KAKAPO SYSTEMS

UNITY & INTELIQUENT INTEGRATION – PROVISIONING

Overview

This document outlines provisioning requirements when implementing SMS messaging from Unity clients that utilizes the Inteliquent SMS platform.

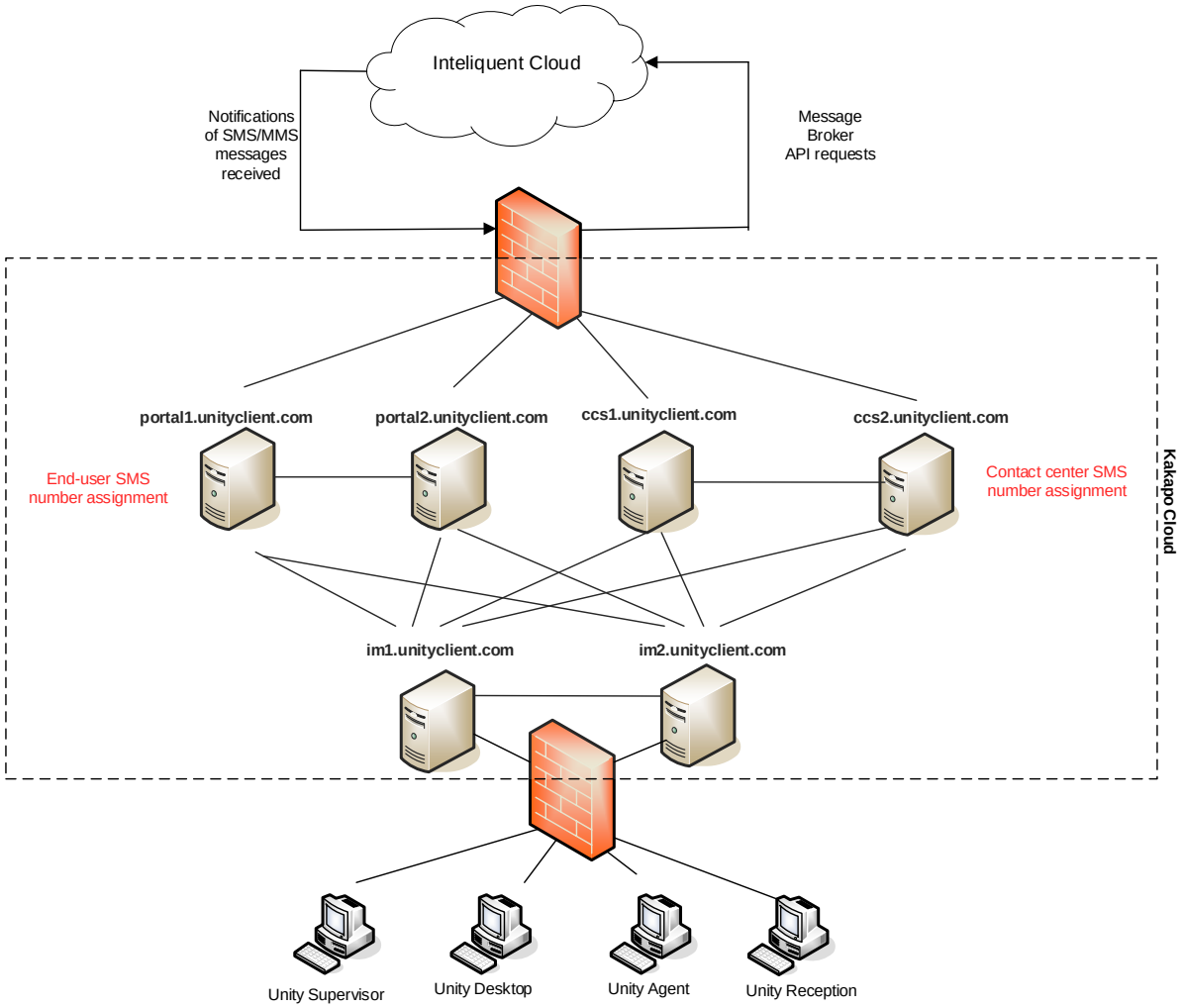
Inteliquent offers a “one number” solution whereby the direct number of a VoIP end-user can be SMS enabled so that when that number is sent an SMS or MMS, it is routed through the Inteliquent cloud which is preconfigured to send notifications to the Kakapo cloud. The Kakapo cloud recognises the number as being assigned to a specific end-user that has a Unity client license assigned. The Kakapo cloud then sends the SMS or MMS to the Unity client using the Kakapo IM&P backbone.

Similarly, a contact center media stream can be configured as the end-point for an SMS number, which may be the main number for a VoIP customer business. When an SMS or MMS message is sent to that number the Inteliquent cloud will send a notification to the Kakapo contact center platform, which will then route the conversation using standard contact center routing profiles. When a contact center agent reserves the conversation they can converse with the customer using SMS/MMS, in exactly the same way as they converse with customers through web chat.

