Circuit - OpenScape Business Connector

Use Cases and Hints, July 2019

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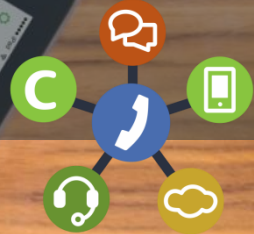
OpenScape Business + Circuit
A strong hybrid cloud approach
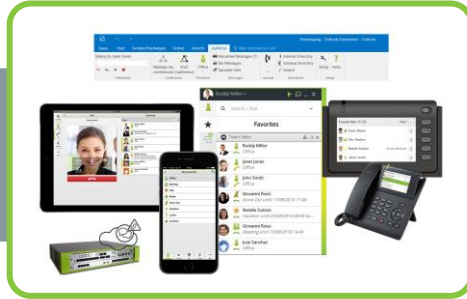
OpenScape Business

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

Circuit

Voice / Conferencing / Mobile supporting all mobile networks	
Video / Screen Share / Chat	Teamwork Collaboration
Cloud / SaaS	

OpenScape Business Telephony Connector **combines** the **best of both worlds**
Powerful Voice and UC capabilities combined with **Cloud collaboration** services

OpenScape Business + Circuit
A strong hybrid cloud approach
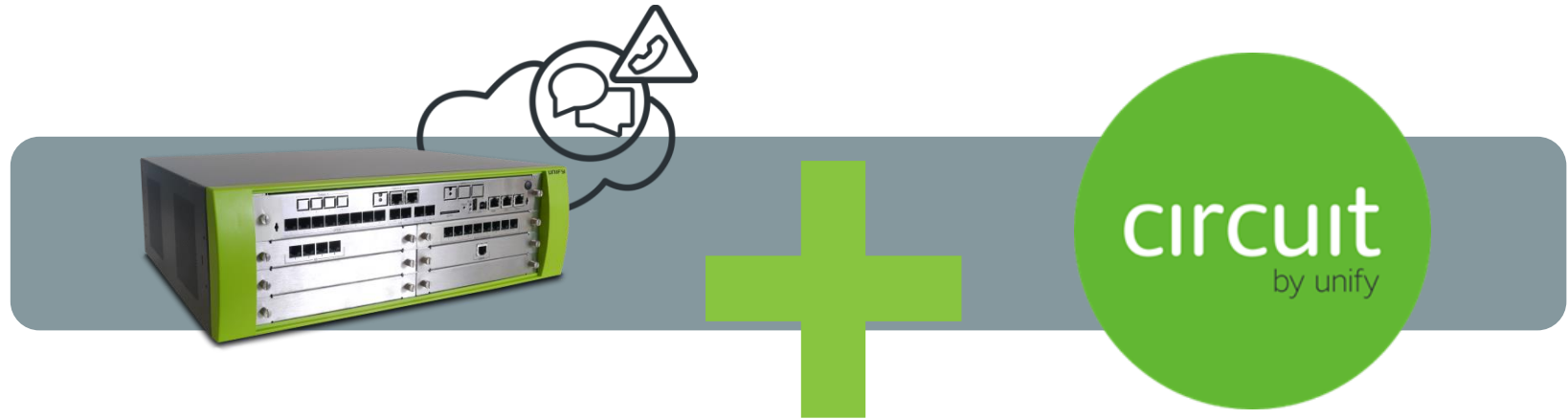
OpenScape Business Telephony Connector combines the best of both worlds

Powerful Voice and UC capabilities + CIRCUIT Team Collaboration from Cloud

Follow Us - @UnifyCo Social Media
Making 5.555.555 users more productive with Circuit

Learn, Share & Like 👍

UNIFY Blog Posts:

Making 5.555.555 users more productive with Circuit

link: https://unify.com/en/blog/circuit-sprint-114

OpenScape Business telephony integrates with Circuit …

link: bit.ly/2UYkV7J

Social Media:

