

KAKAPO

SYSTEMS

UNITY BROWSE TO URL – INFERENCE INTEGRATION

The Unity client offers the ability to browse to a specified Inference URL when the user clicks on the call notification popup window, sometimes also referred to as a 'toast' notification.

Unity can be configured to browse to the URL every time the user answers the phone (either through Unity, another application or by picking up the phone) or makes a call.

CONFIGURATION

When setting the Browse to URL settings for integrating with Inference, the below URL should be used:

[https://\[Inference_API_URL\]/studio_instance/api/v1/screenpopdata/\[Inference_API_Key\]/DNIS/\[DnisNumberWithCountryCode\]/ANI/\[ContactNumberWithCountryCode\]/format/html](https://[Inference_API_URL]/studio_instance/api/v1/screenpopdata/[Inference_API_Key]/DNIS/[DnisNumberWithCountryCode]/ANI/[ContactNumberWithCountryCode]/format/html)

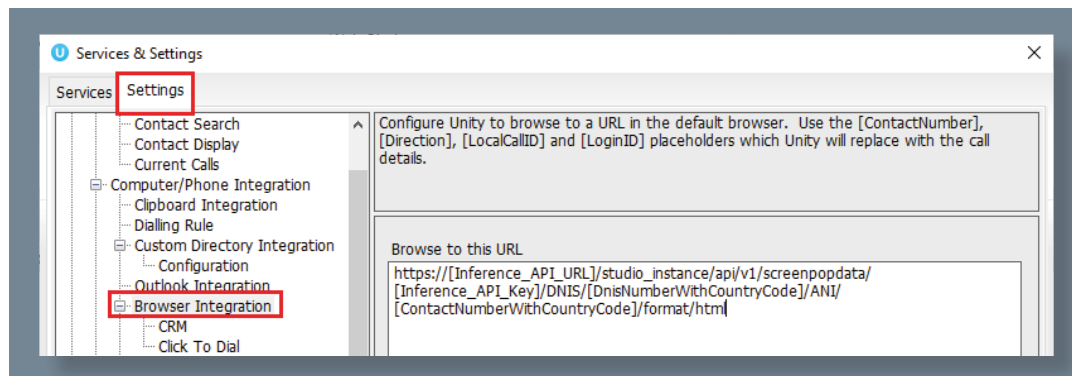
[Inference_API_URL] is the URL of the Inference instance being used, the specific URL can be found from Settings > API Documentation within Inference Studio.

[Inference_API_Key] is the API key specific to the instance of Inference being used, this is also available from Studio.

None of the text in red should be changed as it includes Unity delimiters which are used to insert values from the BroadWorks call event.

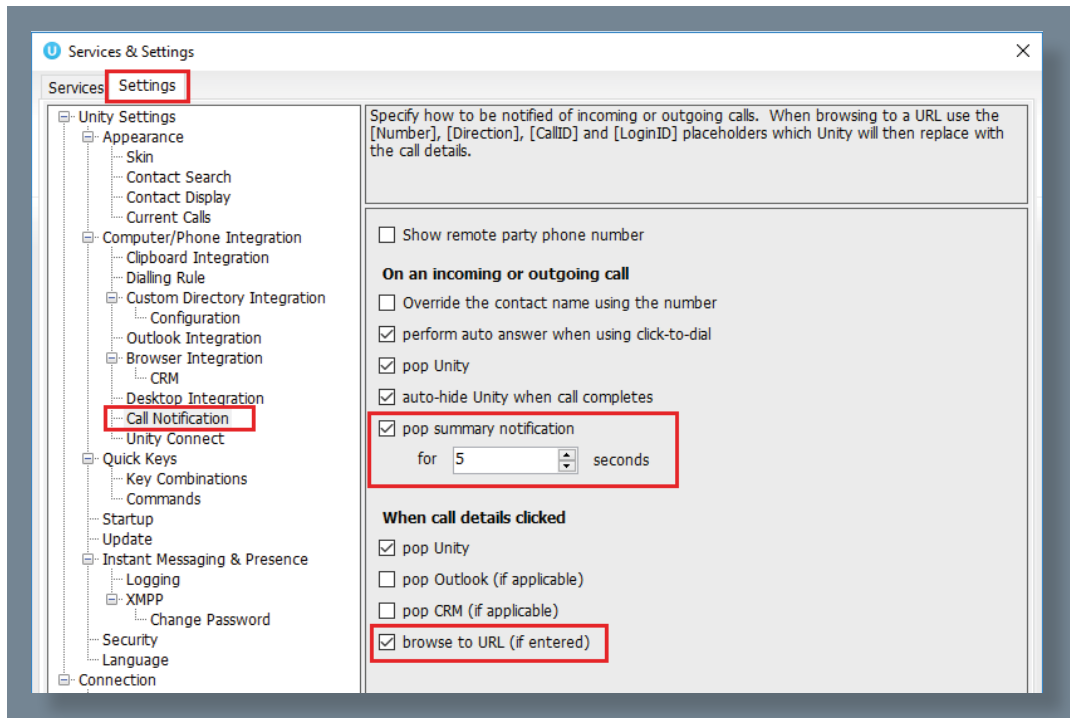
This page gives more information if required <https://docs.inferencesolutions.com/api/>

In order to specify the URL to browse to, click on Settings > Settings tab > Browser Integration, and enter the URL into the Browse to URL field, as below.



