

KAKAPO

SYSTEMS

UNITY BROWSE TO URL GUIDE

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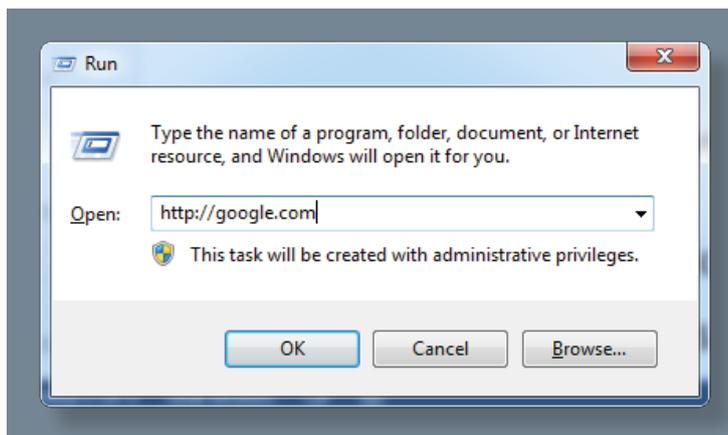
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UNITY BROWSE TO URL FEATURE OVERVIEW

The Unity client offers the ability to browse to a specified 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 everytime the user answers the phone (either through Unity, another application or by picking up the phone) or makes a call. In all cases the web page is loaded in new tab of the default browser, unless Unity is configured not use a browser as outlined in section 3 of this document.

1 HOW IT WORKS

Unity provides this functionality by replicating what happens when you enter a valid URL into the Start > Run box.

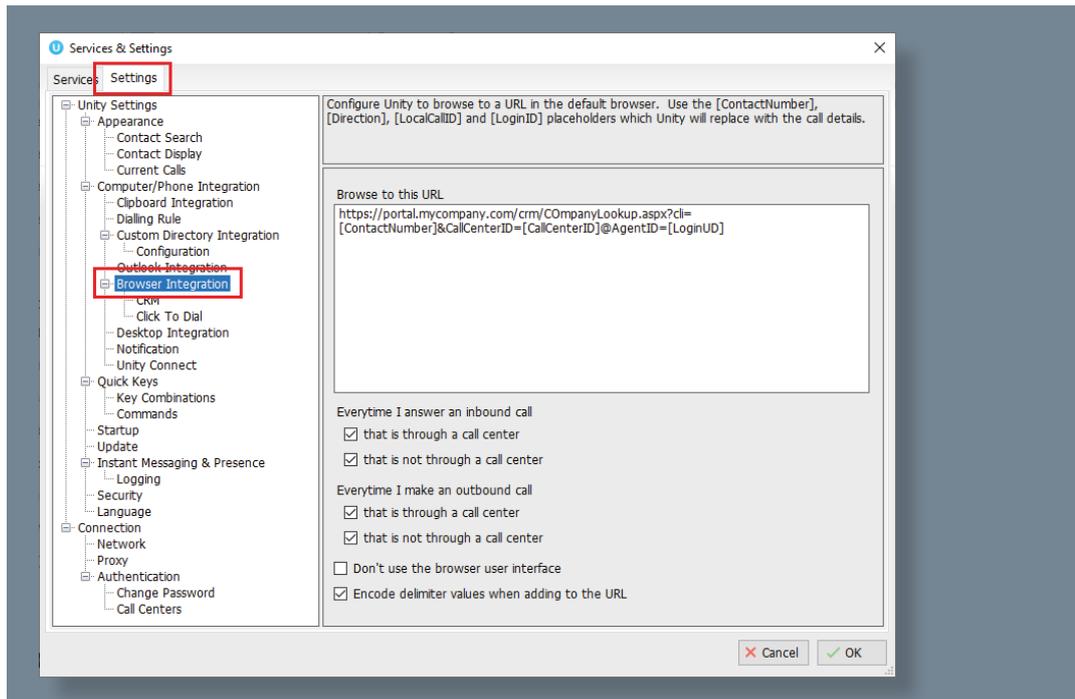


When you enter a URL into the 'Run' textbox and press enter, the operating system will use the program specified as the default web browser to browse to that URL. Typically, if the browser is already open then a new tab will be created, otherwise the browser will be started automatically.

