

Circuit - OpenScape Business Connector

Use Cases and Hints, May 2018



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

Visit Circuit Marketing www.circuit.com

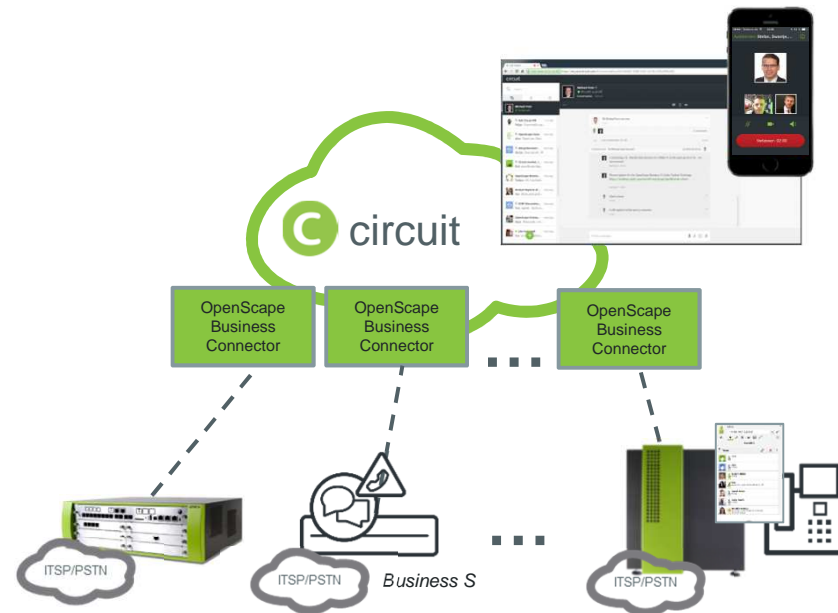
Not sure? Enjoy our free package
100 users, 3 users per conference call, 1GB
[Get Free](#)

Team	Professional	Enterprise
3,95€ per user per month billed monthly	6,95€ per user per month billed monthly	14,95€ per user per month billed monthly
For small teams who need an easy-to-use app for efficient collaboration	For business teams who need an immersive collaboration experience	For companies who view communications and process flow as a strategic imperative
<ul style="list-style-type: none">• Advanced and Universal Telephony Connector, OpenScape Business Connector (additional charges apply for on premise setup)• Circuit Meeting Room integration (room-based video system, additional charges apply)• Unlimited users• 6 users per conference call• 5 GB storage• SLA support	<ul style="list-style-type: none">• Everything in Team• Moderation• Recording• Telephony connector• Identify management through SAML 2.0 support• Provisioning Agent for automated User Provisioning (LDAP, CSV)• Unlimited users• 10 GB storage• SLA and help desk support	<ul style="list-style-type: none">• Everything in Professional• Identify management through SAML 2.0 support• Provisioning Agent for automated User Provisioning (LDAP, CSV)• Virtualization support (VMware, Citrix)• Mobile breakout capability• Unlimited users• 20 GB storage• SLA and help desk support
Buy Team	Buy Professional	Buy Enterprise

For the usage of the OpenScape 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

OpenScape Business Connector

How to Proceed ?

1

2

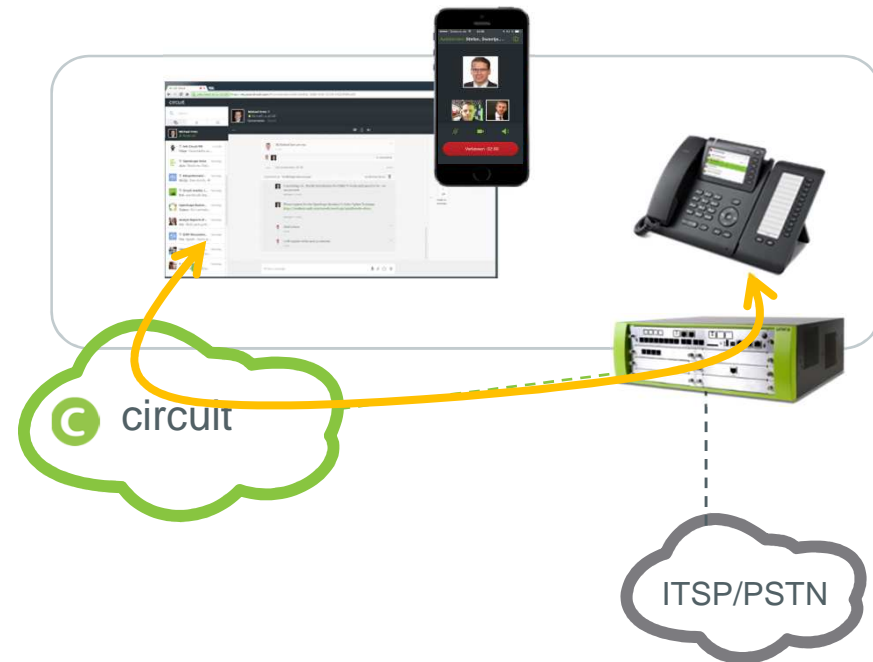
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4 Copy & paste of the generated API Key within OpenScape Business WBM / Circuit Wizard

