



# Circuit - OpenScape Business Connector

## Use Cases and Hints, February 2018

UNIFY



# A powerful Team...



## OpenScape Business

Powerful Voice & UC	All-In-One
Mobility / Contact Center	
Communication Platform on-premise / hosted / Private Cloud	

## Circuit

Voice / Conferencing	Teamwork Collaboration
Video / Screenshare / Chat	
Cloud / SaaS	

Add values to OpenScape Business with Collaboration Services out of the Circuit Cloud

# Circuit Marketing [www.circuit.com](http://www.circuit.com)

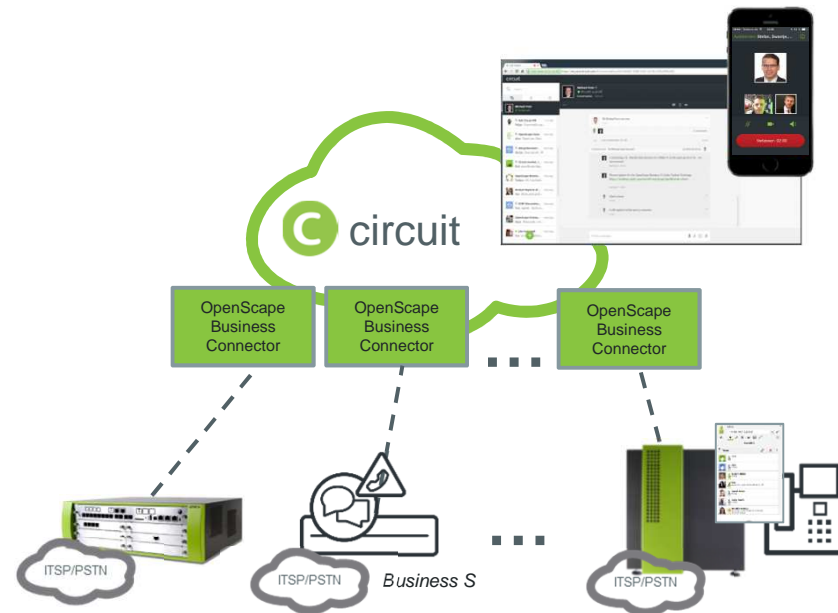
The screenshot displays four pricing tiers for Circuit Marketing services:

- Free:** keine zeitliche Begrenzung. bis zu 100 Nutzer, bis zu 1 GB Speicher, bis zu 3 Teilnehmer pro Konferenz. Button: **Gratis nutzen**.
- Team:** 3,95€ pro Nutzer und Monat, monatliche Abrechnung. Für kleine Teams, die eine benutzerfreundliche App für eine effiziente Zusammenarbeit benötigen. Features: Unbegrenzte Anzahl an Anwendern, 6 Teilnehmer pro Telefonkonferenz, 5 GB Speicher, Support gemäß SLA. Button: **Team kaufen**.
- Professional:** 6,95€ pro Nutzer und Monat, monatliche Abrechnung. Für Teams in Unternehmen, die ihre Zusammenarbeit natürlich und professionell gestalten möchten. Features: Umfang des Team-Abos, Unbegrenzte Anzahl an Anwendern, 10 GB Speicher, SLA und Help Desk Support, Moderatorfunktion, Konferenzzeichnung, Telefonie-Schnittstelle. Button: **Professional kaufen**.
- Enterprise:** 14,95€ pro Nutzer und Monat, monatliche Abrechnung. Für Unternehmen, für die Kommunikation und die damit verbundenen Prozesse hohe strategische Priorität haben. Features: Umfang des Professional-Abos, Unbegrenzte Anzahl an Anwendern, 20 GB Speicher, SLA und Help Desk. Button: **Enterprise kaufen**.