When sending an SMS message, the Unity client will send the message to the Kakapo cloud which will forward the message to the Inteliquent cloud using the account details of the Inteliquent customer. Any MMS-compliant attachments may be sent as an outbound MMS message if configured in the Kakapo portal, otherwise an SMS message will be sent containing a link to the attachment.

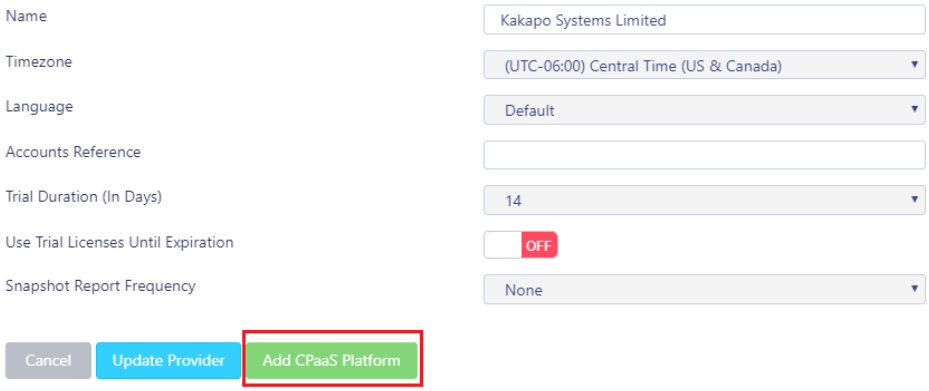
BroadWorks System Providers maintain a direct relationship with Inteliquent for SMS enablement and are invoiced directly by them. They also have an account with Kakapo Systems and will be billed separately for the base Unity license (Unity Desktop/Agent/Supervisor/Reception) as well as SMS integration. Each number that is assigned to an end user in the Kakapo partner portal (and therefore SMS enabled through the Inteliquent cloud) will carry a monthly charge.

The below diagram outlines the connectivity between the Inteliquent cloud, through the Kakapo cloud to the Unity clients. Please note this Kakapo cloud illustration omits non-relevant infrastructure, and is replicated in two geographically redundant datacenters.



