

SkyVoice Teams Integration: Admin Guide

The Ascend Teams Embedded Integration comprises two main components:

1. Ascend Teams Embedded App: An application designed for use within Microsoft Teams.
2. Ascend Teams Desktop Plugin: A plugin installed on each user's PC to manage active calls.

This guide provides administrators with step-by-step instructions to install and publish the Ascend Teams Embedded App, enabling users in your organization to add it to the navigation bar in Microsoft Teams.

Downloading

The Ascend Teams Embedded App is distributed as a .zip file that needs to be downloaded before being uploaded and published in the Microsoft Teams Administration Center.

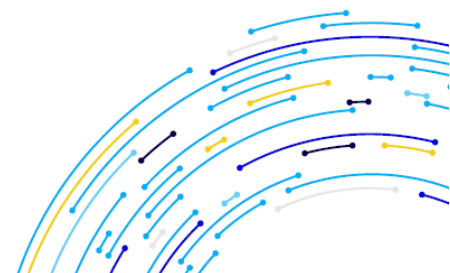
The .zip file can be downloaded from the **General** or **Apps & Integrations** tabs in HostPilot, or from [here](#).

Publishing

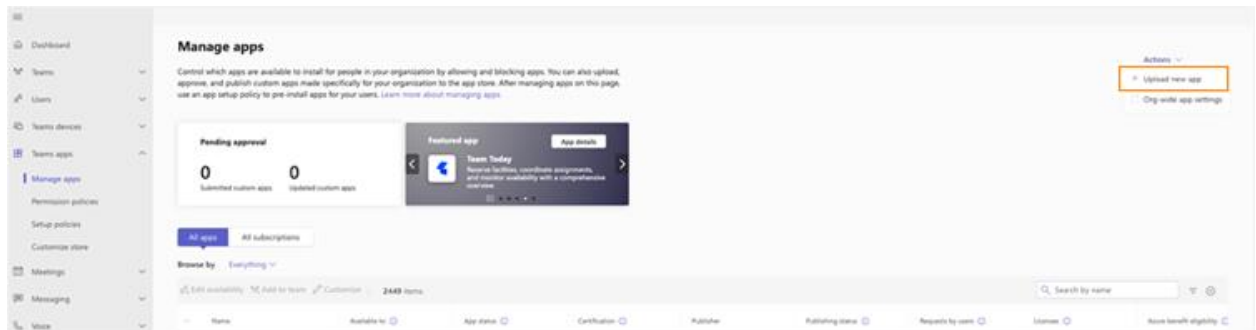
The Ascend Teams Embedded App needs to be published by a Microsoft Teams Administrator using the Teams Admin Center to make it available to all or some of the users within your organization.

Uploading the App to Teams

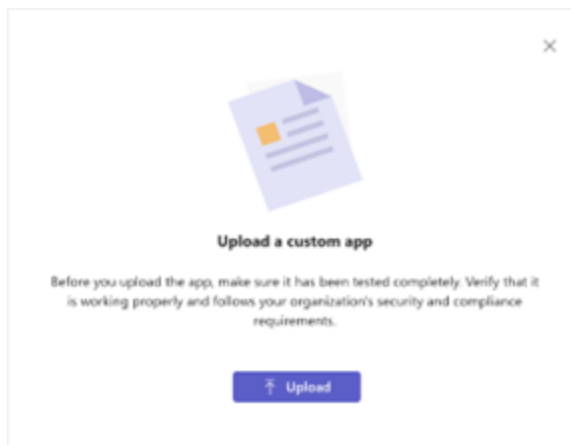
1. Open the [Teams Admin Center](#)
2. Navigate to *Teams app > Manage apps*



3. Click on **Actions** and select **Upload new app**



4. At the prompt upload the previously downloaded .zip file

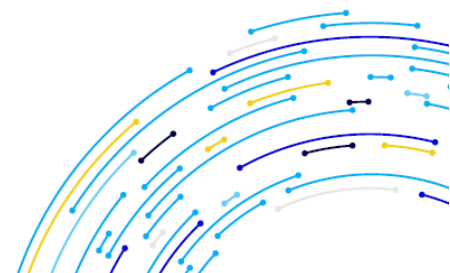


5. The Ascend Teams Embedded App will now be visible in the list of Teams Apps.
6. Follow the link on the pop-up window to open the app management page.