Unity replicates this behaviour when browsing to the specified URL, but how the browser [or which browser] is opened is managed by the operating system itself, Unity has no control over this. Therefore, it is important to ensure the correct browser is selected as the default web browser, and that any browser settings are configured according to your requirements.

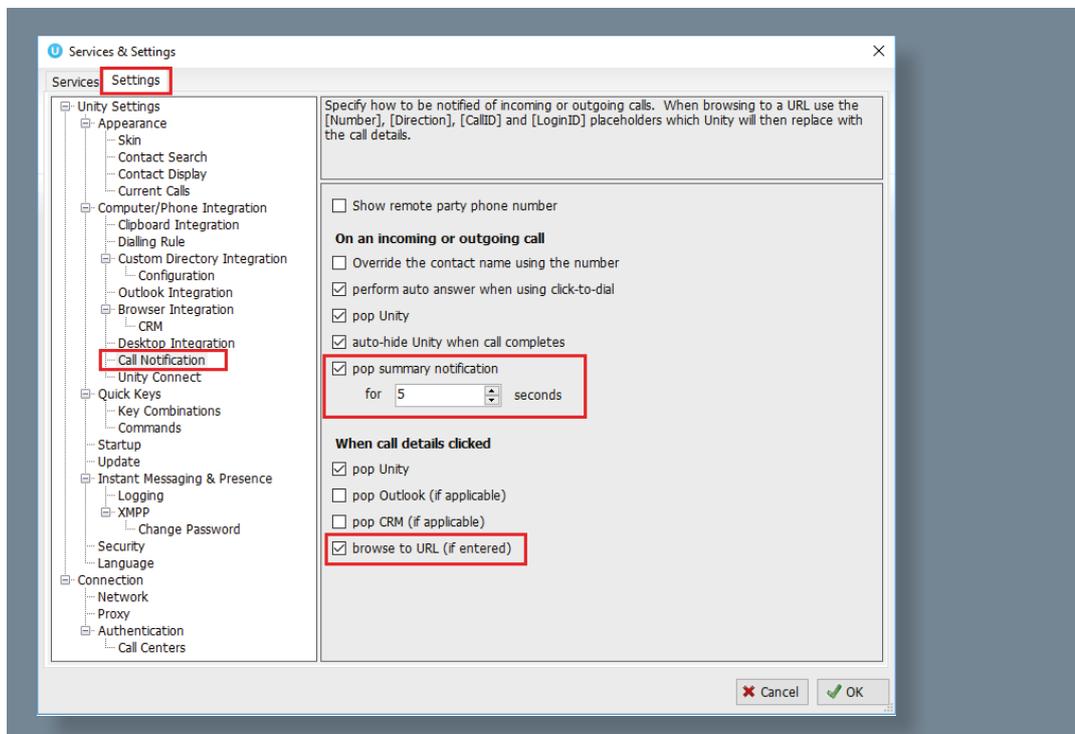
2 CONFIGURATION

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.



Unity allows the URL to contain delimiters which will then be replaced with the relevant details for the call when creating the URL. If using international number formats in the URL it is recommended that encoding is used, for example to turn '+' into %2B in the URL.

The available delimiters are:

Delimiter	Description
[ContactName]	The name of the remote party (if available).
[ContactNumber]	The number of the remote party (if available). This will be in the same format as that number received from the Broadworks call event.
[ContactNumberWithCountryCode]	The number of the remote party (if available) in the international (E.164) format +[CountryCode][Number], including standard E.164 formatting such as hyphens or brackets etc.
[ContactNumberWithCountryCode WithoutFormatting]	The number of the remote party (if available) in the w [CountryCode][Number], with all standard E.164 formatting such as hyphens or brackets etc removed.
[ContactNumberWithoutCountryCode]	The number of the remote party (if available) in the national format for that country, including standard E.164 formatting such as hyphens or brackets etc.
[ContactNumberWithoutCountryCode WithoutFormatting]	The number of the remote party (if available) excluding the country code and all standard E.164 formatting such as hyphens or brackets etc.
[RedirectName]	The name of the hunt group/call center etc that the call came through. This will include the DNIS name if applicable.
[RedirectNumber]	The number of the hunt group/call center etc that the call came through. This will be in the same format as that number received from the BroadWorks call event.

