

OSBiz Circuit connectivity CTI Support

Frank Wulf
Claus Rist

UNIFY





Agenda

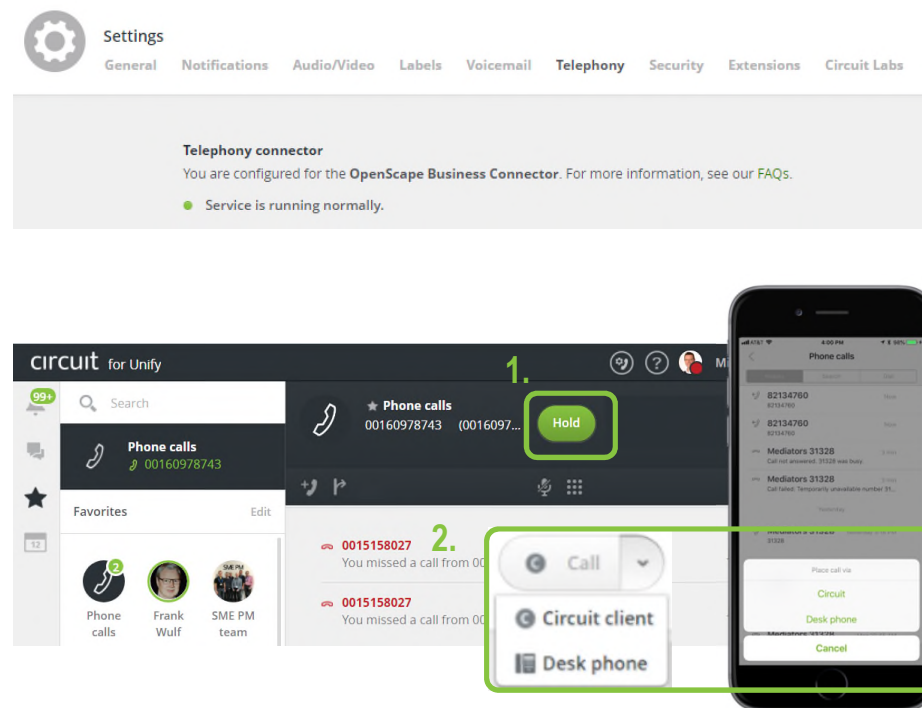
- **Preconditions**
- CTI Features
- Setup OSBiz Circuit Connectivity and User
- Look and Feel Features
- Further Capabilities
- Next Step / Further Release features



empowered hUTC for Call Control

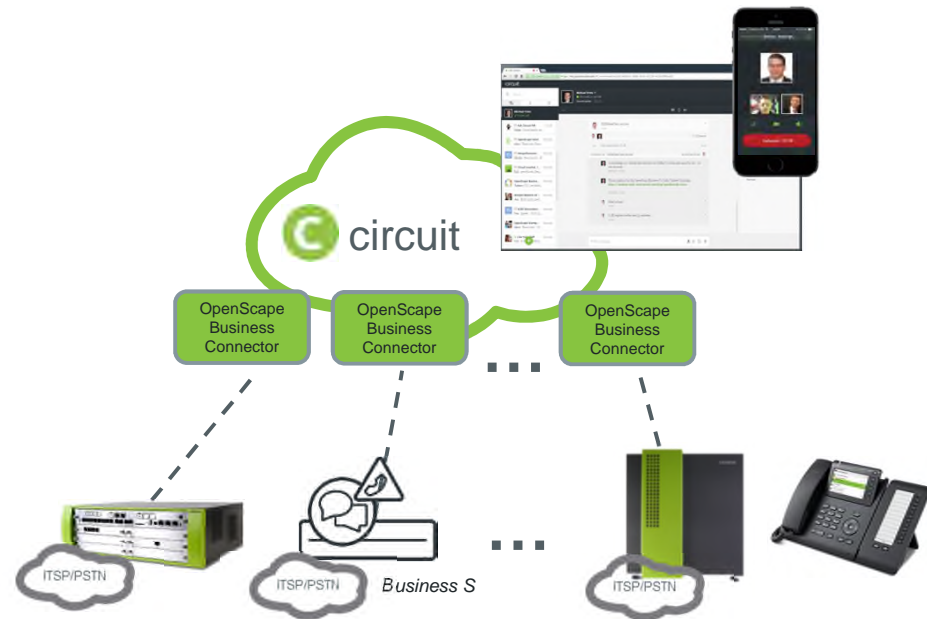
OpenScape Business Telephony Connector provides interworking between OpenScape Business and Circuit