New app added

Now that you've added this app to your apps list, select [this link](#) to manage it.



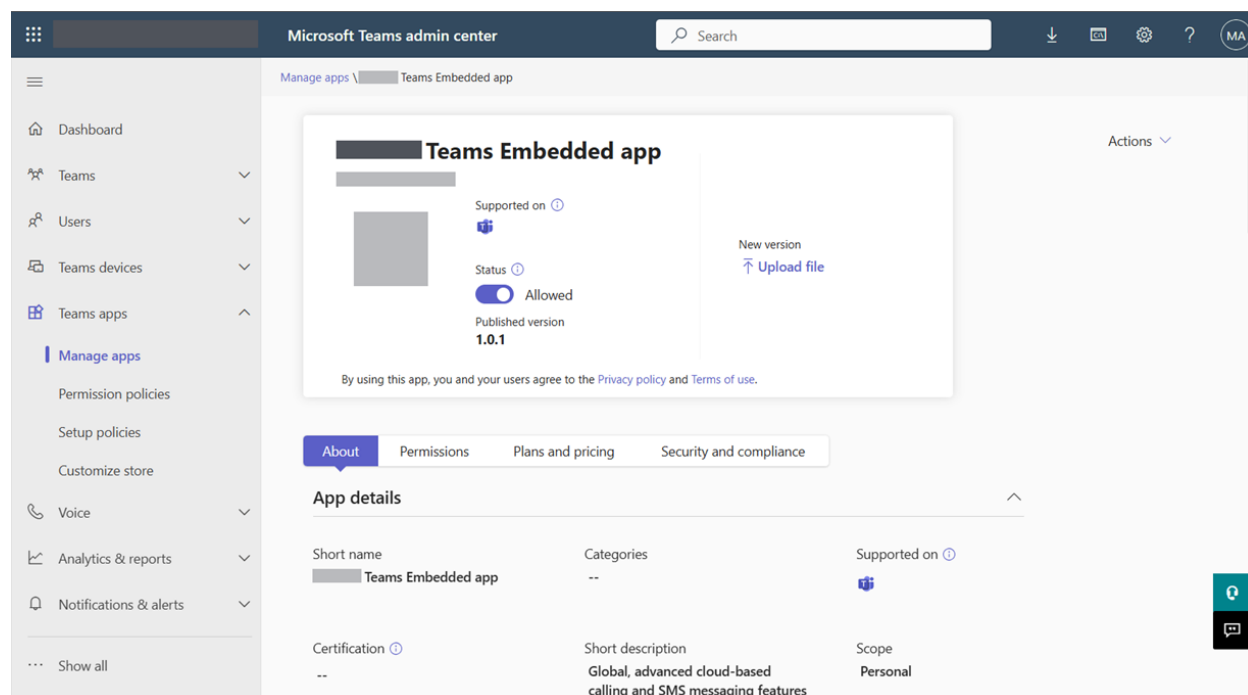
Make the Embedded App Available to Users

When uploaded, the Ascend Teams Embedded app will be available to everyone in your organization by default. If this is correct no further action is needed.

If required, availability can be restricted to specific users or groups of users. Microsoft Teams admin center can use either [permission policy management UI](#) or newer [app centric management UI](#).