[RedirectNumberWithCountryCode]	The number of the hunt group/call center in the international (E.164) format +[CountryCode][Number], including standard E.164 formatting such as hyphens or brackets etc.
[RedirectNumberWithCountryCodeWithoutFormatting]	The number of the hunt group/call center in the format [CountryCode][Number], with all standard E.164 formatting such as hyphens or brackets etc removed.
[RedirectNumberWithoutCountryCode]	The number of the hunt group/call center in the national format for that country, including standard E.164 formatting such as hyphens or brackets etc.
[RedirectNumberWithoutCountryCodeWithoutFormatting]	The number of the hunt group/call center excluding the country code and all standard E.164 formatting such as hyphens or brackets etc removed.
[CallCenterNumberWithoutCountryCode]	The phone number of the call center, as shown in the business directory in the national format for that country, including standard E.164 formatting such as hyphens or brackets etc.
[CallCenterNumberWithoutCountryCodeWithoutFormatting]	The phone number of the call center, as shown in the business directory excluding the country code and all standard E.164 formatting such as hyphens or brackets etc.
[CallCenterNumberWithCountryCode]	The phone number of the call center, in the international (E.164) format +[CountryCode][Number], including standard E.164 formatting such as hyphens or brackets etc.
[CallCenterNumberWithCountryCodeWithoutFormatting]	The phone number of the call center, in the format [CountryCode][Number], with all standard E.164 formatting such as hyphens or brackets etc removed.
[CallCenterID]	The ID of the call center that the call was routed through, otherwise blank.
[CallCenterName]	The name of the call center that the call was routed through, otherwise blank. If provided this makes up part of the [RedirectName] delimiter.
[CallCenterExtension]	The phone number of the call center, as shown in the business directory.
[CallCenterNumber]	The phone number of the call center, as shown in the business directory.
[DnisName]	The name of the call center DNIS that the call was routed through, otherwise blank. If provided this makes up part of the [RedirectName] delimiter.

[DnisNumber]	This number of the call center DNIS that the call was routed through, otherwise blank. This will be in the same format as that number received from the BroadWorks call event.
[DnisNumberWithCountryCode]	The number of the call center DNIS that the call was routed through, otherwise blank. If provided it will be in the international (E.164) format +[CountryCode][Number], including standard E.164 formatting such as hyphens or brackets etc.
[DnisNumberWithCountryCode WithoutFormatting]	The number of the call center DNIS that the call was routed through, otherwise blank. If provided it will be in the format [CountryCode][Number], with all standard E.164 formatting such as hyphens or brackets etc removed.
[DnisNumberWithoutCountryCode]	The number of the call center DNIS that the call was routed through, otherwise blank. If provided it will be in the national format for that country, including standard E.164 formatting such as hyphens or brackets etc.
[DnisNumberWithoutCountryCode WithoutFormatting]	The number of the call center DNIS that the call was routed through, otherwise blank. If provided it will exclude the country code and all standard E.164 formatting such as hyphens or brackets etc.
[Direction]	The direction of the call (In/Out).
[GlobalCallID]	The global ID of the call. This doesn't change during transfer etc and is used for call logging.
[LocalCallID]	The local ID of the call. This does change when the call is transferred and is used to control the call, for example to release the call etc.
[LoginID]	The ID of the logged-in user.
[FirstName]	The first name of the logged-in user.
[LastName]	The last name of the logged-in user.
[GroupID]	The group ID of the logged-in user.
[ServiceProviderID]	The service provider ID of the logged-in user.
[Extension]	The extension of the logged-in user.
[LocalNumber]	The phone number of the logged-in user (if assigned).
[Email]	The email address of the logged-in user (if entered in BroadWorks).

Before using the default browser to load the URL, Unity will replace the above delimiters with the appropriate value, or a blank value if not available/applicable. For example, the following URL [http://crm.mycompany.com/popup.aspx?number=\[ContactNumber\]&direction=\[Direction\]](http://crm.mycompany.com/popup.aspx?number=[ContactNumber]&direction=[Direction])

would be translated to something similar to (depending on the number and direction of the call): <http://crm.mycompany.com/popup.aspx?number=079005774455&direction=out>

The web application can then use the passed parameters to perform a contact pop based on the number and/or record the call to a call logger or CRM application.