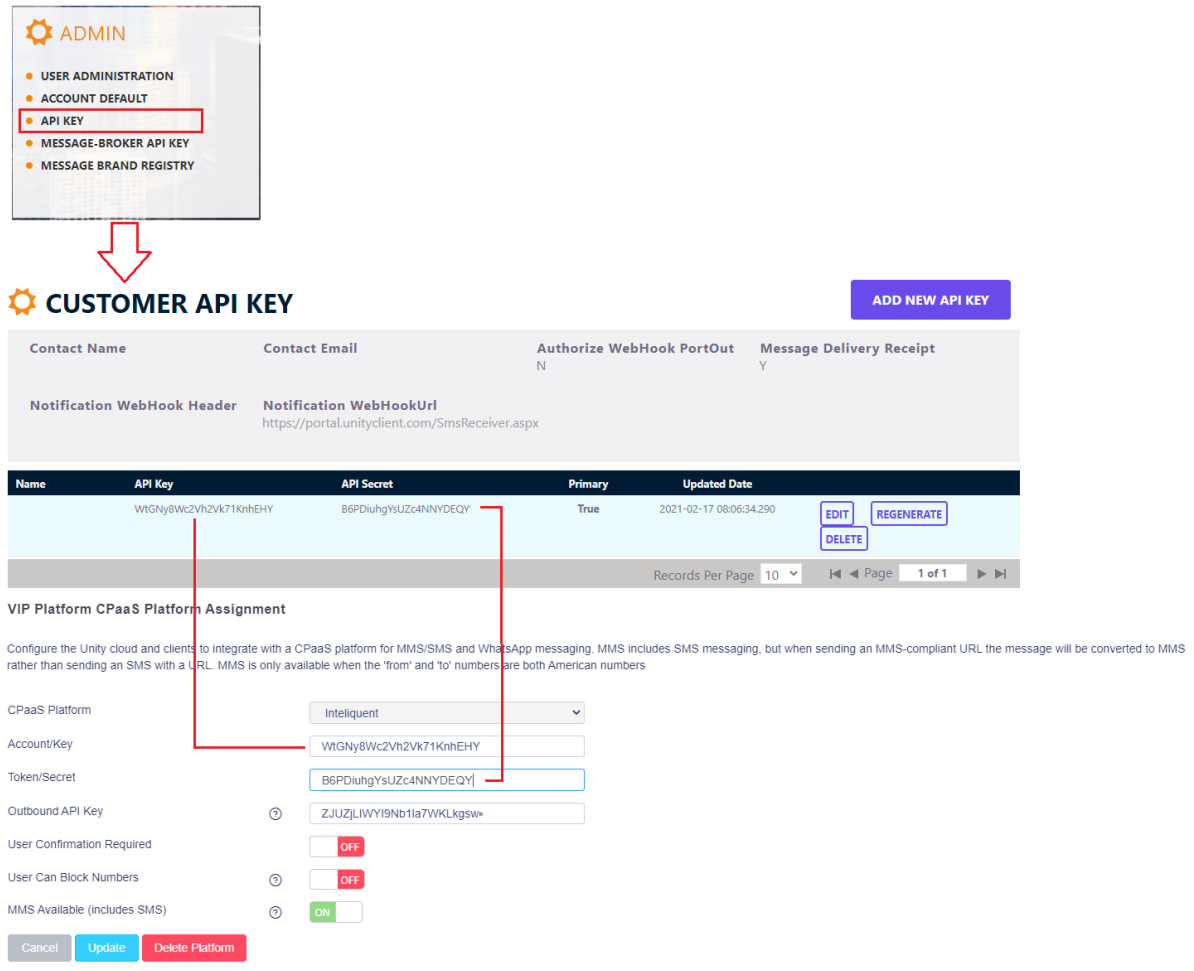
1 Setting Up Inteliquent Integration

In order to start provisioning Inteliquent numbers through the Kakapo partner portal, a CPaaS Platform integration must be created for the System Provider that contains the Inteliquent account details. In the System Provider profile page, click Add CPaaS Platform. Any existing CPaaS Platform integrations will be shown.

