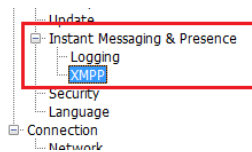


XMPP INTEGRATION HELP GUIDE

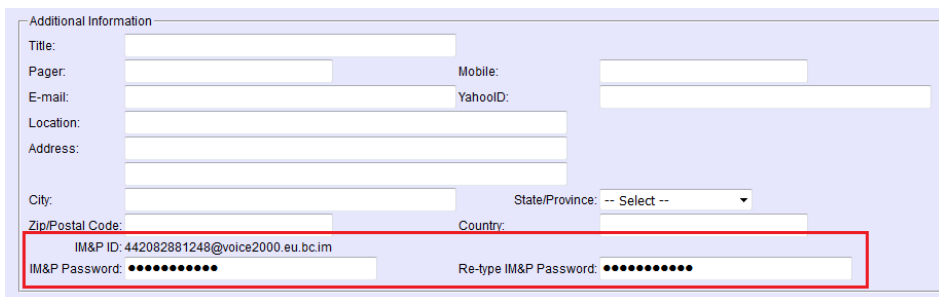
Unity provides seamless integration with XMPP in order for Unity users to share instant messaging and presence (IM&P) functionality with UC-One clients. All instant messages are displayed and managed to the user as a docked or undocked IM conversation, regardless of the IM&P platform being used. Only online users in Unity can participate in group chats, group chat is not currently supported with XMPP.

XMPP Authentication

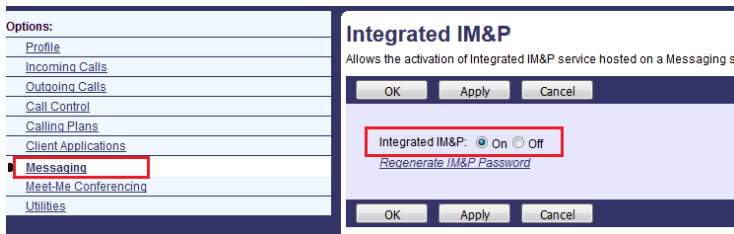
If the Integrated IM&P service is assigned to the user in Broadworks and currently enabled, Unity will include an XMPP menu item in the Settings tab in Unity Settings, as shown below.



If this menu item is not visible please ensure the service is enabled for the user in Broadworks. You can check that this is the case in the user profile page; if the service is assigned and enabled you will see the automatically generated IM&P user ID, as shown below.

A screenshot of the 'Additional Information' section of a user profile page. The form contains various input fields for contact information. At the bottom, the 'IM&P ID' is displayed as '442082881248@voice2000.eu.bc.im'. Below it, there are two password fields: 'IM&P Password' and 'Re-type IM&P Password', both containing masked characters. A red box highlights the IM&P ID and the password fields.

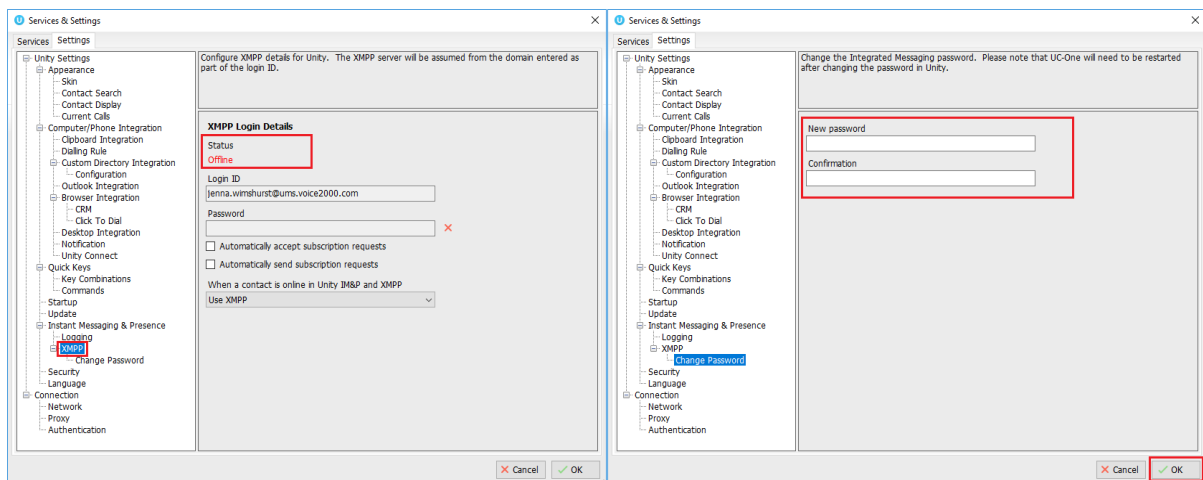
The service must be activated from within Broadworks, as shown below.



