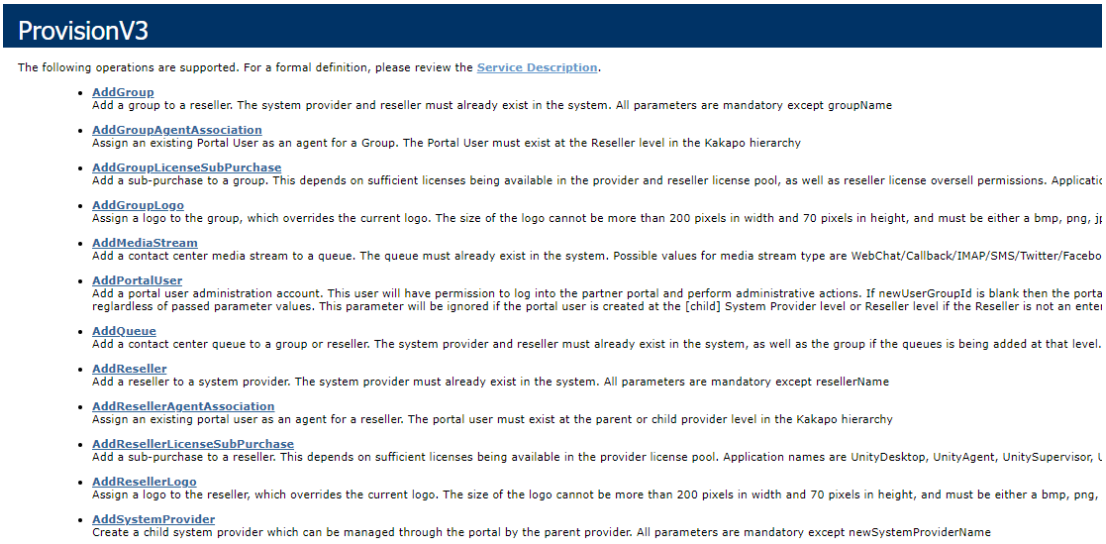
Provisioning Integration With Unity Licencing Portal

The Kakapo Systems licensing API is a .NET (SOAP) Web Service that allows all actions relating to management of Enterprises and Service Providers [collectively identified as “resellers” within the Kakapo partner portal], Groups and Users, as well as license assignment.

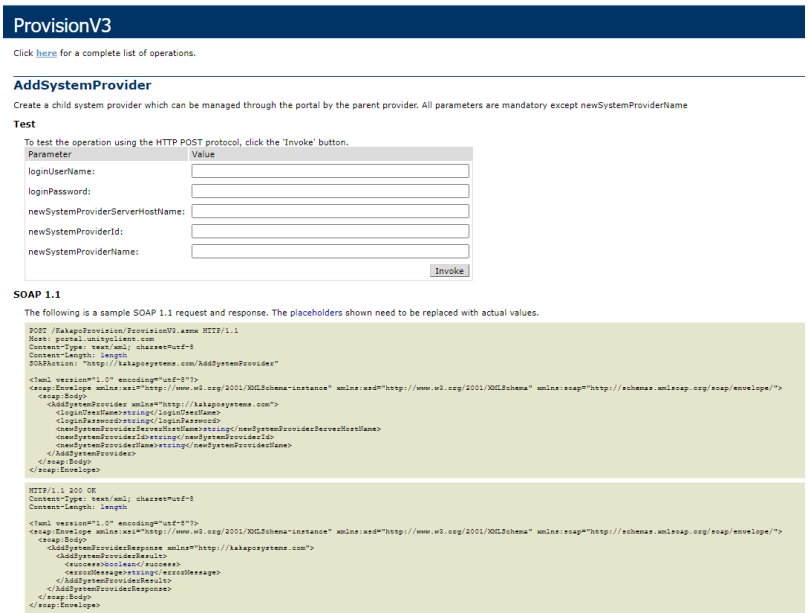
The URL for the web service is https://portal.unityclient.com/KakapoProvision/ProvisionV3.asmx

The WDSL document is available at
https://portal.unityclient.com/KakapoProvision/ProvisionV3.asmx?WSDL

This web service is configured to allow for testing through the standard .NET web service testing environment as shown below. All web methods relating to account management and license assignment are available through a single URL.

