

MiCollab Client Desktop MiNET Softphone - Server Independence

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MiCollab Client Desktop MiNET Softphone Server Independence

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PURPOSE OF THIS GUIDE

This guide describes the behavior of the Legacy MiCollab Client Desktop MiNET Softphone when a user is logged into MiCollab Client and the softphone loses connectivity with the MiCollab server. MiNET softphones can lose connectivity if the MiCollab server is taken out of service (for example during an upgrade or because of a hardware failure). The behaviors described in this guide apply to MiCollab Client with MiVoice Business deployments only.

OVERVIEW

If the Legacy MiCollab Client Desktop MiNET Softphone loses connectivity with the MiCollab server, the softphone continues to provide the following functionality:

- Make, receive, and end calls with some feature limitations
- Place calls on hold and retrieve them
- Mute and un-mute calls
- Enter Dual Tone - Multi Frequency (DTMF) signals.

This functionality benefits Contact Center deployments because agents can remain active during a MiCollab server outage.

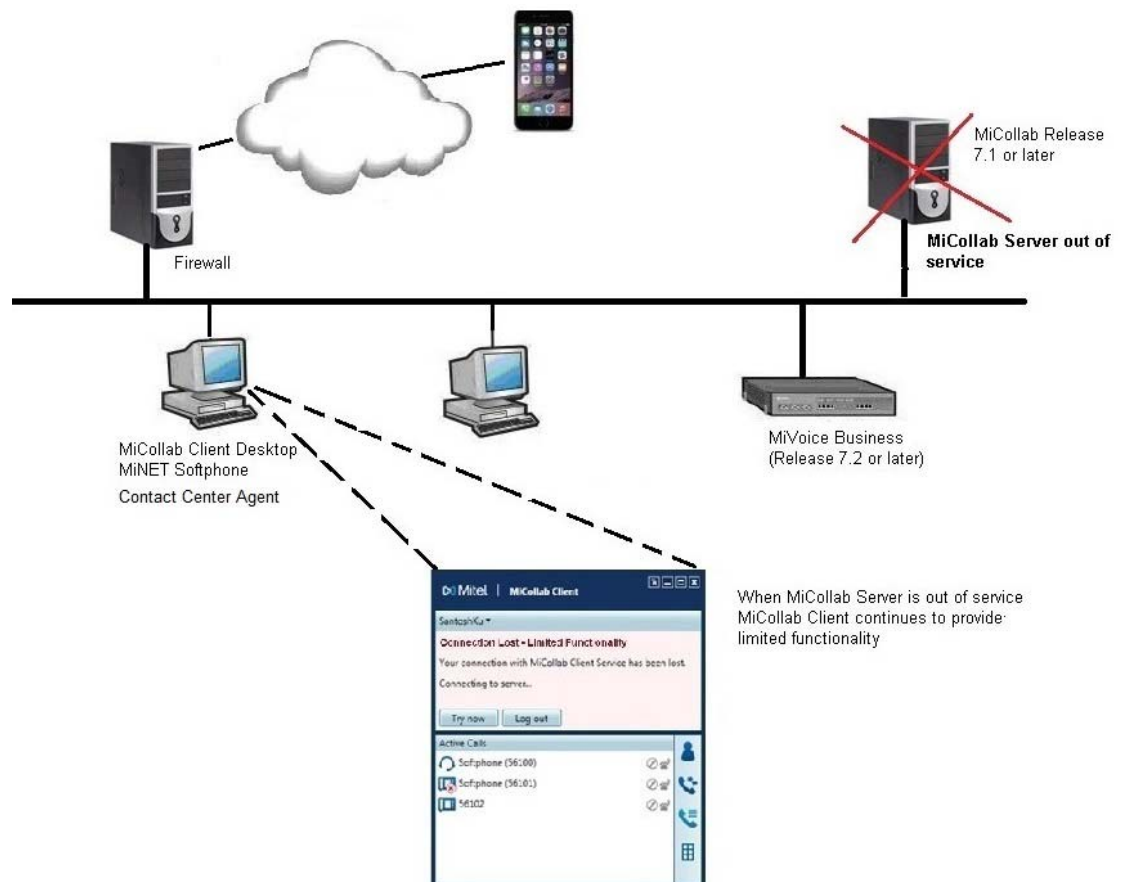


Figure 1: MiCollab Server Out of Service

After the MiCollab server returns to service, the desktop client resumes normal operation.

Requirements

To support this functionality, you require the following:

- MiVoice Business Release 7.2 or higher
- MiCollab Release 7.1 or higher software
- User's MiCollab Client Deskphone configured as "app server port" on MiCollab
- MiCollab Client Deskphone programmed as MiNET phone on MiVoice Business.

