

Product Datasheet

Desktop Popup



Directory

Phone Directory
Jabber UDS Server
Web Directory
IPS Popup / Reverse Lookup
Personal Directory
H350 Video Conf directory
Corporate Speed Dials
ClickNDial

Alerting

Voice Alert
IPS Pager

Admin tools

Morning Check
Phone Remote
Phone Robot
Provisioning
Phone Deployment
CMS Admin & Selfcare
Extension Mobility Report

Manager Assistant

IP Phone / Jabber Interface

Productivity tools

IPS Phone Config
IPS Alarm Callback
IPS Lock
Wakeup Call
Missed Call Alerter
Conference Center
Busy Alerter Callback
Desktop Popup
Finesse Gadgets
Spark Bot

Attendant Console / IVR / Group

Tannounce
Line Group Manager
Silent Monitoring

Extension Mobility tools

TSSO
Delog / Relog
Pin & Password Manager

Recording

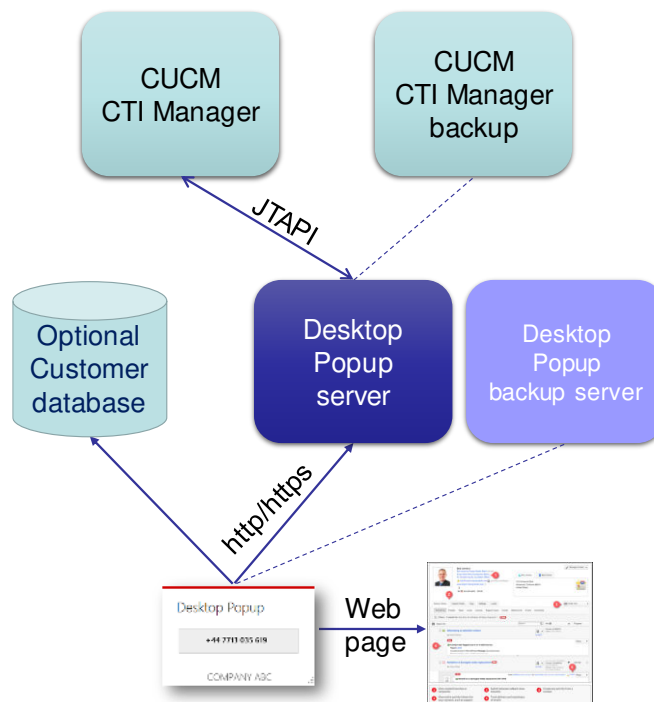
Call Recording
Recording Notification

1 Desktop Popup description

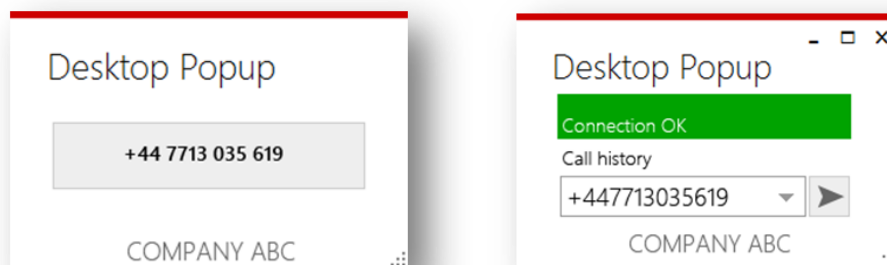
1.1 Overview & architecture

Desktop Popup is a CTI application that provides an integration between Cisco Unified Communications Manager and CRM or third-party application to popup customer contacts information. Desktop Popup can also search a customer contact, on incoming call, based on the calling number, in a database or a Web based or thick client CRM application. It has been adapted for instance, to Microsoft Dynamics and Pivotal.

