

KAKAPO

SYSTEMS

TEAMS MONITORING IN UNITY

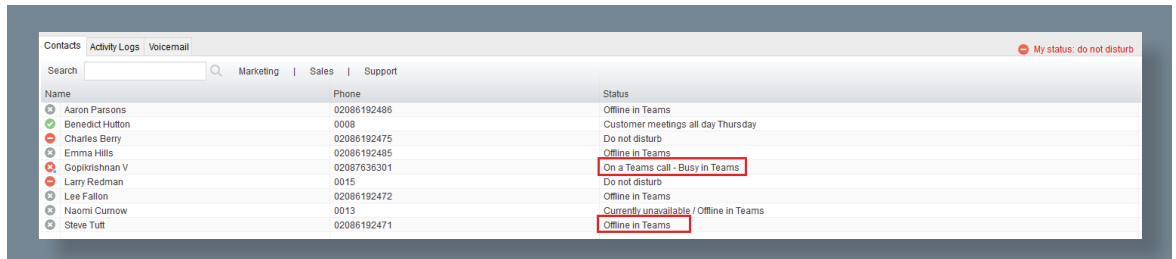
User Guide

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OVERVIEW

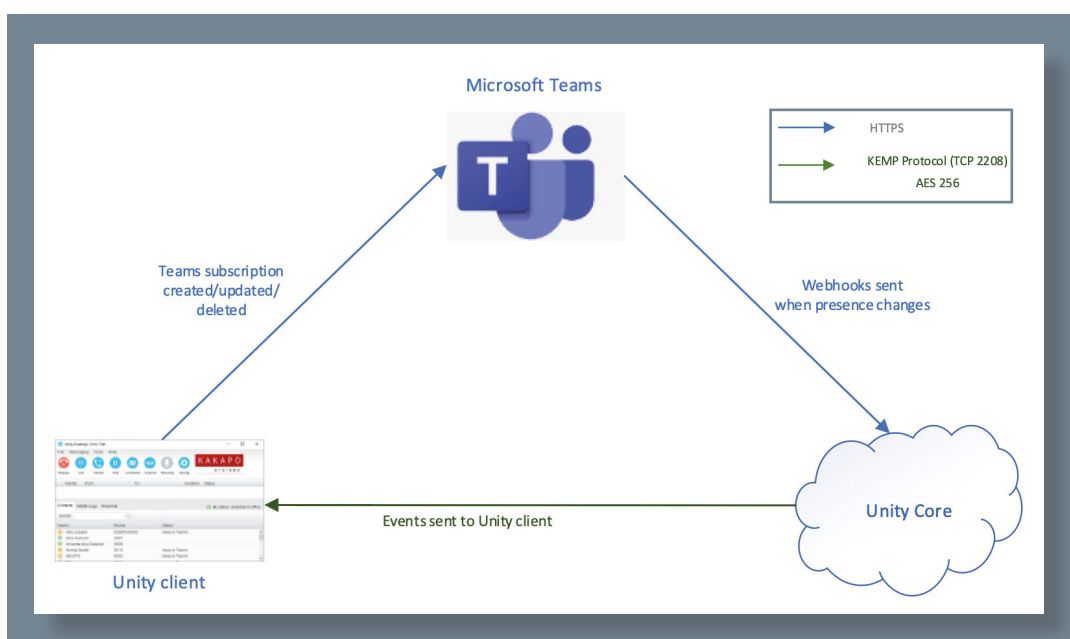
This document outlines how Unity integrates with Microsoft Teams to provide call and presence information for colleagues within the BroadWorks Group or Enterprise.



Presence information consists of call state and current availability status. Unity will not show call details (such as remote party name etc or duration) of the Teams call, and status messages in Teams are not supported.

Unity uses the email address that was specified in the BroadWorks user profile to create the link between Teams and Broadworks, therefore only users with an email address will be included in Teams monitoring. When Unity has loaded all internal users into the Contacts tab, it will create a list of email addresses based on those provided in BroadWorks. Teams will then return a list of email addresses that were found, only these will be included in the Teams subscription. If an email address that was provided in the BroadWorks user profile was not found in Teams then Unity will not include that email address in any future checks. Please note that distribution lists are not supported; the email address must belong to a valid Teams user.

When the Teams subscription is created, the Kakapo core is specified as the URL where all status updates should be sent for that user. Each Unity client creates a separate subscription for the users it wishes to monitor, which is based on the Contacts list. In Unity Reception (Enterprise) the subscription is dynamically updated when the Contacts list is updated, for example when performing a search that results in new users being shown in the list.

