



MAF ICIMS™ – Tenant Policy

Monitoring and Reporting for Unified Communications



1. Security Policy Management

Assigning a multi-tenant environment policy group to your client’s users requires the creation of policies for every security level and companies.

Navigate to **Administration -> Security -> Security policies.**

Create a security policy for the user group that requires access. Keep in mind that policies in this setup are to be made for each company’s security level.

Search

Name

Search Clear

New
Delete

<input type="checkbox"/> Name ↑	Is default	Site
<input type="checkbox"/> Administrator	<input checked="" type="checkbox"/>	All Sites
<input type="checkbox"/> Policy for Team 1	<input type="checkbox"/>	Main
<input type="checkbox"/> Policy for Team 2	<input type="checkbox"/>	Main
<input type="checkbox"/> Reports	<input checked="" type="checkbox"/>	All Sites

New

Name

Site

Description

Copy initial settings from

Next
Save

2. Response Group Tenant Policy

During the configuration of the user policy, you have the possibility to limit the reporting of response group based on the policy. This is essential on our multi-tenant environment.

Check **Allow only selected items** and choose the response groups from the **picker box**. Click on **Add** after your done then click **Next**.

The screenshot shows a configuration window titled 'New' with the following elements:

- Radio buttons for 'Allow all response groups' and 'Allow only selected items' (the latter is selected and highlighted with a red box).
- A section titled 'Set allowed response groups' containing a search box, a checked checkbox for 'Force response groups only', and an 'Add' button (highlighted with a red box).
- A 'Response groups' picker box is open, showing a search criteria dropdown set to 'Description' and a search button.
- A table of response groups with columns for 'Description', 'Sip address', and 'Telephone'. The rows 'Luton', 'Main', and 'Marketology' are selected (checked) and highlighted with a red box.
- Navigation buttons 'Ok' and 'Close' are at the bottom of the picker box, with 'Ok' highlighted by a red box.
- At the bottom of the main window are 'Previous', 'Next', and 'Save' buttons.

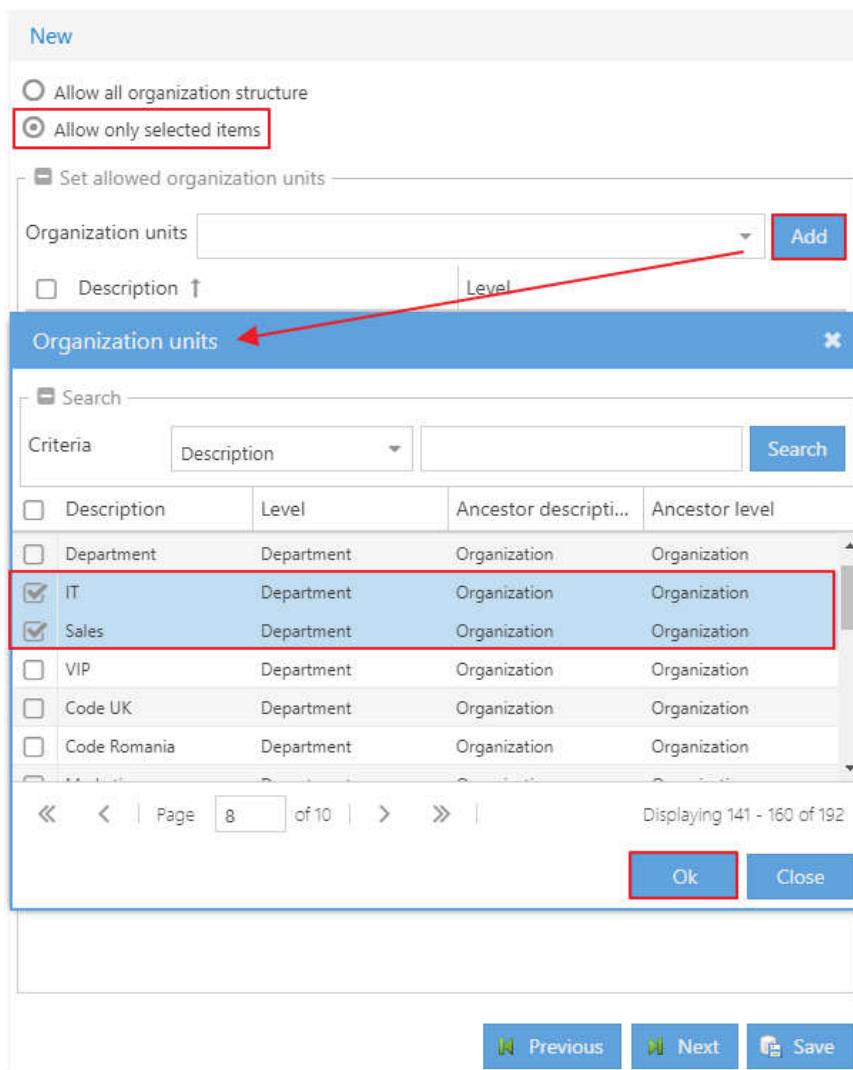
Description	Sip address	Telephone
<input type="checkbox"/> Internal Support	internal.support@cod...	+35314047706
<input type="checkbox"/> Jennifer Byrne	jennifer.byrne@codes...	+35314047786
<input checked="" type="checkbox"/> Luton	luton@codesoftware....	+35314872300
<input checked="" type="checkbox"/> Main	main@codesoftware.n...	+35314873200
<input checked="" type="checkbox"/> Marketology	marketology@codeso...	+35314873700
<input type="checkbox"/> Oncall Engineer	oncall_engineer@cod...	+35316181300