For the usage of the OpenScope Business Telephony Connector at least Team, Professional or Enterprise License is required

# OpenScape Business Connector

- Establish the connection between Circuit and OpenScape Business Single/Networked Systems
- As part of the Connector each User of a Circuit Tenant get his own Circuit Extension number
- Simplified Configuration via the Circuit Wizard (WBM) and automatic API Key Generation



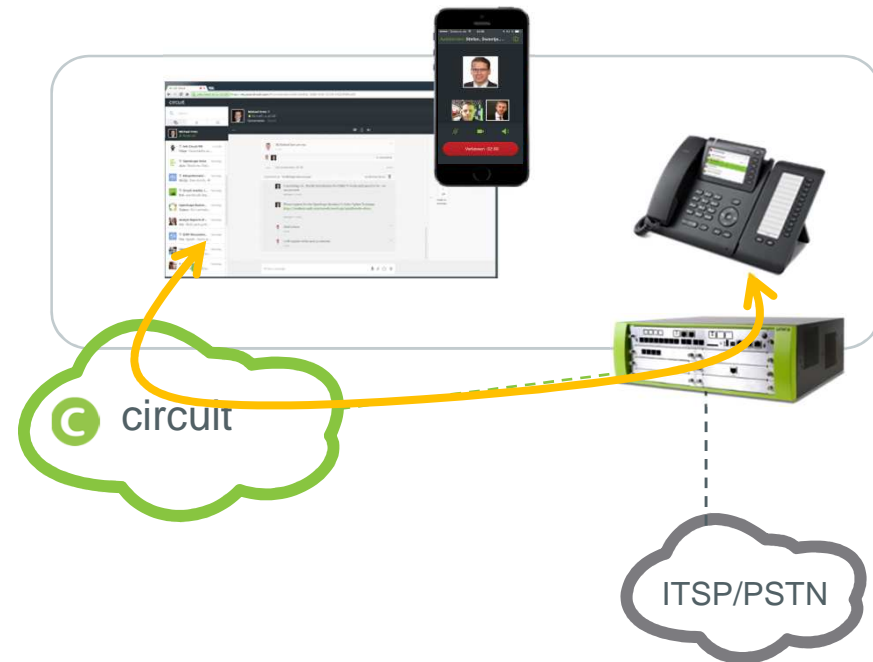
*Up from OSBiz V2R3 several OpenScape Business in a Network can be connected to one Circuit Tenant*

**For Circuit Users no further OpenScape Business Licenses are needed**



# Calls between OpenScape Business & Circuit

- Circuit User calls OSBiz User
- OSBiz calls Circuit User
- Circuit User is reachable via his assigned OpenScape Business extension number
- Choice of different Circuit Devices to take the Call
- Guarantees Flexibility & Mobility



## Incoming call to a Circuit User

- External (incoming) Call via OpenScape Business to Circuit, ITSP / ISDN / BRI / PRI
- Circuit User configured as a regular OpenScape Business User
- Perfect for those Customer need to be mobile @ anytime!





# Outgoing Call from Circuit via OSBiz

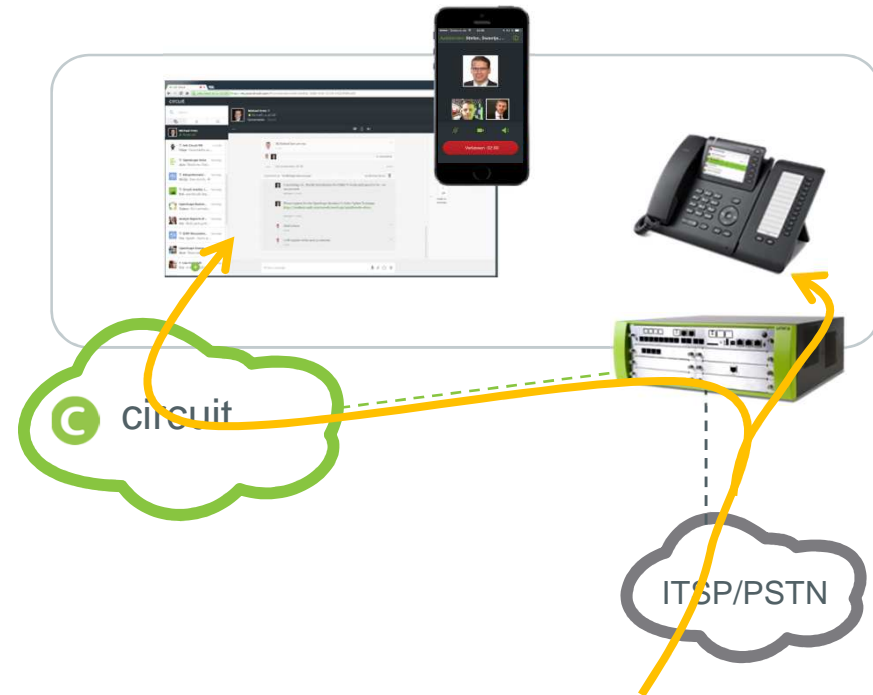
- Outgoing Circuit Call via OpenScape Business „Gateway“ to an external party
- OpenScape Business Extension Number will be shown as CLIP information
- A single number shown up at the external called party





