a bug that disallowed bulk upload of phone numbers in "Phone Number Management"
- Email format is now validated for emergency notifications
- Various UI enhancements
- Fixed a UI caching issue
- Call recording data that is not stored in BroadSoft is now removed when an enterprise/location is deprovisioned

- When a phone number is associated with a department, the department name now displays in the "Department" column
- Refactored various services
- The "User Search" dialog box now renders at the appropriate height
- The "Add Users" dialog box now properly clears data when hitting the "Cancel" button

- Redsky phone numbers are now removed when disabling user CLID's
- Fixed a bug that disallowed information from being saved in Redsky when CLID checkboxes were selected
- Fixed a bug involving deprovisioned enterprises now being removed from Redsky, resulting in duplicate entries
- The "User Search" dialog box for selecting managed line uses now only displays users who have SCA services
- Switching an OSSmosis user's license from non-Teams to Teams no longer triggers a Webex error
- The "Assign Skill" button is no longer missing on the Call Center Agents' settings page

- Managed lines created from an SCA device no longer remain active after an SCA device is deleted
- Various UI improvements

- When an SCA device has a managed line added to it, the custom tag in `Broadsoft %EIP_SCA_LINE_2%` now has a tag value of `shared`
- Created a Python script that updates and retrieves the authorization codes, and access and refresh tokens from Webex
- Implemented logic for when licensing is changed to a Webex license from any other type of license so that a Webex subscriber is now created
- Migrated the OSSmosis/Webex integration to dedicated OSSmosis integration credentials
- You no longer need to save twice after removing a CLID phone number
- All provisioned values now display when editing an enterprise

- Various UI improvements
- You can no longer save line appearance values without users selected
- Base station/identity device profiles are now removed after deleting a base station that has handsets associated with it
- The address form is now populated when editing enterprises
- Fixed multiple caching issues
- Phone number lists are now displayed when editing a department under "Departments Management"
- Fixed a bug where not all roles would load on the "Roles" page

- Added managed SCA's to additional device SCA's (DMS only)
- Removed managed lines created by additional devices
- Various UI fixes
- Created a Python script that updates and retrieves the authorization code, access and refresh tokens from Webex
- Various MongoDB-related changes allowing OSSmosis to access Webex tokens
- The phone numbers list is now displayed under "Add/Edit Department"
- It is now possible to disable "Location Emergency Notification" settings for Redsky
- You can now add "Emergency Notification" phone numbers for Redsky
- You can now update group names and group ID's, and save address line 2 under "Supplemental Information" for Redsky
- Real addresses are now validate-able
- The phone numbers list is now displayed on the "Departments Management" page

- Users without phone numbers now have emergency calling line ID checked
- The validation message on the "Open Seating Host Settings" page no longer overlaps the counter
- Various UI scaling and rendering issues have been fixed
- RedSky API implementation
    - Provisioned destinations (SMS and email) that will be used for 911 notifications when a call is made from a BroadWorks group
    - RedSky "HELD" details (company ID and secret) are auto-generated during provisioning of a customer account; they are stored within the BroadWorks enterprise third-party emergency calling service
    - The BroadWorks enterprise name used in OSSmosis matches the organization name in RedSky
    - Migrated all phone numbers from the existing Bandwidth platform to RedSky Horizon Mobility
- Fixed a bug that stopped OSSmosis from displaying licenses for active users
- Fixed multiple bugs involving CSV uploads not being processed correctly
- Added Cloud Fax seat form as a forced white space on the right side
- "Phone Number Management" on the "User Feature" page now behaves as expected again

- Various API enhancements
- Cloud Fax users will no longer be created via a CSV upload if the user's email address is invalid
- Short code SMS no longer combines threads
- The US and Canada's country codes for Broadsoft enterprises and groups are now `USA` and `CAN` respectively
- Fixed an issue that resulted in a 500 error when attempting to provision users

- The "Label Line Input" field now displays the character count on the "Create New Users" page
- Added support for deleting SMS conversations
- Cloud Fax Seats no longer allow for invalid email addresses to be added
- Various UI scaling issues have been resolved
- User seat name changes no longer revert after being saved

