



Presence Service Configuration

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Presence Service Configuration

Imgicle Presence Service Configuration

The **Presence** feature allows you to view the presence status of other users belonging to your organization. If a presence server is available, this service offers **rich presence status** and telephony presence status of your pbx phones. The Presence feature is available for all pbx and presence servers that support SIP/Simple presence (SIP SUBSCRIBE/NOTIFY - RFC 3265, 4662, PIDF/XML - RFC 3863).

Thanks to the Presence service you will be able to monitor the **presence status** of your colleagues in your Blue's Attendant Console, without the need of monitor all the phones via a CTI link. You'll also be able to monitor the **rich presence status** of your external contacts, when a suitable presence server is available.

Directly from your Attendant Console you can monitor:

- **Telephony status of internal contacts**, knowing if they are busy in a call
- **Rich presence status**, knowing if they are available, not to be disturbed or just out for a while. I.e. Available, Away and Custom status messages, that the users can set in their client

Imgicle applications can leverage the presence feature provided that appropriate configuration is made. See below.

Imgicle Notes

Imgicle Application Suite includes the **Notes** feature, that is an enhanced presence feature allowing to associate custom messages to an Application Suite user, directly from Imgicle Attendant client. This feature is useful to write a note on important information about a user, (e.g. if he is out of office for a long time or only for a day), saving time in trying to contact him. Notes are shared and aligned between all the Attendant users in real-time.

The Imgicle Notes feature is does not need any additional configuration.

Note: Imgicle Notes on HA deployment has limited functionality. The content of the note is displayed to operators registered to a different node only after the next search.

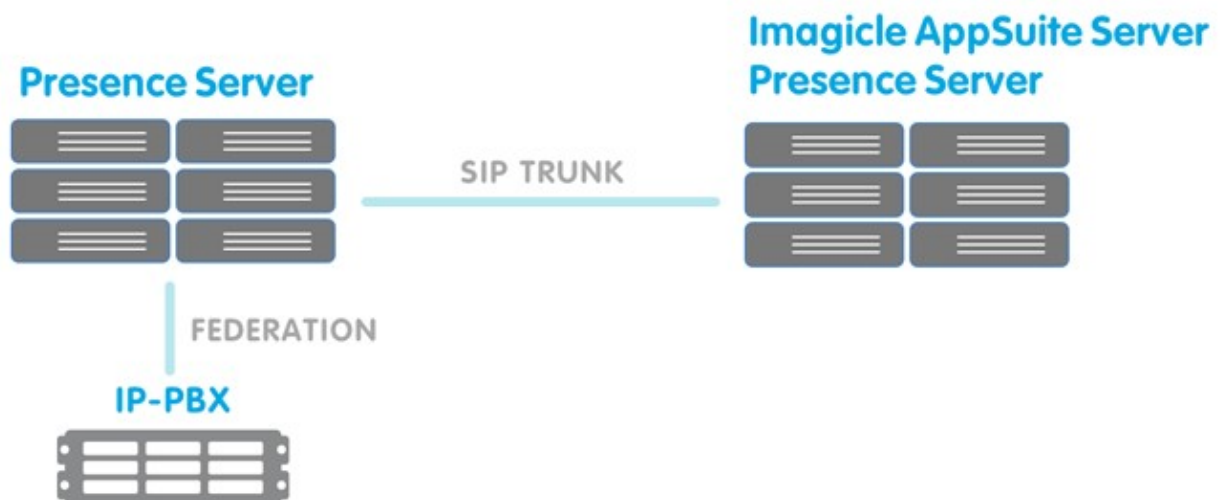
Architecture

Imgicle Presence can work in two reference architectures:

- With an IP-PBX, that supports SIP/Simple Presence interactions and **No Presence Server**



- **With a Presence Server** that supports SIP/Simple Presence interactions. Presence Server can be federated with an IP-PBX, this means that it will work as gateway for presence subscription requests coming from Presence Server and directed to IP-PBX, e.g. phone status requests



Configuration

As usual, the configuration steps involve user settings and service settings.

User settings

Telephony presence works thanks to the First extension number. Rich presence requires a Presence server and need a SIP URI.

- **Without a presence server:** you need to fill the First Extension number of the users, and you only get telephony presence status
- **With a presence server:** you need to fill both the First Extension number and the SIP URI fields of the users, and you get telephony presence plus rich presence status

If you synchronize the users' list with an external source, such as the PBX or a LDAP server, you need to have the the SIP URI fields filled only if your architecture includes a presence server. If you get the presence status from the PBX, you can safely ignore the field.

Service settings - Sip Simple configuration

In order to configure Presence Service click on Admin -> Presence, Configuration tab.