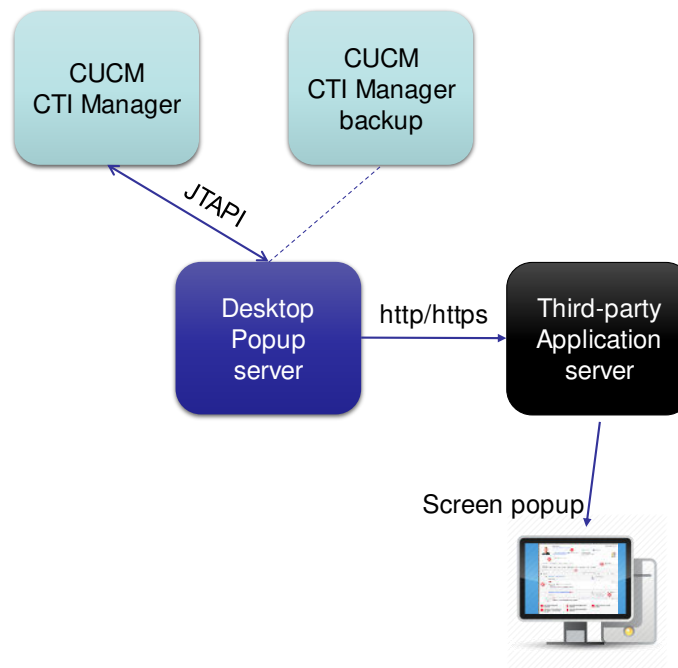
Desktop Popup is connected to telisca CTI Server that forwards CTI events from CUCM. Desktop Popup manage to CTI Monitor the associated IP Phone or Softphone which ease the user configuration. Desktop Popup also makes it possible to dial and hang up.



Desktop Popup includes a small client application that connects to telisca 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.



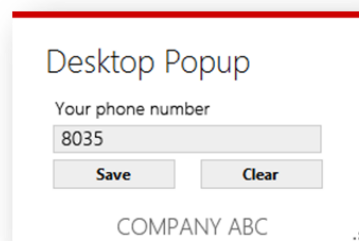
Desktop Popup can also call a REST API to trigger the CRM or third-party application at server level on ringing, answer and dropped event to provide call information.



1.2 Features description

1.2.1 Client configuration, user interface

- Desktop Popup includes a rich client module copied on the PC, a Citrix server or executed from the network.
- Desktop Popup appears minimized in the Windows taskbar notification area.
- When first launched it set the specific user configuration in order to know which phone to monitor. If the CUCM user Id is synchronized with Windows login, no user action is required. Otherwise, the user will enter, the first time, either his login optionally checked with his password or PIN code, or the IP Phone's number.



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

1.2.2 SQL Database

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

1.2.3 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 (via customer ID).

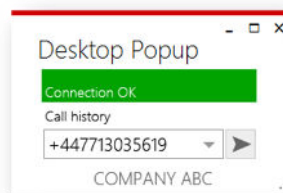
1.2.4 Web based application integration

- 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.
- Depending on configuration, Desktop Popup can directly open browser windows or ask for validation.
- Depending on configuration, recent calls can be listed and selected to popup on a previous call.

1.2.5 Rich client application integration

Desktop Popup can be integrated with a rich client CRM to popup the contact's form by calling an external program and passing the caller ID in argument.

Desktop Popup can also send the caller ID (or the contact ID found in a database), using a local REST API (http Get). Bespoke integration is also possible on demand.



1.2.6 Condition to Popup

In order to avoid displaying an empty contact form, it is possible to check a condition par calling a REST API and analysing the result before trying to display a contact's form.