Detailed Technical Information of how to setup Circuit to OpenScape Business Connector please visit Unify Experts Wiki – OpenScape Business / Circuit Section

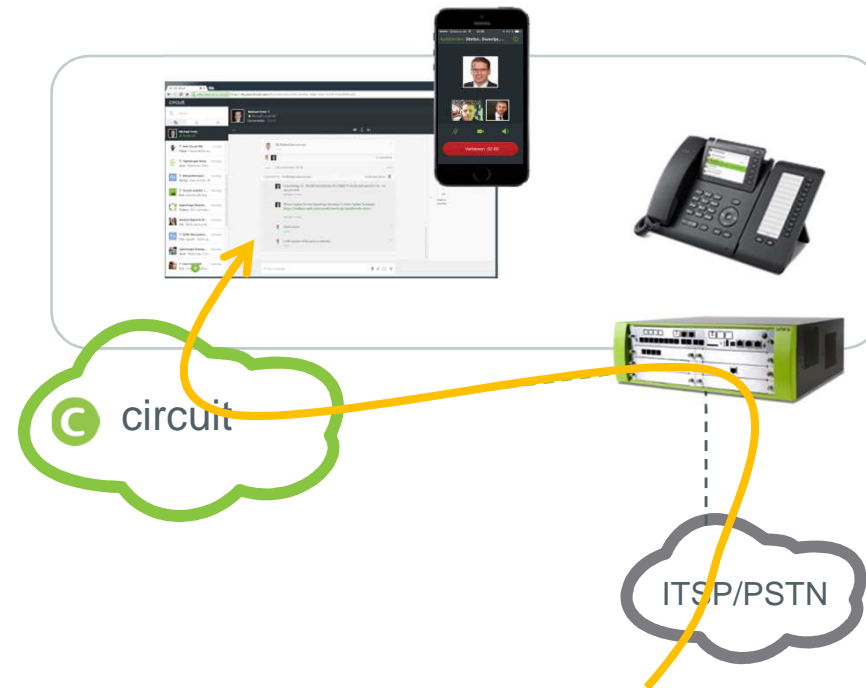
Calls between OpenScape Business & Circuit

- 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!



