

UNITY AND UC-ONE INTEGRATION

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1. INTRODUCTION

Unity seamlessly integrates with UC-One for XMPP based instant messaging & presence (IM&P) by logging into the Broadcloud XMPP server using the XMPP ID from the user profile in Broadworks. Because the XMPP password cannot be retrieved from Broadworks, it must be reset through Unity which is then written to Broadworks and updated in the configuration file for UC-One, assuming UC-One is used in addition to Unity.

There are two user scenarios for Unity and UC-One interworking; either by running Unity and UC-One concurrently for the same user, or shared IM&P with other users in the group in a mixed Unity/UC-One environment.

1.1 Unity for Call Control and UC One for SIP Endpoint

As an alternative to an IP deskphone, users may have UC-One as their voice path and use Unity for all call control. In this scenario the user will simply click the Answer and Release buttons in UC-One and, while a call is in progress, perform hold/resume, transfer, conference etc using the call control buttons in Unity. This option is currently widely deployed in call center environments where agents do not have IP handsets on their desks

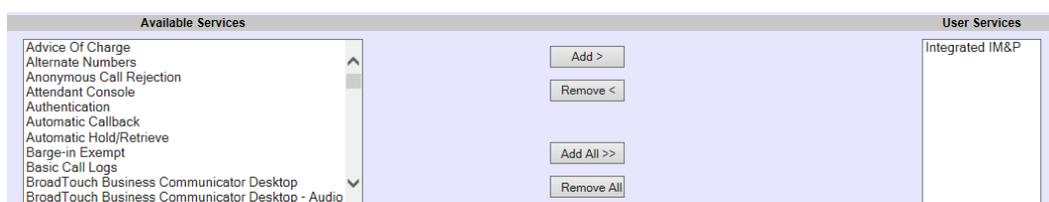
1.2 Shared IM&P in a Mixed Unity and UC-One Environment

Unity uses a proprietary messaging protocol whereas UC-One uses XMPP to the BroadSoft IM&P server. Unity can optionally also connect to the XMPP server and can use both protocols to enable any mix of these apps to work together. For Unity users, they will see their colleagues online and available for instant messaging, whether they are also running Unity or in fact using UC-One. Meaning there is no alternative user behaviour required so Unity will also allow XMPP presence set in UC-One, such as the user changing their presence to Away, Busy or Offline, to be reflected in Unity. In the Windows versions of Unity, this XMPP presence is displayed in the Status field for the monitored user.

Once Unity has authenticated with the XMPP server the user can manage subscriptions (their “buddy list”) and view presence information for other XMPP users through the Contacts tab. Instant messaging is also available through the same means as Unity IM&P, thereby removing any potential confusion to the user; they send an IM without needing to know the platform used to deliver that message.

2. SETUP

In order to communicate with the XMPP server the Integrated IM&P user service must be assigned in Broadworks, please note that UC-One doesn’t need to be assigned; IM&P functionality relies solely on the Integrated IM&P service.



If this service is assigned then you will see the IM&P ID in the user profile in Broadworks, please note that if logged into the Broadworks portal as an end-user then the password field will not be displayed, whereas if you are logged in as an administrator [as shown below] then you will.

Additional Information

Title:

Pager: Mobile:

E-mail: Yahoo!ID:

Location:

Address:

City: State/Province: -- Select --

Zip/Postal Code: Country:

IM&P ID: 442082881248@voice2000.eu.bc.im

IM&P Password: Re-type IM&P Password:

The IM&P password is automatically generated by Broadworks when the Integrated IM&P service is assigned, because it is saved in the UC-One device configuration file, if UC-One is used.

When you start Unity [assuming the Integrated IM&P service is assigned] Unity will request XMPP details from Broadworks. The IM&P password is not returned from Broadworks, therefore it must be reset for Unity to be able to log into the XMPP server, this is achieved through Unity Settings, as outlined below.

