

KAKAPO

SYSTEMS

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# ONBOARDING UNIT – CONNECTIVITY

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# ONBOARDING UNITY

Unity cannot be used until a System Provider account is added in the Kakapo partner portal. This includes providing the XSP Server address(es) that Unity will use when connecting to BroadWorks. This document assumes that an account has been created, please email [tellmemore@kakaposystems.com](mailto:tellmemore@kakaposystems.com) for more information.

## UNITY WINDOWS CLIENTS

The below firewall rules must be added to customer sites that use Unity for Windows, otherwise Unity will not be able to connect to the Unity core. This is in addition to any firewall rules required for Unity to connect to the BroadWorks platform. Please note this does not apply if the customer is only using the Unity web clients.

### Licensing and Branding

FQDN: [portal.unityclient.com](https://portal.unityclient.com)

TCP Port 443, outbound only

### IM&P, SMS Integration and Contact Center

FQDN: [im.unityclient.com](https://im.unityclient.com)

Primary IP Address: 52.17.201.131

Secondary IP Address: 54.73.202.3

Tertiary IP Address: 99.80.25.98

TCP Port 2208, outbound only

## UNITY WEB CLIENTS

The Unity web clients are accessed over HTTPS only. If applicable, customer firewall rules must be based on the below URLs.

These are:

- <https://desktop.unityclient.com>
- <https://agent.unityclient.com>
- <https://supervisor.unityclient.com>

If the BroadWorks environment uses an Access Control List (ACL) then one or more of the below IP addresses should be whitelisted. These are the outbound IP addresses used by the Unity web client core when connecting to BroadWorks.

85.13.237.8

34.253.150.243

52.210.190.221

52.212.31.86

85.13.237.10

This is further illustrated in the below diagram.



85.13.237.8

Unity Web Client  
Lab Service Core

83.142.25.190

34.253.150.243  
52.210.190.221  
52.212.31.86

Unity Web Client  
Production Service Core

desktop.unityclient.com  
agent.unityclient.com  
supervisor.unityclient.com

85.13.237.10

Unity Web Client  
Staging Service Core

85.13.237.13

My Statistics				Overall Queue Statistics						
Name	Total Calls	Answered Calls	Average Talk Time	Total Talk Time	Calls in Queue	Longest Wait Time	Missed Calls	Calls Abandoned	Average Wait Time	Abandoned Calls %
All Contact (Agent out...)	-	-	-	-	-	-	-	-	-	-
Kakapo Media Streams	0	0	00:00:00	00:00:00	0	00:00:00	2	2	00:00:00	100.00
Kakapo Sales	0	0	00:00:00	00:00:00	0	00:00:00	5	5	00:00:00	100.00
Kakapo Support	-	-	-	-	-	-	-	-	-	-
TCC Sales (Agent out)	-	-	-	-	-	-	-	-	-	-
Summary	0	0	00:00:00	00:00:00	0	00:00:00	7	7	00:00:00	40.00