A sample web page is offered which will showcase the browse to URL feature, including all the delimiters. If you paste the below URL into the Browse to URL field in Unity settings, then make a call and click on the call notification, you will see a screen similar to the below.

[https://portal.unityclient.com/Popup.aspx?LocalCallID=\[LocalCallID\]&GlobalCallID=\[GlobalCallID\]&Direction=\[Direction\]&ContactName=\[ContactName\]&ContactNumber=\[ContactNumber\]&RedirectName=\[RedirectName\]&RedirectNumber=\[RedirectNumber\]&CallCenterID=\[CallCenterID\]&CallCenterName=\[CallCenterName\]&DnisName=\[DnisName\]&LoginID=\[LoginID\]&FirstName=\[FirstName\]&LastName=\[LastName\]&GroupID=\[GroupID\]&ServiceProviderID=\[ServiceProviderID\]&Extension=\[Extension\]&LocalNumber=\[LocalNumber\]&Email=\[Email\]](https://portal.unityclient.com/Popup.aspx?LocalCallID=[LocalCallID]&GlobalCallID=[GlobalCallID]&Direction=[Direction]&ContactName=[ContactName]&ContactNumber=[ContactNumber]&RedirectName=[RedirectName]&RedirectNumber=[RedirectNumber]&CallCenterID=[CallCenterID]&CallCenterName=[CallCenterName]&DnisName=[DnisName]&LoginID=[LoginID]&FirstName=[FirstName]&LastName=[LastName]&GroupID=[GroupID]&ServiceProviderID=[ServiceProviderID]&Extension=[Extension]&LocalNumber=[LocalNumber]&Email=[Email])

Contact Pop-Up Details

This page outlines the delimiters that can be used when constructing the URL to use when the Unity call notification pop-up [also known as a "toast"] is clicked. For a complete example of these delimiters in action, please use [this link](#).

The current URL is: <https://portal.unityclient.com/Popup.aspx?LocalCallID=%5BLocalCallID%5D&GlobalCallID=%5BGlobalCallID%5D&Direction=%5BDirection%5D&ContactName=%5BContactName%5D&ContactNumber=%5BContactNumber%5D&RedirectName=%5BRedirectName%5D&RedirectNumber=%5BRedirectNumber%5D&CallCenterID=%5BCallCenterID%5D&CallCenterName=%5BCallCenterName%5D&DnisName=%5BDnisName%5D&LoginID=%5BLoginID%5D&FirstName=%5BFirstName%5D&LastName=%5BLastName%5D&GroupID=%5BGroupID%5D&ServiceProviderID=%5BServiceProviderID%5D&Extension=%5BExtension%5D&LocalNumber=%5BLocalNumber%5D&Email=%5BEmail%5D>

Call Details

[LocalCallID]

[GlobalCallID]

[Direction]

[ContactName]

[ContactNumber]

[RedirectName]

[RedirectNumber]

[CallCenterID]

[CallCenterName]

[DnisName]

User Details

[LoginID]

[FirstName]

[LastName]

[GroupID]

[ServiceProviderID]

[Extension]