Services & Settings

Unity Settings

- Appearance
 - Contact Search
 - Contact Display
 - Current Calls
- Computer/Phone Integration
 - Clipboard Integration
 - Dialing Rule
- Custom Directory Integration
 - Configuration
- Outlook Integration
- Browser Integration
 - CRM
 - Click To Dial
- Desktop Integration
- Notification
- Unity Connect

Quick Keys

- Key Combinations
- Commands

Startup

- Update

Instant Messaging & Presence

- Logging
 - XMPP**
 - Change Password
- Security
- Language

Connection

- Network
- Proxy
- Authentication
 - Call Centers

Configure XMPP details for Unity. The XMPP server will be assumed from the domain entered as part of the login ID.

XMPP Login Details

Status: Offline

Login ID:

Password: x

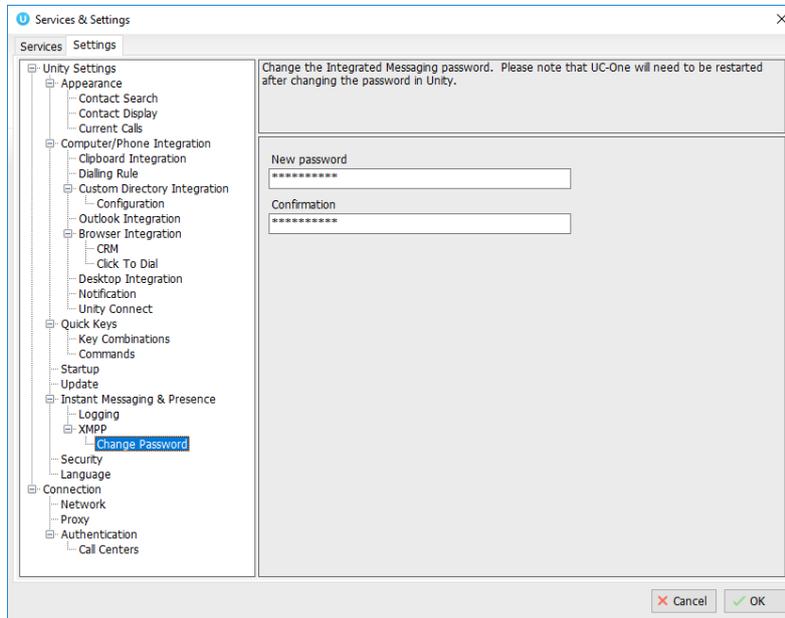
Automatically accept subscription requests

Automatically send subscription requests

When a contact is online in Unity IM&P and XMPP: Use Unity IM&P

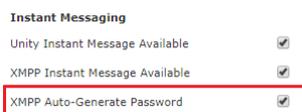
Cancel OK

The XMPP section in Unity settings will become available when the Integrated IM&P service is assigned. If the password has not been previously entered then this field will remain blank and an additional “Change Password” list item will appear that allows you to reset your XMPP password.

