

# Administrator's Guide

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# SkypeNDial



Version: 2.X

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# Summary

<b>1</b>	<b>PRODUCT DESCRIPTION.....</b>	<b>3</b>
1.1	SKYPENDIAL USER INTERFACE .....	3
1.2	SKYPENDIAL ARCHITECTURE.....	3
1.3	USER SETTINGS.....	3
1.4	PREREQUISITES.....	4
<b>2</b>	<b>ADMINISTRATION .....</b>	<b>5</b>
2.1	LICENSE REGISTRATION .....	5
2.2	TELEPHONY CONFIGURATION .....	6
2.3	PHONE NUMBERS FILTERING RULES.....	8
<b>3</b>	<b>SKYPENDIAL DEPLOYMENT .....</b>	<b>10</b>

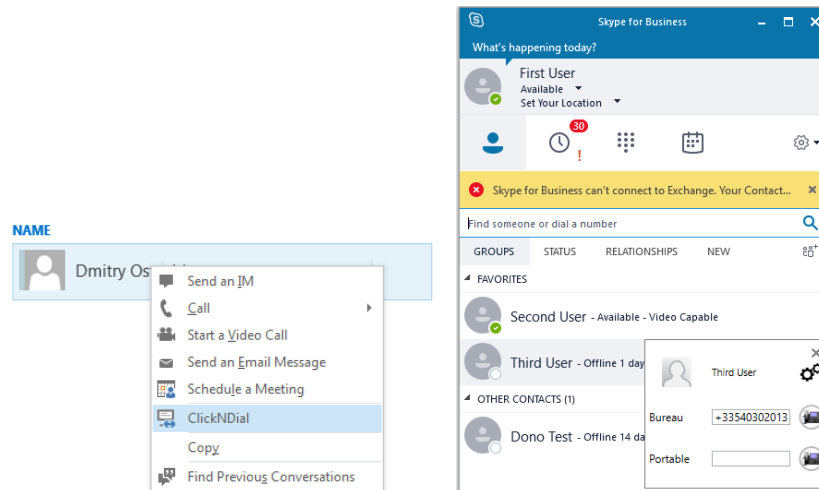
# 1 Product description

## 1.1 SkypeNDial user interface

SkypeNDial makes it possible to dial a phone from Skype for Business using a Cisco telephone.

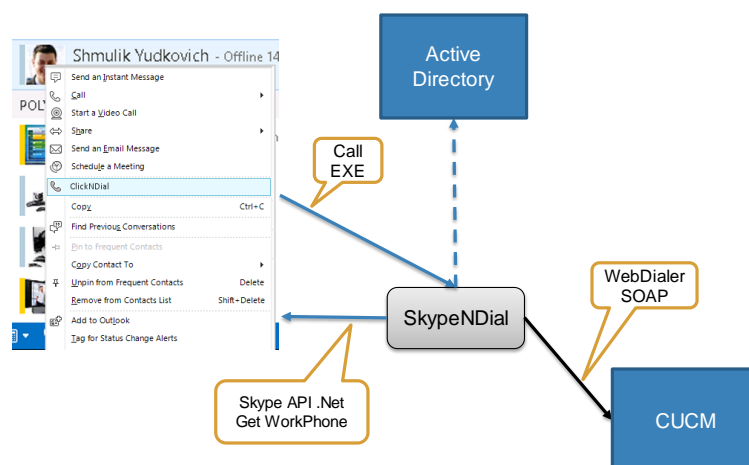
From Skype for Business (or Lync), the user has access to his list of contacts. By right clicking on the selected contact he can select a CUCM dial command (defined in the registry, during installation).

SkypeNDial may dial immediately or, if the contact has several phone numbers, open a window, in which the number to dial may be selected. Before being dialed, the number is handled according to the rules defined in SkypeNDial.



## 1.2 SkypeNDial architecture

When the user clicks on the dial command of the menu, SkypeNDial is launched. This process receives as a command argument the SIP of the selected contact so that it retrieves the contact information from Skype for Business.



It is also possible to retrieve the contact's directory number from Active Directory according to an attribute stored in Skype for Business.

## 1.3 User settings

If no user setting has been created yet, SkypeNDial open automatically the User Config form which prompt for the CUCM userId and password.

