Circuit - OpenScape Business Connector
Use Cases and Hints, December 2018
OpenScape Business + Circuit
A strong hybrid cloud approach

OpenScape Business
- Powerful Voice & UC
- Mobility / Contact Center
- Communication Platform on-premise / hosted / Private Cloud

Circuit
- Voice / Conferencing / Mobile supporting all mobile networks
- Video / Screen Share / Chat
- Cloud / SaaS

OpenScape Business Telephony Connector combines the best of both worlds
Powerful Voice and UC capabilities combined with Cloud collaboration services
For the usage of the OpenScape Business Telephony Connector at least Team, Professional or Enterprise License is required.
OpenScape Business Telephony Connector

- OpenScape Business Telephony Connector provides secured interworking between Circuit and OpenScape Business (Single - /networked Systems)

- **Secured Interworking** (TLS / HTTPS), Authentification via OSBiz SBC

- When Circuit & OSBiz are connected each User of the Circuit Tenant get his own internal Circuit Extension number from OpenScape Business (E.164)

- Simplified Configuration via the Circuit Wizard (WBM)

- Technical description and configuration can be found here: [Unify Experts Wiki](#)

Telephony Connector based on hUTC - no additional hardware needed
OpenScape Business Connector

How to Proceed?

1. OpenScape Business Connectors
2. Generate API Key
3. Copy & paste the generated API Key within OpenScape Business WBM / Circuit Wizard
4. 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 „transfered“ 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
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

Show busy indication

ITSP/PSTN

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Following slides are showing enhanced OSBiz to Circuit telephony and call control features with the planned availability up from Circuit Sprint 112 and OSBiz FR2 (February 2019)
OpenScape Business + Circuit
Enhanced Call Control capabilities through an empowered Connector

OpenScape Business Telephony Connector provides secure interworking between OpenScape Business and Circuit

- Connector (based on hUTC) now **enhanced with additional call control** features (1)
- Enhanced feature set **available across all Circuit Clients**: Desktop App, Web Client, mobile App with different dialing options:
  - **Circuit Client**: Call Control capabilities for Circuit Calls (via OpenScape Business) (2)
  - **Desk Phone**: CTI Control of the connected Deskphone device (within the Circuit GUI) (2)

Positions Circuit as a **Collaboration Client** for OpenScape Business with enhanced call control capabilities. For pure Circuit Users **no further OSBiz license needed**. Connector available **up from Circuit Team license**
## OpenScape Business enhanced Telephony Connector

### Supported features in detail

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**General Release of enhanced OpenScape Business to Circuit connectivity with Circuit Sprint >=112 and OSBiz V2R6 FixRelease 2**

*(planned release date February 2019)*
Dialing Option: Circuit Client or DeskPhone

Easily select your dialing option, either via Circuit Client or Desktop Phone.

Last used „dialing option“ is set as default.

CTI Control of your connected device as part of Mobility MULAP (HFA, TDM)
Incoming Call (DeskPhone) via Connector

Accept a Call by click on a „button“ or just reject it

Name Resolution for internal OpenScape Business User
Call Transfer (attended/unattended)

Simply type in a target number to transfer a call, either attended or unattended.

Search in Outlook Contacts (Circuit Feature) to select transfer targets.
Hold and Retrieve a Call

Put a call on hold

Display Message for phone calls on hold

Single click to retrieve a call again
Call Swap (Alternate)

Toggle between calls, either Circuit calls or "remote" controlled DeskPhone Calls
„Busy on a call“ Information

Busy call indication for Circuit Users (User status set to DND – do not disturb mode)

Extension number 100 and 102 are „busy“
(Calls via Telephony Connector or between Circuit to Circuit Calls)
Use Circuit Voicemail which is displayed as part of the Circuit caller list to easily access new voicemails.
Further Circuit Enhancement

Access contacts from your Microsoft Exchange Account (Circuit Feature)

Use **Circuit for Outlook** to integrate into your MS Outlook Client
Boost YOUR business: #OSBiz + CIRCUIT

Setup Connectivity: 3 simple steps and you’re done

1. Create YOUR Circuit Tenant
   - Click here to create YOUR Circuit Tenant

2. Setup Connector in CIRCUIT
   - Click here and learn how to setup Connector
   - Assign Circuit license and generate API Key

3. Setup Connector in OSBiz WBM
   - Click here and learn how to setup Connector
   - Via Circuit Connectivity Wizard
OpenScape Business Connector Prerequisites

• Please use always latest OpenScape Business Software in combination with Circuit

• Supported Scenarios: OpenScape Business single system or networked (up from V2R3) per Circuit Tenant (only one Circuit tenant supported in an OpenScape Business Network)

• Circuit - OpenScape Business Connector requires always valid SSP (Software Support) with at least one licensed OpenScape Business TDM/IP User in pure Circuit User scenarios in order to activate SSP (Software Support and Renewal)

• For OpenScape Business X3-X8 systems the maximum capacity of Circuit User is 150 (X1 up to 30), for OSBiz S it is 250 (capacity limitses based on the amount of possible OSBiz Mobility Users).

• For the OSBiz to Circuit Interworking (concurrent calls) up to 60 trunks (shared) for OSBiz X1-X8 and up to 180 trunks (shared) for OpenScape Business S (shared medium with SIP/ITSP trunking)

• 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
OpenScape Business Connector Prerequisites

Licensing

• For pure Circuit Users no further OpenScape Business User licenses are required. Combination with 3rd Party Solutions (for e.g. TAPI may requires additional OSBiz IP Users and OSBiz TAPI licenses)

  • **Example:** Customer want to use a pure Circuit User Scenario: OpenScape Business Base license and trunk licenses are required but no further OSBiz User licenses for the Circuit User (just Circuit license up from Team). For a mixed scenario with pure Circuit Users and separate OSBiz Users (w/o Circuit Usage) regular OSBiz User licenses are required

  • **Example:** Customer want to use Circuit Desk Phone mode with a fixed phone: In this scenario 1 x OSBiz IP/TDM user license is required to use OSBiz DeskPhone and a Circuit License (up from Team) for the User. A MULAP needs to be configured in OpenScape Busines in order to control OSBiz DeskPhone from Circuit GUI (as described in enhanced Circuit Connectivity)

  • **Example:** Customer want to use Circuit as the preferred client and OSBiz Voicemail. In this case an OpenScape Business IP User + Voicemail is required on top of an regular Circuit license (up from CircuitTeam License). Please note: Circuit Voicemail can also be used without the need of an OSBiz User and Voicemail license