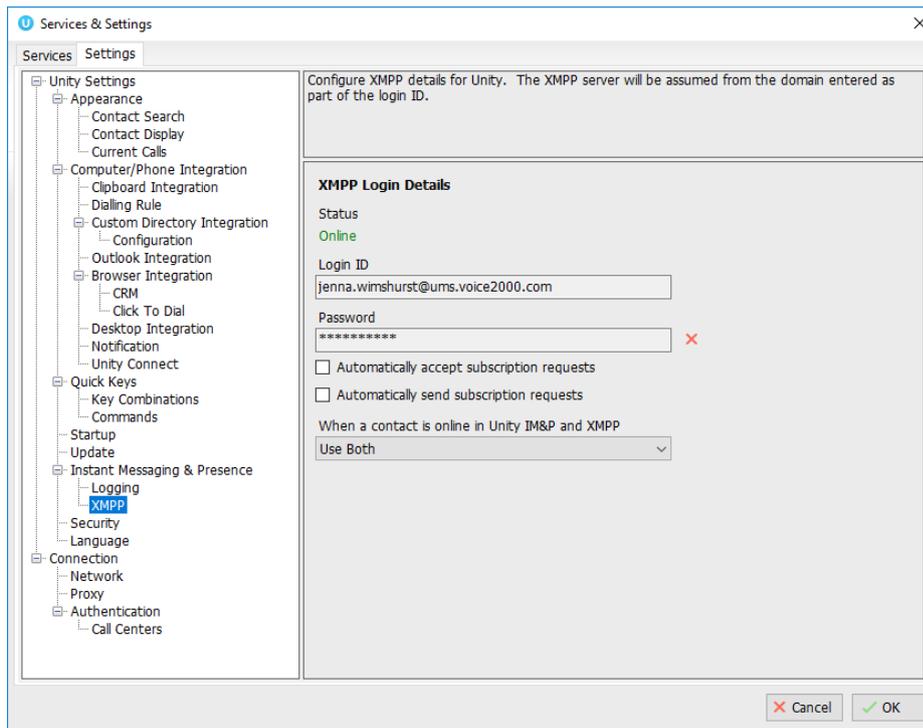


Enter a new password and confirm, then click OK. Please note that if you use UC-One then you will not need to restart it when the XMPP password is changed as the XMPP server will not deregister any clients that have authenticated using the old password, and Broadworks will have automatically regenerated the device configuration file with the new XMPP password for the next time UC-One is started.

The XMPP password can be manually set by the user through Settings or it can be automatically set on startup if not set previously. This is controlled through the “XMPP Auto-Generate Password” branding setting in the kakapo portal, which can be set at the user, group, enterprise and system provider level.



Once the XMPP password has been reset Unity will attempt to log into the XMPP server, if this succeeds you will see the status as online, as shown below.



3. INSTANT MESSAGING AND PRESENCE

Unity doesn't distinguish between Unity IM&P and XMPP contacts, in that if a user is available for messaging through either platform then they will display as online. A user can also be available through both messaging protocols which is outlined below.

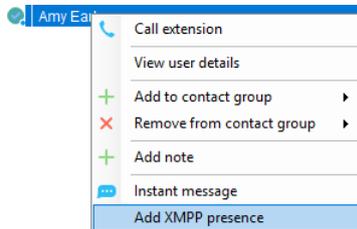


Please note that only those users in the same group or enterprise are available for chat, using either messaging platform. Unity will also use the same windows when chatting to contacts on either platform.

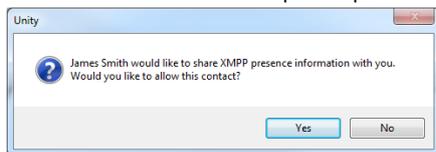


3.1 XMPP Presence

In order to see the XMPP online/presence status of other users in your group or enterprise you must be subscribed to their presence. In order to subscribe to a user's presence, right-click the user from the Contacts list and select "Add XMPP presence", as shown below.

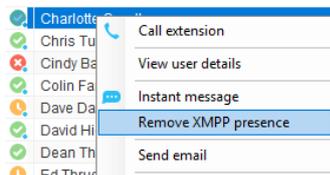


The user will then be prompted to accept your subscription request.

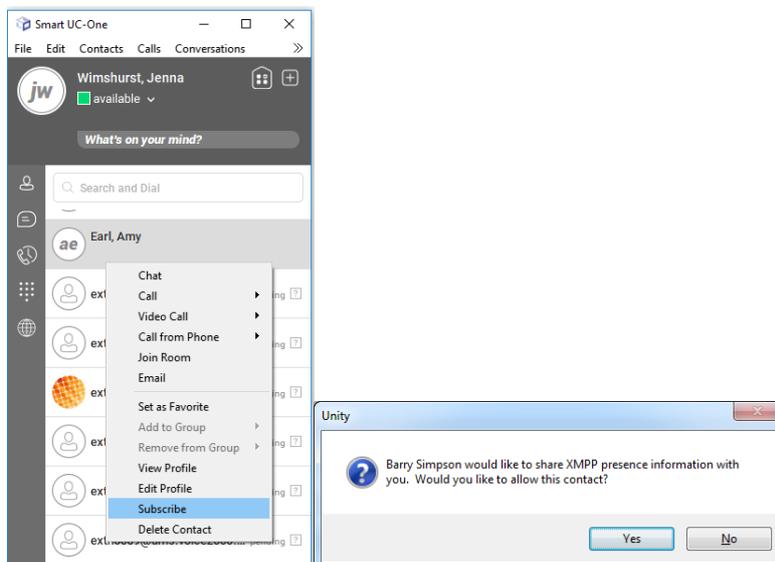


Assuming they accept your invitation, you will be able to see their presence/online state and can chat to them using XMPP.