- Connector (based on hUTC) now **enhanced with additional call control** capabilities (1)
- Enhanced feature set **available across all Circuit Clients**: Desktop App, Web Client, mobile App with different dialing options:
 - **Circuit Client**: Call Control capabilities for Circuit Calls (via OpenScape Business) (2)
 - **Desk Phone**: CTI Control of the connected Deskphone device(within the Circuit GUI) (2)



OpenScape Business Telephony Connector

- OpenScape Business Telephony Connector provides secured interworking between Circuit and OpenScape Business (Single/Networked Systems)
- as part of the Connector each User of a Circuit Tenant has his own Circuit Extension number
- simplified Configuration via the Circuit Wizard (WBM)



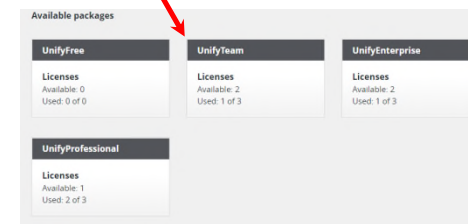
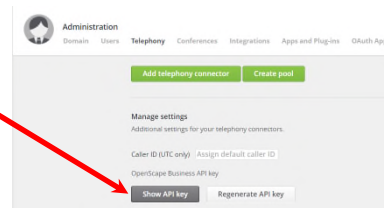
General / Preconditions



new flexible telephony client offering CTI features for OSBiz

- minimum for OSBiz Circuit connectivity: Circuit Team License per Circuit User

- Circuit API Key



- OSBiz needs Internet access
- requires no additional OSBiz License
- stays on existing Universal Telephony Connector (hUTC) - **no additional** hardware needed



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CTI Features

Supported Features for OSBiz-Circuit Interworking



Feature	Client mode	Desk Phone mode
Make Call	✓	✓
Answer Call	✓	✓
Clear Call / Reject Call	✓	✓
Hold Call / Retrieve Call	✓	✓
unattended Call Transfer	✓	✓
DTMF post dialing (e.g. for VM)	✓	✓
Consultation Call *		
attended Call Transfer *		
Swap Call (Toggle, Alternate) *		
Call Forwarding *		



ready



work in progress

*

after Circuit update
(during FT)



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Setup Connectivity: three simple steps

1

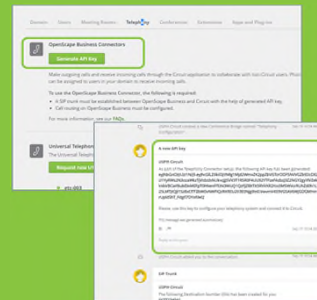
Create **YOUR** Circuit Tenant

The screenshot shows a web form titled 'Your information'. It includes fields for Country (a dropdown menu), First Name, Last Name, Company Name, Email Address, and Telephone Number. Below these fields is a section for 'Account Password' with a 'Create Password' button and a link to show/hide the password. At the bottom, there are two checkboxes for agreeing to the 'Cloud Services Agreement' and 'Terms of Service', followed by a green 'Create Account' button.