Permission Policy Management UI

On permission policy management UI, the **Manage app** screen doesn't offer editing availability:

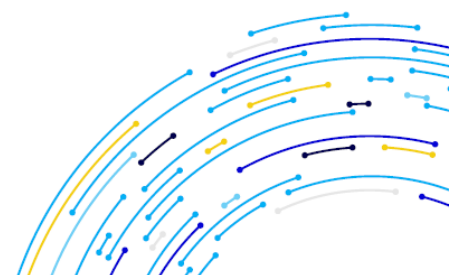


The screenshot shows the Microsoft Teams admin center interface. The left navigation pane includes 'Manage apps' and 'Permission policies'. The main content area displays the 'Teams Embedded app' configuration page. The 'Status' is set to 'Allowed' with a toggle switch. The 'Published version' is '1.0.1'. There is a 'New version' section with an 'Upload file' button. Below the app details, there are tabs for 'About', 'Permissions', 'Plans and pricing', and 'Security and compliance'. The 'App details' section shows the following information:

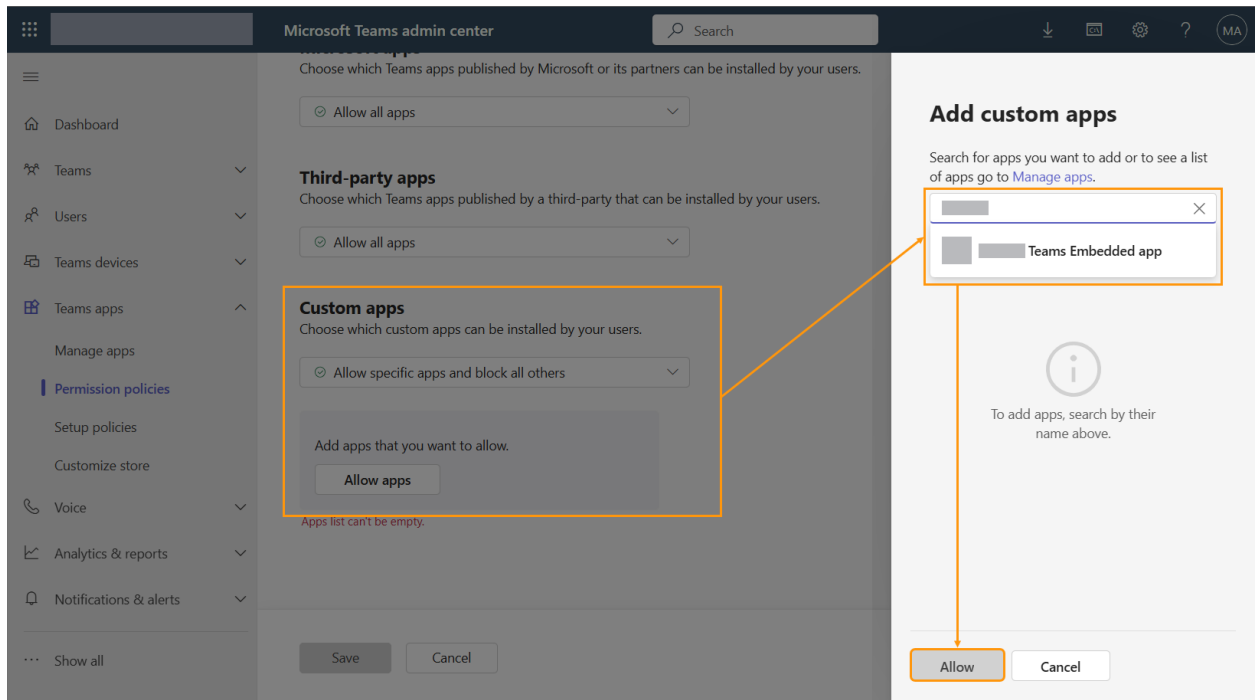
Short name	Categories	Supported on
Teams Embedded app	--	Microsoft Teams
Certification	Short description	Scope
--	Global, advanced cloud-based calling and SMS messaging features	Personal

Instead, you will need to create a new policy that will either allow or block this app, depending on your requirements. Then apply this policy to users who should either see or not see this app.