To remove a subscription simply right-click the user and select "Remove XMPP Presence".



A UC-One user can also send you an invitation to share presence, in which case you will be prompted to accept the invite.



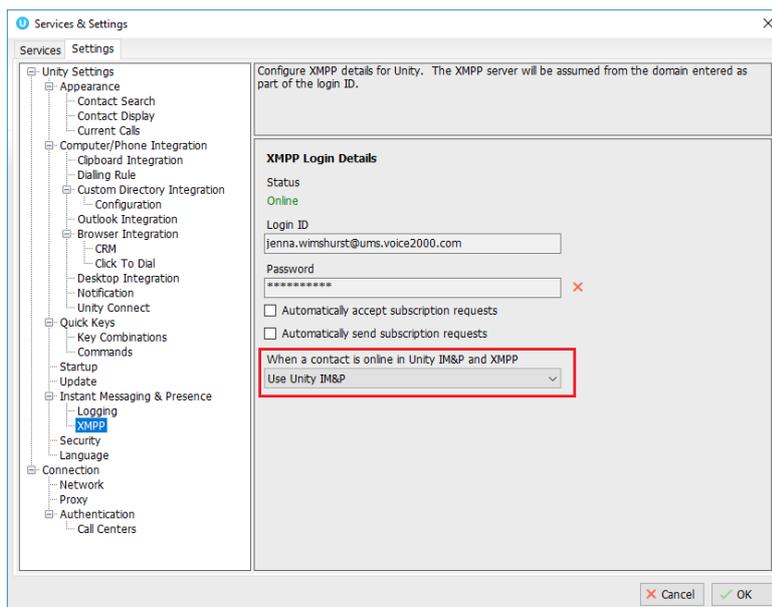
When you have shared presence information with a user you will be able to see their XMPP presence state in the Contacts list, as shown below.



3.2 Chat

As mentioned above, Unity will use the same windows when chatting with a user over XMPP or Unity IM&P. IM conversations can also be setup in the normal way, either by right-clicking a user and selecting "Instant Message", using the Tools menu or dragging a user into the docked IM panel.

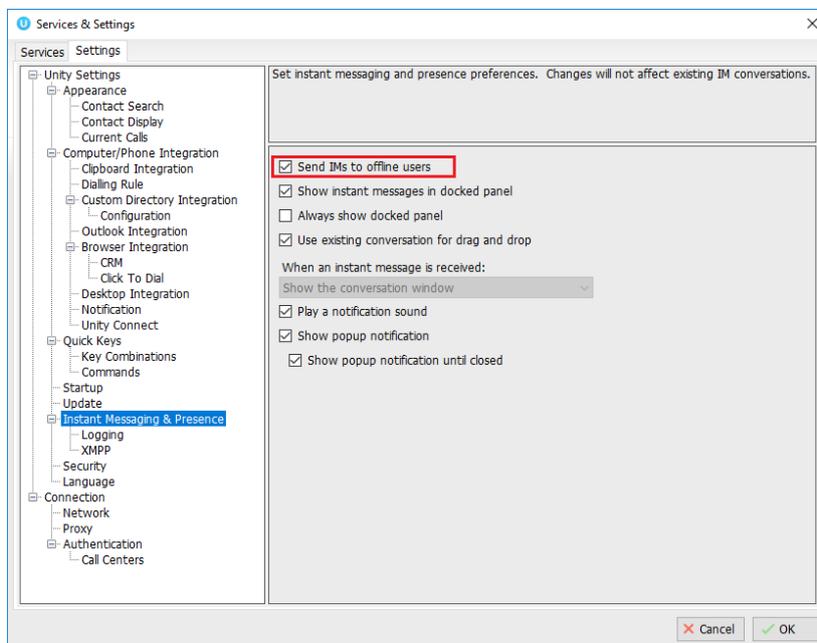
If a user is online through both Unity and UC-One, then they are available for chat on both platforms. In this case you can configure Unity to chat through Unity, through XMPP or to use both. If you choose to use both then whenever you send an instant message it will be sent to Unity *and* UC-One. This is configured in Settings, as shown below.