2

Setup Connector in CIRCUIT

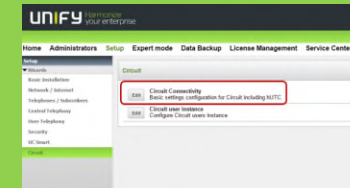
Assign Circuit license and generate API Key



3

Setup Connector in OSBiz WBM

Via Circuit Connectivity Wizard



Circuit Wizard (new CTI Flag)



Setup - Wizards - Circuit - Circuit Connectivity

Circuit Domain Login

Enable Circuit ☒

Enhanced feature interworking ☒

Circuit Domain Credentials

Domain: Custom

Custom Domain: beta.circuit.com

Hidden Circuit API-Key

Circuit API-Key:

Simultaneous Circuit Calls

Available Lines for Circuit: 150

Under "Setup - Wizards - Basic Installation", you have entered the value **Upstream up to (Kbps) = 1000**

This upstream allows you to conduct up to 7 Circuit calls simultaneously. If the call quality deteriorates due to the network load, you will need to reduce this number of simultaneous calls.

Number of Simultaneous Circuit calls:

Circuit Domain Login

Enable Circuit ☒

Enhanced feature interworking ☒

UTC Automatic Configuration

Press "Execute function" to proceed with the automatic UTC configuration or press "Ok & Next" for skipping this page.

Add 4 trunks to Circuit: done

UTC Configuration: done

Check Connectivity: done

Provider State	Name	Status	User Name	Status
Restart	Circuit UTC (Cloud)	Enabled		Online

Help Abort Back OK & Next Execute function

Circuit User Wizard



Setup - Wizards - Circuit - Circuit user instance

Circuit User Instance

Add Existing User

Add

	Circuit User extn	Circuit User BID	Name	Trunk access code + Circuit User Call number
Edt	200	200	mb05 mb05	95600492302100
Edt	202	202	mb10 mb10	95600492302102
Edt	351	351	mb09 mb09	95600492302351
Edt	210	210	Michael Nummer	95600492302110
Edt	112	112	Juergen Schwanke	95600492302112

Help Abort Back OK & Next **Update CTI**

Help Abort Back OK & Next **Update CTI**

Setup - Wizards - Circuit - Circuit user instance

Circuit User Allocation

Allocate User

Trunk access code + Circuit User Call number (956-0049-2302-...)

Circuit User callno:

Circuit User CID:

Name:

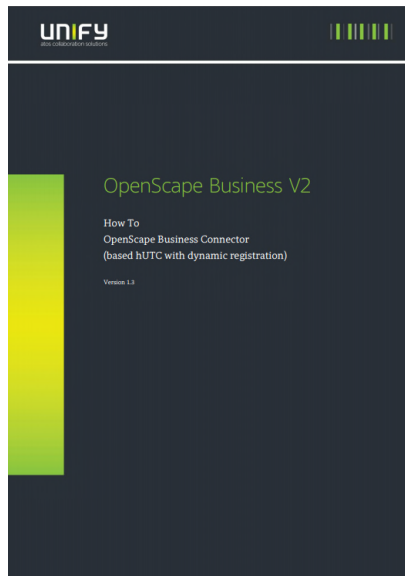
Search by Name ☒ E-mail ☐

Select Circuit User:

LAR01a Olivia 102	LAR01a Frank 100	LAR01a Michael	mb01 mb01
mb02 mb02	mb03 mb03	mb04 mb04	mb05 mb05
mb06 mb06	mb07 mb07	mb20 mb20	mb21 mb21
mb22 mb22	mb25 mb25	mb26 mb26	mb27 mb27

Help Abort Back OK & Next

How To: OpenScape Business Connector



detaillierte technische Beschreibung:

- Auszug der relevanten Konfigurationsparameter OpenScape Business und Circuit
- Anwendungsfälle
- Systemvoraussetzungen
- Trouble Shooting