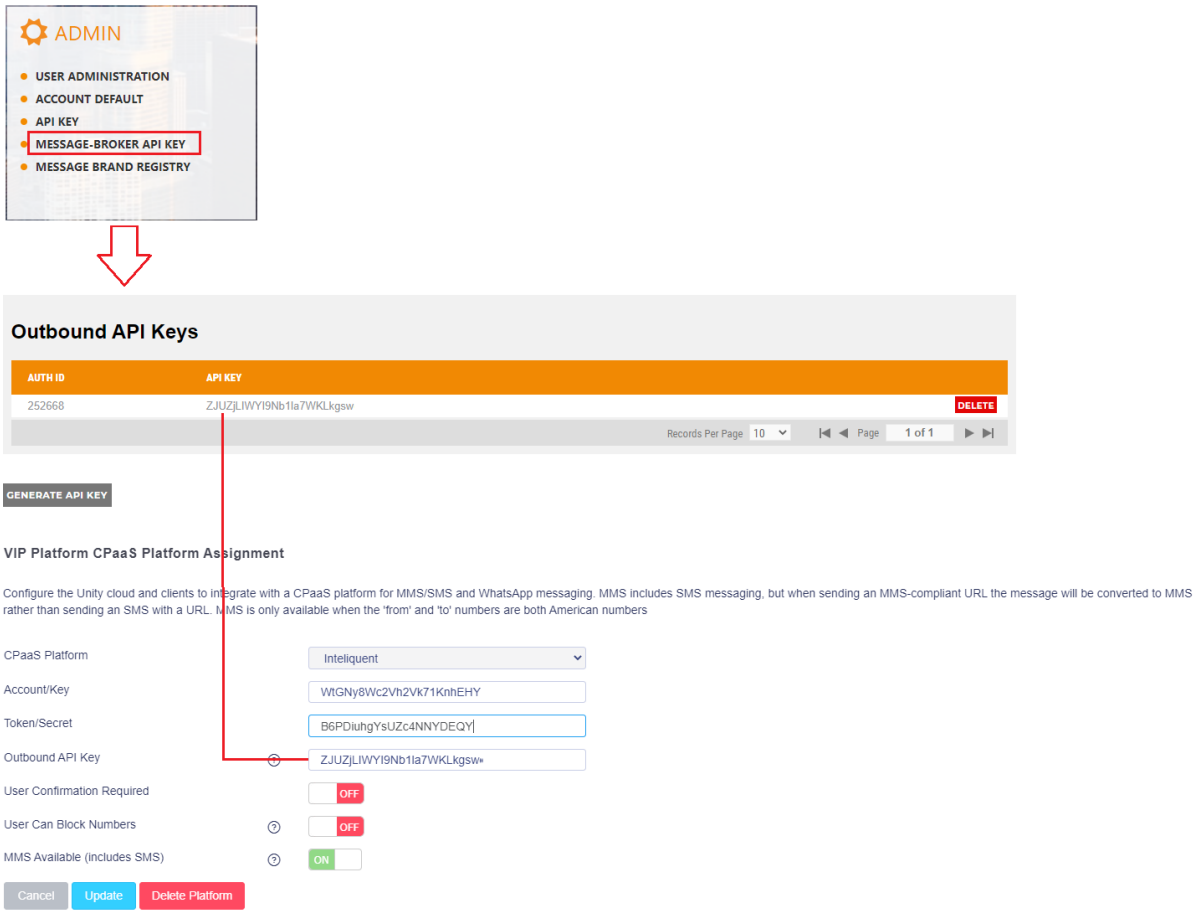


1.1 REST API Tokens

When creating the Inteliquent integration, API details must be copied from two different places in the Inteliquent portal. First click on the API Key link from the home page, where you may find an existing key and secret. These values should be copied and pasted into the correct fields as shown below. If there is no API key use the Add New API Key button in the Inteliquent portal to create a new one. These details are used when provisioning numbers in the Inteliquent platform.

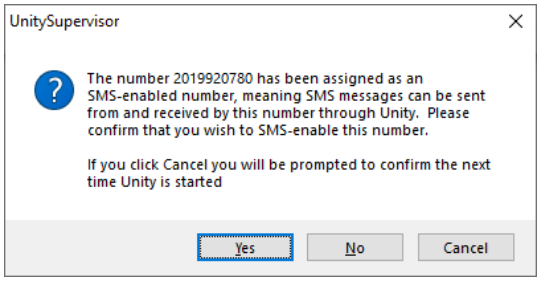


The Outbound API Key is used when the Kakapo cloud sends an outbound SMS or MMS through the Inteliquent platform. Click on the Message Broker API link from the Inteliquent main page. There may be an Outbound API Key already shown, if not click the Generate API Key button to create a new key. Please ensure all keys are copied from the Inteliquent portal and pasted into the Kakapo portal directly.



1.2 User Confirmation Required

If active then when a new CPaaS number is assigned to an end-user they will be prompted to confirm that they wish to activate SMS integration for that number, thereby receiving potentially unsolicited SMS messages. This is because in a business environment they end-user may not actually be aware that SMS integration has been enabled on their account, which may lead to received SMS messages being considered as spam.



Please note this does not apply to Contact Center Media Streams. If an end-user clicks no an email alert will be sent to all portal users with the "Send Alerts" setting checked, as outlined below.

1.3 User Can Block Numbers

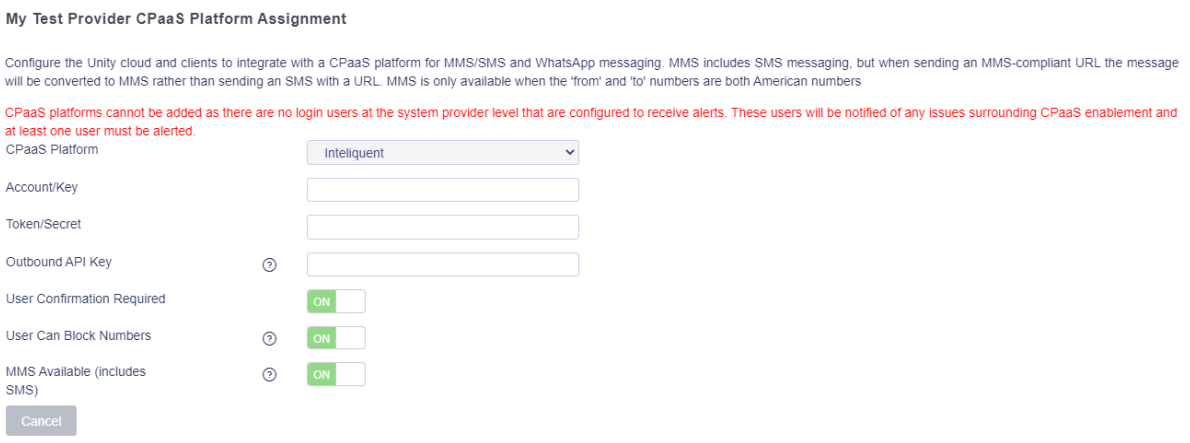
If active then the user can block a remote party, meaning all future inbound messages from that number will not be forwarded to the user. This can be overridden for a specific number when assigned to an end-user or Contact Center Media Stream.

1.4 MMS Available

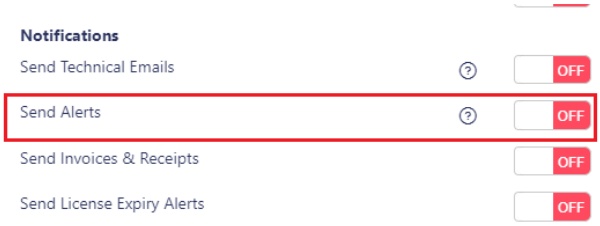
MMS is available through the Inteliquent platform, however because of the charges associated with sending MMS messages this may not be desired. If only SMS messaging is wanted this should be off. If active then it can be overridden for a specific number when assigned to an end-user or Contact Center Media Stream.