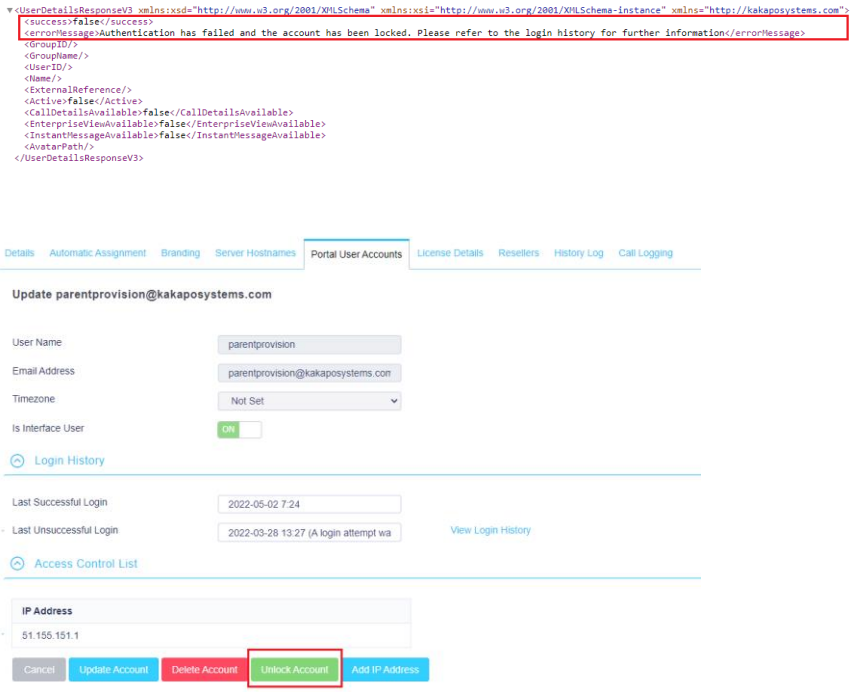


Each web method provides a description, when you click into the web method it will provide details of all required parameters as well as expected outputs, as below. The web method can also be tested using the built-in test environment.

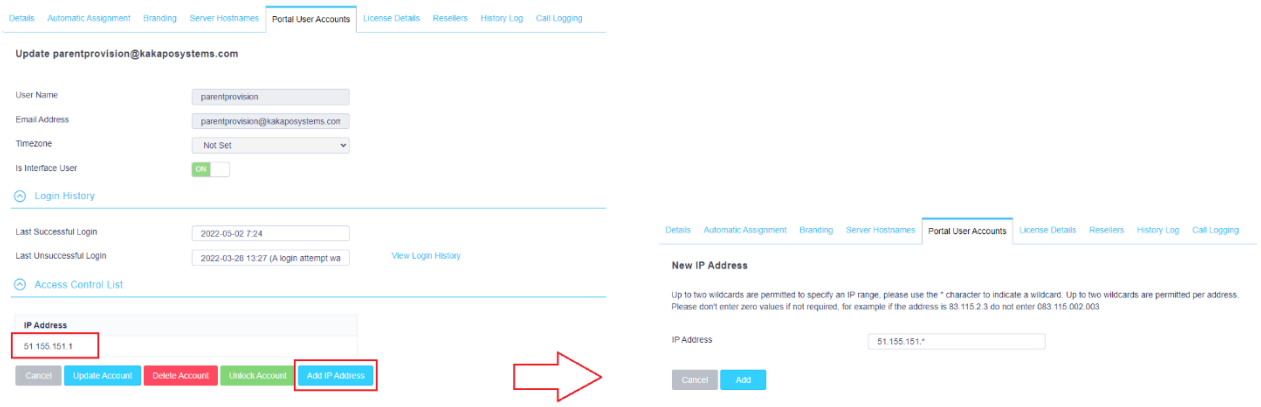


Authentication details must be provided with each web method call, please note that these are not the same login details that you use to log into the Kakapo partner portal. Kakapo Systems will create a special “Interface User” login which must be provided when calling all web methods in the web service. This account cannot be used to login into the partner portal; it can only be used when integrating through the API. Please send an email to ineedhelp@kakaposystems.com if you would like an Interface Only login, please note they can only be created at the system provider level in the Kakapo hierarchy.