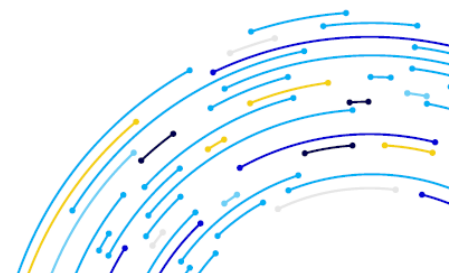
1. Navigate to *Teams apps > Permission policies* on the left navigation pane.
2. Create a new policy.



3. Under the **Custom apps** section select whether you want to allow or block specific apps and search for **Ascend Teams Embedded app**.

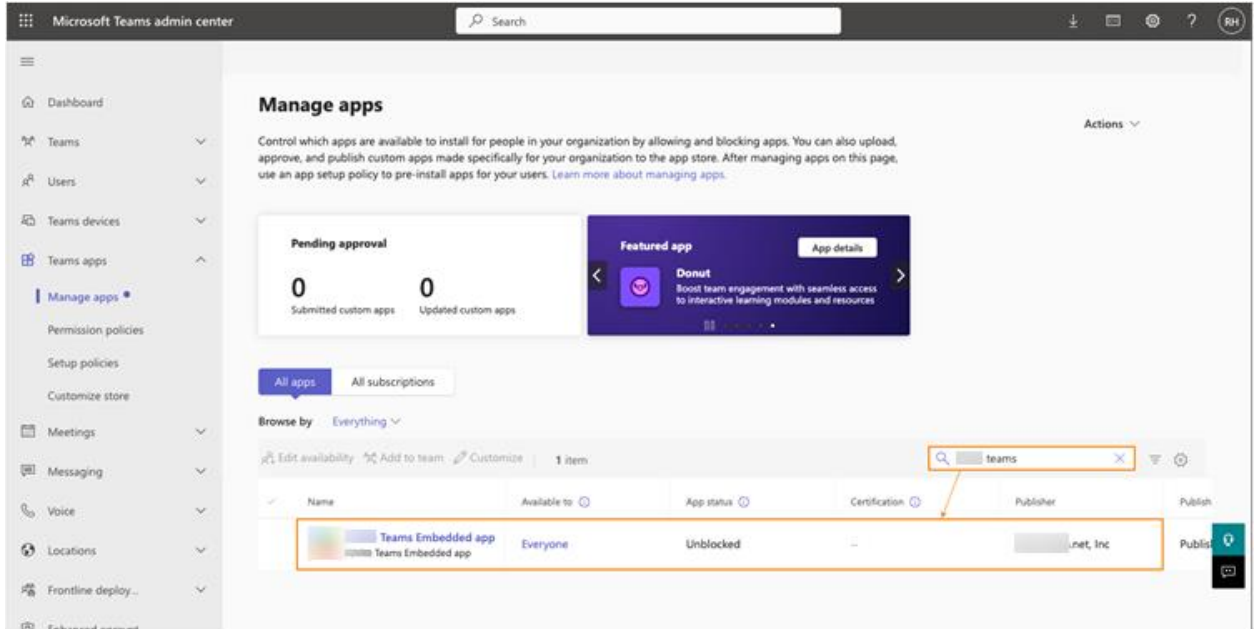


4. **Save** the policy.
5. Navigate to *Users > Manage users* on the left navigation pane.
6. Select users that should be included into the new policy.
7. Click **Edit settings** and select the new policy under **App permission policy**.
8. Click **Apply**.