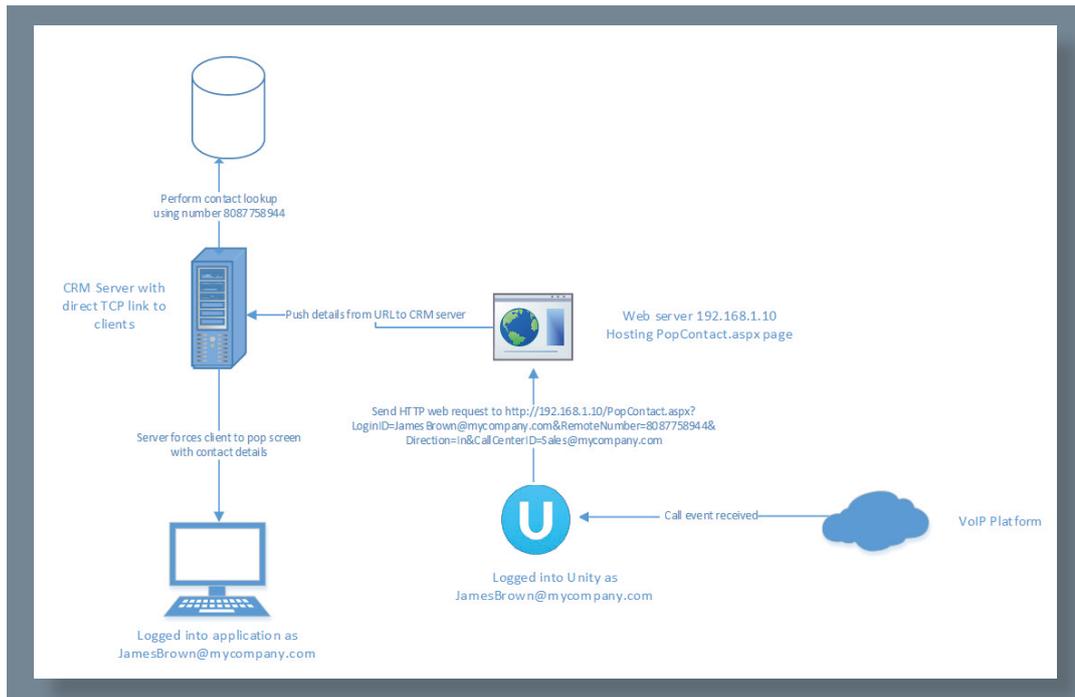
[LocalNumber]

[Email]

As you can see this includes all parameters offered and allows you to check which delimiter maps to which call property. Please feel free to use this test page to ensure the URL has been entered correctly. Remember if a delimiter is not entered correctly (for example is miss-spelled or missing an opening or closing bracket) then the delimiter will not be translated to the relevant call property.

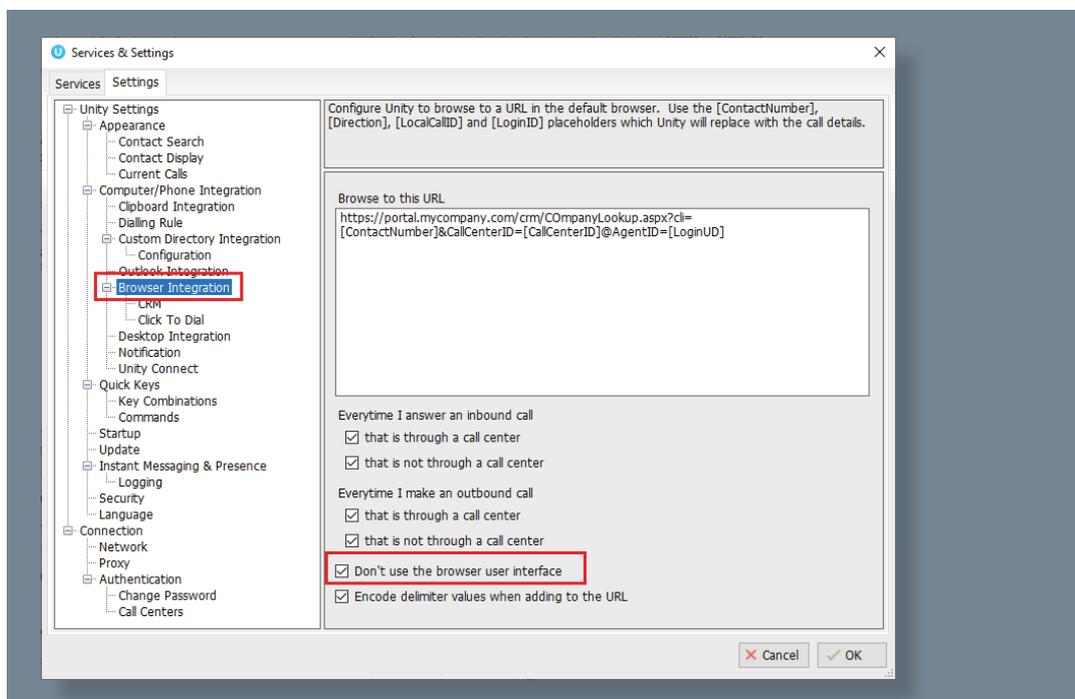
3 BYPASSING THE BROWSER

It is also possible to use Unity to send a URL without using the web browser, this is specifically used in an environment where the third-party application is desktop based. In this case Unity will send the URL as a web request through the client itself, without using the browser. The server will then process the URL and 'push' the contact details to the user's screen, as illustrated below.