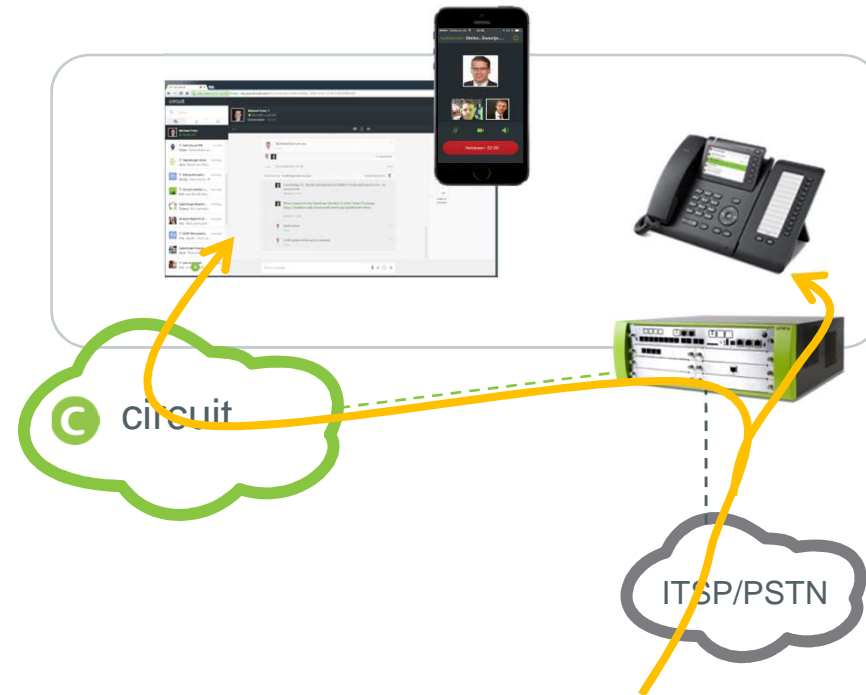
Outgoing Call from Circuit via OSBiz

- 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



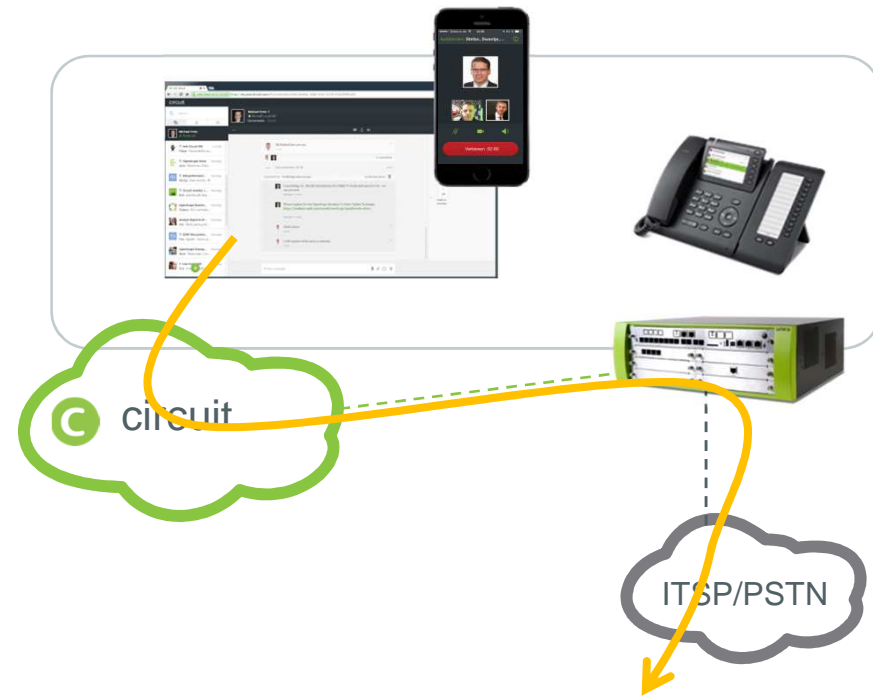
Incoming Call „Twinning“ (ONS)

- **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



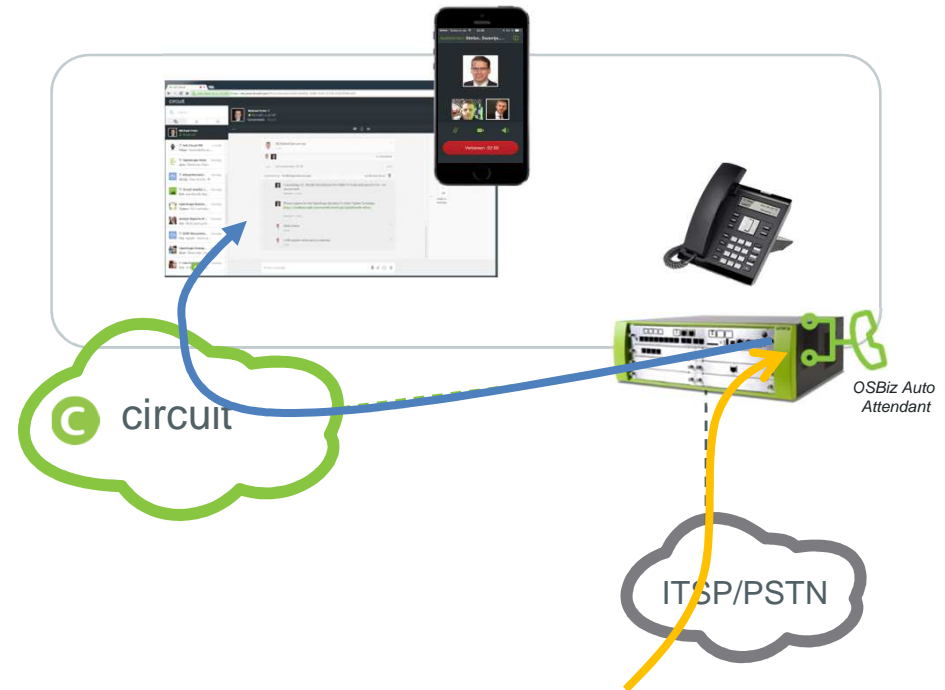
Outgoing Call via Circuit Client (ONS)