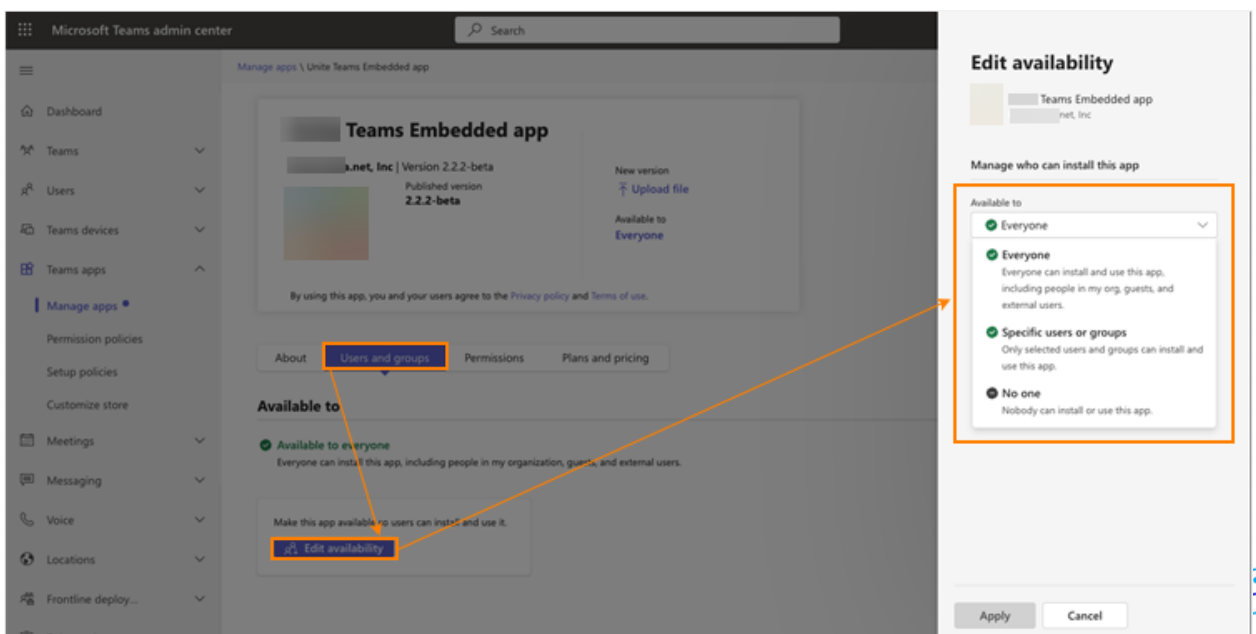


App Centric Management UI

1. Navigate to *Teams app* > *Manage apps* on the left navigation pane.
2. Locate the Ascend Teams Embedded app in the list of apps.