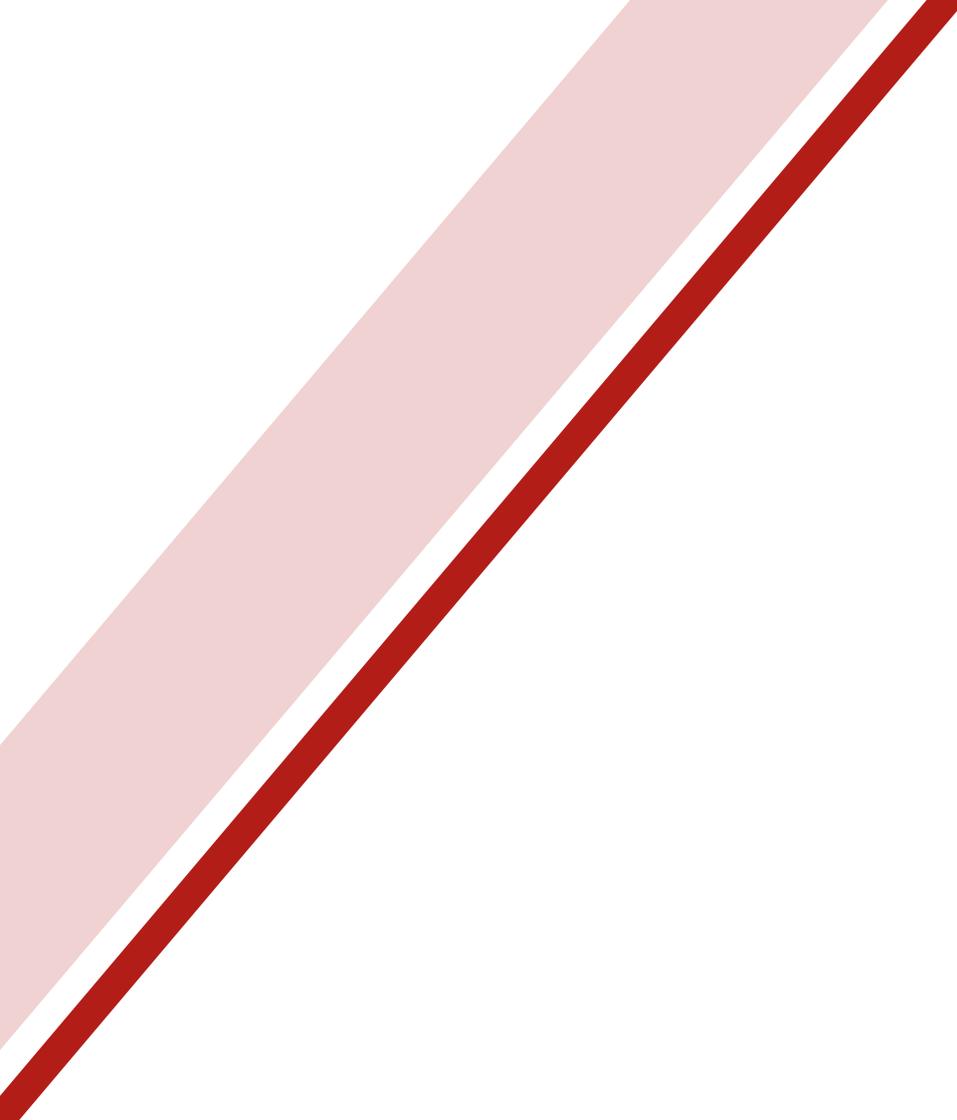


Although a web server is still often used to receive the URL from Unity, the contact screen is shown in a third-party application window rather than a browser. In these cases it is important to ensure the [LoginID] delimiter is used so the server pushes the contact details to the correct screen, this may require mapping the VoIP login ID of the user to the CRM login equivalent.

This is configured the same as when using a browser, except Unity is instructed to send the web request directly rather than use the default browser.



Please ensure this setting is only used in an environment where the browser is not used to show contact details.



KAKAPO
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T +44 (0)207 084 6845

E tellmemore@kakaposystems.com

W www.kakaposystems.com

International House | 36-38 Cornhill | London | EC3V 3NG

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