https://twitter.com/UnifyCo/status/1093872592514150400

https://www.linkedin.com/feed/update/urn:li:activity:6499610104655069184

https://www.facebook.com/UnifyCo/posts/10156818695088280

OpenScape Business integrates with Circuit

Visit Circuit Marketing www.circuit.com

Not sure? Enjoy our free package
100 users, 3 users per conference call, 1GB

Get Free

Team
3,95€
per user per month billed monthly

For small teams who need an easy-to-use app for efficient collaboration

- 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

Buy Team

Professional
6,95€
per user per month billed monthly

For business teams who need an immersive collaboration experience

- 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

Buy Professional

Enterprise
14,95€
per user per month billed monthly

For companies who view communications and process flow as a strategic imperative

- 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 Enterprise

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
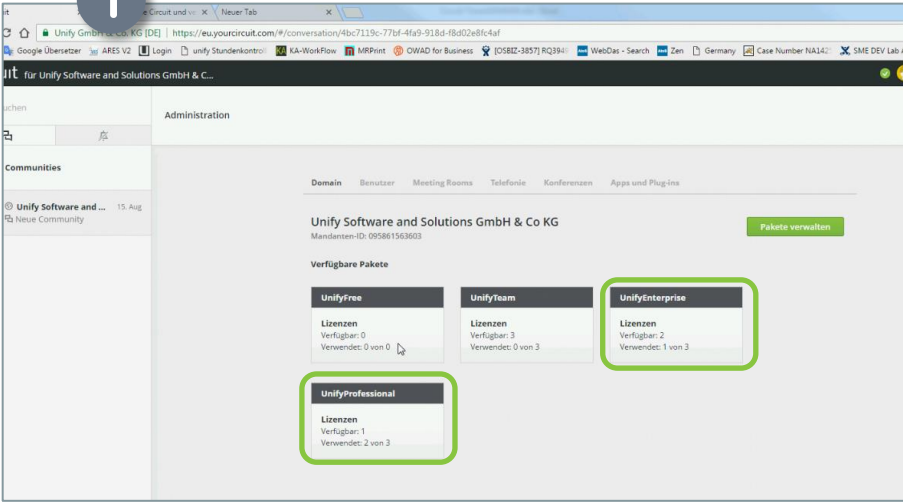
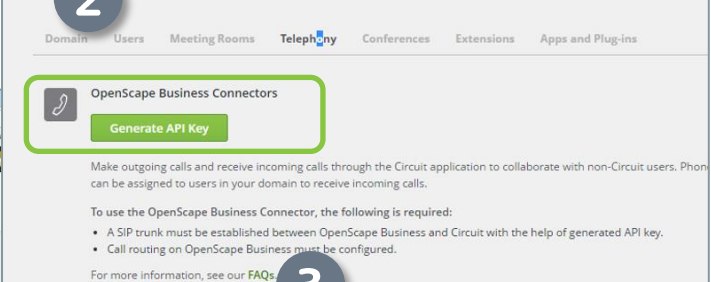*Telephony Connector based on hUTC - no additional hardware needed*
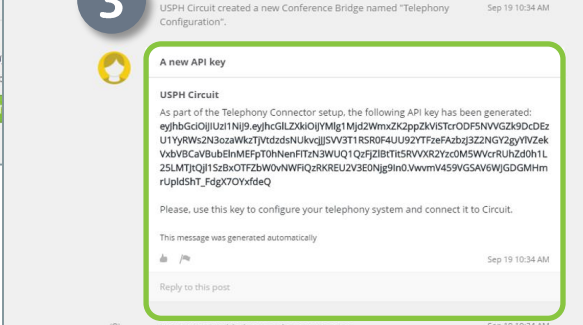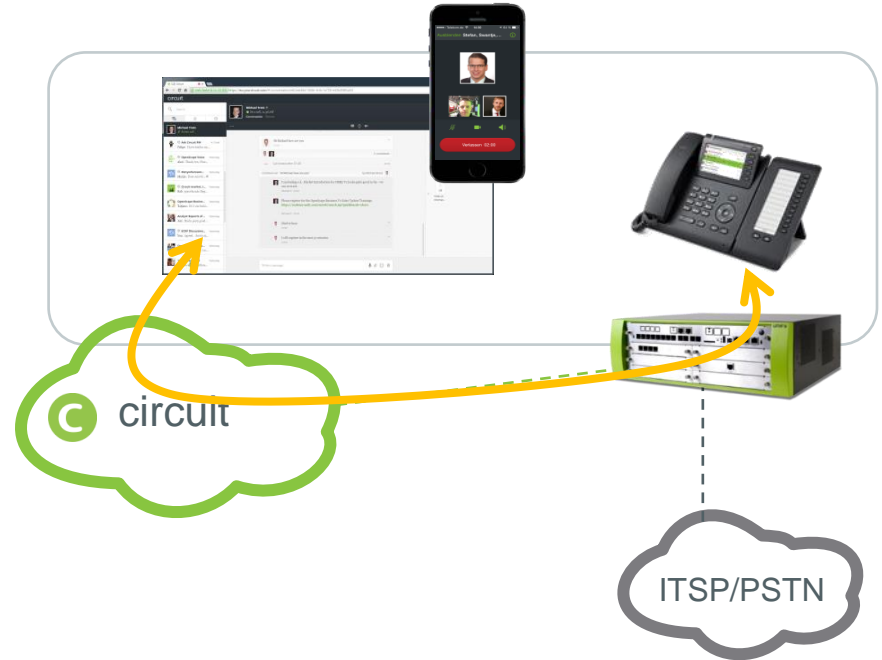
OpenScape Business Connector
How to Proceed ?

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

circuit

ITSP/PSTN

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

circuit

ITSP/PSTN

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 prefered device

- IP/TDM User license needed for the fixed Desktop Phone as usual

circuit

ITSP/PSTN
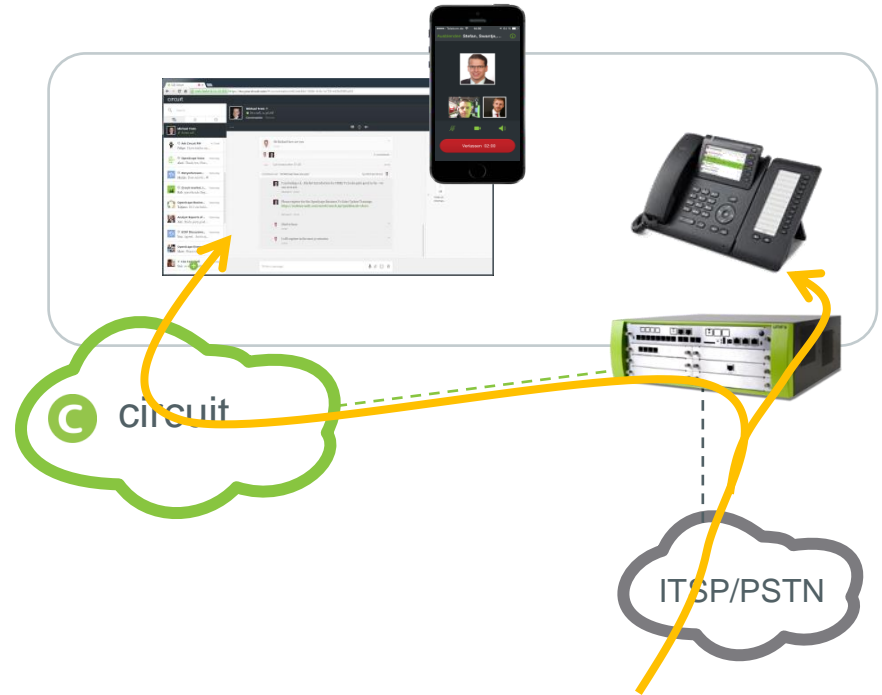
Outgoing Call via Circuit Client (ONS)

- 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
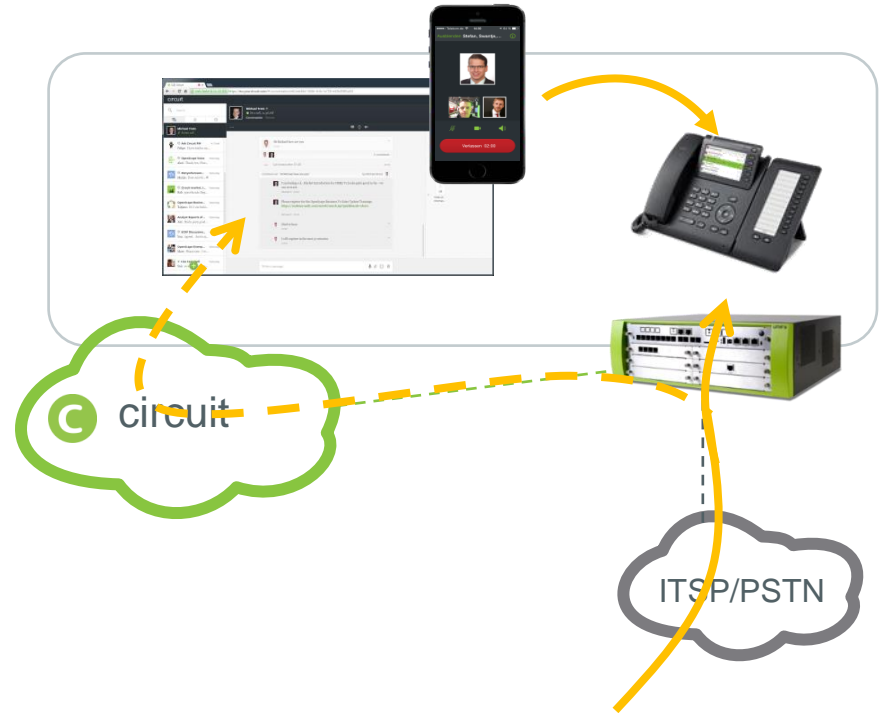

circuit

ITSP/PSTN

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 ….