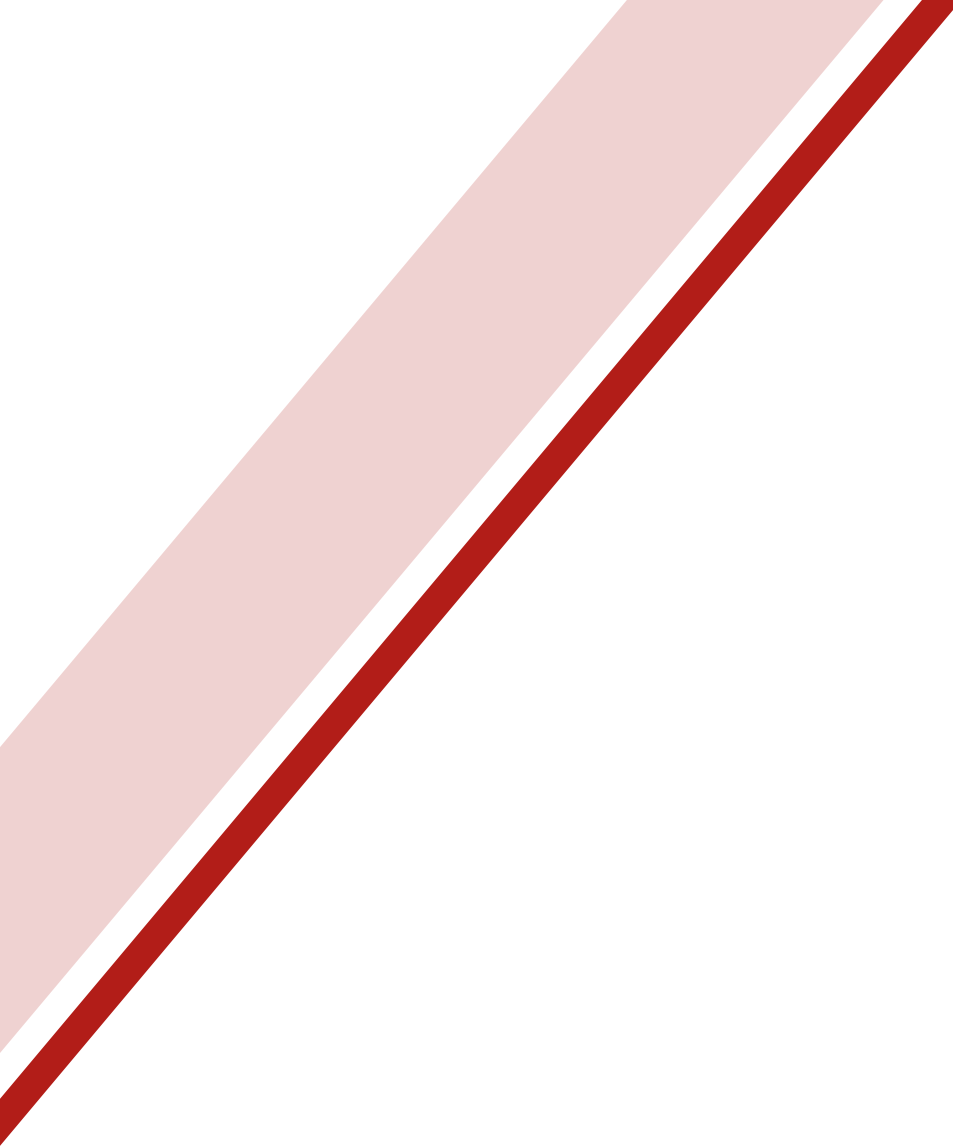
You can also specify if you want Unity to browse to the entered URL whenever answering an inbound call or making an outbound call, either through a call center, not through a call center, or both.

As well as [or rather than] browsing to the URL whenever a call becomes active, you can choose to only browse to the URL when the 'toast' call popup window is clicked. This is set through Settings > Settings tab > Call Notification, as shown below.



If this option is ticked, then when the user clicks on the call details from the call popup window (screenshot below) then the URL will be 'popped' in the default browser.





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