3. Click on the app to view the details
4. Select the **Users and groups** tab
5. Click on **Edit availability**

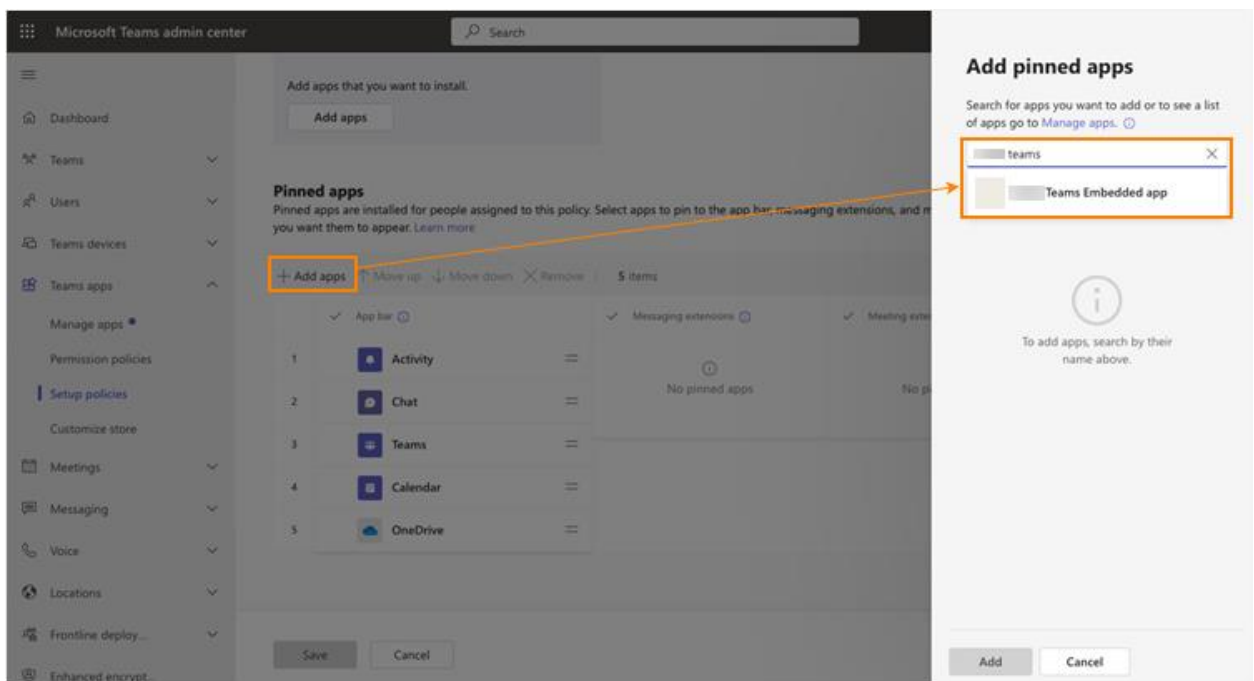


Important: depending on the size of your organization it can take hours for Microsoft to propagate the availability of new apps to all users. Allow 24 hours before contacting support if the Ascend Teams Embedded App is not visible.

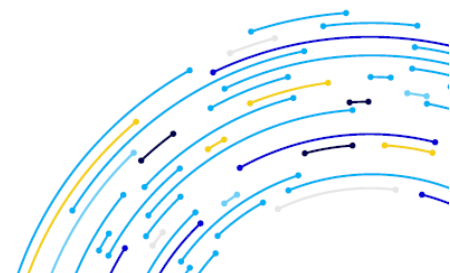
Replacing the Calls Tab

Using a Microsoft Teams App Setup Policy, an Administrator can hide the default Teams Calls tab and replace it with the Ascend Teams Embedded App. This is equivalent to a user manually adding and pinning the Ascend Teams Embedded App for themselves.

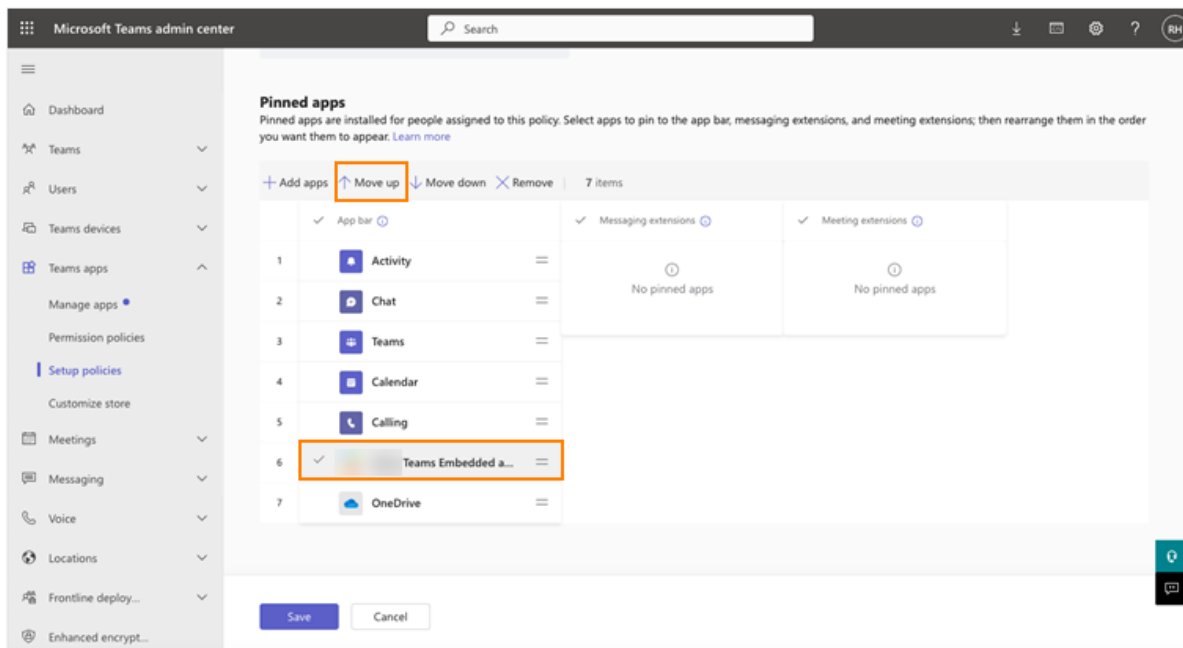
1. In the Microsoft Teams admin center navigate to *Teams apps > Setup Policies*.
2. Edit an existing policy or create a new one.
3. Go to the Pinned Apps section of the policy and select Add apps.
4. Search for Ascend Teams Embedded App.