1.2.7 Server base REST integration

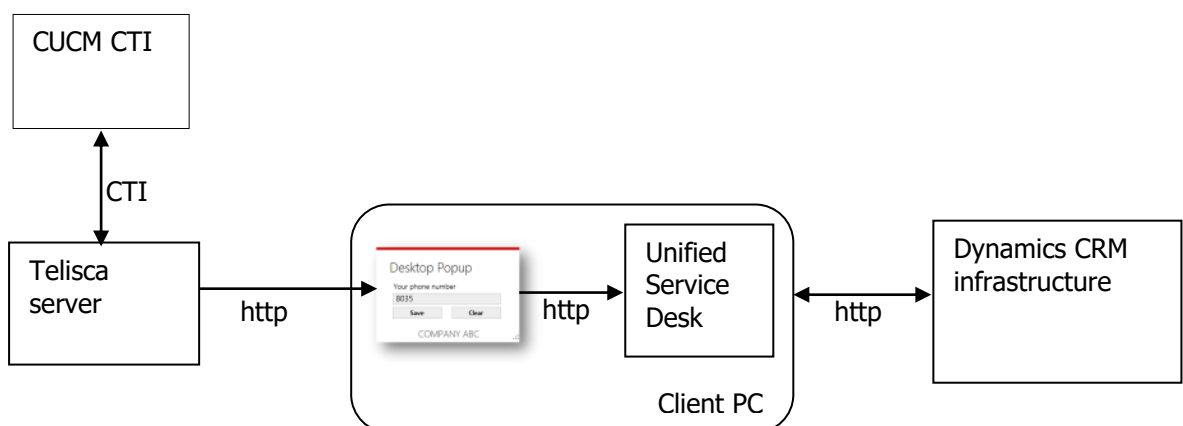
Desktop Popup calls an http/https REST API at server level on ringing, answer and dropped event to provide calling number, calling name, called number, original called number, call ID.

1.2.8 UCCX compatibility

When the incoming call go through Cisco Unified Contact Center Express (UCCX), the calling number on ringing is a UCCX CTI port, however when answering the real calling number is provided and Desktop Popup can use it to search for the calling contact.

1.2.9 Microsoft Dynamics integration

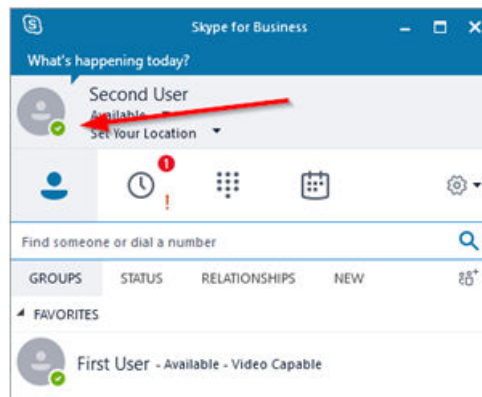
Desktop Popup supports Dynamics CRM (Cloud or on premise) integration through the Unified Service Desk application (USD is a Microsoft application used for telephony and call center integration).



See the user experience on this video: <https://youtu.be/W407f83NPTI>

1.2.10 Cisco phone presence linked to Skype presence

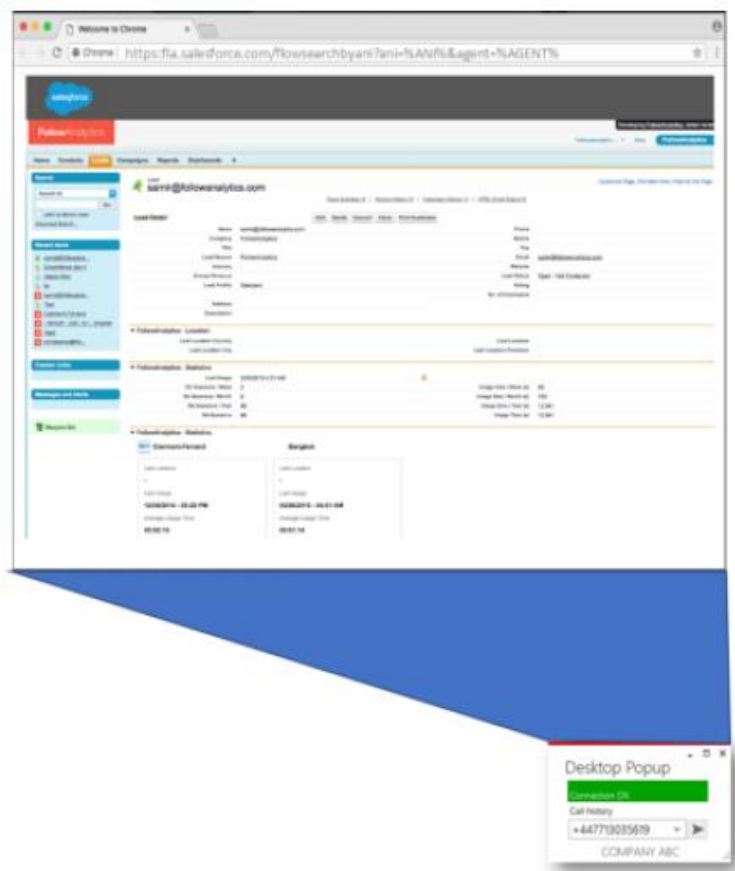
For users who have Cisco Voice and Skype for Business, this application provides Cisco desk phone call status in Skype for Business.