- 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



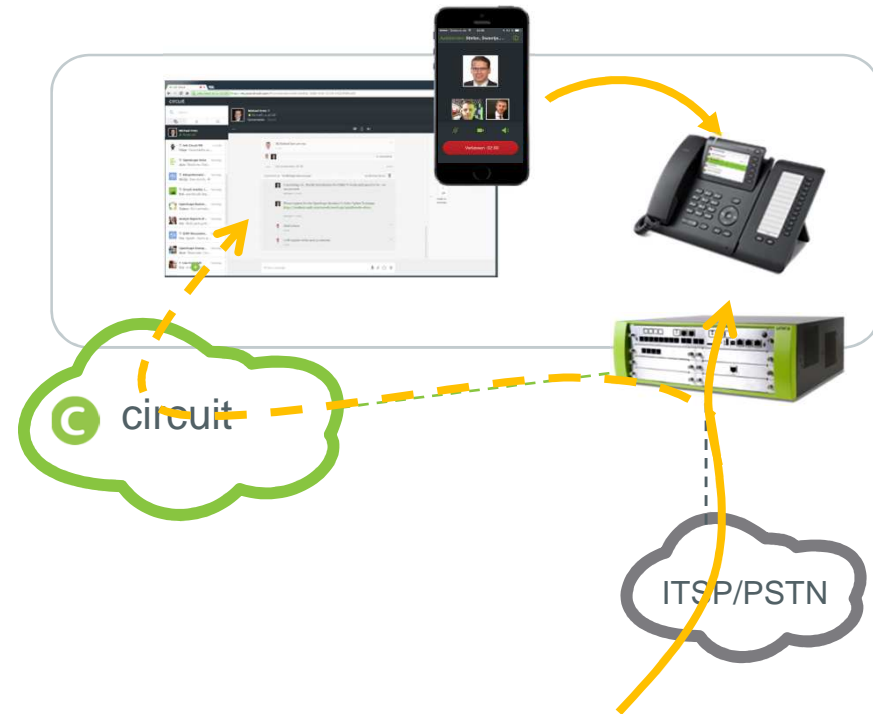
Incoming Call to OSBiz Auto Attendant – Call Forwarding Target is a Circuit Client (User)

- 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



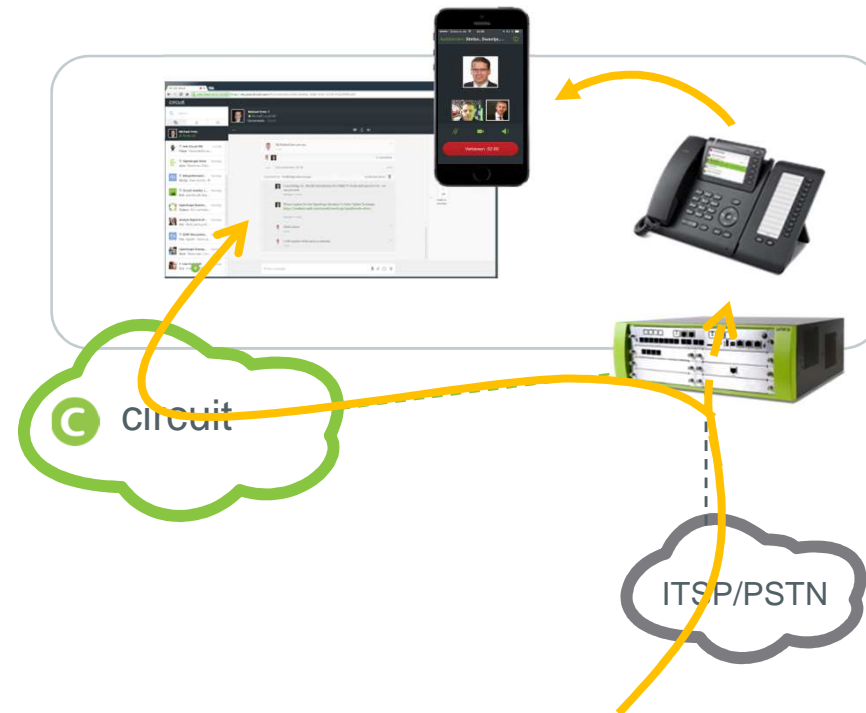
Pull Call from Circuit Client to OSBiz User(via OSBiz System Device)