circuit

OSBiz Auto Attendant

ITSP/PSTN

* OpenScape Business Auto Attendant license required as usual
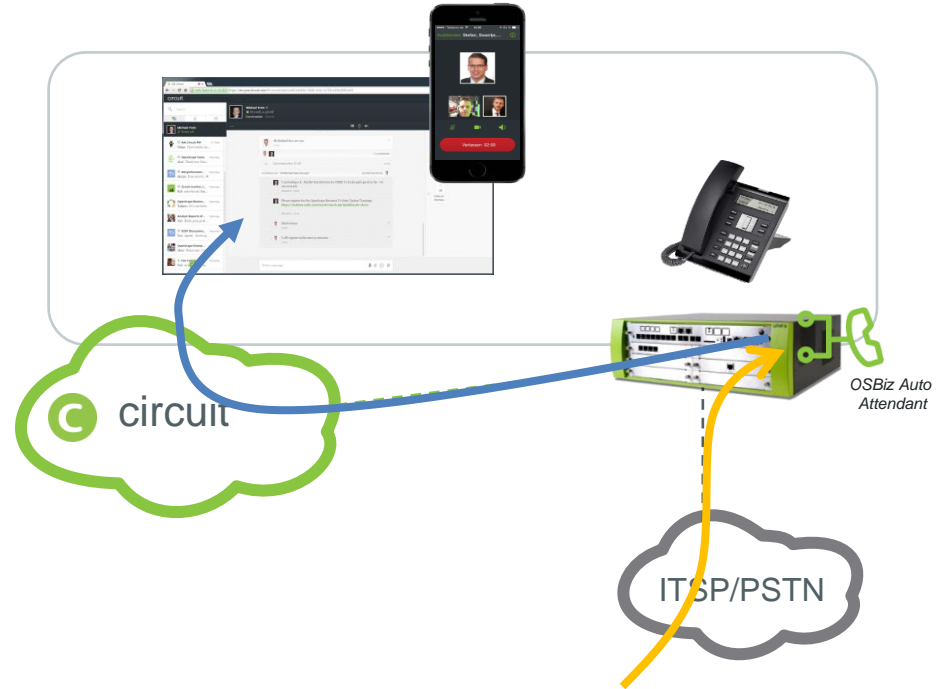
Pull Call from Circuit Client to OSBiz User(via OSBiz System Device)

- 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
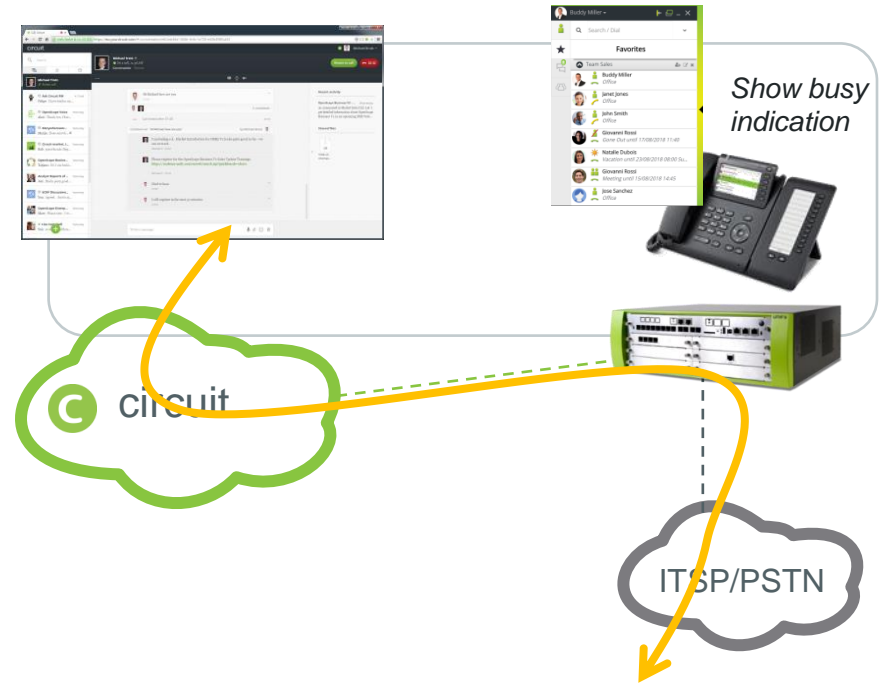

circuit

ITSP/PSTN

Call „transfer" from OSBiz User to Circuit Client

- Active OpenScape Business call

- Call can be easily transfered 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

circuit

ITSP/PSTN
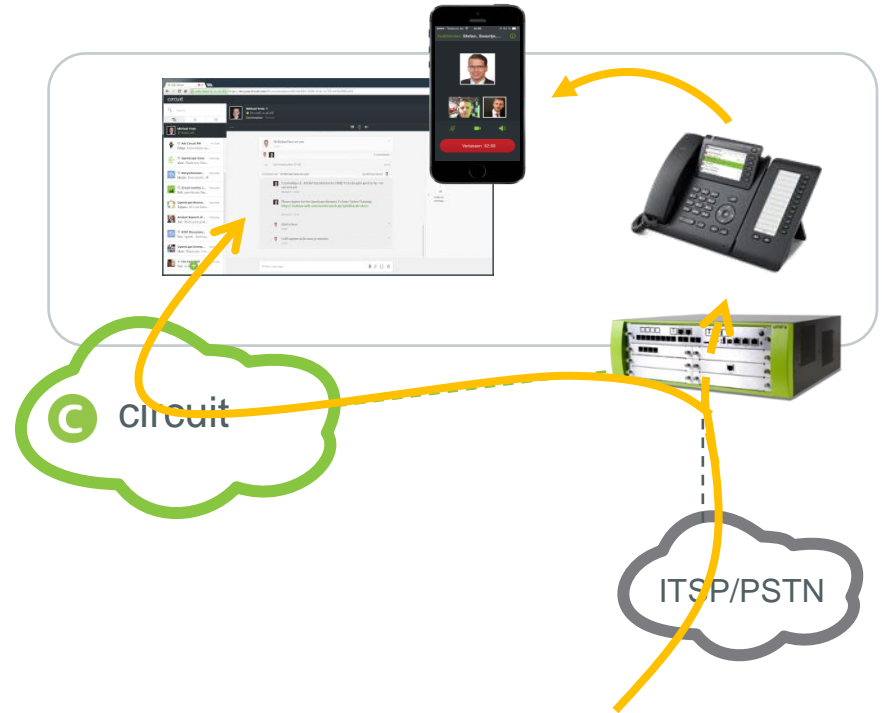
Busy Indication for Circuit Calls