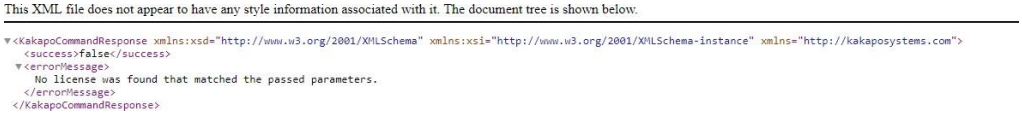
Because of the nature of an Interface User account (where full control is implicitly granted) any unsuccessful logins will result in the Interface User account being locked. The account must then be unlocked through the Kakapo portal.



An Access Control List (ACL) is also in place per Interface User, so all IP addresses where Provision API calls will be made from that account must be specified, as shown below



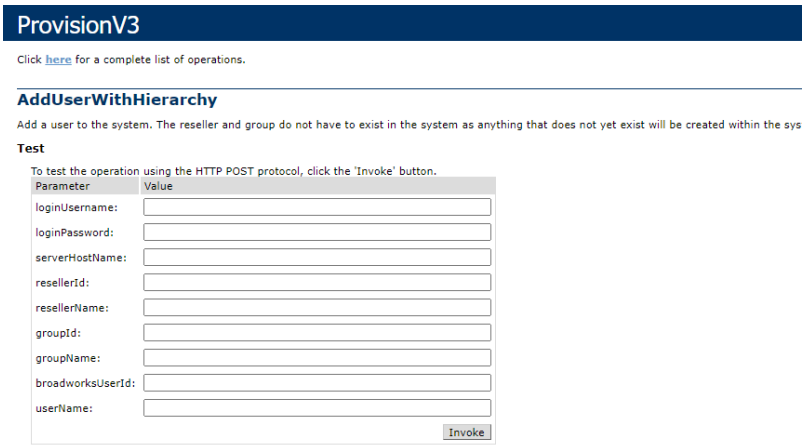
All web methods have a common response which will include a boolean success flag and error message if an error occurred



In some cases the response will include additional information, for example below is the response from a GetUserLicenses request


```
<UserLicenseDetailsResponse xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns="http://kakaposystems.com">
  <success>true</success>
  <errorMessage/>
  <UserID>christutt@kakaposystems.com</UserID>
  <license>
    <ApplicationName>UnityContactCenterAgent</ApplicationName>
    <LicenseType>Add-On</LicenseType>
    <StartDate>2020-12-14T18:39:06</StartDate>
    <ExpiryDate xsi:nil="true"/>
  </license>
  <license>
    <ApplicationName>UnityContactCenterSupervisor</ApplicationName>
    <LicenseType>Add-On</LicenseType>
    <StartDate>2020-06-11T15:57:33</StartDate>
    <ExpiryDate xsi:nil="true"/>
  </license>
  <license>
    <ApplicationName>UnitySupervisor</ApplicationName>
    <LicenseType>Enterprise</LicenseType>
    <StartDate>2022-02-07T16:51:12</StartDate>
    <ExpiryDate xsi:nil="true"/>
  </license>
  <license>
    <ApplicationName>UnityReception</ApplicationName>
    <LicenseType>Enterprise</LicenseType>
    <StartDate>2020-01-14T15:09:17</StartDate>
    <ExpiryDate xsi:nil="true"/>
  </license>
  <license>
    <ApplicationName>UnityDesktop</ApplicationName>
    <LicenseType>Enterprise</LicenseType>
    <StartDate>2022-04-04T13:02:49</StartDate>
    <ExpiryDate xsi:nil="true"/>
  </license>
```


Whenever using the web methods you must make sure that the input parameters match Broadworks, for example in the below screenshot for the AddUserWithHierarchy web method the following values are required