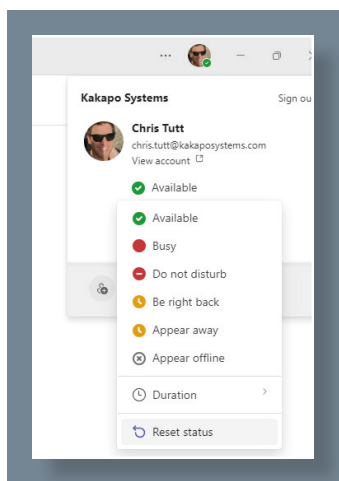


TEAMS PRESENCE

Unity will display the Teams status in the Contacts tab if the monitored user is in one of the below states:

AVAILABILITY

This is set in Teams as shown below:



Unity will display a status if the availability state is:

- Away
- Be Right Back
- Busy
- Busy Idle
- Do Not Disturb
- Offline (if configured in Unity)

ACTIVITY

If the user is not in any of these availability states Unity will consider the current activity and display a status if it is:

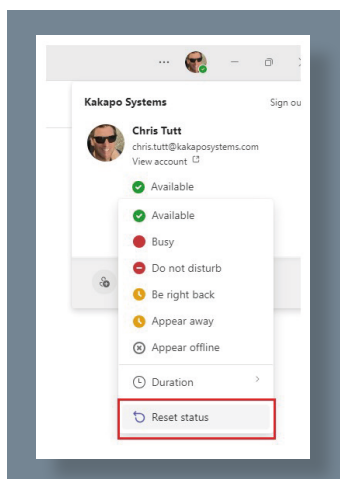
- Off Work
- Out Of Office
- Urgent Interruptions Only

Please note that Teams will sometimes change the availability or activity state automatically, for example it will change the availability state to Busy when the user is in a call or conference. Not all Teams availability and activity states can be set by the user in Teams.

In BroadWorks a user's call state and presence status are independent, in that a user can be on a call and also have 'Do Not Disturb' activated. However in Teams there are presence states (activities) for when the user is:

- In A Call
- In A Conference Call
- In A Meeting
- Presenting

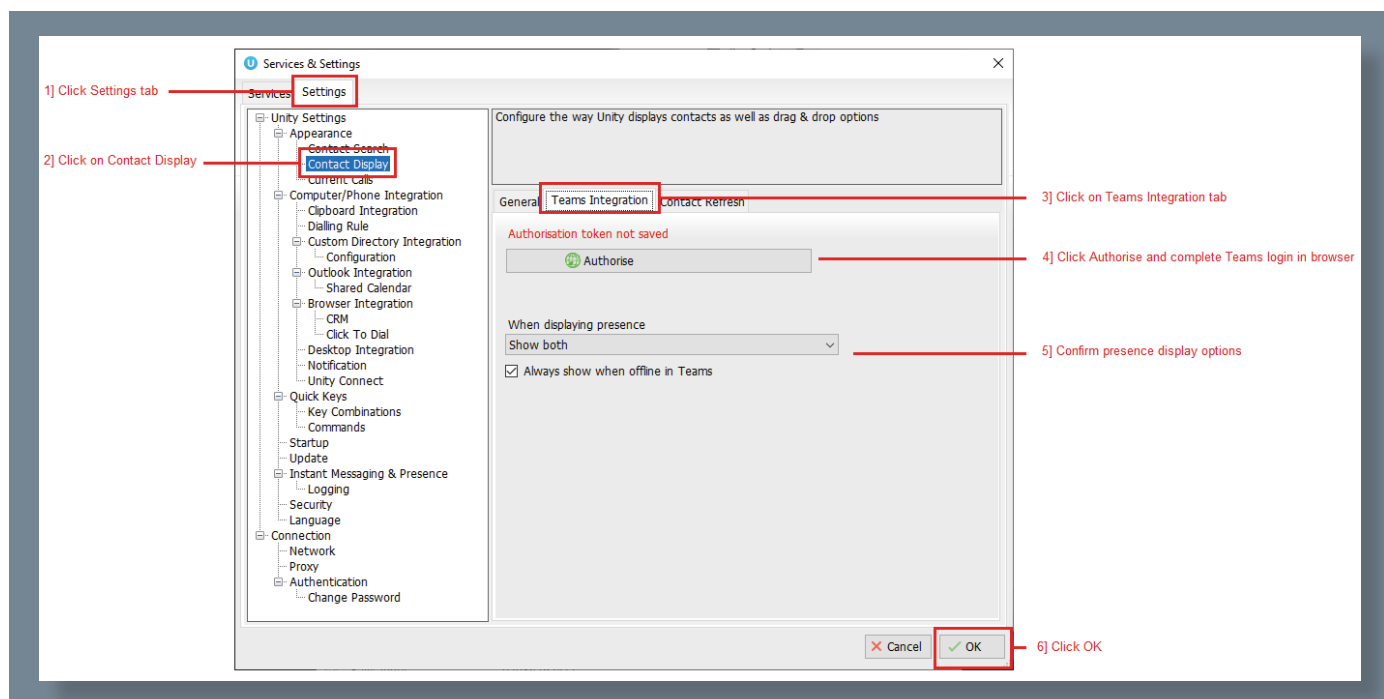
When a user is on a Teams call, Teams will automatically change their availability state to Busy and their activity to one of the above. This is how Unity knows the user is on a Teams call. If the user manually changes their state while on a call, this will override the automatic status that Teams set when the call started, for example if the user changes their presence status to 'Available', this will overwrite their action, meaning that the user will no longer appear to be on a Teams call in Unity. However if that user selects Reset status Teams will reset their availability state back to Busy and their activity to one of the above states, so Unity will again show that user on a Teams call.