- 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

circuit

ITSP/PSTN

Following slides are showing enhanced OSBiz to Circuit telephony and call control features.
With each new OpenScape Business + Circuit release we do provide further capabilities

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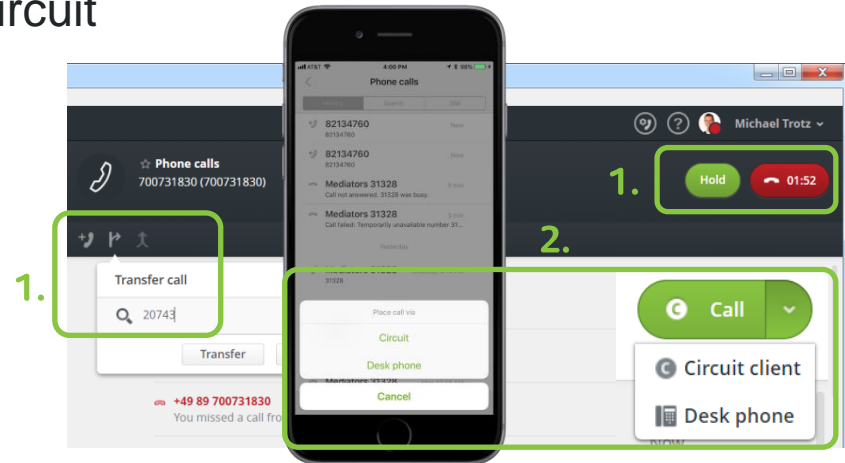
Positions Circuit as a **Collaboration Client** for OpenScape Business with enhanced call control capabilities.
For pure Circuit Users **no further OSBiz User licenses needed**. Connector available **up from Circuit Team** license

OpenScape Business Telephony Connector
Extended Supported feature set in detail

Feature
Make call
Answer call
Clear call / Reject call
DTMF support
Hold / Retrieve call
Unattended call transfer
OSBiz Voicemail Handling
Call Forwarding
Consultation call
Attended call transfer
Swap call (= alternate)
Conference Call / Merge Call *(new V2R7)*
Call Swipe Push/Pull Call *(new V2R7)*
Busy in a conversation *(>Sprint 120, V2R6.2)*
Circuit Wizard Improvement *(new V2R7)*

OpenScape Business Integration (V2R7)

Binden sie die klassische Telefonie über einen sicheren Connector in Circuit ein. Erweiterte Funktionen sind zum Beispiel Conferencing und der Wechsel des Endgerätes.

Enhanced OpenScape Business to Circuit connectivity up from
Circuit Sprint >/=124 and OSBiz V2R6.2 / V2R7

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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)
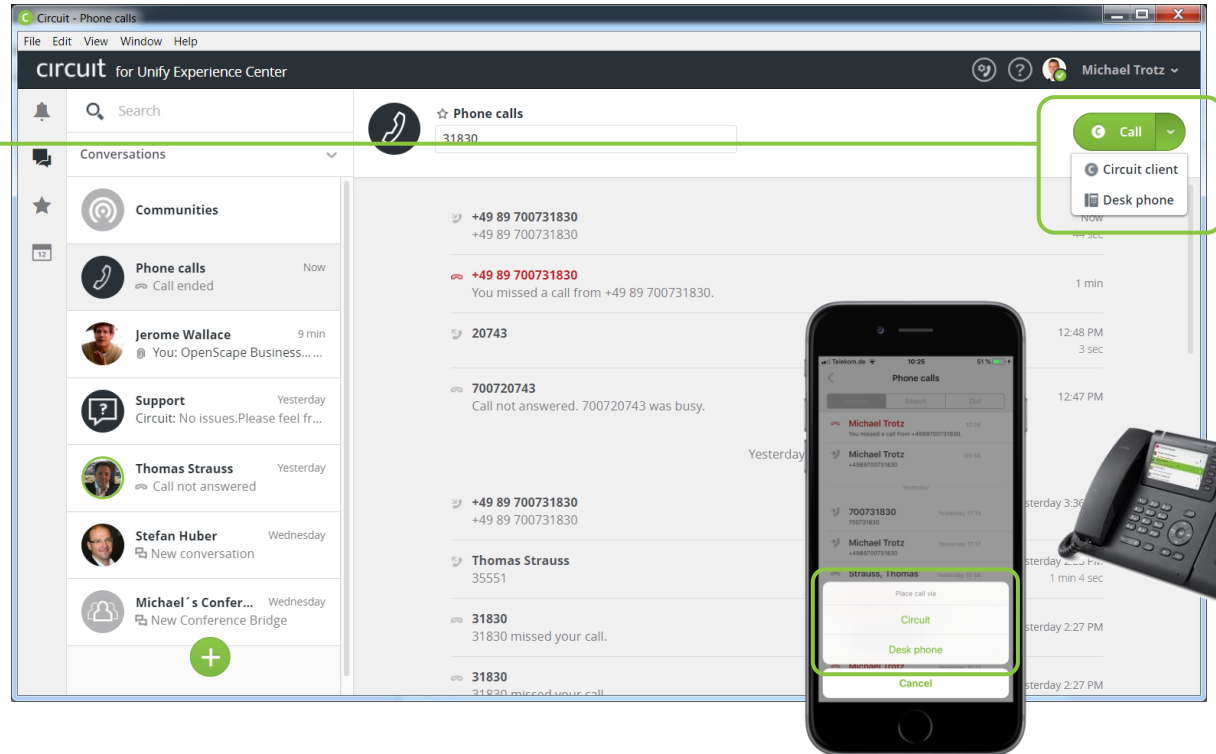
Incoming Call via OSBiz Connector

Select your device where to accept an incoming call, either via:
- Circuit Client
- Deskphone