No additional configuration is required.

Limitations and Conditions

The following limitations and conditions apply:

- When the MiCollab server is out of service, only limited call functionality is available from the MiNET Softphone.
- The MiVoice Business platform must be in service and reachable from the client network (either directly or via MBG). If MiVoice Business resiliency is deployed, either the primary or secondary controller must be in service and reachable.
- MiCollab server processing is not available on dialed numbers.
- The MiNET Softphone must be active prior to the MiCollab server going out of service.
- When the MiCollab server is not in service, if a MiNET Softphone receives an incoming call, the identity of the caller might not be identified while the call is ringing. However, the caller's identity should be updated after the call is answered.

LEGACY DESKTOP CLIENT BEHAVIOR

This section describes the behavior of the desktop client and the call features that are available to the user when the MiCollab server is not in service.

Idle Display

If the MiCollab server goes out of service, the display changes to indicate that limited call functionality is available. Figure 2 shows an example of the notification in idle state:

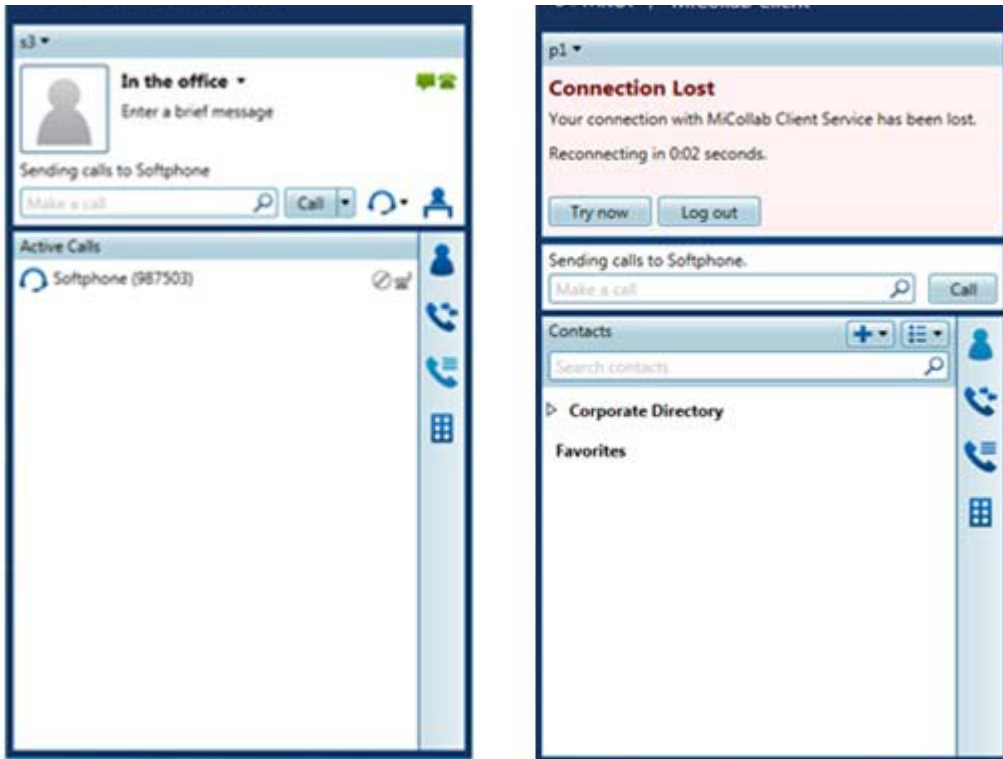


Figure 2: Client Window when MiCollab Server is Out of Service

From idle state, you can

- Enter a number in the **Sending calls to Softphone** field and click **Call** to make a call.
- Click **Try Now** to attempt to reconnect with the MiCollab server.
- Click **Log out** to exit your session.

The following limitations are in effect:

- **Call** button does not provide any drop-down options
- There is no option to select the preferred device.
- Although the current setting is displayed, you cannot change the **Sending Calls to** option.
- You cannot select Desktop Console operation; however, if you were using Desktop Console prior to the MiCollab server going out of service, Desktop Console operation is maintained.

- Although all the Contacts window features are present, not all are supported. If the feature is not available, you receive an error message.

Making Calls

While the MiCollab Server is out of service, you can make calls by

- Entering an extension number in the **Sending Calls to** box and clicking **Call** button.
- Right-clicking on a contact and clicking **Call**
- Double-clicking on a contact (if configured)
- Clicking a contact's phone icon.

Presence Information is Not Reliable

When you enter a directory number in the Sending calls to field or search the contacts directory the presence information is displayed. While the MiCollab server is out of service the presence information is not reliable and may be out of date. The presence information cannot be updated while the MiCollab server is out of service. You should ignore the presence information and place your call.