The options are:

Use Unity IM&P	Instant messages will only be sent to Unity, even if they are received through Unity <i>and</i> UC-One. Group chat is available with this option.
Use XMPP	Instant messages will only be sent to UC-One, even if they are received through Unity <i>and</i> UC-One. XMPP group chat is not currently supported by Unity, so the conversation can only be with a single user.
Use Both	Unity will send instant messages to both Unity and UC-One. XMPP group chat is not currently supported by Unity, so the conversation can only be with a single user.

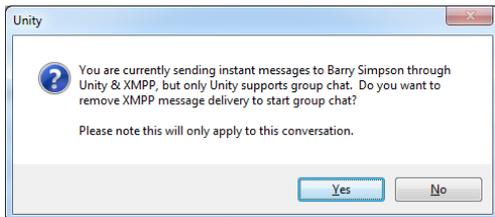
These rules also apply when the user is offline through both messaging platforms, assuming that Unity is configured to instant message offline users, which is set through Settings. Unity will then send offline instant messages to both Unity and UC-One which will be automatically delivered when they next log into either client.



As mentioned above, Unity does not currently support XMPP group chat, so if you want to start group chat then it must be done through Unity IM&P. If you have a conversation open

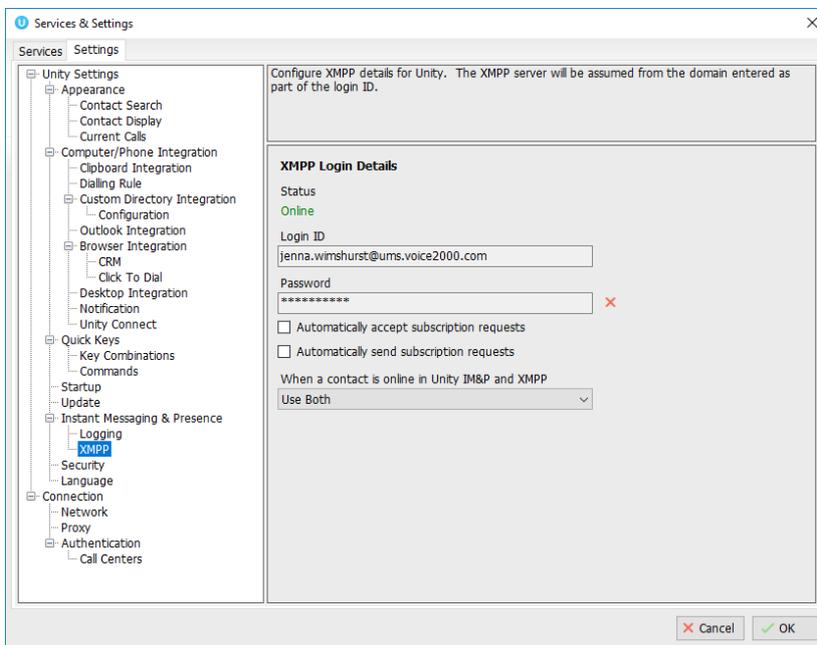
where both IM platforms are being used to deliver messages, then when you drag a new user into the chat window you will be prompted to confirm if you want to stop using XMPP in order to initiate a group chat.

If you click yes then your instant messages will be sent to all parties, but only through the Unity IM&P platform meaning they will not be delivered to UC-One.



4. SETTINGS

Unity can be configured to streamline XMPP presence subscription processing, as shown below.



4.1 Automatically Accept Subscription Requests

When set Unity will automatically accept any subscription invitations from other users, without prompting as outlined in section 2.1.

4.2 Automatically Send Subscription Requests

Rather than having to right-click users in the Contacts list and select “Add XMPP presence” as outlined in section 3.1, Unity can automatically send subscription invitations to all users within the group or enterprise that have an XMPP ID and aren’t currently sharing presence information with you.

Please note that if the remote user declines the invitation or cancels an existing subscription, Unity will not attempt to re-invite the user, instead you must manually send the invitation as outlined in section 3.1.