CONFIGURATION

Mode mobilité

Utilisateur

Mot de passe

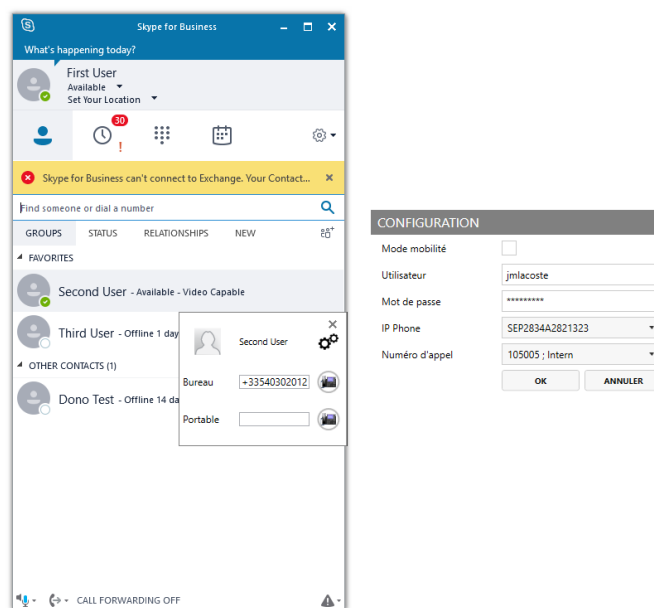
IP Phone

Numéro d'appel

If mobility (Extension Mobility) is not checked, after entering the userId and password you can type the Tab Key (or directly the OK button). This will query the CUCM Subscriber hosting WebDialer Service to get the associated phone.

Depending of the administrator's setting the form can be directly filled with Windows login (if CUCM userId is the same as Windows login). If a proxy user has been defined it is not required to enter a password.

The form can also be opened from the Dial form by clicking on the gear's icon.



## 1.4 Prerequisites

This applications dials using Cisco WebDialer Service activated on CUCM Subscribers. It does not require any additional server.

The following elements should be installed on the workstation:

- Skype for Business or Lync 2013,
- Framework .Net 4.5.x or 4.6.x

## 2 Administration

SkypeNDial shares the administration with ClickNDial. Only a few features need to be configured.

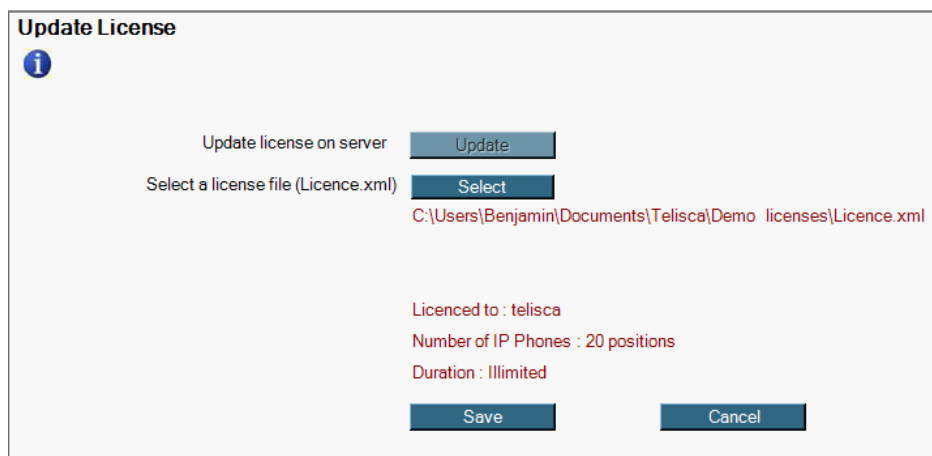
ClickNDial Administration main screen provides information the version of the different modules installed and the license purchased.



ClickNDial Administration main screen also displays (on the top right corner) the date of the last configuration saved in the Config.xml file. The administrator can go to the different ClickNDial Administration screens from the Configuration menu.

### 2.1 License registration

From the menu, select 'Register license', you get the following page. Click on 'Select' button, then select a 'Licence.xml' file. It is decrypted by administration and license information is displayed on the form.



If license is OK, click on the 'save' button, it copies the Licence.xml file in c:\program files\ClickNDial\data and in c:\program files\ClickNDial\UserSetup. New license is taken into account in administration, however ClickNDial and Outlook (for the add-in) need to be reloaded.

## 2.2 Telephony configuration

This screen is used to define Cisco telephony configuration and authentication mode.

### Telephony settings



Dial mode: WebDialer SOAP

Webdialer fault tolerant/Load balancing: Primary/backup  Disable DNS resolve

CallManager Web Dialer address:  Test

Web Dialer backup address:  Test

CallManager WebDialer timeout (s): 10

IP Phone default mode: Automatic detection

Fill CallManager login with Windows login:  Login to uppercase  Auto login

Proxy user:

Proxy password:  Retype:

Login associated to ip phones:

Password:  Retype:

Common fixed password:  Retype:

Select language for label: English

Telephony login label: CallManager user

Password label: Password

Save Cancel

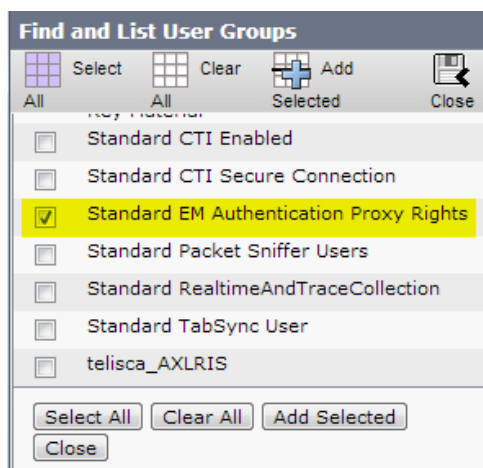
ClickNDial dialling and hang up features are based on the WebDialer SOAP interface provided by Cisco CUCM. You have to check the WebDialer service is running on one of the CUCM server. In some case it may be necessary to restart the Tomcat server on Cisco CUCM to enable WebDialer service.

Warning: You should make sure that Webdialer service is activated on CUCM server. You can check webdialer by clicking on test button. It opens your browser, with the URL <http://xxx.xxx.xxx.xxx/webdialer/Webdialer> .

Enter the IP address or DNS name of the CUCM server on which WebDialer service is running. It is possible to define a backup Webdialer address, if WebDialer fails, backup host address is used in the following try.

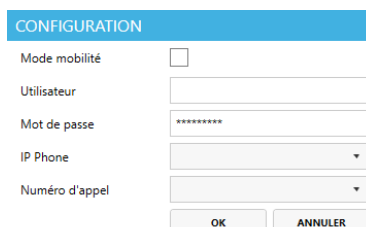
If CUCM userId and Windows login are the same (Active Directory integration), it is possible to fill automatically the CUCM userID in SkypeNDial configuration form.

WebDialer interface requires an authentication with a CUCM user and password. You have to choose the authentication mode used. If Extension mobility is used you may choose to define a proxy user login that will be used instead of the real user login. A proxy user is a specific user defined in CUCM in the Group "Standard EM Authentication Proxy Rights".



If 'Webdialer + Proxy' mode is selected and at the same time 'Use Windows login' is checked, user in mobility mode will not require to authenticate in SkypeNDial.

A proxy user may be used to avoid the user to enter his password in the configuration screen of SkypeNDial.



Another mode (Web Dialer + proxy + user authentication) will ask the user to identify itself with a login and password in the user configuration screen but SkypeNDial will use the proxy user and password when sending dialling commands. This mode is useful when the users are required to change their password frequently, for example when CUCM login/password is the same as Active Directory login/password. This mode avoids the users to change their configuration again in SkypeNDial each time they change their password.

Proxy user is only supported by WebDialer API in Extension mobility mode. A solution is provided in fixed mode, by creating an Application User associated with all phones used by extension mobility. (The maximum associated phones in CUCM 4.x is 800). This solution is only supported in 'WebDialer + proxy + user authentication' mode because, it is necessary to authenticate the first time to get the ip phone associated with the user.

In some case, when users do not know their password and login is either the Windows login (that can be set automatically) or the phone number, and proxy mode is not possible, the solution can be to set the same password for all users and define a fixed value in SkypeNDial administration.

Depending of company CUCM configuration, you may select fixed mode only, extension mobility mode only or default fixed mode or default extension mobility.

Then, enter the maximum response delay (seconds) for the WebDialer. This delay includes CUCM DC Directory or Active Directory authentication. In extension Mobility two queries to the directory are executed.

Summary of authentication modes:

		WebDialer	WebDialer + proxy	WebDialer + proxy + user authentication
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Extended mobility	CUCM Login = Windows login	Present login, user enter password or common fixed password	Automatic authentication (with mobility proxy user)	Avoid re-entering password when changed
	No	Enter login and password or just login with common fixed password	Enter login (no control)	Avoid re-entering password when changed
Associated With ip phone	CUCM Login = Windows login	Present login, user enter password or common fixed password	Automatic authentication if common fixed password	Avoid re-entering password when changed
	No	Enter and password or just login with common fixed password	Enter login with common fixed password	Avoid re-entering password when changed

Warning: In extended Mobility mode, in order to use WebDialer, you must check 'Enable CTI control device' in the user definition page of Cisco Unified Communication Manager Administration.

## 2.3 Phone numbers filtering rules

Phone number captured or loaded in personal contact list or searched in Corporate Directory may have different incompatible formats that need to be filtered before been able to dial. It also may be necessary to add a prefix to dial out of the company or for international calls.

Administrator will define the filtering rules in the Phone Number format screen. It is recommended to first load default filtering rules provided (by clicking on 'Default dial rules' button) and then updates these rules for specific country and company requirements.

Rules conditions of execution will be based on the number of digits (excluding all non-numeric characters) in order to isolate internal numbers, urgency, national and international phone numbers.