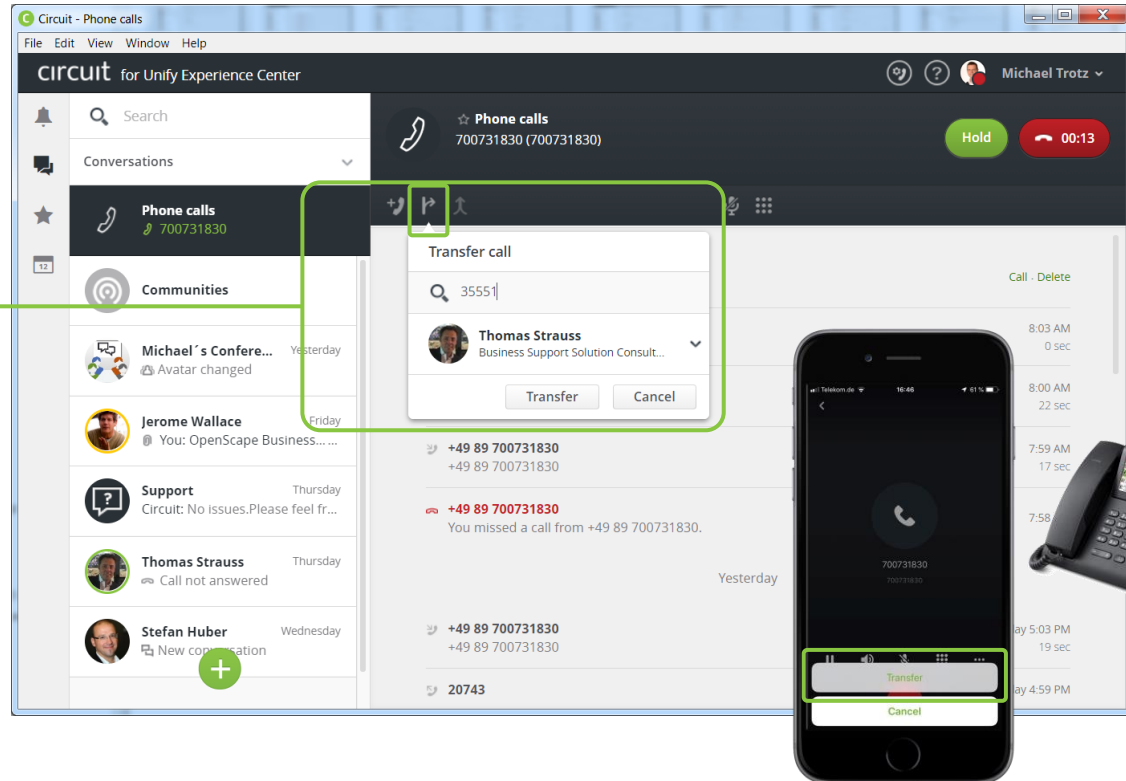Decline a call or forward to Voicemail directly

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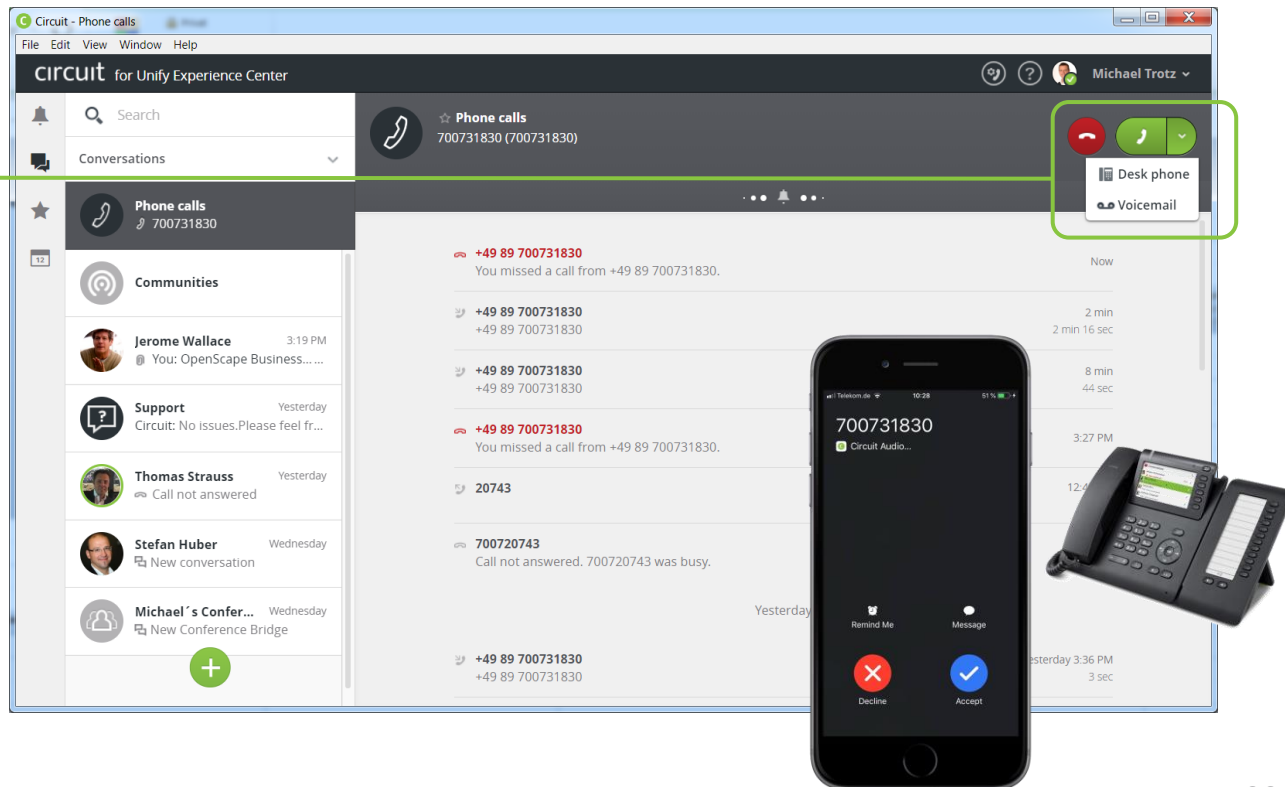
Call Transfer (blind/unattended)

Simply type in a target number to transfer a call,

Search in Outlook Contacts (Circuit Feature) to select transfer targets

Call Transfer (Attendant Transfer)

Simply type in a target number during an active call and talk to a second person or complete the call transfer.