- Incoming Call via OSBiz to a Circuit User - > Pull Call via OSBiz system device
- Pull the Call seamless 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



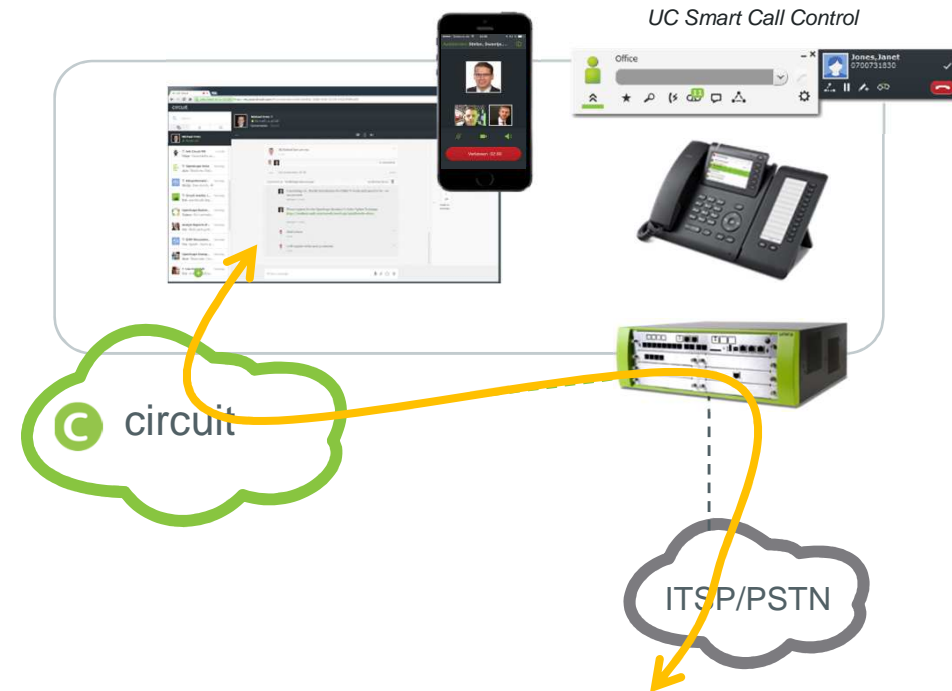
Call „transfer“ from OSBiz User to Circuit Client

- 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



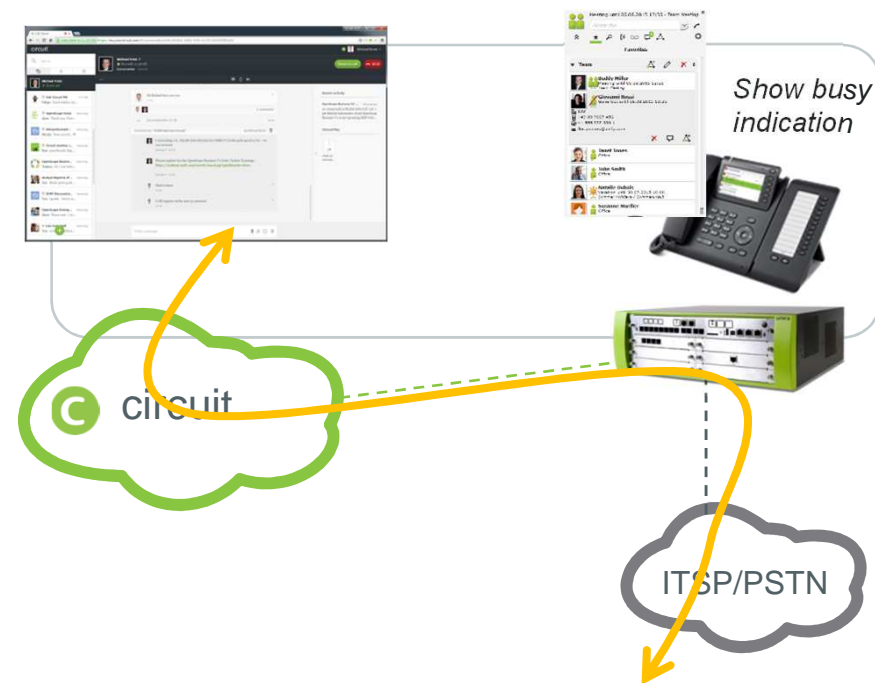
Call Control during an active Circuit Call

- 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 OpenScape 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