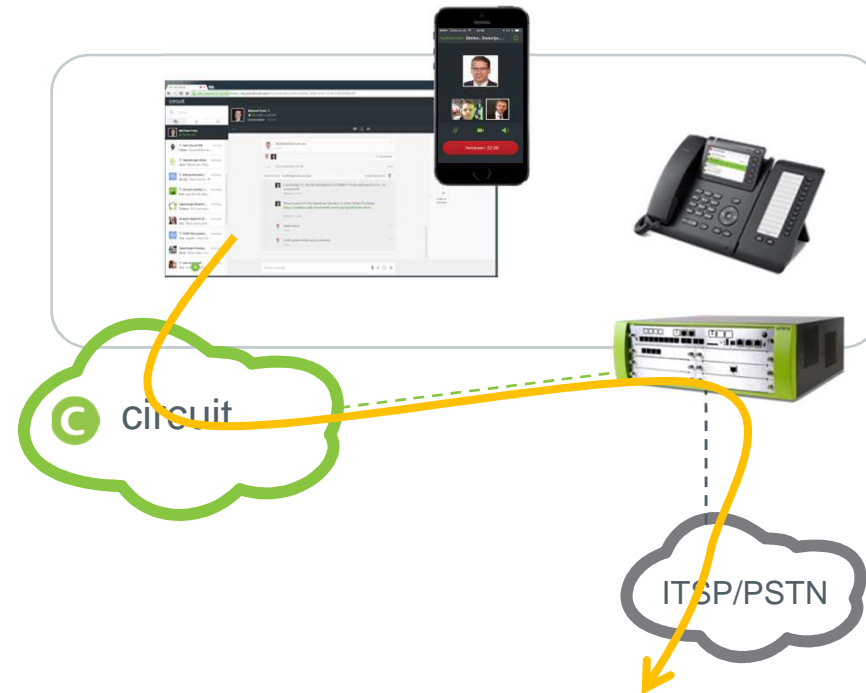
## Incoming Call „Twinning“ (ONS)

- **Twinning** between Circuit + OpenScape Business User (ONS)
- Answer Call via Circuit or OpenScape Business Device
- Customer is reachable via One Number Service on his/her preferred device
- IP/TDM User license needed for the fixed Desktop Phone as usual