5. Hover over the listing for Ascend Teams Embedded App and click the select option, to add Ascend Teams Embedded App to the list of Apps to add
6. Click the **Add** button

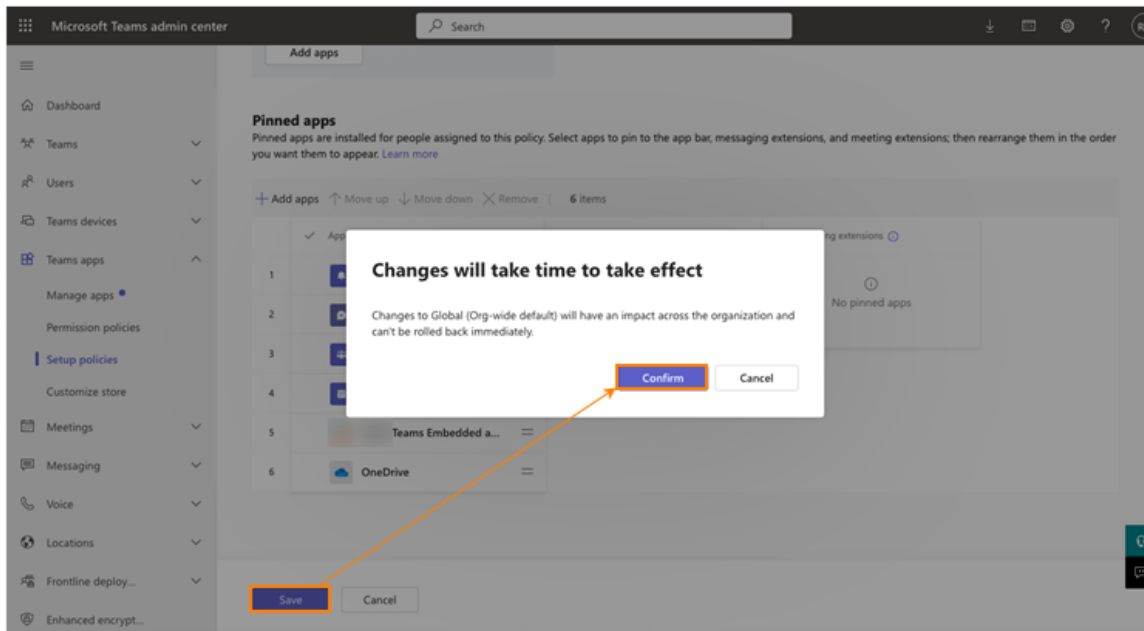


7. Select the Ascend Teams Embedded App and use the **Move up** option to move it, so it is directly underneath the default Teams Calling app



8. Select the default Teams Calling app and remove it.

9. Click **Save** and **Confirm** the changes.



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