Condition may be based on the phone prefix or a regular expression. To get information on regular expression syntax, go to <http://www.regular-expressions.info>.

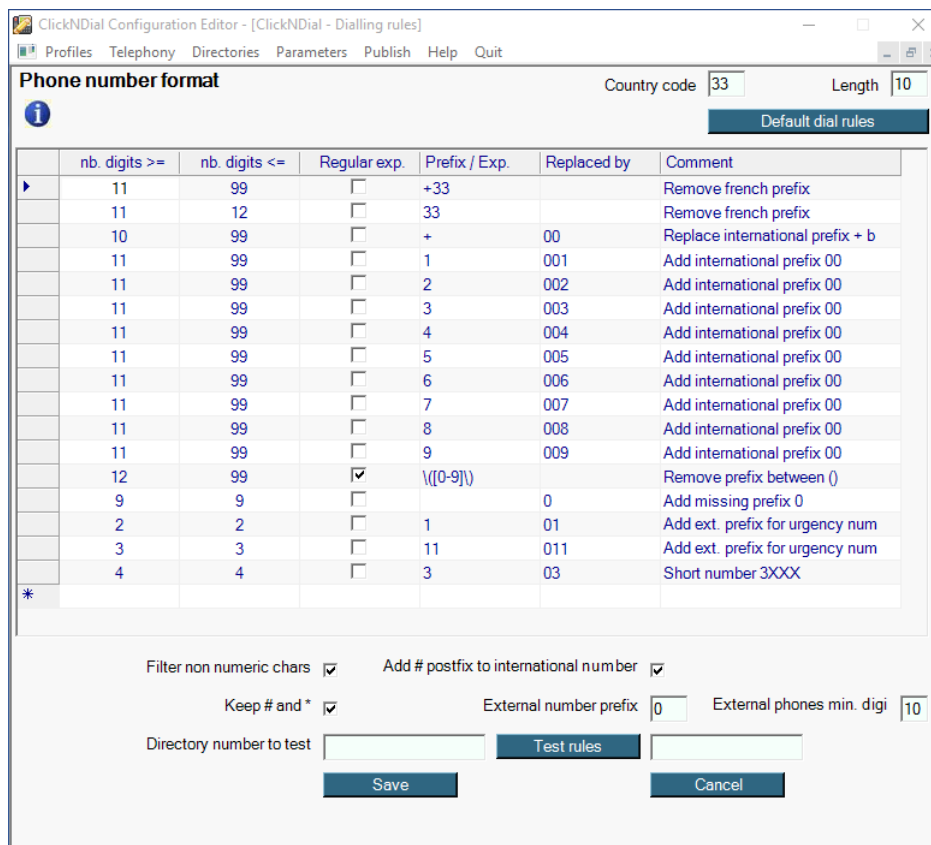
Enter then the value (may be empty) that will replace the prefix or regular expression found.

Replacement will be executed in the order they have been defined. The condition on the number of digits will take into account the replacements the have already been executed.

It is possible to insert a new rule or delete one or several rules.

It is possible to test the rules by entering a test phone number.





After executing the replacement rules, usually all non-numeric characters will be removed, except # and \* if 'Keep # and \*' have been checked.

When an international phone number is detected, it is possible to add a '#' postfix in order to speed dialling execution.

Finally, an external phone number prefix may be added for the phone number which are more than nine digits long.

contacts, corporate directory, Notes database.

### 3 SkypeNDial deployment

The configuration file (Config.xml) created by ClickNDial Administration is saved both in %APPDATA%\ClickNDial\data and **if the administration is run in administrator's mode** also in the c:\Program files(x86)\ClickNDial\data and c:\Program files(x86)\ClickNDial\usersetup.

The usersetup directory therefore contains the files:

- SetupSkypeNDial-X.Y.Z.msi - silent installer SkypeNDial,
- Config.xml,
- InstallAndCopyConfig.bat – launch's installation, copy config.xml file, launch SkypeNDial

The installer assumes prerequisites in **Microsoft .Net Framework 4.5** or higher is installed on the computer.

To install SkypeNDial on a user PC, execute the **InstallAndCopyConfig.bat** batch file that will run the MSI package in silent mode, copy the Config.xml file and run SkypeNDial once.

SkypeNDial setup installs in per machine mode. It is then possible to install from the login script using an admin profile (using RUNAS command or utility like cpau.exe (available in tools directory), to have the necessary writes) and execute SkypeNDial in user profile.

If your company has already installed a tele-distribution application you may directly include in the distribution package the SetupSkypeNDial.msi package and the config file.

SkypeNDial when executed the first time changes the registry so that Skype for Business add a SkypeNDial item in the contact's menu. In order to take into account this change, **Skype for Business needs to be launched again after executing SkypeNDial once.**