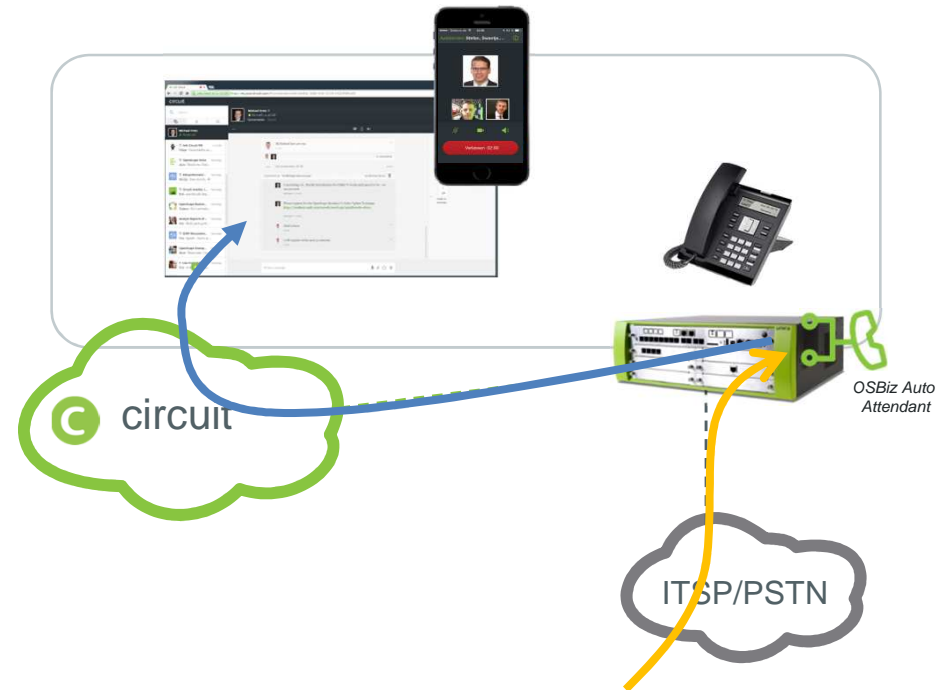
## Outgoing Call via Circuit Client (ONS)

- Circuit User (MULAP with OSBiz User) calls an external extension
- Circuit User shown up MULAP Number (ONS)
- Just a single phone number to remember for the Customer – independent of device and system, either Circuit or OSBiz User



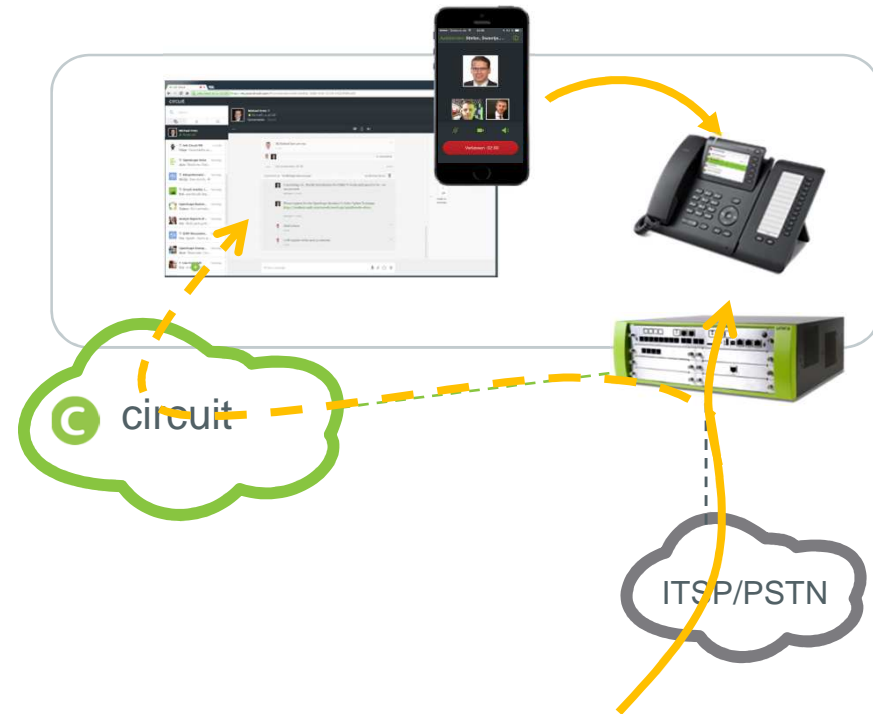
# Incoming Call to OSBiz Auto Attendant – Call Forwarding Target is a Circuit Client (User)

- Incoming Call to OpenScape Business Auto Attendant
- Target Destination could be a Circuit Client (User)
- Customer can be easily „transferred“ to the right contact person, Circuit or OSBiz User
- Always reach the right Contact Person by clicking 1,2,3 .....