When showing call state, Unity will only show the user on a Teams call if they are not on a call in BroadWorks. This is because if the user is on a BroadWorks call with Teams as the endpoint, then Unity shouldn't show that user as on a BroadWorks call and a Teams call. The assumption is that if the user is on a BroadWorks call they may or may not be using Teams as the endpoint, but if they are on a call in Teams but not in BroadWorks then it is a Teams only call.

CONFIGURATION

Teams integration is configured in Unity Settings, as shown below.



When displaying presence the below options are available. Please note that Unity will not always show a presence state [in Teams or BroadWorks] for example if the user is Available then a status will not be shown. Unity will always mention Teams when showing a Teams presence, for example 'On a Teams call', 'Busy in Teams', 'Do not disturb in Teams' etc. This is how the user can see if the presence is from Teams or BroadWorks. For example in the below screenshot Amanda is on DND in BroadWorks.

| Contacts Activity Logs Voicemail | | | My status: available in office |
|----------------------------------|-------------|-------------------------|--------------------------------|
| Search | | | |
| Name | Phone | Status | |
| Amanda Anja Dawson | 0006 | Do not disturb | |
| Lee Fallon | 02086192472 | Do not disturb in Teams | |

TEAMS TAKES PRIORITY

Unity will first consider Teams presence, as outlined above. If no status is to be shown, then Unity will consider BroadWorks presence and show that state if something needs to be displayed. For example if a user is Available in Teams but on DND in BroadWorks, then DND will be shown.

BROADWORKS TAKES PRIORITY

Unity will first consider BroadWorks status (Do not disturb, CommPilot Express profiles, or Call Forward Always). If no state is available then Teams will be considered.

SHOW BOTH

This is the default option. Unity will show the presence status from both platforms.

| Contacts Activity Logs Voicemail | | | My status: available in office |
|----------------------------------|-------------|--|--------------------------------|
| Search | | | |
| Name | Phone | Status | |
| Amanda Anja Dawson | 0006 | Do not disturb | |
| Lee Fallon | 02086192472 | Do not disturb / Do not disturb in Teams | |

Unity can also be configured to show if the user is offline in Teams, which is default behavior.

| Contacts Activity Logs Voicemail | | | My status: available in office |
|----------------------------------|-------------|--|--------------------------------|
| Search | | | |
| Name | Phone | Status | |
| Amanda Anja Dawson | 0006 | Do not disturb | |
| Lee Fallon | 02086192472 | Do not disturb / Do not disturb in Teams | |
| Steve Tutt | 02086192471 | Offline in Teams | |

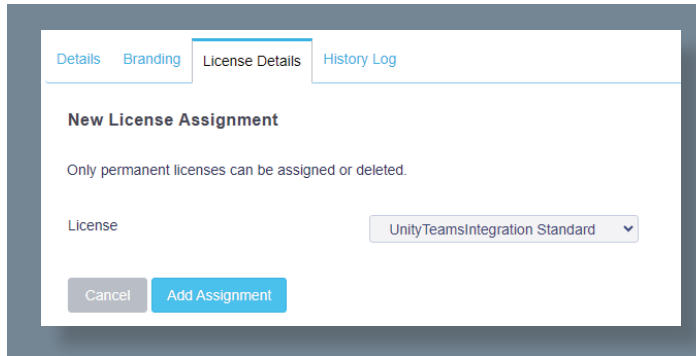
If this option is not selected and there is no other state to show, then the user will appear as available.

| Contacts Activity Logs Voicemail | | | My status: available in office |
|----------------------------------|-------------|--|--------------------------------|
| Search | | | |
| Name | Phone | Status | |
| Amanda Anja Dawson | 0006 | Do not disturb | |
| Lee Fallon | 02086192472 | Do not disturb / Do not disturb in Teams | |
| Steve Tutt | 02086192471 | Available | |

Please note that Unity may also be showing information from shared calendars or Personal Assistant, this will be shown in addition to any presence status from Teams and/or BroadWorks.