Users can also initiate calls from their Skype for Business on their Cisco desk phone. These tasks are all preformed by the desktop popup pc-based application.

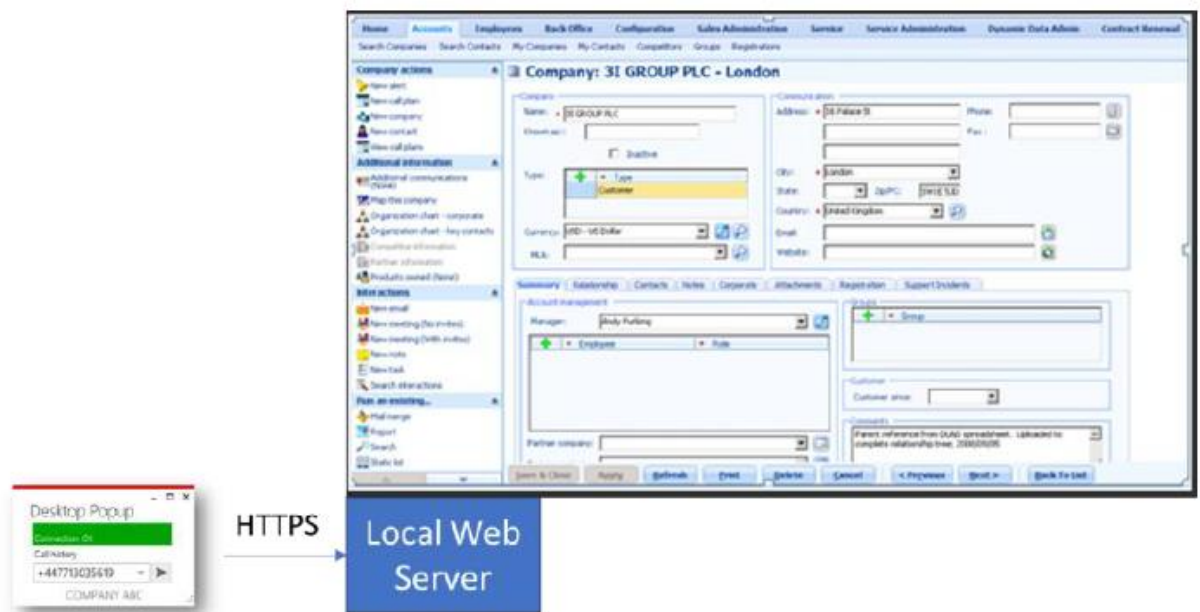
1.2.11 Salesforce intergration

Desktop Popup can be used to view the caller's card in Salesforce. Salesforce allows you to define a script (wrapper) to search for a contact in the customer base, by their telephone number. Desktop Popup calls the Salesforce URL in a browser, which displays the contact you are looking for.



1.2.12 Pivotal CRM intergration

Desktop Popup can interface with Pivotal CRM via an https request with the Pivotal PC client.



1.3 Administration and installation

Desktop Popup server configuration can be defined using a Web based interface.

Desktop Popup is deployed or executed from a LAN drive with a specific configuration file that contains at least server address.

Desktop Popup installation is provided as .Net EXE or via an MSI package that may be executed silently.

1.4 Requirements

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, 14, BE 6000, BE 7000
- Any Cisco IP Phone that can be CTI monitored
- Cisco Jabber

Supported Cisco CUCM:

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

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

Several Desktop Popup client instances can run simultaneously on a Citrix Server.

Desktop Popup run on Windows 8.1, Windows 10. It is developed on Microsoft .Net 2.0.

Desktop Popup client User Interface is available in English and French.