Here you have to enable the presence services (flagging the checkbox causes Imagicle SIP Connector presence service to start) and enter the server address and protocol.

- **Without a presence server:** enter the IP address or FQDN of the PBX
- **With a presence server:** enter the IP address or FQDN of the Presence server (federated with the PBX)

Port and Protocol

By default, a connection will be attempted from the Imagicle Presence Service to the PBX or Presence serve towards port 5060. If the PBX or the Presence Server listen for connections on a different port, just fill the Server Address field in the format ip:port. E.g. 192.168.100.1:5070.

As protocol to use, choose between UDP or TCP, depending on which protocol is supported by your presence server or IP-PBX.

Credentials

While is mandatory to fill all the Credentials fields (because Imagicle Presence Service needs a user for sending SIP requests), depending on your presence server or ip-pbx this user or extension can be dummy. Usually, if the SIP connection requires authentication these fields need to be filled accurately, in other cases (e.g. if there is the possibility to configure a trusted SIP trunk

between Presence Server or IP-PBX and Imagicle Application Suite) it's possible to fill the field with dummy values such as presence@domain.com. Imagicle Presence Service diagnostic will warn you about not existing credentials but you can safely ignore the warning.

- **URI:** this is the SIP address of the entity used for presence monitoring.
With presence server: it could be an ad hoc created user or extension in the format user@domain. E.g. imagicle.presence@imagicle.com.
Without presence server: you can set it as EXTENSION@PBX-IP e.g. 1000@192.168.1.100.
- **Auth ID:** mandatory if your presence server requests authentication, in other case only set the first part of the URI field, e.g. imagicle.presence
- **Password:** mandatory if your presence server requests authentication, in other case leave empty
- **Domain:**
With presence server: the domain of the presence server. E.g. IMAGICLE.COM
Without presence server: the IP address or FQDN of the IP-PBX

How to configure more than one presence server

If you want to use more than one presence server at a time, and they are not federated, you must activate the connectors flagging the "enable" checkbox and configuring the parameters as described in the related sections.

Then you must choose the priority server in the "Preferred Presence Server" dropdown list at the top of the page. When conflicting presence information for a user is reaching the Application Suite, the presence status supplied by the priority server will be displayed.

Diagnostics

This page is intended for service monitoring, and it could be useful after first configuration, to check Sip Connector Status and try to subscribe a user, making an exhaustive test on configuration.

Note that page is not auto refreshing, so after user subscription it could be necessary to wait some seconds to obtain all the information. Use the **reload** button on the top of the table if the presence status has not changed after a while.

Connector Status

In the Diagnostics Tab you can check the status of the SIP Presence Connectors.

Possible values are:

Negative

- **Server Not configured:** Service enabled but not yet configured, go to Configuration tab to complete the configuration
- **Disabled:** Service is disabled, go to Configuration tab to enable it
- **Forbidden:** Access denied, check the credentials entered and if your presence server is accessible by Imagicle Application Suite server
- **ConnectionError:** Presence Server is unreachable, this could be due to a network error or a wrong address configuration

Positive

- **UpAndRunning** (Successfully connected): Service is active, you can monitor presence
- **Credentials entered not found:** Service is active, credentials you entered has not been found, but this could not be a problem, you should be able to monitor presence

Users list with presence status

The following table contains the list of configured Imagicle Application Suite users and shows the following columns:

- **User:** username of Imagicle Application Suite user and user's Imagicle Note, if existing.

- **Rich Presence:** rich presence status of the user and associated custom message. If the page shows a warning such as "User not configured or not enabled for this type of presence" this means that the user field *sip uri* has not been populated.
- **Telephony Presence:** telephony presence status of the user.
In this field you can monitor the telephony status of a user. The information can come from the TAPI link or from the SIP Presence Connector, or both. In the case that both information are available, system gives priority to TAPI information. If the page shows a warning such as "User not configured or not enabled for this type of presence" this means that the user field "First extension number" has not been populated.
- **Action:** possible actions for the user. You can subscribe to a user presence if nobody has requested to subscribe it before. After one minute the subscription is automatically removed.

Filters

The diagnostic page lets you filter the user list by **User, Rich Presence and Telephony Presence**.

This is the meaning of the Presence modes, as displayed for diagnosing, also available for filtering.