- Wiki-Link:
https://wiki.unify.com/wiki/OpenScape_Business#Circuit

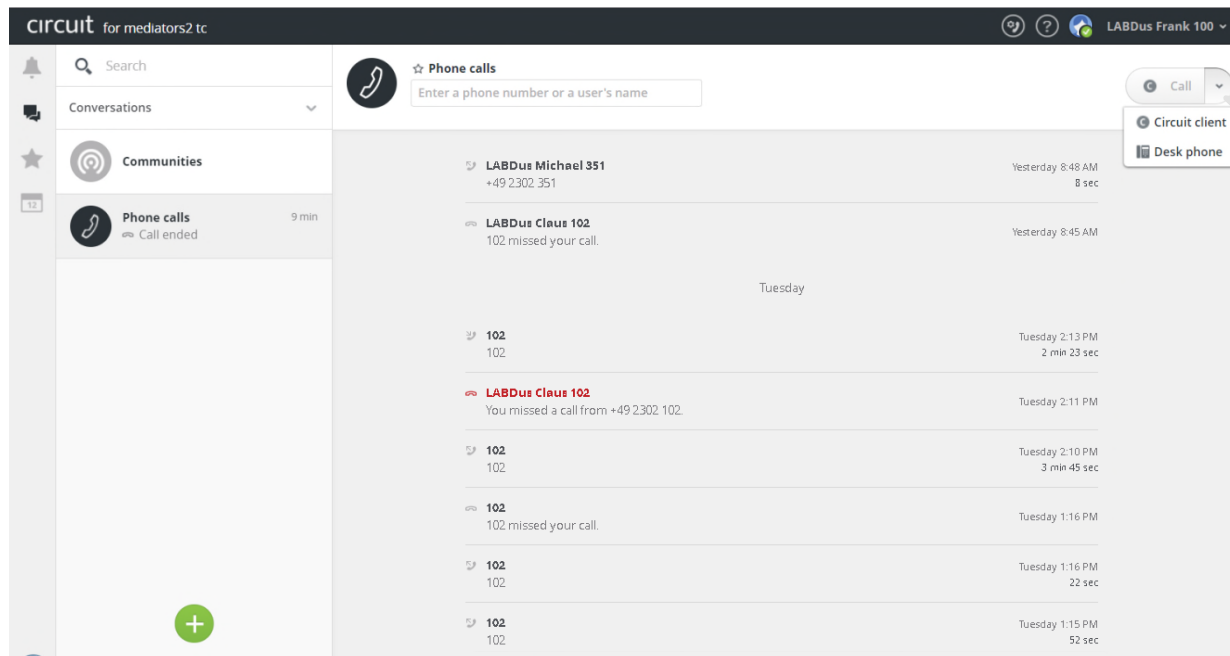


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Select control for Circuit Client or Desk Phone