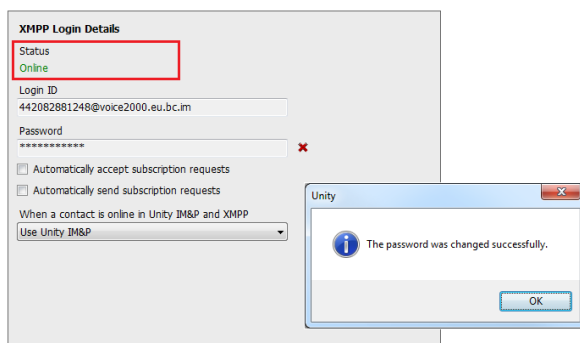
Please note that XMPP functionality relies solely on the Integrated IM&P service being assigned to the user; no other UC-One related service need be assigned if the user doesn't use the UC-One client.

When the Integrated IM&P service is assigned to the user, Broadworks will automatically generate the XMPP login ID based on the Broadworks login ID and preconfigured XMPP server. This login ID cannot be modified but can be read from the Broadworks platform.

Unity is unable to extract the XMPP password from the Broadworks, therefore it must be reset from within Unity and written back to Broadworks. In order to set the XMPP password go into Settings and click on the "XMPP > Change Password" item as shown below. You can see the current XMPP status is offline.



Once the password has been entered you must click the OK button to save the password, before moving to any other panels in settings. Please note that the XMPP password should not be the same as the password used to first log into Unity. You will be notified once the password has been changed and the XMPP status changed to online, as shown below.

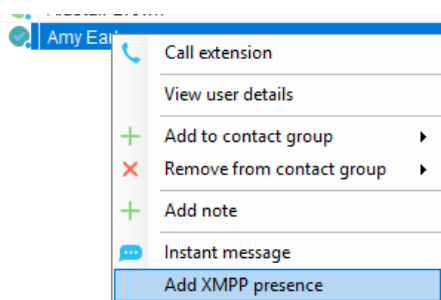


Unity can be configured to automatically generate an XMPP password the first time it is started, this is a branding property that is set in the Unity Client branding portal. It is recommended that this feature be activated for all users as it offers zero-touch XMPP configuration and enhanced security, because Unity ensures the XMPP password is completely random and at least 15 characters in length. In this case Unity will save the randomly generated password in Broadworks and also in the locally saved settings for the user, from where it will be used whenever Unity is next started. When the password is reset in Unity it will automatically be updated in the device configuration file for UC-One, if in use. Furthermore, if UC-One is currently in use this will not impact the existing XMPP registration, therefore there is no expected impact on UC-One.

Please note that if the XMPP password is set to be randomly generated by Unity, the menu item to change the password will not be present in Settings and the password cannot be manually set.

Managing XMPP Subscriptions

To subscribe to XMPP presence for a monitored user (meaning the Unity user will receive real-time updates as the monitored user changes their presence in UC-One) simply right-click the user and select “Add XMPP presence”, as shown here. If already subscribed, then right-click the user to remove XMPP presence.



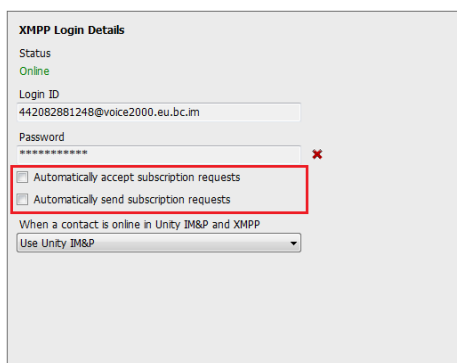
UC-One will then prompt the user to accept the subscription request.