Standard:

- **Available**
- **Busy**
- **Do not disturb**
- **Offline**
- **Forwarded to voice mail:** when the user's phone is diverted to a user's voicemail number or to the voicemail pilot
- **Forwarded to phone number:** when the user's phone is diverted to any other number

Error:

- **Access denied:** there is no SIP access to presence server
- **Error:** there have been an error, it could be a temporary network down
- **Not Found:** presence server replied with a Not Found, so field in sip uri could be incorrect or not configured on presence server

Service status:

- **Not requested by anyone:** there are no request for this user
- **Requesting:** request has been sent, but answer hasn't arrived yet
- **Server not configured:** somebody requested the user presence, but Imagicle Presence Server has not been configured yet

Notes:

- The *DND* status overrides the *Forwarded* status
- The *Forwarded* presence status overrides the *Available* and *Occupied* status. That is, when an IP phone is diverted, the status is always *Forwarded* regardless it is free or in busy. The TAPI details are always displayed
- The voicemail pilot is recognized by the IP telephony settings. If you are using a third party voicemail (e.g. Cisco Unity) you must enter it's pilot number in the Admin -> System Parameters -> IP Telephony Parameters web page. The users' voicemail number must be configured in the users list
- If you make changes to the users' voicemail numbers or to the voicemail pilot number, you have to restart the Presence Server to make IAS correctly evaluate the presence status

Manage Services

This page allows administrators to monitor the status of the Presence Services. There are two services involved in the Imagicle Presence feature:

- **Imagicle Presence Server:** the main service that collects and aggregates all the presence information and provides them to the services that need them. If this service is stopped, no Presence information is available. This service automatically starts the TAPI connector service

- **Imagicle Presence SIP/SIMPLE Connector:** this service connects and gets presence information from the Presence server (or ip-pbx that supports SIP/Simple protocol). If this service is stopped, rich presence information won't be available.

Configurations changes are immediately loaded by the services and, usually, there is no need to restart them. Specific issues can be fixed stopping and starting the services. E.g. if the SipSimple status in diagnostic page it's "Error" for all users, try restarting the Imagicle Presence SIP/SIMPLE Connector.

Presence server configuration (SIP generic version)

Create a trunk between Imagicle Application Suite and the Presence Server or IP-PBX. If this trunk requires SIP authentication, create an ad-hoc user and configure the Presence Service as described above.

Configuration for Microsoft Teams Presence

Requirements

- Imagicle UCX Suite rel. 2021.Spring.1 and above
- Imagicle UCX Cloud Suite is in place, or an online-activated Imagicle UCX Suite reaching Imagicle Cloud through TCP port 443
- A user belonging to the customer organization, enabled to login Microsoft 365/Microsoft Teams without MFA. Preferably, use a dedicated service account whose password does not expire (see remarks below).

Feature Description

Imagicle UCX Suite includes a cloud-based integration to interact with Microsoft Teams cloud.

To accomplish this integration, Imagicle developed in own Cloud a multi-tenant Azure Enterprise Application called **Teams connector for Imagicle UCX Suite**, with the purpose of collecting presence and CTI information on behalf of the customers' tenants. To authorize Imagicle to retrieve such data, customers must grant Imagicle Enterprise Application a specific set of permissions and generate a valid OAuth 2 token. The set of needed permissions are the following:

- Presence.Read.All
- User.ReadBasic.All
- offline_access

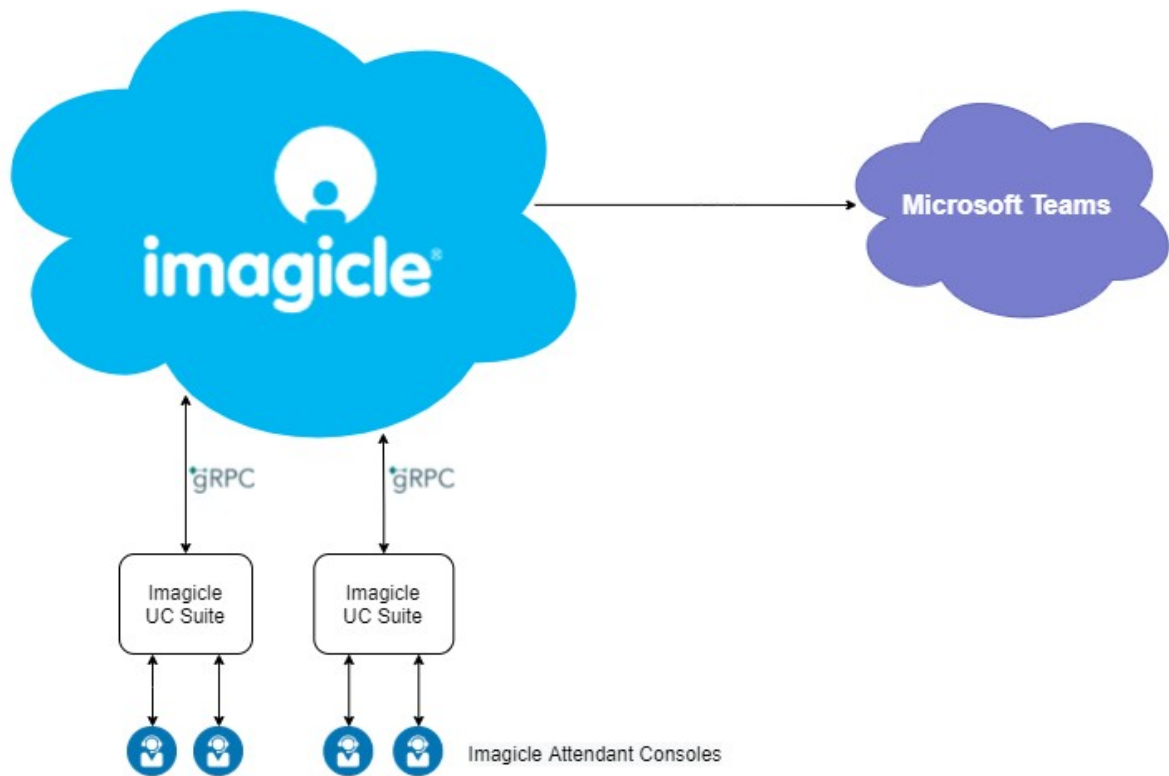
Architecture

Imagicle Attendant Console operators registered to Imagicle UCX Suite subscribe to the Rich Presence status events of their colleagues, supplied by their own Imagicle UCX Suite instance. This request is in turn converted to a gRPC session (https) to this Internet URL: **https://grpc.imagicle.com**, corresponding to an Imagicle Cloud presence service.

If required, a Proxy can be configured to allow reaching above URL. See [here](#) for more details.

Once gRPC session is initiated by Imagicle UCS, presence subscription requests are collected by the Teams Presence Service in Imagicle Cloud and subsequently they are sent to Microsoft Teams Cloud, leveraging MS-Graph APIs.

Below schematic depicts whole communications routing:



On-prem UCX Suite Settings

To enable MS-Teams presence integration, some parameters must be configured within the following setting file:

C:\Program Files (x86)\StonevoiceAS\Apps\Presence\Settings**Presence.ini**

- **MSTeamsPresence.Enable=1**
This parameters allows to enable/disable MS-Teams presence retrieval. Please set it to 1. Default value is 0.
- **RichPresence.WinningTechnology=MSTeams**
This parameter defines the Rich Presence technology priority while assigning and showing presence status on Attendant Console. For MS-Teams priority, please set this parameter to MSTeams. Default value is SipSimple.

Users' Settings

MS Teams users are identified by their UPN, whose URI string should be included into **Rich Presence Microsoft URI** user's field, manually populated or automatically set upon a synch against Azure AD or any other external source.

Microsoft Tenant Authentication

To allow Imagicle Cloud to retrieve the Microsoft Teams presence status of company users, customer needs to connect to the [Imagicle Onboarding](#) web page, compile the form with own MS-Teams tenant data, including the email account of a FULL ADMIN MS-Teams user. Once the form is submitted, customer is invited to AUTHORIZE the presence acquisition and subsequently log in to own Microsoft tenant.

The Microsoft user authorizing the application must grant above mentioned permissions for its tenant, even if she/he is not a Microsoft tenant administrator. Please make sure that above user's authentication does not leverage Multi-Factor Authentication (MFA). If that's the case, you need to add an exclusion in "Conditional Access policies", as explained in [this Microsoft article](#).

Microsoft Teams integration authorization

Please authorize Imagicle to be integrated with your MS Teams Organization

Hi Andrew Sonny,
in order to complete the request please authorize Imagicle applications to access to your MS Teams organization information by logging into Microsoft account with a Username that has **Administration permissions**.

Authorize **Imagicle Attendant Console** to read the presence information from your organization:

AUTHORIZE

COMPLETE REQUEST

If the presence authorization is successfully accomplished, the blue button turns to green and you can COMPLETE REQUEST.

Presence Update Notes

When user turns off MS-Teams client (or turns off own PC), the client does not update Microsoft Cloud about its status change to **Offline**. This is reflected to Attendant Console rich presence display, which keeps on showing the client in its latest known status for some minutes (variable), eventually changing to:

- Available ã AvailableIdle
- Busy ã BusyIdle

After a further variable time interval, rich presence status turns eventually to Offline.

Both above temporary status are also displayed on other MS-Teams clients.

Presence Icons on Attendant Console

Imagicle Attendant Console client for Microsoft UC includes specific presence status for MS-Teams, identified by different colors. See below screenshot sample:



AVAILABLE



DO NOT DISTURB



BUSY



AWAY ^{*NEW}



OFFLINE



«Away» status is shown in Orange and «busy» status in Red. Please note that these two presence status are shown in different way, while using other calling platforms.