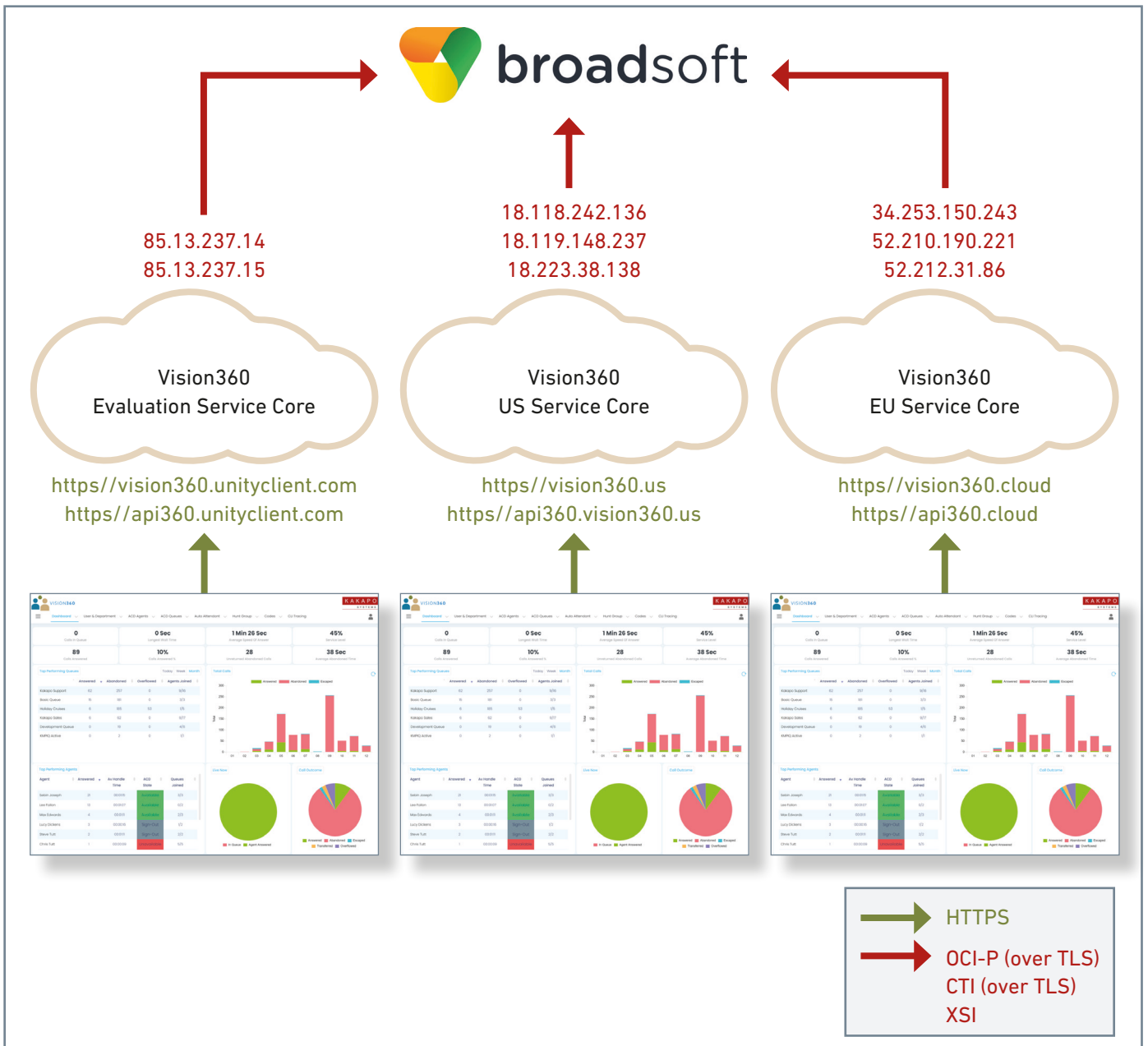
Name	Title	Phone	Department	ACD State	Status
Austin Perrine		02085915486	Sales Operations	Available	
Abin Joseph		02087634302	Sales Operations		
Amelinda Arja Dawson	HR	0008	Sales Operations		
Arian Haskomer		02087634303	Sales Operations	Sign-Out	
Benedict Hutton	HR	0008	Admin		
Charles Barry	Development	02084192476	Customer Service		Do not disturb

→ HTTPS  
→ OCI-P (over TLS)  
→ CTI (over TLS)  
→ XSI

## VISION360

**Important: If an Access Control List (ACL) is in place in the BroadWorks core, the below IP addresses should be added to that list based on the Vision360 platform being used. These are the originating IP addresses that Vision360 uses when making outbound connections to the XSP/ADP.**