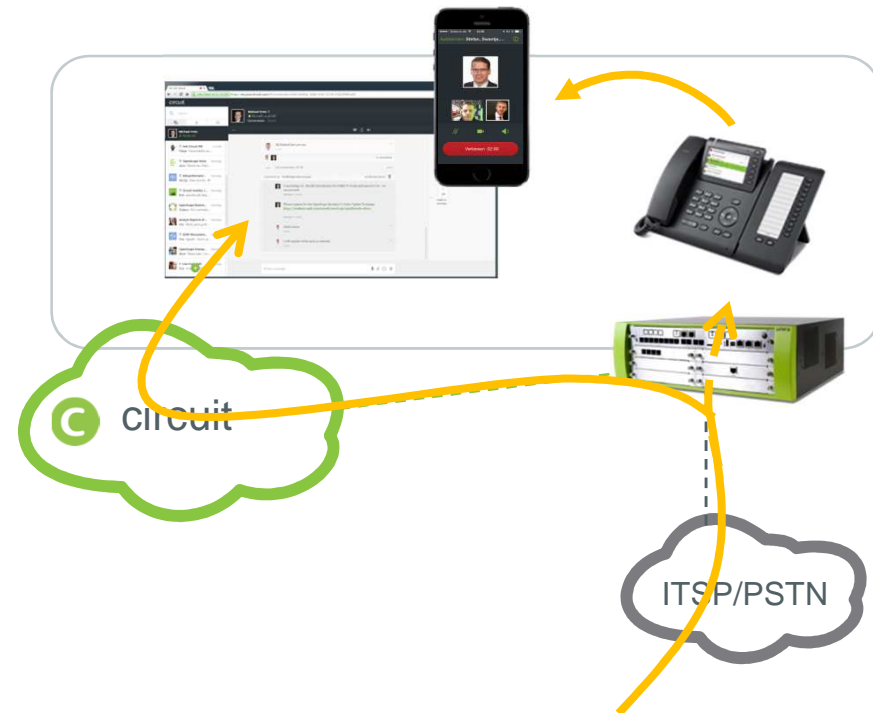
## Pull Call from Circuit Client to OSBiz User(via OSBiz System Device)

- Incoming Call via OSBiz to a Circuit User - > Pull Call via OSBiz system device
- Pull the Call seamlessly by just clicking the Feature Key on the OSBiz System Device
- Use Case: Customer has an active Circuit Call via his mobile, coming back to his office and want to proceed the Call via his „fixed“ OSBiz Device



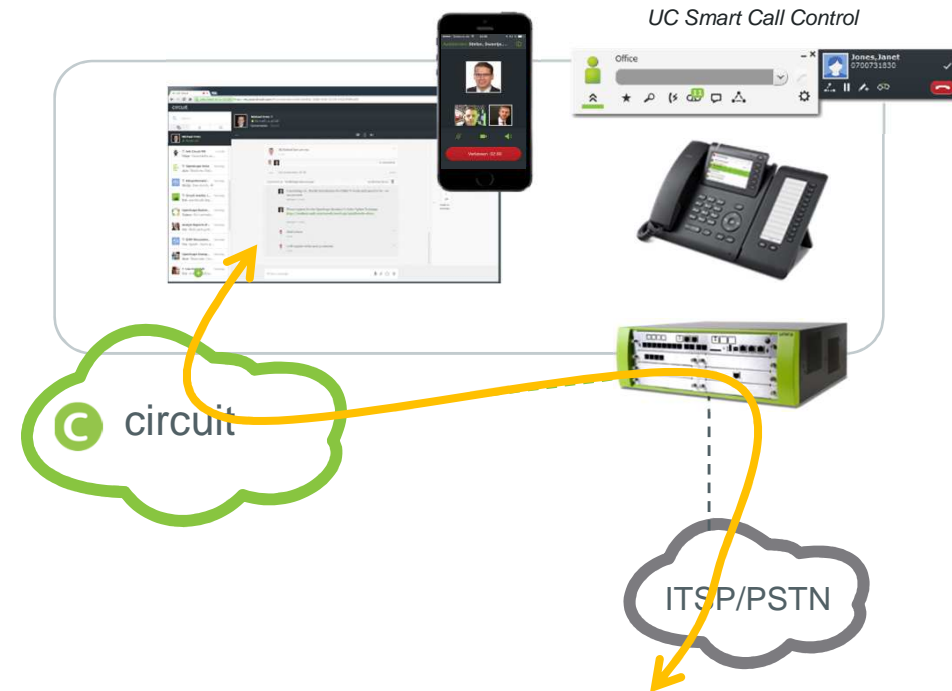
## Call „transfer“ from OSBiz User to Circuit Client