select CTI
mode:
Circuit Client
or
Desk Phone

Outgoing Call selected for Circuit Client



circuit for mediators2 tc LABDus Frank 100

Search

Conversations

Communities

Phone calls 7 min

Call ended

Phone calls

Enter a phone number or a user's name

Call

LABDus Michael 351
+49 2302 351
Yesterday 8:48 AM
8 sec

LABDus Claus 102
102 missed your call.
Yesterday 8:45 AM

Tuesday

102
102
Tuesday 2:13 PM
2 min 23 sec

LABDus Claus 102
You missed a call from +49 2302 102.
Tuesday 2:11 PM

102
102
Tuesday 2:10 PM
3 min 45 sec

102
102 missed your call.
Tuesday 1:16 PM

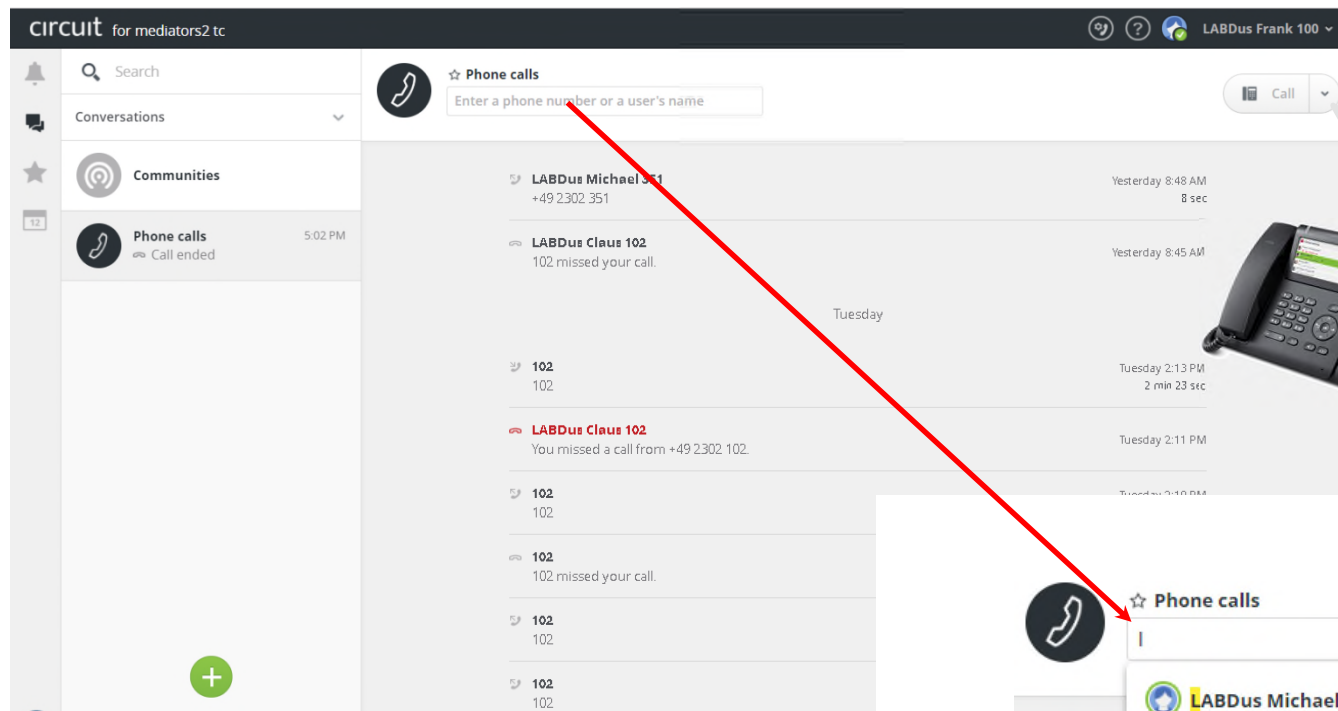
102
102
Tuesday 1:16 PM
22 sec

102
102
Tuesday 1:15 PM
52 sec

CTI mode:
Circuit Client

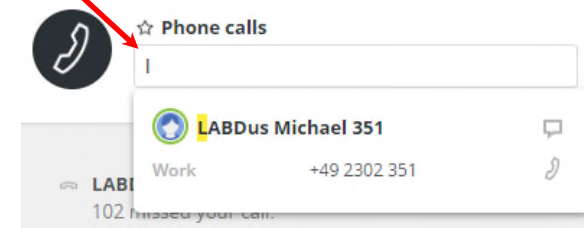
all outgoing calls and
features via
Circuit Client
until you change this
selection

Outgoing Call selected for Desk Phone



CTI mode:
Desk Phone

all outgoing calls and
features via
Desk Phone
until you change this
selection



Incoming Call on Desk Phone

The screenshot displays the 'circuit' software interface for 'mediators2 tc'. The top bar shows the user 'LABDus Frank 100'. The left sidebar contains navigation options: 'Search', 'Conversations', 'Phone calls' (selected), and 'Communities'. The main area shows a list of phone calls. A red box highlights a notification bell icon in the top bar. To the right, there is a 'Desk phone' button and a speech bubble indicating 'CTI mode: Desk Phone'. A physical desk phone is also shown.