3. Employee Tenant Policy

This step is key to limit your tenant’s employees to see only their own company’s users.

Based on the organization structure of the active directory, you will be allowed to choose the levels of visibility for users.

Check **Allow only selected items** and choose the organization units from the **picker box**. Click on **Add** after your done then click **Next**.



4. Specific Employees reporting.

The next step allows you if required to add specific employees to your policy that are not in the organization units selected in the previous step.

Select the employees from the picker box and **Add** them to the employee list.

Save the policy afterwards.

The screenshot shows a 'New' policy configuration window. At the top, there is a section 'Set allowed employees' with a dropdown menu for 'Employees' and an 'Add' button. Below this is a table with columns 'Employee ID', 'First name', and 'Last name'. A modal window titled 'Employees' is open, showing a search bar and a table of employees. The table has columns for 'Criteria', 'Employee ID', 'First name', and 'Last name'. Four employees are selected with checkboxes: aislinn.obuachalla@codesoftw..., alan.brady@codesoftware.net, alan.gibbons@codesoftware.net, and alan.oshaughnessy@codesoft... A red box highlights these four rows. A red arrow points from the 'Add' button in the main interface to the 'Employees' modal. At the bottom of the modal, there are 'Ok' and 'Close' buttons. Below the modal, there is a 'Delete selected' button. At the bottom right of the main interface, there are 'Previous' and 'Save' buttons. The 'Save' button is highlighted with a red box.

5. Tenant User Policy Assigning for non-Active Directory Authentication

For each of your employee's accounts you will need to assign the policy you created.

Navigate to **Administration -> Security -> Users**.

Select the user, **assign** the policy by choosing it from the policy list and click **save**. You can assign multiple policies for the same user if you so require.

Search

Name

Status (all) ▼

Security policy

<input type="checkbox"/>	Name	Status	Expiration date	Security policies
<input type="checkbox"/>	admin	Active		Administrator
<input checked="" type="checkbox"/>	Andrei	Active		Code - Admin

Edit User

Name

New password

Confirm password

Status Active ▼

E-mail

Sip address

Expiration date

Security policies

Administrator

Code - Admin

Policy for Team 2

Reports

6. Tenant User Policy Assigning for Active Directory Authentication

Search

Domain group

Security policy (all) ▼

Search Clear

New Delete

Domain group ↑

Domain\Users

Edit active directory mapping

Domain group

Security policies

Administrator

Code - Admin

Policy for Team 2

Reports

Organization unit

Organization unit manager

Source Self Parent

Hierarchy path separator

Path format

Path parameters

Active directory value

Organization unit ✕ ▼

Employee

Active directory field

Save

Based on the domain group you can limit the users to a particular policy.

Make sure “userprincipalname” is added to the Active directory field.

Click **save** once you are done.

About MAF InfoCom™

Formed in 2000, MAF InfoCom™ is a leading innovative technology provider with almost 20 years' experience in delivering solutions for Monitoring, Analytics, Reporting and Recording of telephony and Unified Communications, Call Management, Billing & Call Accounting.

We serve tens of thousands customers around the globe, in a large variety of branches. We have installations in over 50 countries ranging from SME's to multi-national global enterprises. In Europe MAF InfoCom™ is the largest provider of UC reporting solutions.

With the market trend towards Unified Communications we expand our sales across the globe rapidly. Our solutions work with every major (IP)PBX and UC manufacturer platform.

Our solutions are offered from the Cloud, On-Premises and Partner Hosted to enable our customers and partners to choose the best model for their needs.

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