- Improved FAB open/close events
- We are now capturing FAB events for resolution changes
- Improved group messaging for Teams SMS
- Fixed a system error that would occur when attempting to unprovision a location
- Re-added Teams' call forwarding settings

- NS routes are now removed when a phone number is removed from an enterprise
- Fax options no longer disappear from the voicemail page for users with the fax service set to `on` in Broadsoft
- The following features are no longer visible within the kabob menu for provisioned Teams users:
    - Call Forwarding Settings
    - Do Not Disturb (DND)
    - Remote Office
    - Simultaneous Ring
    - BLF (Busy Lamp Fields) Settings
    - Privacy Settings
    - Anywhere Features
- Removed the ability to delete the "provisioning status" provisioning task

- The "success" message now displays details after provisioning locations in mass
- Fixed a bug that resulted in editing a user not being possible

- Updated the Events profile manager's defaults values to match the Kafka host
- Added a report that aggregates all OSSmosis admins with their respective permissions
- Updated all Perl and PHP scripts to support the TFTP toolkit for platform H

- The Yealink Base Station `name` field now displays on the "Edit User" page
- `eip-broadsoft-oci-utilities` now uses the latest `broadsoft-oci` API
- Upgraded to the latest version of the `broadsoft-oci` library for significantly more efficient message reading
- Updated Events' profile manager so that it no longer requires a username and password for the Kafka connection type
- There's no error updating the Calling ID Phone number with invalid data as it should not be the users group ID. Updated provisioning to include messaging Calling Line ID Phone is not valid. It should be different from the locations calling line ID.

- The Mass Location Provisioning Wizard now supports provisioning more than 10 locations simultaneously
- The Auto Attendant Instance API now includes the auto attendant ID within its payload
- Fixed a bug with the phone number search function within the SMS management tool that occurred when searching for a phone number without a `+1` in front of it

- SMS messages are now capped at 1MB, up from 592KB
- Fixed a 502 error that would sometimes occur when exporting visible data from the "Manage Users" page

- Invoice notifications now function as expected
- Provisioning a user with a phone number that already exists within an enterprise and that is also assigned to a group no longer fails

- Fixed a bug that occurred while provisioning Yealink T48U phones
- Added the `enterpriseId` field to the SMS management tool's UI
- The "External Reference" field is no longer wiped after a bulk license change
- Dubber configurations are now properly deleted in the database after unprovisioning an enterprise
- Fixed an issue where "Hoteling Host" settings would not be saved due to an incorrect "access level" error
- Submenus that contain an `&` in their ID can now be edited
- General bulk user provisioning improvements have been made for better performance

- Fixed Dubber Call Recording role and retention not displaying on the Manage Users page
- Fixed an "Error 500" that would sometimes display when trying to configure a recording for a new enterprise
- You can now remove a Dubber user's "Recording Profile" from the Manage Users page
- The "Hoteling Settings" tab now displays on all User Settings pages, and the option properly appears in the options menu for users that have the "Hoteling" service assigned
- Added download options for visible data on the following pages:
    - Telephony Setup:
      Hunt Groups/Edit Level - Edit Settings, Edit Users, Call Forward Settings
      Auto Attendants/Edit Level - Settings, Menus, Call Forward Settings
    - Call Center:
      Queue Management/Call Center Queues - Call Center Settings, Routing, Announcements, Scheduling, DNIS, Notifications, Agent Staffing, Supervisor Staffing
    - Call Recording:
      Manage Users

- Improved various tooltips
- The time zone dropdown menu is now correctly displayed on the "Hunt Groups" page
- Limited the line label in "User Provisioning" to 100 characters
- Enterprise names can now be edited
- Fixed a bug where a user's license type could not be updated