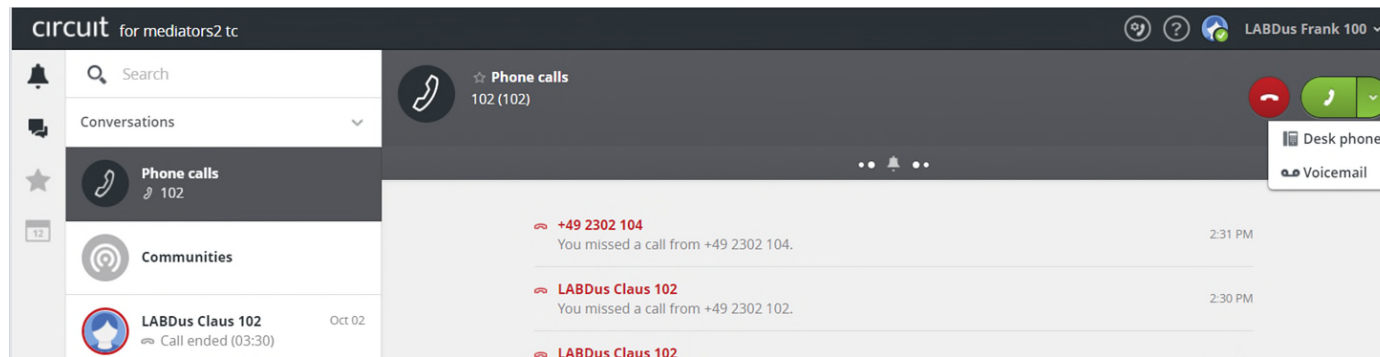
Caller	Phone Number	Time	Duration
LABDus Michael 351	+49 2302 351	Yesterday 8:48 AM	8 sec
LABDus Claus 102	102	Yesterday 8:45 AM	
102	102	Tuesday 2:13 PM	2 min 23 sec
LABDus Claus 102	102	Tuesday 2:11 PM	
102	102	Tuesday 2:10 PM	3 min 45 sec
102	102	Tuesday 1:16 PM	
102	102	Tuesday 1:16 PM	22 sec
102	102	Tuesday 1:15 PM	52 sec



CTI mode:
Desk Phone



Forward to OSBiz Voicemail



Call forwarding information



circuit for mediators2 tc

Search

Conversations

Phone calls
mtc09 mtc09

Communities

Phone calls
mtc09 mtc09 (351)
Forwarded from 100

LABDus Frank 100
You missed a call from +49 2302 100. 3:19 PM

mtc09 mtc09
351 3:07 PM
6 sec

100
100 missed your call. 3:07 PM

LABDus Frank 100
100

LABDus Frank 100
You missed a call from +49 2302 100.

LABDus Frank 100
+49 2302 100

LABDus Frank 100
You missed a call from +49 2302 100.

LABDus Frank 100
+49 2302 100 1:48 PM
15 sec

LABDus Frank 100
+49 2302 100 1:37 PM
43 sec

Desk Phone 100 forwards all calls to 102

User 102 receives a call from 351

Hold Call



circuit for mediators2 tc

Search

Conversations

Phone calls
mtc09 mtc09

Communities

LABDus Frank 100

Hold 03:26

LABDus Michael 351
+49 2302 351
Yesterday 8:48 AM
8 sec

LABDus Claus 102
102 missed your call.
Yesterday 8:45 AM

Tuesday

102
102
Tuesday 2:13 PM
2 min 23 sec

LABDus Claus 102
You missed a call from +49 2302 102.
Tuesday 2:11 PM

102
102
Tuesday 2:10 PM
3 min 45 sec

102
102 missed your call.
Tuesday 1:16 PM

102
102
Tuesday 1:16 PM
22 sec

102
102
Tuesday 1:15 PM
52 sec

Hold
a Call

Call on Hold

Retrieve
a Call



circuit for mediators2 tc

Search

Conversations

Phone calls
mtc09 mtc09

Communities

Phone calls - ON HOLD
mtc09 mtc09 (351)

Retrieve **01:10**

LABDus Michael 351 +49 2302 351	Yesterday 8:48 AM 8 sec
LABDus Claus 102 102 missed your call.	Yesterday 8:45 AM
Tuesday	
102 102	Tuesday 2:13 PM 2 min 23 sec
LABDus Claus 102 You missed a call from +49 2302 102.	Tuesday 2:11 PM
102 102	Tuesday 2:10 PM 3 min 45 sec
102 102 missed your call.	Tuesday 1:16 PM
102 102	Tuesday 1:16 PM 22 sec
102 102	Tuesday 1:15 PM 52 sec

