

Administrator's Guide

Desktop Popup & SkypeNStatus



Version: 6.3.x

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Summary

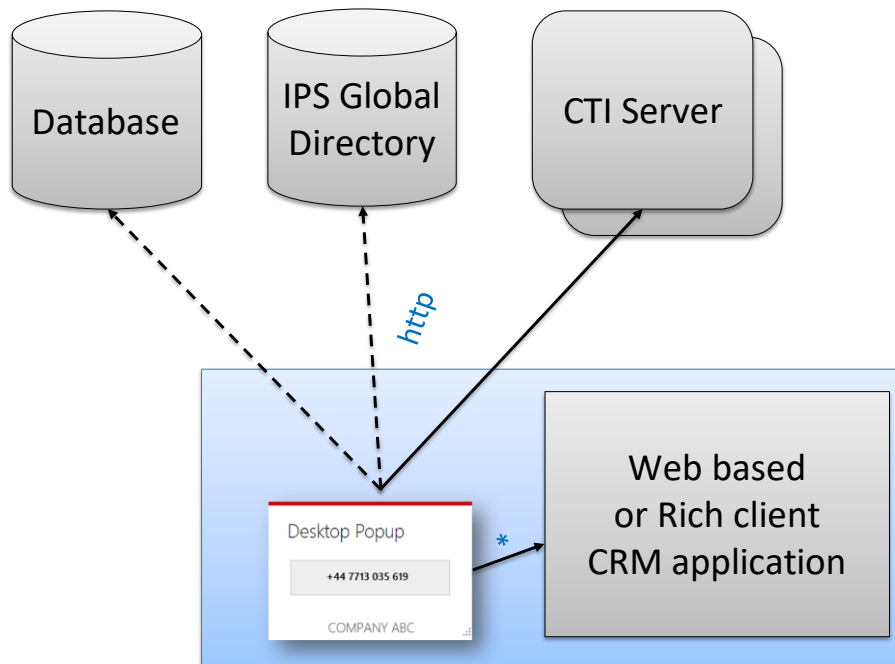
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1 Product description

1.1 Overview

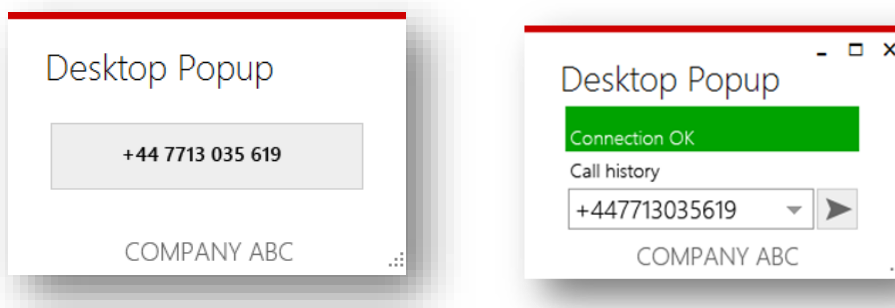
Desktop Popup is a PC based Popup solution (caller information popup), interfaced with Cisco Unified Communications Manager. Desktop Popup searches a customer contact, on incoming call, based on the calling number, in a database or a Web based or thick client CRM application.

Desktop Popup is connected to telisca CTI Server that forwards CTI events from CUCM. Desktop Popup manage to CTI Monitor the associated IP Phone or Softphone which ease the user configuration. Desktop Popup also makes it possible to dial and hang up.



*) Execute, message, file, socket, WCF (integration)

Desktop Popup starts automatically at the beginning of the Windows session and connects to the CTI server by HTTP. This request remains on standby until a new telephony event or a time-out. This interface is accepted by firewalls and proxies. Desktop Popup works fine on a Citrix Desktop client. A connection to a backup server in failover or load balancing is supported.



1.1.1 SkypeNStatus

Desktop Popup can be used in SkypeNStatus mode. In this mode it is used to update the status on Skype for Business (busy or available) depending of CUCM telephony status of the line configured. If another presence status is defined in Skype for Business it is not altered.

2 Pre-requisites, installation

2.1 Desktop requirement

Desktop Popup is a client application running on Microsoft.Net 2.0 or .Net 3.5. It is supported on Windows 8, 8.1, 10 and 11.

For SkypeNStatus .Net 4.5 minimum is required.

Desktop Popup is also supported on a Citrix Metaframe or VMWare Horizon environment.

Desktop Popup can be deployed using a silent MSI.

It is also possible to just copy DesktopPopup.EXE file + configuration file (Config.xml).

The configuration file contains at least the server IP, port settings or can contains all the configuration.

Desktop Popup User Interface is available in English and French.