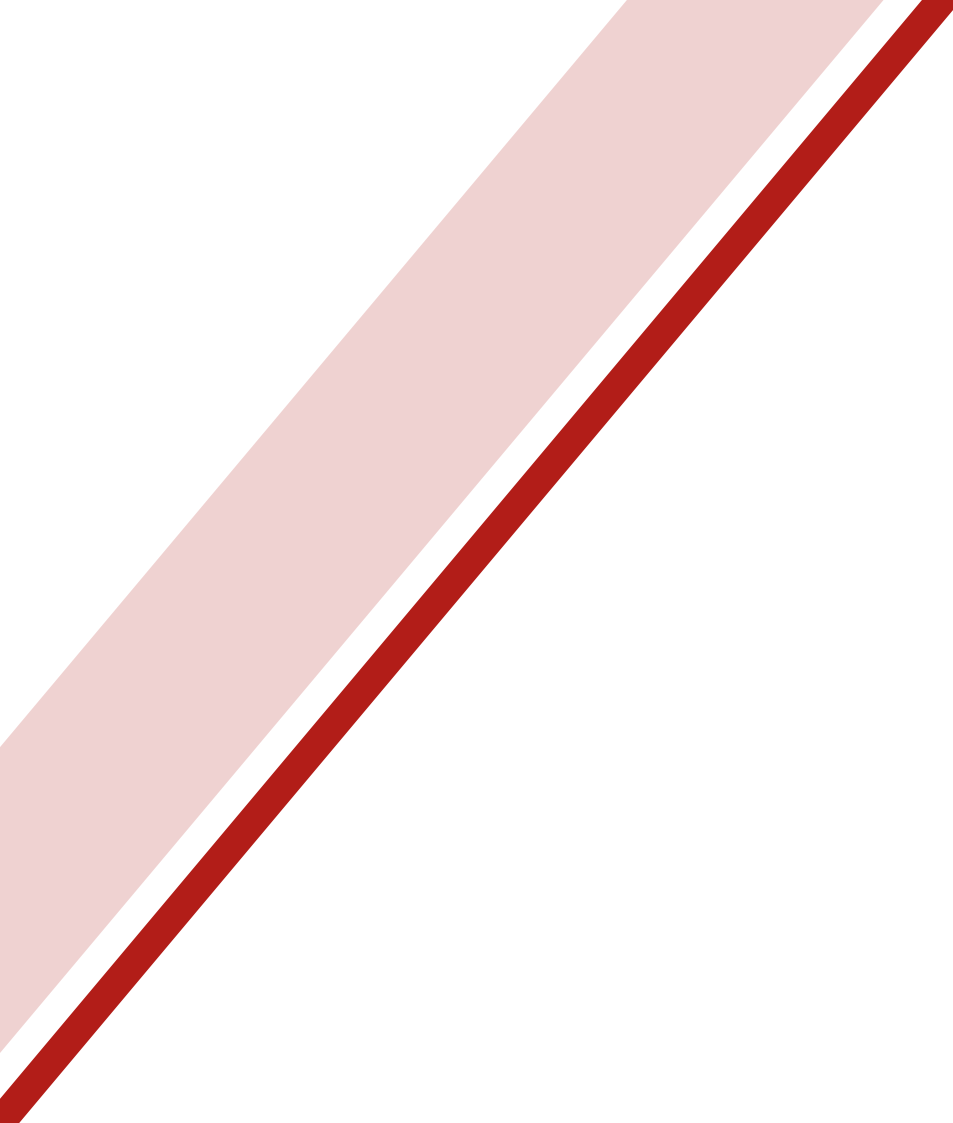
Evaluation Platform	EU Production Platform	US Production Platform
85.13.237.14	34.253.150.243	18.118.242.136
85.13.237.15	52.210.190.221	18.119.148.237
	52.212.31.86	18.223.38.138



## ABANDONED CALL LOGGER

**Important: If an Access Control List (ACL) is in place in the BroadWorks core, the below IP addresses should be added to that list for both CTI and XSI traffic. These are the originating IP addresses that Abandoned Call Logger platform uses when making outbound connections to the XSP/ADP. The staging platform IP address should only be added to the ACL if using the Staging platform to test new functionality.**

Staging Platform	Production Platform
83.142.25.179	34.253.150.243
	52.210.190.221
	52.212.31.86



**KAKAPO**

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