

KAKAPO

SYSTEMS

ACCESS DATABASE INTEGRATION

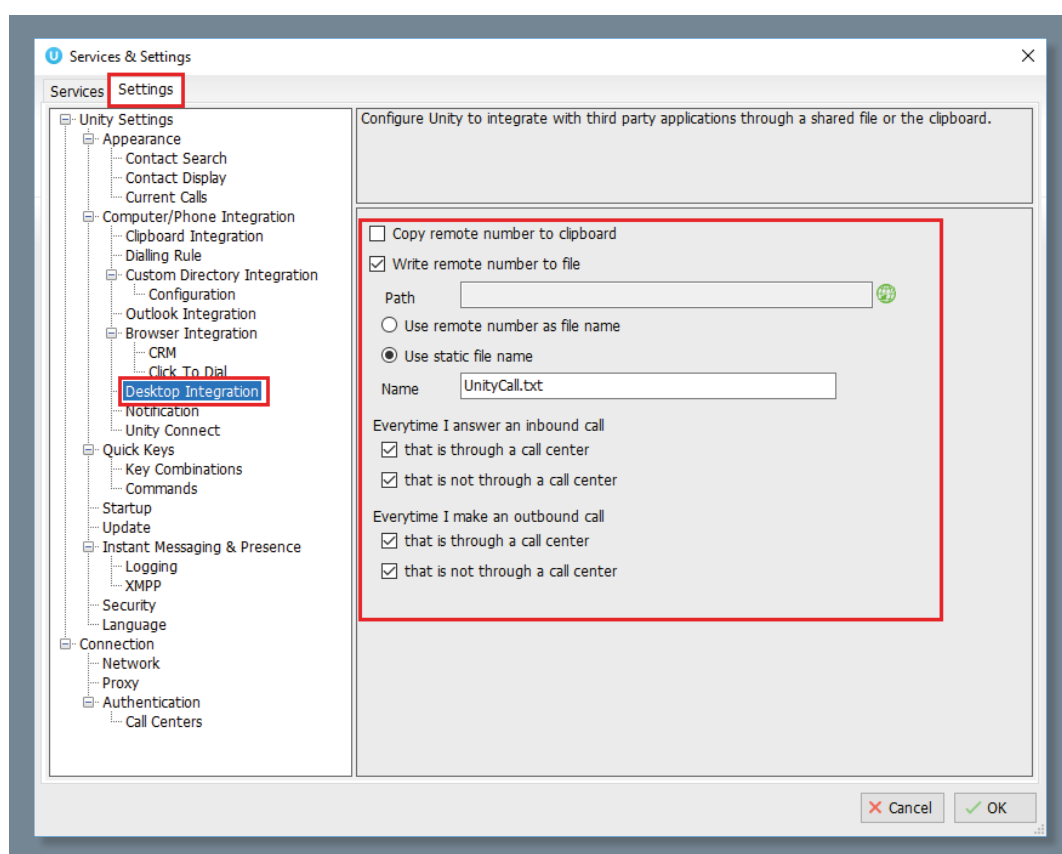
ACCESS DATABASE INTEGRATION

Unity integrates with Access database applications for both click to dial and contact pop. The configuration is outlined in this document. Please note that there are no additional Unity licenses required to make this work.

CONTACT POP

The Desktop integration feature in Unity creates a file in a preconfigured location in the computer, as shown below. Simply set the location that you want the file to be created in, which would normally be the same folder as the Access file.

Unity can be configured to use the remote party number as the filename (for example if you received a call from a contact whose number was +442082881257 then the number would be +442082881257 – the file isn't saved with a file extension in this case) but you would want to give the file a name, so that the Access application knows which file to look for.



When the user wants to pop the contact in Access, they would click a button in the Access form. The underlying code would then open this file and take the number from it, then perform the contact pop from there.

Recommendation: Search on the last 6 or 8 characters or so, because it's very unlikely that there will be two contacts with the same last 6-8 numbers, but it will work-around different variations of the remote party number. In the UK a number could be received from Broadworks as 02082881257, +442082881257, 442082881257 or 00442082881257. Searching for %20881257 will cover all these permutations.

CLICK TO DIAL

Click to dial can be achieved by adding another button on the Access form. The underlying code to this button will create a file in the format [NumberToCall].call, for example if you wanted to call the number used in the example above then you would dial 02082881257.call. This file must be saved in the UnityConnect folder which is a sub-folder of the Unity installation location, so it's C:\Program Files\Unity Client\UnityConnect in a default installation. Unity watches this folder for .call files to be added, and when one is it will dial the filename without the extension.

The Unity Connect API documentation here <https://www.kakaposystems.com/files/2018/07/Unity-Connect-API-Overview-1.pdf> provides the Visual Basic code to do this, as below.

```
Public Sub DialNumberWithUnity(number As String)
    On Error Resume Next
    If number <> "" Then
        Open "C:\Program Files\Unity Client\UnityConnect\" + number + ".call" For Output As #1
        Close #1
    End If
End Sub
```

Unity will automatically delete the .call file once the number has been dialled.

Please note the API documentation states that an Enterprise license must be assigned, which is the case if you want to use the full-blown API, but for simple click to dial it's bundled in all licenses and Unity clients.



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