Search in Outlook Contacts (Circuit Feature) to select the right transfer target

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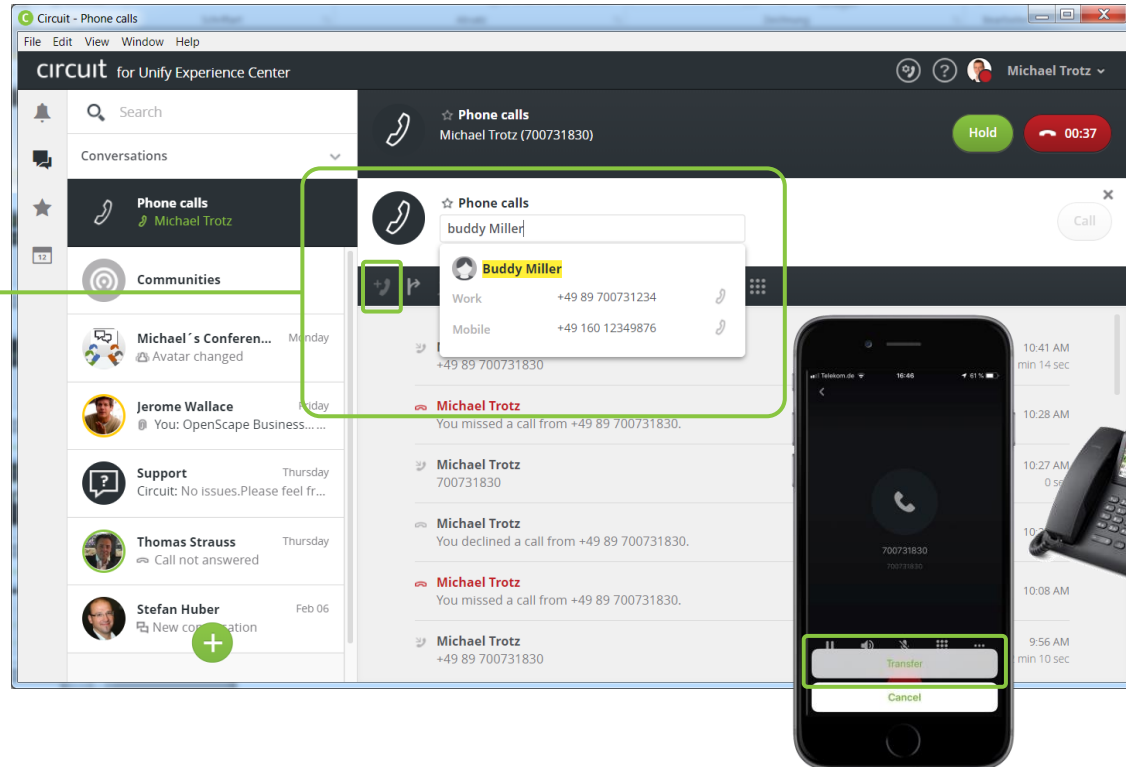
Hold and Retrieve a Call

Put a call on hold

Display Message for phone calls on hold

Single click to retrieve a call again

MoH played to the „on hold" caller
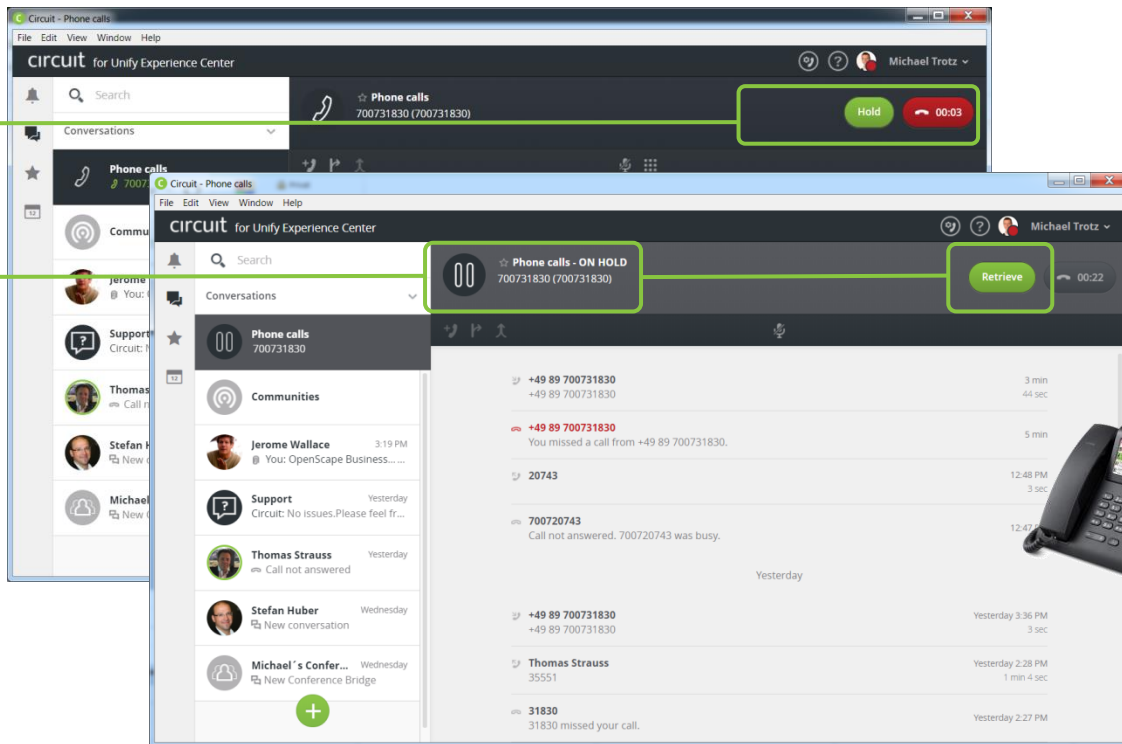
Call Swap (Alternate)