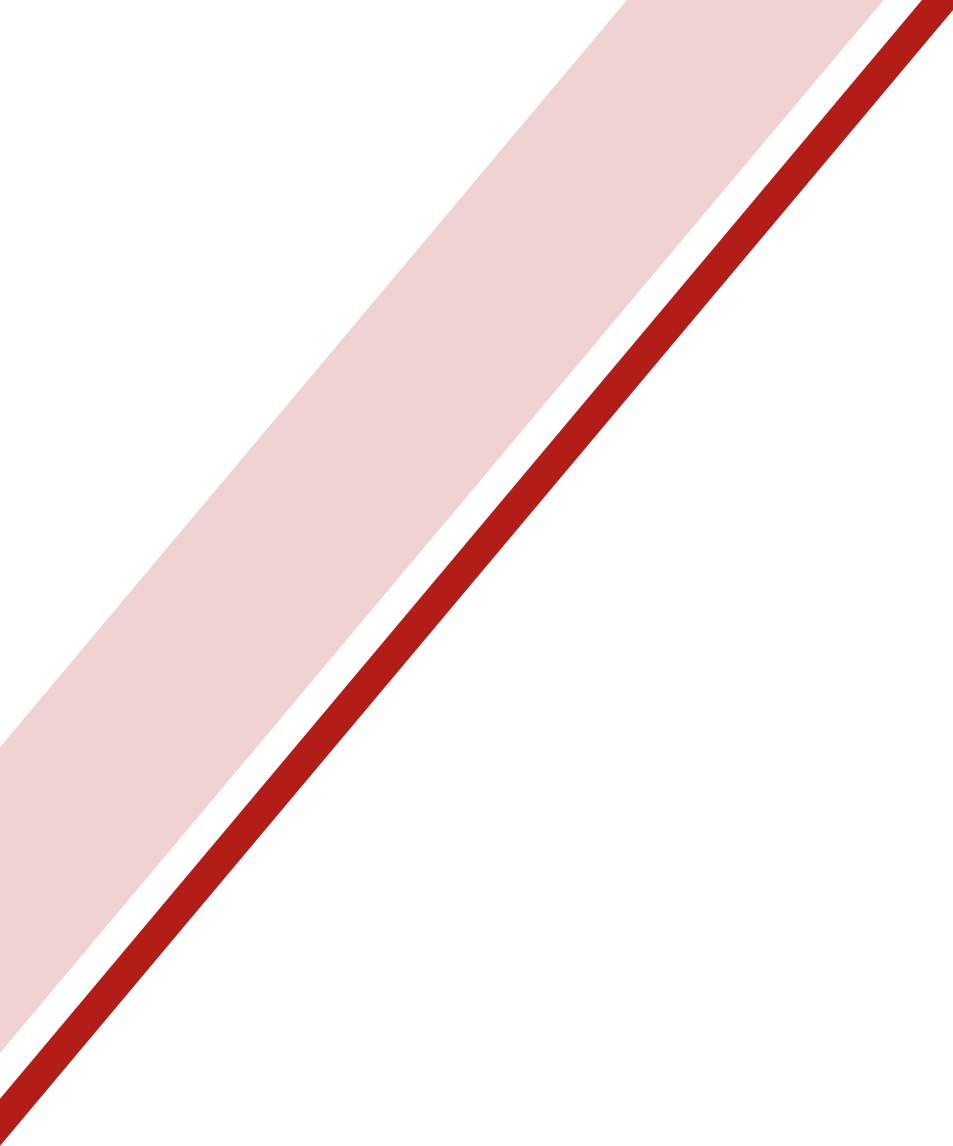
LICENSING

Teams functionality is based on the 'Teams Integration' license, which should be assigned to any end-users who need this functionality.



The screenshot shows a dialog box titled "New License Assignment" with four tabs: "Details", "Branding", "License Details" (which is active), and "History Log". Below the tabs, there is a message: "Only permanent licenses can be assigned or deleted." Underneath, there is a "License" label and a dropdown menu currently showing "UnityTeamsIntegration Standard". At the bottom of the dialog, there are two buttons: "Cancel" and "Add Assignment".

A trial license will be automatically assigned to users when they first Authorise through Unity settings, assuming trial licenses are permitted. After the trial license expires a Standard license must be assigned, or automatic assignment is available through the partner portal.



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