2.2 CUCM requirements

Supported Cisco CUCM version 10.5, 11.5, 12, 12.5, 14

2.3 Server requirements

- Windows servers supported:
 - Windows Server 2012 R2 Essentials or Standard
 - Windows Server 2016 Essentials or Standard
 - Windows Server 2019 Essentials or Standard
 - Windows Server 2022 Standard
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E
- Cloud ready
- Skype for Business

2.4 Network requirements

Desktop Client is connected to telisca server by http get port 8081 or https get port 8444, to retrieve the configuration, receive CTI Events and send CTI controls.

Note: Using https instead of http and changing the default CTI Server ports can be set in telisca administration, Global Config menu, Parameters tab.

Desktop Popup send periodic http/https requests with a 30s timeout to telisca Server. When a CTI event occurs, the request is answered immediately with the relevant information on the call event.

Here is an evaluation of network load depending of the number of phones and BHCA (Nb. of calls per busy hours).

| Description | Bytes | Comments |
|--|-----------|---|
| Perdiodic http request : Desktop Popup - telisca Srv | 838 | Every 30s |
| Answered call : Desktop Popup - telisca Srv | 1848 | |
| Answered call : telisca Srv - CTI Manager CUCM | 5493 | |
| BHCA | 6 | Nb. of calls on busy hour |
| Security factor | 2 | Because calls are note equally distributed |
| Nb. of IP Phones | 1000 | |
| Network throughput | Kbytes | Calculation detail |
| Throughput Desktop Popup to telisca Server | 33 | $nbPhones * (KeepAlive/30 + SecurityFactor * BHCA * AnsweredCallTelisca / 3600) / 1024$ |
| Throughput telisca Server to CTI Mgr | 18 | $nbPhones * BHCA * SecurityFactor * AnsweredCallCTIMgr / (3600 * 1024)$ |

3 Administration

This chapter describes the settings of the application Desktop Popup in telisca Administration. For the system configuration, please refer to the document '**Installation and Operating Guide, IPS Administration & Framework**'.

3.1 Minimum Desktop Popup client configuration file

Desktop Popup client must be deployed with a configuration file Config.xml in execution path. This file is generated from telisca Administration Desktop Popup menu, Parameters tab and is saved on the server in the folder c:\inetpub\wwwroot\IPSCFG\DesktopPopup (for the first instance installed).

This config file needs to be copied with Desktop Popup client application. It contains at least the required parameters to connect to the server.

Desktop Popup server minimum settings are defined hereafter.

Enable Desktop Popup ?

telisca Popup server host ?

telisca Popup server port ?

Server based parameters ?

It is possible to copy locally all the others parameters or to keep them on the server. This is defined by the checkbox **Server based parameters**. If this box is not checked, you will have to update the local configuration xml file every time you change a parameter. You can define the period in minutes, the config will be updated from the server. The configuration is downloaded when connecting to the server on default port 8081.

The IP address of host and backup are configured in Global Config menu, Parameters folder. The port used to communicate with CTI Server is defined in Global Config menu, CTI Config folder. Desktop Popup client will communicate using https if Use SSL is checked in Global Config menu, Parameters folder.

3.2 Desktop modes

You can select which mode you would want the desktop popup client to behaviour in, options are as follows:

Desktop Popup Mode

- Desktop Popup
- Desktop Popup
- Skype
- Desktop Popup and Skype

Desktop popup – this will monitor all of the incoming calls on your Cisco phone and then perform the actions you choose below.

Skype (SkypeNStatus) – For users who have Cisco Voice and Skype for Business, this option provides Cisco desk phone call status in your Skype for Business client running on the same machine that this client is installed on. SkypeNStatus will CTI Monitor the CUCM directory number configured and update the local Skype for Business status.

Desktop popup and Skype – both of the above options are merged together.

3.3 CTI events and Desktop Popup behaviour

It is possible to select the events that make the client application popup by checking the box "Popup on ringing" (open the popup if the phone is ringing), "Popup on answered" (open the popup if the call is answered), "Popup on calling" (open the popup when placing a call).

Popup on ringing
 Popup on answered
 Popup on calling
 Minimum external phone length
 Maximum anonymous phone length
 Popup on internal call
 Popup on external call
 Popup on anonymous call
 Ask for popup validation ?
 Display Desktop Popup on Hangup
 External phone format ?
 Display last calling numbers' list

If the length of the phone number is higher than the "Min external phone length" then the call will be treated as an external phone call (which mean than if "Popup on external call" is not checked nothing happens). The same idea applies to anonymous call.

"External Phone Format" field allow to define the format used when showing phone number of external number. The special character "#" replace the first character of the phone number. "@" replace the last character of the phone number. By example "0####" mean write "0" and keep the four first characters of the phone number.

If "ask for popup validation" is not checked, no popup will appear during incoming call, but the url to call for browser will be immediately open. The browser used to open this url is define by the field Browser Path. The URL will be concatenated with the number of the phone.

Desktop Popup can provide the list of last calling or called numbers, so that the user can popup again after the call is completed. The list contains all the external calls' numbers, even if no contact was found for this number.