Toggle between calls, either Circuit calls or „remote" controlled DeskPhone Calls
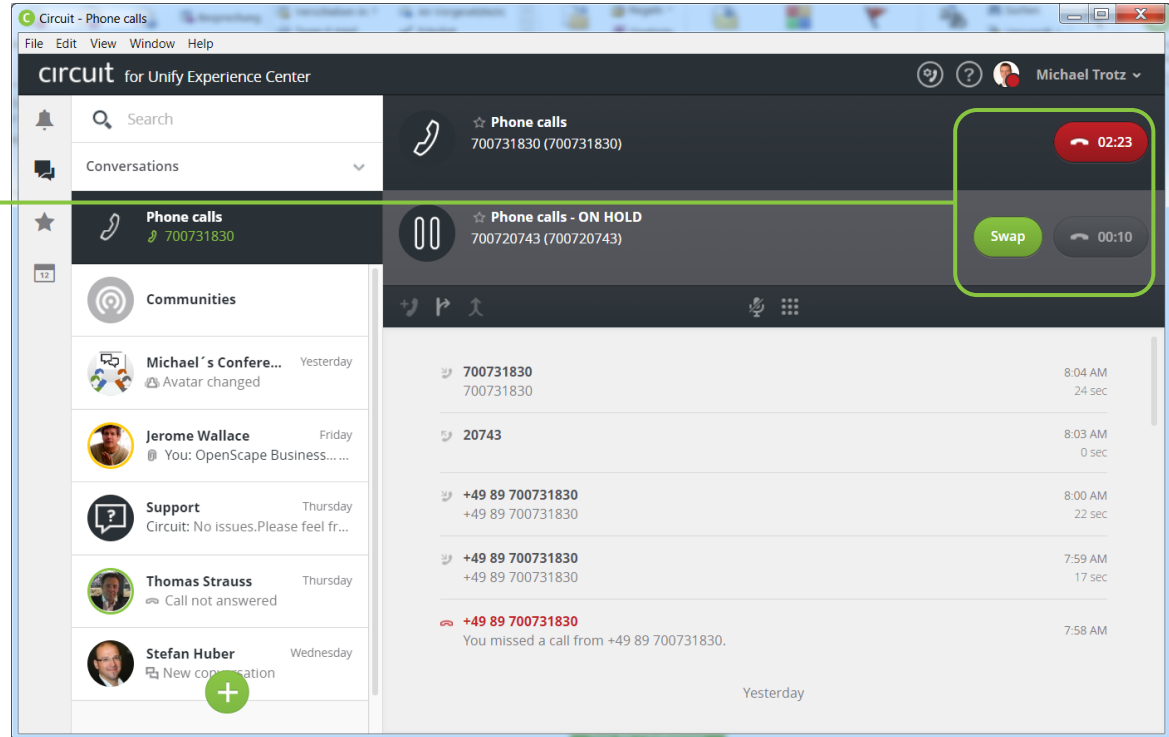
Conference / Merge Calls

Circuit User (Initiator) can add additional users, for e.g. via the search function

Conference can be enhanced with further participants (based on OSBiz system conference capacities)

Activate conference by pressing the „merge" call button within Circuit
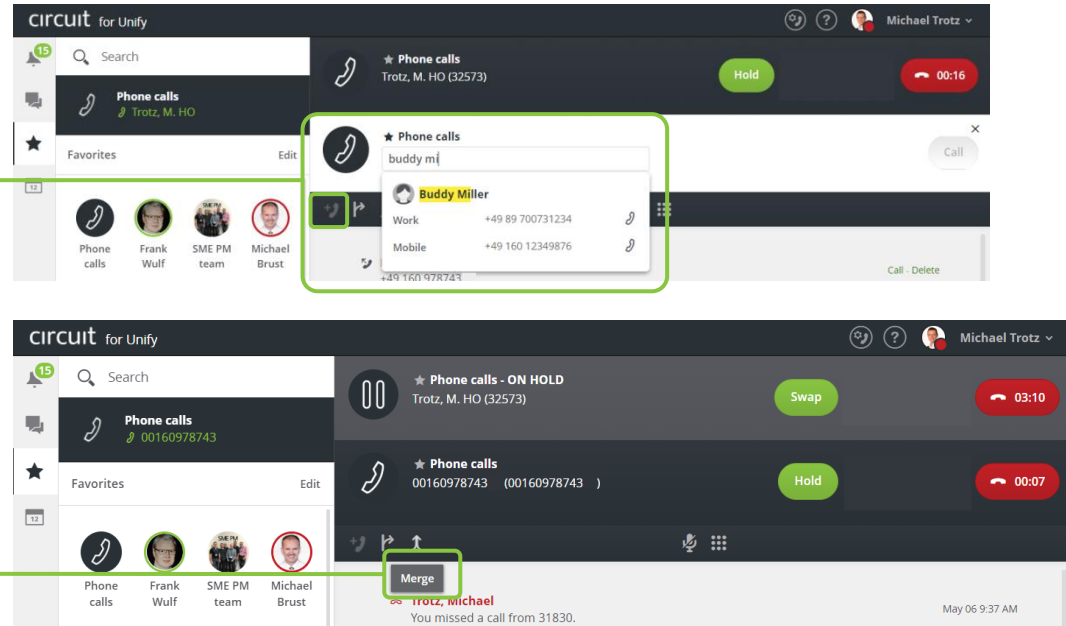
Local Dial In numbers for Circuit Conference

OpenScape Business can be used as **a local dial in gateway** for Circuit Conferences

Save telephony costs (local dial in) and increase conference capabilities by using Circit Cloud Conference Services

Additional Users can be added for e.g. internal OSBiz Users (via OSBiz to Circuit Connector)

Setup via Circuit Admin and OSBiz WBM (LCR)

Seamless Call Swipe: Push / Pull Call

Seamless Call PUSH from Circuit Client to Deskphone by just pressing the PUSH key

Seamless **Call PULL** from Desktop to Circuit

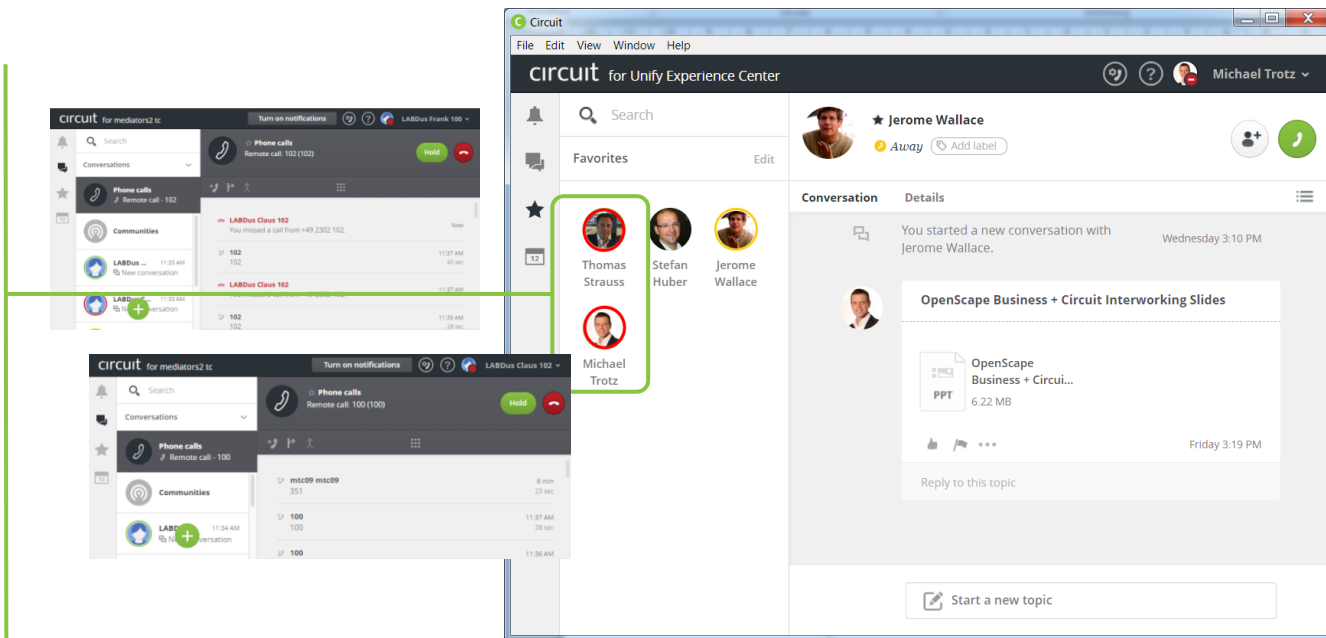**Push/Pull** can be done for connected DeskPhone (part of MULAP)

