

Success story: Azure Functions to connect telephony service with a ticket system



Rootstack supported a North American company in automating the assignment of telephone numbers for its employees.

About the case

The customer in the US uses a Microsoft service called Skype for Business for its business telephony, which is now part of Microsoft Teams. It is a company with many employees, with new staff coming and going all the time, staff who always have to be assigned a business phone number to communicate during business hours.

Challenge

The generation and assignment of a telephone number was a task carried out manually by the employees of the client's company, an action that they wanted to automate in order to free the equipment of loads and make this process faster.



The client uses a ticket system called Service Now, where a ticket was created every time a new employee came in to request all the work tools they needed, such as a computer, cell phone, phone number, among others.

What was the need? The client wanted, through Service Now, the process of assigning the telephone number to begin, so that this would be done automatically and no employee had to do this manually.

Our solution

And this is what the Rootstack engineering team did: We made software that connected with Service Now and Microsoft Teams to automate the assignment of business phone numbers to employees.



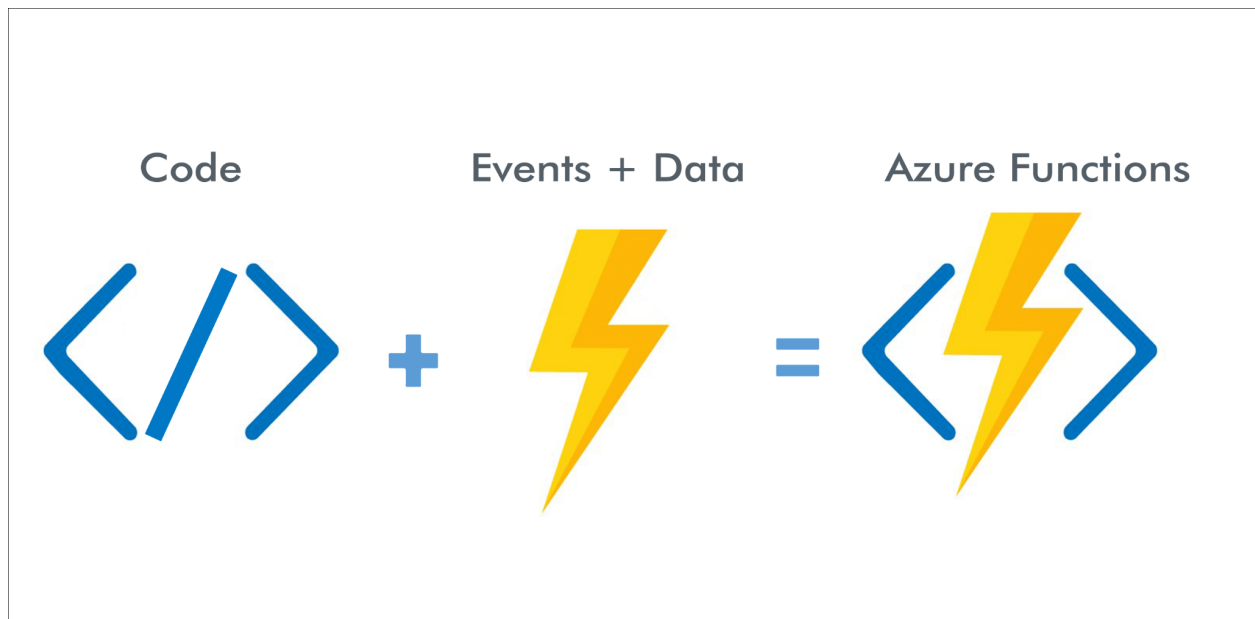
This software goes between the two platforms: on the one hand, it receives the request that the employee's telephone number must be created through the Service Now ticket, which contains the name of the person, location, department and role. With this information, the software connects with Microsoft Teams so that this platform reserves a phone number with the employee's specifications.

When this flow is completed, the same ticket system notifies when the business telephone number has already been assigned to the employee, thus automating this process that was previously done manually.

Technology

In this project, the Rootstack developers used different Microsoft services such as Cloud, Directory and Microsoft Teams and what they developed they did with an Azure technology called Azure Functions.

Azure Functions is an Azure system for creating microservices. In this case, the company had a very specific need, so it was not appropriate to create all software and have a server running 24 hours a day. What Azure Functions microservices allow is to do these small pieces of code, having to pay only for the seconds that this microservice runs.



The use of these Azure Functions microservices was ideal in this project, since it was a circumstantial need: that is, the service would be activated every time there was a need to generate a new phone number. This is a function that runs when you need to run and go.

This is how the Rootstack team collaborated with the client in the development of this microservice that served as a bridge between the ticket system and Microsoft Teams, to automate the generation of business phone numbers for employees. Does your company need cutting-edge digital solutions? Contact Us!