- Improved performance of the OSSmosisAssignedNumberListService service
- Fixed Teams SMS errors that were generated upon sending a text message, as well as messages being received out of order
- Created a multi-stage UI build in Docker
- Stopped the download icon from disappearing when a page under "Call Center" was refreshed
- Removing phone numbers from the "Calling Line ID" section when editing a user now functions as expected
- Various UI fixes, such as incorrectly displayed tooltips, text alignment, broken selection functionality, missing validation messages, button displacement, etc.
- The "Cancel" option is no longer displayed twice in the "Add Announcement" dialogue box
- Fixed the "500" error that would sometimes display when creating a supervisor in "Call Recording"
- The "User" and "Group" radio buttons under the "Add Announcement" dialogue box now properly add sound files to the selected repository
- Increased the NGINX timeout from 1 minute to 3 minutes, and updated the Kubernetes configs to default to a 3 minute timeout instead of 1 minute
- Created a "bulk group assigned number" API

- Converted the provisioning service to Spring Boot
- Call centers can now be added to supervisors
- Fixed an SMS error that occurred when saving
- Updated Kakfa drivers for Event Stream
- Voicemail storage report now displays users
- Updated SMS 10DLC compliance options
- We now allow for spaces in Cisco MPP line port labels
- Fixed a call forwarding selective rule visual bug where columns were not lining up

- Voicemail carbon copies via email are now disabled upon initially provisioning a user
- Fixed incorrect dates on password reset emails
- SCA devices are now deleted when a user changes licenses

- Various UI fixes

- Filter options now persist when when re-opening the user search under "Recording Profiles"
- Added "Enable ACD Keys" as a toggle for Polycom VVX 201 phones
- Yealink W70B phones are now supported
- Yealink W56H and W60 base stations can now be provisioned without errors
- Various UI fixes

- Phone numbers and extensions now save properly when creating a conference bridge
- Added additional documentation to Swagger for high-use API's
- "Provision Selected Groups" now validates CSV file content
- Trunk group modifications are now saved properly
- You can now add a Teams domain upon creating a new user
- The "Save" and "Cancel" buttons now display when a user list is long on the "Configure Dubber for User(s)" dialogue box
- All sub-menus on the "Call Centers Queue Management" page now have the "Download" option
- Voicemail boxes are now being automatically created after a user is provisioned
- Swagger docs now work within the application's UI
- XML errors no longer appear when accessing CDR's for customers
- When copying a location, fields that will need to be modified are now left empty
- International and Caribbean dialing options now save on the "Telephony Setup" > "Edit Location" page
- Users with Yealink W70B as a primary OR SCA device now appear under "Available Handset Users" for adding a Yealink W70B base station
- W70B base stations now appear on the "Base Station Name" drop-down menu on the "Create User" page
- We are now explicitly setting the "Transport" field in BroadWorks to "UDP" during Microsoft Teams Enterprise device provisioning, since Teams gateway address DNS records are only UDP
- Addresses on the "Location" tab under "Telephony Setup" now populate correctly
- Minor UI fixes so that drop-down menu selections stick
- Updated the SMS management tool so that it outputs ZIP files containing file names that properly align with the actual manifest version
- The "Download" button for "Basic" and "Standard" call centers has been fixed
- Updated the default pconf lock grace period to 30 minutes from 24 hours

Enhancements and Bug Fixes

- Cleaned up various OpenAPI programmatic methods that are no longer necessary due to the introduction of Spring Boot
- Improved user creation validation so that it's faster and does not appear to be erroring for a moment
- Removed old HTTP filter implementations that are no longer in use
- Deleting a "Collaborate Conference Bridge" no longer yields an error when the action is successful
- Editing trunk users no longer returns a blank HTML element
- Saving changes to edited trunk groups now functions as expected
- Deactivating an "Auto-Conference" now works as expected again
- The "delete icon" is now displaying before re-saving a recording profile
- Fixed CSV file upload functionality for "Location Mass Provisioning" so that it no longer drops an error when it's successful
- The "Download Unprovisioned Groups" "Next" and "Previous" buttons are no longer displaced
- SCA's now deprovision automatically when a user's seat is deprovisioned

Enhancements and Bug Fixes

- Removed the "Download Visible Data" button from sections where it is not required
- Removed an unnecessary validation message from the "Add Trunk Group" page
- Fixed a bug where the "Mass Provision from CSV" feature on the Location Provisioning page would potentially generate a blank CSV file