Transfer Call



circuit for mediators2 tc

LABDus Frank 100

Phone calls 102/202 (102/202)

Hold 01:08

Transfer call

351

Transfer Cancel

mtc10 mtc10	102	5:16 PM	14 sec
mtc10 mtc10	102	5:16 PM	18 sec
mtc10 mtc10	102	5:02 PM	10 sec
+49 2302 102	+49 2302 102	5:01 PM	29 sec
102/**102	102	4:59 PM	15 sec
102		4:59 PM	16 sec
mtc09 mtc09	351	4:53 PM	4 sec
mtc09 mtc09	351	4:53 PM	33 sec
mtc09 mtc09		4:50 PM	

Consultation Call



circuit for mediators2 tc Turn on notifications LABDus Claus 102

Search

Conversations

Phone calls
Remote call - Micha...

Communities

LABDus Frank... Oct 02
Call ended (03:30)

LABDus Micha... Oct 02
New conversation

Phone calls - ON HOLD
Remote call: 100 (100) Swap 01:27

Phone calls
Remote call: Michael (351) 00:53

351
351 missed your call. 1:54 PM

Michael
351 1:45 PM

100
100 1:43 PM
18 sec

Friday

+49 2302 104
+49 2302 104 Friday 12:14 PM
8 sec



“Busy in a call” information



Two screenshots of the 'circuit for mediators2 tc' interface are shown, illustrating call status information. A red double-headed arrow connects the two screenshots, indicating a transition or comparison. A speech bubble points to the 'LABDus Claus 102' and 'LABDus Frank 100' entries in the 'Phone calls' list, stating: "User 100 and User 102 are in a call (Circuit Client or Desk Phone)".

The top screenshot shows the 'Phone calls' list with the following entries:

Call ID	Caller	Duration
102	LABDus Claus 102	8 min 23 sec
102	LABDus Frank 100	8 min 23 sec

The bottom screenshot shows the 'Phone calls' list with the following entries:

Call ID	Caller	Duration
100	LABDus Claus 102	8 min 23 sec
100	LABDus Frank 100	8 min 23 sec



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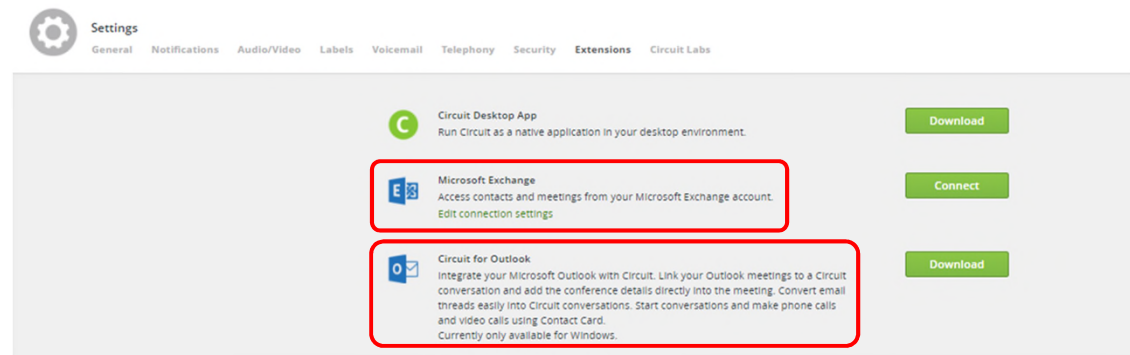
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Further Capabilities

Access contacts
from your
Microsoft
Exchange Account
(Circuit Feature)

Use Circuit for
Outlook to
integrate into a
familiar application





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- Circuit Extensions
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Next Steps / Features

- Busy state synchronisation
- Search in OSBiz directory's
- Offline UC Journal Circuit Client
- Map UC Presence Status with Circuit Client



Vorführung

- Auswirkung: “Enhanced Feature Interworking” Flag
- Auswahl “Client / Deskphone”
- Ruf mit Deskphone



Question & Answers