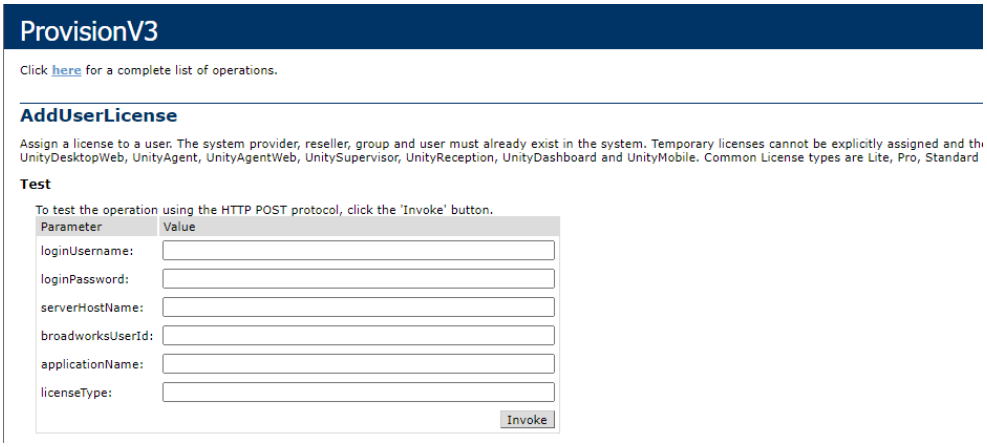


Property	Descripton
loginUsername/loginPassword	These will be provided by Kakapo Systems on request and will be the same for all calls to the Provision API. If the login fails once the account will be immediately locked
serverHostName	This is the server hostname that is entered into Unity when connecting, it is how the Kakapo location service identifies the System Provider partition/tenant
resellerId	This is the ID of the enterprise or service provider in BroadWorks
resellerName	This is an optional property that allows the Service Provider or Enterprise to be easily recognised in the Kakapo partner portal
groupId	This is the ID of the group in BroadWorks
groupName	This is an optional property that allows the Group to be easily recognised in the Kakapo partner portal
broadworksUserId	This is the login ID [including domain] of the user in BroadWorks
userName	This is the first name and last name of the user in BroadWorks, if this changes it is automatically updated by the Unity client as part of the license request

If the values do not match those in BroadWorks exactly, the Kakapo location service will not be able to match the account so will either create a new account with the correct details [passed from the client], or could reject the license request.

In fact the AddUserWithHierarchy web method as outlined above is the easiest way to quickly add a user, because it will add the enterprise/service provider and group if they don't already exist. If they do exist they will not be created again and an error will not occur. There are separate web methods to add a new reseller and group, but we recommend using this web method whenever you want to add a new user account.

The next most important web method is AddUserLicense, as below.



The applicationName and licenseType values must both be one of several constants, and the licenseType depends on applicationName, because different Unity applications have different licenses.

The different permutations are below, please speak to your Kakapo account manager if you are unsure which license is assign.

ApplicationName	LicenseType
UnityDesktop	Pro
UnityDesktop	Enterprise
UnityDesktop	Anywhere
UnityDesktopWeb	Standard
UnityAgent	Standard
UnityAgent	Enterprise
UnityAgent	Anywhere
UnityAgentWeb	Standard
UnitySupervisor	Standard
UnitySupervisor	Enterprise
UnitySupervisor	Anywhere
UnityReception	Standard
UnityReception	Enterprise
UnityReception	Anywhere
UnityWallboard	Standard
UnityMobile	Standard
UnityCrmIntegration	Standard
UnityDashboard	Tabular30
UnityDashboard	Tabular100
UnityDashboard	Tabular100+
UnityDashboard	Graphical30
UnityDashboard	Graphical100
UnityDashboard	Graphical100+
UnityContactCenterDesktop	Add-On
UnityContactCenterDesktop	Enterprise
UnityContactCenterAgent	Add-On
UnityContactCenterAgent	Enterprise
UnityContactCenterSupervisor	Add-On
UnityContactCenterSupervisor	Enterprise

Please note that assigning a user license depends on business logic such as sub-purchases and license consumption etc. If the license is already assigned to a user then a new one will not be assigned, instead the API will keep the current assignment and return a successful response.

User licenses can be unassigned using either the DeleteUserLicense web method (to unassign a specific license from a user) or DeleteUserLicenses to delete all assigned licenses. If using DeleteUserLicense the applicationName and licenseName must match a permutation from the above table.

Deleting a user will also unassign any assigned licenses.

Deleting a group will also delete any active users within that group in the Kakapo hierarchy

Deleting a reseller will also delete any active groups and users within that reseller in the Kakapo hierarchy

Please send an email to ineedhelp@kakaposystems.com if you require any additional information regarding the Kakapo API.