Seamless Call Swipe from here to…..

„Busy in a conversation" Information

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

Busy indication / federation for e.g. on Phones (DSS key) and UC applications

User Thomas and Michael are „busy in a call/conversation"
(Calls via Telephony Connector or between Circuit to Circuit Calls)

* available already up from OSBiz V2R6.2 and Circuit Sprint >120

Activate Call Forwarding / OSBiz Voicemail

Call Forwarding notification

Enable Call Forwarding to any individual target

Simply type in the destination number

Forward to OpenScape Business Voicemail*

* Usage of OSBiz Voicemail requires OpenScape Business IP User and Voicemail License

Circuit Voicemail

Activate Circuit Voicemail

Can be used for pure Circuit to Circuit calls or via OSBiz Connector

Listen to Voicemails via Circuit „Phone Calls" history

New Circuit GUI for Phone Calls View

Make telephony interface more user friendly and visible in Circuit UI

Call Journal list is now splitted into different categories

New dial Pad for convenient dialing incl. search options

Even easier to sell Circuit as telephony and meeting client

Further Circuit Enhancements

Connect to a Microsoft Exchange Account and access contact data (Circuit Feature)

Use **Circuit for Outlook** to integrate into your MS Outlook Client

New Click-to-dial options

Circuit Desktop App
Run Circuit as a native application in your desktop environment.

Download

Microsoft Exchange
Access contacts and meetings from your Microsoft Exchange account.

Disconnect

ⓘ Connected

Circuit for Outlook
Integrate your Microsoft Outlook with Circuit. Link your Outlook meetings to a Circuit conversation and add the conference details directly into the meeting. Convert email threads easily into Circuit conversations. Start conversations and make phone calls and video calls using Contact Card.

Download

ⓘ Only available for Windows.

Hotkey Dialling

Select a phone number from anywhere on your computer and click Ctrl+F2 (Windows) or Option+Cmd+K (macOS) to be redirected in phone calls conversation in Circuit Desktop App.

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

Assign Circuit license and generate API Key
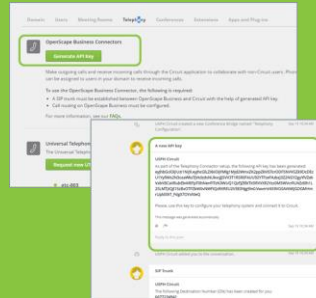
[Click here](#)
and learn how to setup Connector

3

Setup Connector in OSBiz WBM

Via Circuit Connectivity Wizard
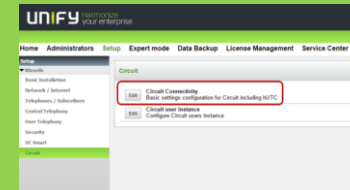
[Click here](#)
and learn how to setup Connector

OpenScape Business + Circuit provides the following benefits for **Customers** and **Partners:**

1 OpenScape Business provides **very powerful voice and UC** to fulfill many different and various communication needs from SMB Customers

2 … by adding Circuit, Customers will get **powerful Cloud Collaboration Services & mobile communication services** – better together

3 Customize the solution to individual needs of any single user - **pure voice, UC, up to full collaboration & mobile communication or a combination**

4 Provides **great Upsell and additional business opportunities** for Partner´s installed OpenScape Business base and for their new customers

5 Create a Circuit Tenant to **easily add collaboration, virtual meeting, video & unlimited mobile communication** to your OpenScape Business

6 **Great advantage at an attractive pricing:** Telephony Connector is available up from Circuit Team license, no HW needed (no OSBiz licenses for pure Circuit Client use)

OpenScape Business + Circuit
Well perceived by our Partners

"The rich set of telephony features is unrivaled for Unify's hybrid cloud collaboration approach with **OpenScape Business and Circuit.** Customers can protect their existing investment and add new collaboration and mobile services whenever they are ready".

Dennis Lohmann,
Technical Director of B.I.S.
Telefonsysteme GmbH, Germany

"As a Unify partner, we are extremely positive about this new release of **OpenScape Business with Circuit.** Adding strong cloud collaboration services to the well-established OpenScape Business telephony platform is very relevant for our customers and their current and future needs."

Joris Geussens
Consultant at BusinessCom,
Netherlands

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Success Story from a typical SMB customer: OpenScape Business + Circuit

Success factors:

- combine telephony (DECT) and collaboration services

- CRM Integration via Circuit APIs (done by partner)

- Value Added Chain: Distribution – Partner - Customer

Read the whole story under
https://okt.to/FiJryM

"Customers today expect us to be available whenever they want to reach us. That is true for all businesses, but especially for those of us whose customers call in during an emergency."

Jorien Vanparys
Administrative Assistant at AKUUT

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https://twitter.com/UnifyCo/status/1128634137479405568

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 limites 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)

- Please consider the following when calculating OpenScape Business to Circuit Connectivity: For an internal call between Circuit and OpenScape Business one DSP Channel is needed. Further DSP Channel is needed for an external call via ITSP/SIP Provider. DSP ressources are available on OSBiz mainboard and via Voice Channel Booster card

- Further technical informations and Troubleshooting can be found here:
  https://wiki.unify.com/images/0/01/How_To_Configure_Circuit_OpenScape_Business_Connector.pdf

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 seperate 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