Enhancements and Bug Fixes

- The "Dubber User Role" and "Dubber User Retention" columns no longer display on Manage Users when Dubber is not set up
- Corrected tooltip text that displays when hovering over the "Recording Profile" and "Recap Profile" columns in Call Recording
- Updated the SMS WebSocket WAR to be a single build with a dynamic internal config; this allows for deployment via a single image
- Resetting a Group Voice Portal password no longer yields a "null password" error from the BE
- The Cloud Fax settings page's reset button now functions as intended and no longer produces a system error

Enhancements and Bug Fixes

- Can now drag MP3/WAV files into voicemails when the custom radio button option is selected
- Fixed error when attempting to create a Teams Trunk
- Exporting data in CSV or XLSX format no longer yields a 500 error
- Fixed the "Unable to find enterprise in AMP Platform" error that occurs when enabling queue callback
- "Copy" submenu functionality on the Manage Users page now works as expected
- The Call Processing Policies panel is now available when provisioning locations
- Added the following services for removal when converting from an HPBX licensed seat to a Teams licensed seat:
  All Call Forwarding Settings, Do Not Disturb (DND), Remote Office, Simultaneous Ring, BLF (Busy Lamp Fields) Settings, Privacy Settings, Anywhere Features
- Call Recording users' Dubber options now completely match Dubbers' options
- The reset form in Location Provisioning no longer automatically populates cached data
- Users in the Netherlands no longer receive an "Unable to get location for enterprise eip-xxxxxxxxxxx" error when selecting a location
- The country list now loads on the Partner Contact page
- Made the eligibility status listed on the SMS Management portal page more visible/prominent
- The server version now shows up in the UI again
- Provisioning a Teams Enterprise no longer yields a false "successful" response

Feature Request

- New SMS notifications now appear within Microsoft Teams on the Activity Feed icon

Enhancements and Bug Fixes

- Warning dialog boxes now list services that are being removed
- The "Enable SMS" checkbox now properly displays as disabled (unchecked) after disabling SMS on the “User Provisioning” page and clicking on “Save”
- The "System Error: Could not add open seating host" dialog box no longer appears after creating a new open telephony seat
- The Voicemail Storage Report threshold percentage report now updates properly
- Account code selection radio buttons are now being rendered properly again on the “Account Codes” page
- Accessing application logs no longer results in a "Connection refused" error
- The “liveness” and “readiness” probes are no longer being audited; these services have been excluded
- The SMS UI no longer loads if a historical conversation does not include the "From" field

Enhancements and Bug Fixes

- Made the topic name optional in the Events Stream Profile Manager
- Added support for Yealink T43U and T46U phones’ automatic call distribution (ACD) options
- Fixed the unknown error that would display when creating a new Cloud Fax via CSV file upload

Feature Request

- The ability to mass assign locations has been added to provisioning

Bugs Fixes/Enhancements

- The search field now renders again when opening the Location Provisioning page
- The dialogue box prompting for saving changes when changes have not been made no longer appears
- All new Polycom VVX phone models are available for configuring paging
- Improved the SMS API’s performance
- SCA (Shared Call Appearances) Create Manage Line not saving correct MAC address has been fixed

Bugs Fixes and Enhancements

- It is no longer possible to create a Cloud Fax user with an invalid email address through a CSV upload
- Adding a Cisco SPA-504G device as an SCA device no longer gives a time zone error
- The bulk provision location dialogue now renders correctly at resolutions below 1600x900

Feature Requests

- Built tools and an API to allow for migration from Zipwhip to Bandwidth as our new SMS provider (code only)
- Added the ability to see users’ Dubber role and retention within the manage users section under Call Recording / Manage Users

Bugs Fixes and Enhancements

- Under Telephony Settings / Cloud Fax Phone numbers are now selectable when clicking the “Yes” radio button for the “Does this seat require a new number?” option on the “Add Cloud Fax Seat” page
- When adding a new user to a location that has International Dialing enabled at group level, the user didn't have the International Dialing selection enabled