If MMS is not enabled at the CPaaS Platform or CPaaS number, incoming MMS messages will still be processed. However when sending an MMS-compliant message then it will be sent as an SMS message with a URL. If MMS is activated then any attachment that is MMS-compliant will be sent as an MMS message.

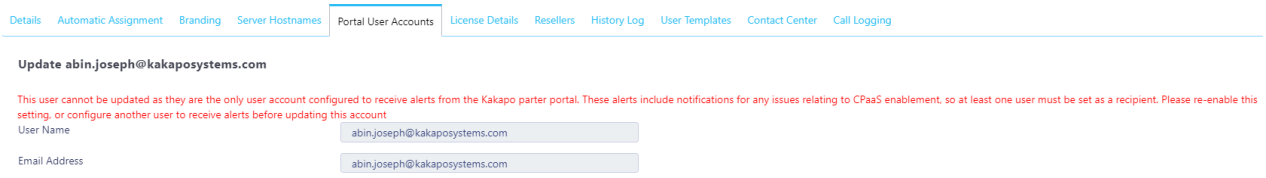
When attempting to add a CPaaS platform, the Kakapo portal will first check the make sure that at least one portal user account has the "Send Alerts" notification setting enabled. If not an error message will be displayed and the Add Platform button will be removed.



This is because if an end-user opts-out of receiving SMS messages (as described above), then all portal user accounts with “Send Alerts” enabled will automatically be notified via email, therefore at least one portal account must be configured to receive alerts.



Please note that if a CPaaS Platform exists for a System Provider then the Kakapo portal will not allow portal user accounts to be deleted or updated, if it results in no accounts having this setting enabled.



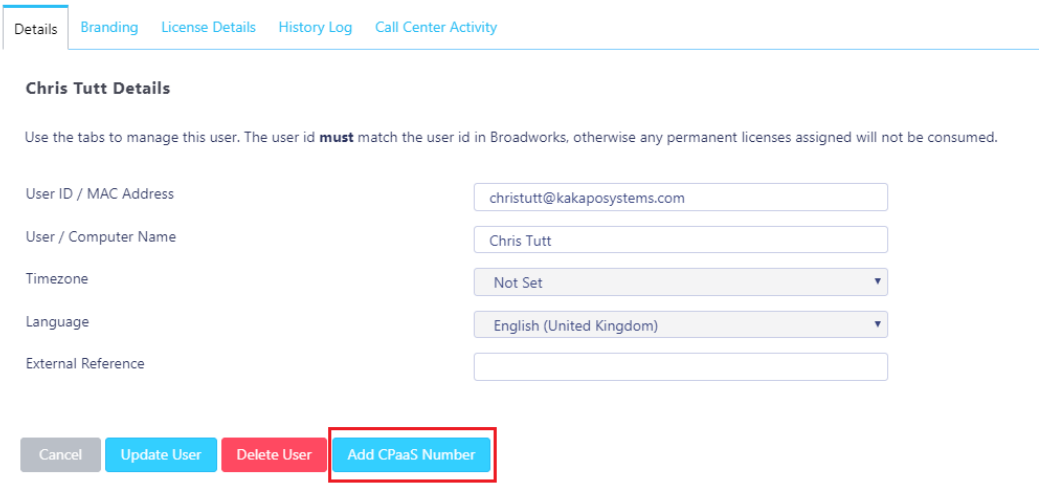
When the CPaaS Platform is created or updated, the Kakapo portal will use the provided details to ensure it can connect to the Inteliquent platform using the available REST API. Any issues will be reported to the user and the CPaaS Platform will not be saved.

2 Provisioning CPaaS Numbers

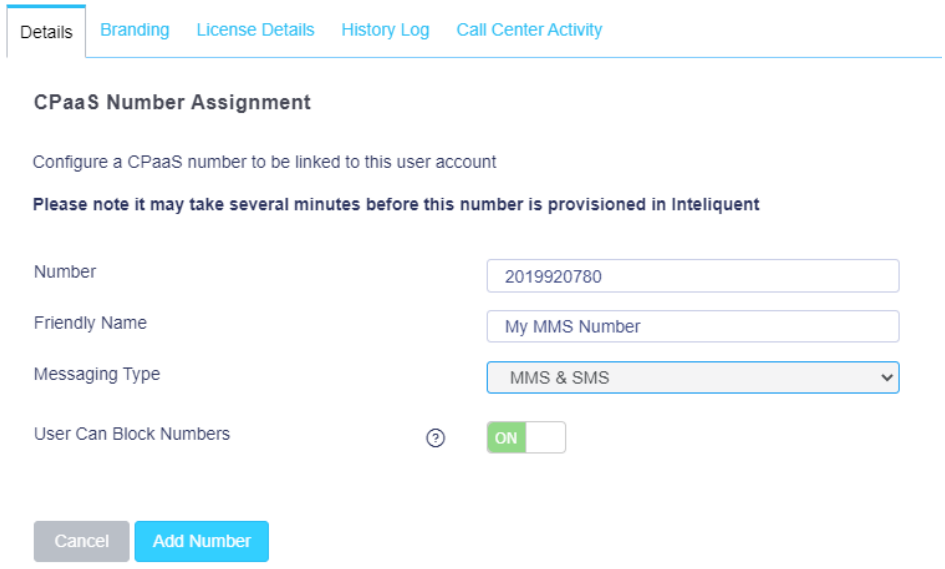
Once the CPaaS Platform has been created, numbers can be assigned directly to end-users or Contact Center Media Streams directly. There is no further configuration required in either platform.