- Active OpenScape Business call
- Call can be easily transferred by pressing the right feature key on the OSBiz System Device
- Perfect for those Customers want to switch or change locations while on the phone



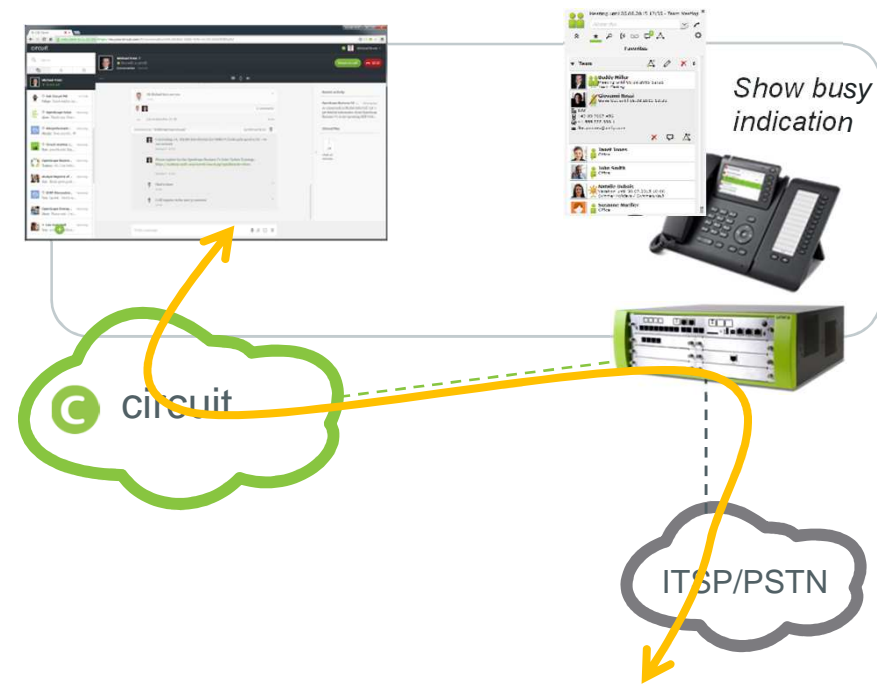
# Call Control during an active Circuit Call

- Call Control with the OpenScape Business UC Smart Client\*
- Consult, Conference, Hold, etc.
- Callback Target in UC Smart is the Circuit User
- Call Control (CTI) as requested and known from many Customers



# Busy Indication for Circuit Calls

- Busy Indication during an active Circuit Call (via OpenScope Business „Gateway“)
  - On a system device
  - In UC Smart
  - In UC Suite
- Perfect for teams and Attendant Consoles







# OpenScape Business Connector Prerequisites

- Supported up from OpenScape Business V2R2
- Supported Scenario: OpenScape Business single system or networked (up from V2R3) per Circuit Tenant (only one tenant supported)
- For Circuit Users and Networking in OpenScape Business no further OpenScape Business licenses are needed to connect to Circuit. Combination with 3rd Party Solutions (for e.g. TAPI may requires additional OSBiz IP Users and OSBiz TAPI licenses)
- Circuit - OpenScape Business Connector requires always valid SSP (Software Support)
- OpenScape Business Connector is only supported on the „eu.yourcircuit.com“ Circuit Domain / Tenant
- Other Circuit Systems ( like the NA North America Circuit Domain / Tenant ) needs to use the regular hUTC to connect to OpenScape Business. Please get in touch with Circuit Product Management Team for further informations