3.4 Contact search on CTI event

3.4.1 Web based application integration

- On ringing, answer or dialing event Desktop Popup receive an event with formatted calling party number. It calls the browsed with a defined URL on which the calling party number have been added.

Action on CTI event
 URL to call for browser or command argument
 Application or browser path (optional)

If an URL is set in the parameter's text box, and no program is defined, the application will open Windows default browser to call the URL. If there is no %ANI% variable in the calling URL, the calling number is appended at the end of the URL.

3.4.2 Rich client application integration

Desktop Popup can be integrated with a rich client CRM to popup the contact's form.

Desktop Popup can execute a program a command parameter of an executable,

URL to call for browser or command argument

Application or browser path (optional)

Desktop Popup can call a local URL by http/https get which will trigger a search by ANI (or contact ID) in the CRM and display a popup from the CRM application.

Action on CTI event

URL to call for browser or command argument

3.4.3 Check condition to display popup

In order to avoid displaying an empty contact form, it is possible to check a condition by calling an http/https Get and comparing the result with a defined value.

URL to test before popup

Condition on result to display URL in browser

These different tests are possible:

- Equals
- Starts with
- Contains
- Does not equal
- Does not start with
- Does not contains

The tests are not case sensitive.

3.4.4 Search contact ID in an SQL Database

Desktop Popup can search in a Microsoft SQL Server Database from a table or a view. The result can be displayed on Desktop Popup or used to search in the CRM application (via customer ID).

It is possible to check the incoming number against a database via the 'Connection string to MS SQL database' option. To grant access to this, the administrator has to define the Microsoft SQL Connection string, and the SQL queries. When requesting the CRM via the 'URL to call for browser or command argument', the incoming phone number replaces the '%ANI%'.

3.4.5 IPS Global Directory

Desktop Popup can search in IPS Global Directory server that can merge different directories in different formats. The result can be displayed on Desktop Popup or used to search in the CRM application. The customer ID will then replace the value of %ANI%.

3.4.6 UCCX compatibility

When the incoming call go through Cisco Unified Contact Center Express (UCCX), the calling number on ringing is a UCCX CTI. However, when answering the real calling number is provided.

Desktop Popup may provide value in UCCX environment:

- On direct incoming call to the phone (not through UCCX queues),
- On dialling.

3.5 Desktop Popup Client deployment

To install Desktop Popup client application, you have to use the msi file on the local post. This file (DSKPOPOP-2.x.x.msi) is available in the subfolder "Data/ClientInstall" of telisca Global Setup.

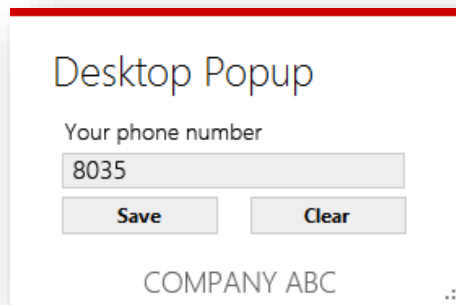
From the telisca server you can access the latest configuration file (Config.XML), defined from administration's parameters, in: c:\inetpub\wwwroot\IPSCFG\DesktopPopup

These files will need to be deployed with the desktopup.msi file onto the user's machine, once the MSI has been ran then these two files must be placed into 'C:\Program Files (x86)\Telisca\DesktopPopup'.

The client application starts with the operating system. A new icon appears in the control panels:

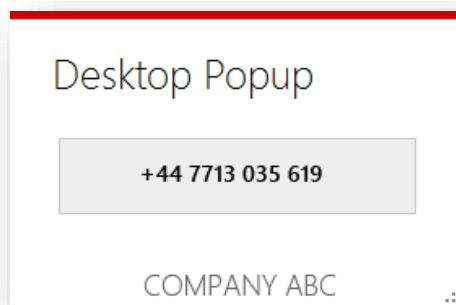


By right clicking on it the user can open configuration screen in which he will be able to define the phone to survey:



- Desktop Popup supports fixed mode or extended mobility mode (user log on IP Phone).

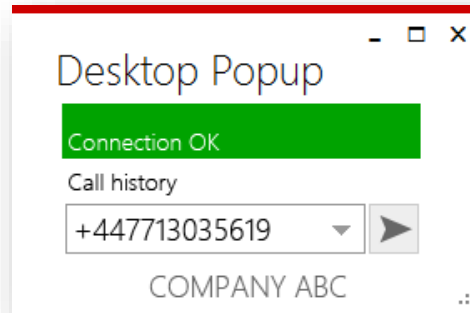
Depending of the parameters, if the phone is called, a popup appears:



This popup contains the calling phone number or the id of the customer (depending of the database parameters defined in the web interface).

By clicking on the displayed phone number button a request to the CRM is launched and a new browser windows appears.

After the call, it is possible to see history of calling:



A click on the button open the browser with the defined URL.