2.1 End-User Provisioning

When a user profile page is displayed, the Kakapo partner portal will now display the “Add CPaaS Number” button, as shown below.

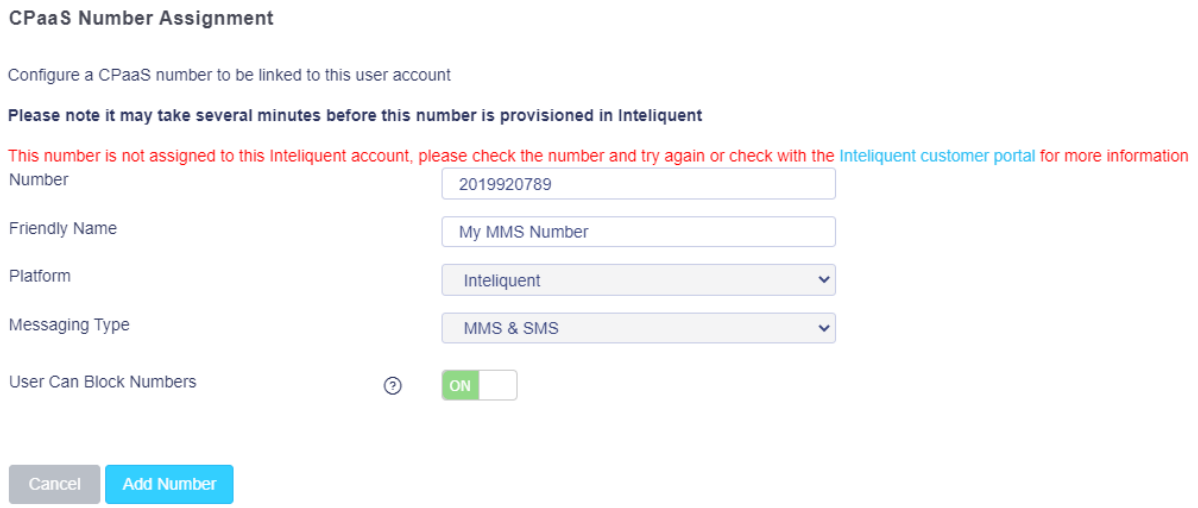


You will be prompted to enter the SMS number, which can be a standard ten-digit US number. A friendly name can also be set although this is optional, if not set the number will be used as the friendly name.

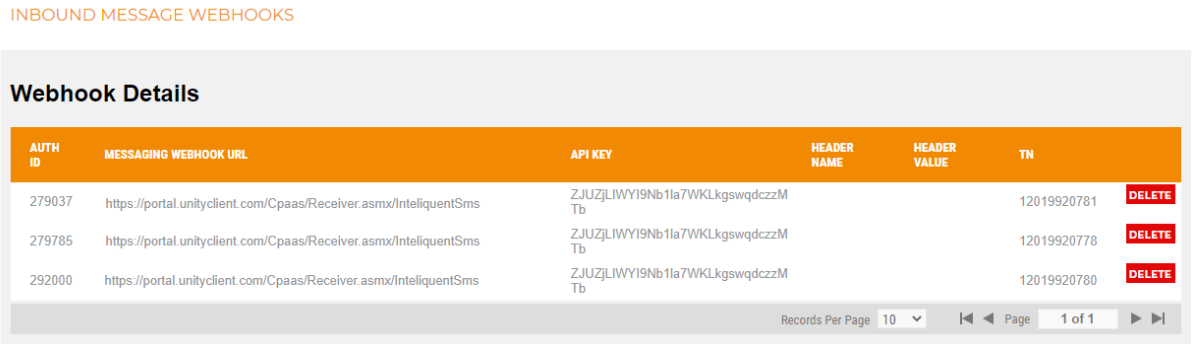


MMS can be activated for this specific number (if enabled in the CPaaS Platform at the System Provider level), as can allowing the user to block remote party numbers. These settings will default to those set at the System Provider level. If multiple CPaaS Platforms have been created at the System Provider level then the CPaaS Platform to use for this number must be specified.