Assuming the UC-One user clicks Accept when prompted, Unity will show the presence state of that user as well as any status message manually entered in UC-One, as illustrated below.

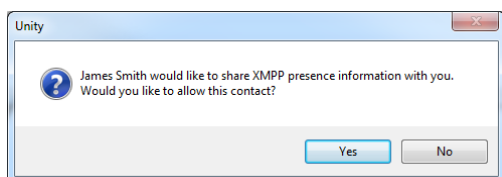


Please note that at present XMPP is only used by Unity to communicate with UC-One clients using the XMPP server that has been preconfigured in Broadworks.

Unity can be configured to automatically subscribe to all monitored user's XMPP presence, as shown below. However, this may result in the buddy/contact list in UC-One becoming very large so should only be activated if the Agent doesn't often refer to the buddy list.

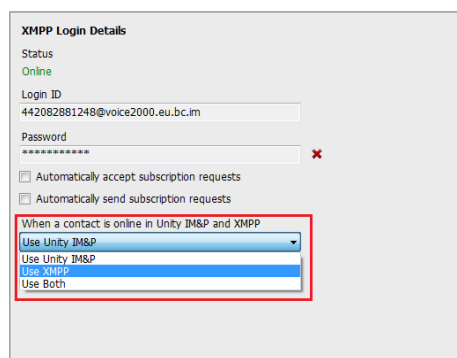


Unity can also be configured to automatically accept subscription requests from other users, if this setting is not activated then whenever a user subscribes to the Unity user's XMPP presence a prompt will be displayed, as below.



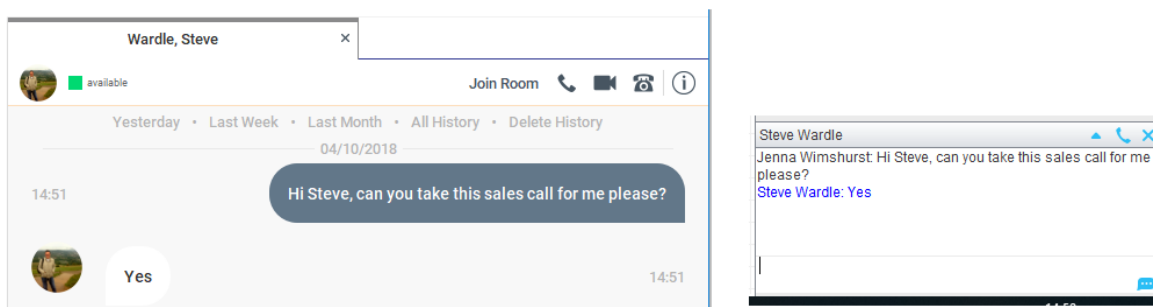
Instant Message Priority

Because a monitored user could be running Unity and UC-One, that user could be available to receive instant messages using either client, or both. In these situations, Unity can be configured to prioritise one IM platform over the other, as shown below.

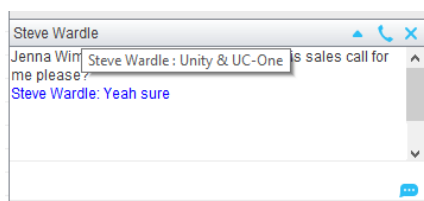


Options are to only send the instant message using only Unity IM&P meaning the instant message will not be received by UC-One, to only send using XMPP meaning the monitored user's Unity client will not receive the message, or to send through both messaging protocols meaning both clients will receive any instant messages sent from Unity. The last option is the default and is recommended in most scenarios.

As mentioned above, the same IM window is used when messaging Unity users and UC-One users, the user doesn't need to know which IM&P platform is being used to send and receive messages



However, the user can confirm the platform being used by hovering the mouse over the name(s) of the participants in the IM conversation, as shown below.



Unity will also display the last time a message was received when the mouse is hovered over the message log