When the number is added, the Kakapo portal will first check that the number exists in the Inteliquent portal, if not the user will be alerted and the provisioning process will stop.



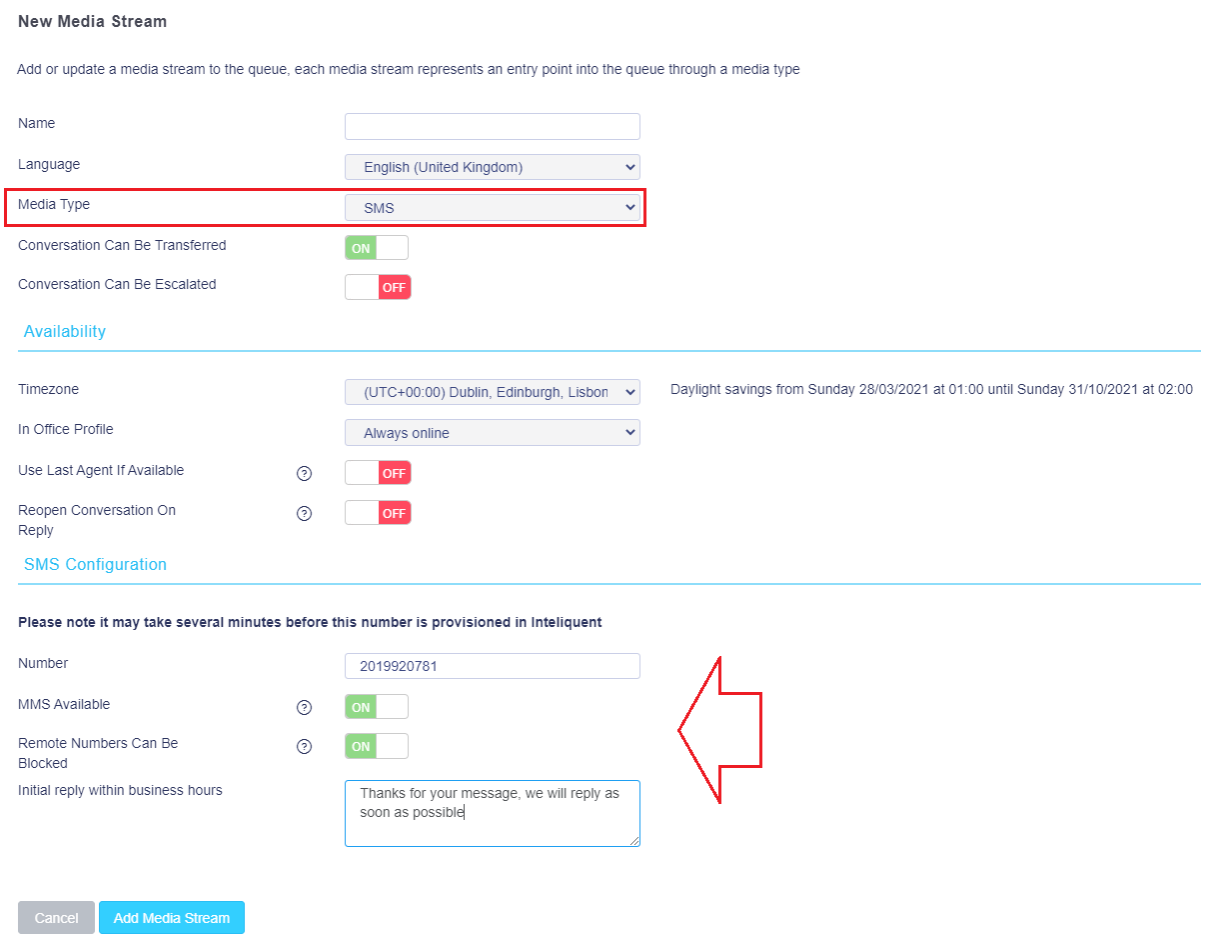
Otherwise the number will be configured to integrate with the Kakapo cloud. You can see this in the Message Broker API page in the Inteliquent portal. Every number will have an entry in this list



Please note that although the TN will include a leading “1” in the Inteliquent portal, this is not required when provisioning the number in the Kakapo portal or using it to send outbound messages.

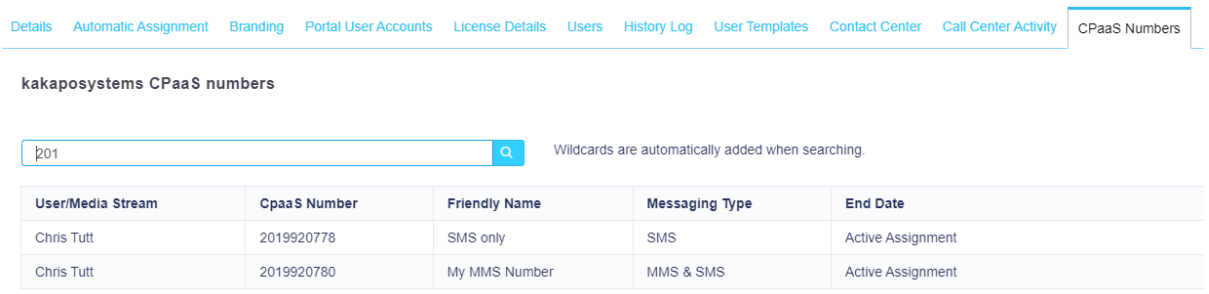
2.2 Media Stream Provisioning

Provisioning an Inteliquent number for a Media Stream follows the same processes, but the number is associated to the Media Stream during creation. When the Media Type is “SMS” the page will update to allow an Inteliquent number to be associated to the Media Stream, as shown below. The same options regarding MMS and blocking numbers are available.



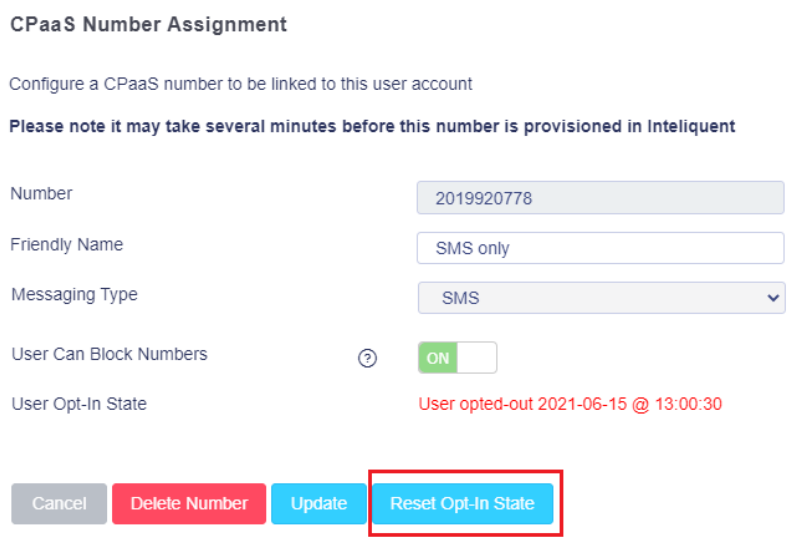
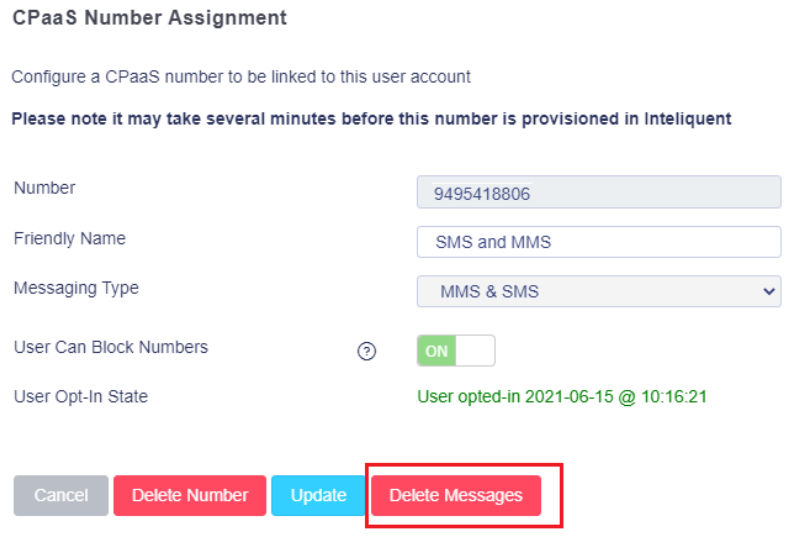
3 Managing CPaaS Numbers

A "CPaaS Numbers" tab is provided at all levels of the Kakapo portal, which will list all Inteliquent numbers assigned at that level and below. Click on a number to navigate to the user or Contact Center Media Stream that is consuming that number.



If an end-user clicked No when prompted by Unity client to accept the SMS activation (if enabled as outlined in section 1.2) then this will be shown in the details page. Clicking the Reset Opt-In State

button will ensure that the end user is prompted to accept the SMS activation when their Unity client is restarted.



If the user accepted the SMS activation this will be shown in the details page, as shown below. This provides evidence that the number was explicitly accepted by the end user if any issues arise when receiving potentially unsolicited messages. If there are any saved messages for that number then they can be deleted through the portal as shown below, this is useful if another user is going to start using an existing account. Otherwise deleting the number in the Kakapo portal will ensure all messages to/from that number are automatically deleted.