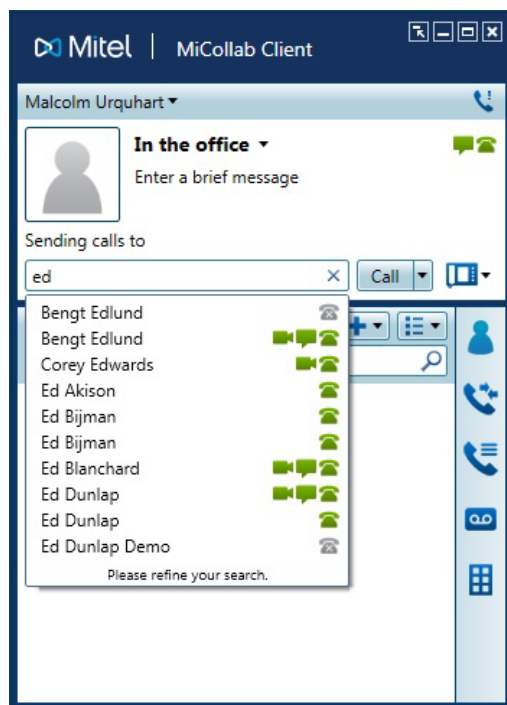


Figure 3: Presence Information is Not Reliable

Call Behavior

If you are on a call and the MiCollab server goes out of service, your current call is maintained. The active call window is refreshed and the transfer and recording options are removed. While on the call, you have limited functionality and can

- place a call on hold
- retrieve a call from hold
- mute or activate the microphone
- adjust the speaker volume
- end the call

However, you cannot perform the following features

- set a callback
- redirect an incoming call
- transfer a call in progress
- perform a conference (although you can join an existing conference)
- record a call (if call recording was enabled when the MiCollab server goes out of service, the recorded data is discarded)

After the MiCollab server returns to service, the call window refreshes and full functionality is restored to the client. Refer to “Feature Summary” on page 6 for a summary of the supported features.

Contact Center Agent Call Behavior

If the MiCollab server is running and a new call rings on the path of an agent, then the call notification window is displayed and the agent hears incoming call tone. The agent ID, path, call status and ACD Status are displayed.

If the MiCollab server is out of service, the call notification window is displayed and the agent hears incoming call tone but the agent ID, path, call status and ACD status are disabled (grayed out). Agents should disregard this information while connection to the MiCollab server is lost because it is not being updated.



Figure 4: MiContact Center Agent Call Behavior

While connection to the MiCollab server is lost, an agent cannot log out.

FEATURE SUMMARY

Table 1 summarizes the feature support available to users on a MiCollab Client MiNET Desktop Softphone while the MiCollab server is out of service.

Table 1: Feature Support if MiCollab Server is Out of Service

FEATURE	COMMENTS
Two party call in Server Online mode	Two Party call in server online mode is not affected.
Two party call in Server Offline mode	User is able to make and receive a call in server offline mode. Call window shows options to hold/un-hold, mute/un-mute, and hang-up call.
MiCollab Server goes down during two party call	MiCollab Client Call window does not tear down; options to hold call, and clear call on MiCollab Client Call window are available.
DND	User will not be able to set-reset DND. If DND is set when server is online, then it cannot be toggled in offline mode
Auto Answer	If Auto Answer is set from the client when the server is online, Auto Answer will work even when the MiCollab server is down.
Send my calls to	If send my calls to is set from the MiCollab Client when server is online, the settings will work even when the MiCollab server goes down.
When I am on the phone:	If When I am on the phone is set from the MiCollab Client when the MiCollab Server is online, the settings will work even when the MiCollab server goes down.
If I do not answer	If "If I do not answer is set" from the MiCollab Client when the MiCollab server is online, the settings will work even when the MiCollab server goes down.

Table 1: Feature Support if MiCollab Server is Out of Service

Redirecting an incoming call	<p>If there is a call to MiCollab Client:</p> <ul style="list-style-type: none">• If in the call notification settings, “Show Call Pop up Window” is not selected then in server online mode, user should be able to redirect away by right clicking on active call. Call should successfully redirect away.• If in the call notification settings, “Show Call Pop up Window” is selected, then in server online mode user should be able to redirect away by clicking on forward call on call alert window• If in the call notification settings, “Show Call Pop up Window” is not selected, then in server offline mode user will not be able to see Forward option in active call window• If in the call notification settings, “Show Call Pop up Window” is selected then in server offline mode user will not see button to redirect away call on the call notification window.
Answer call	<p>If there is a call to MiCollab Client,</p> <ul style="list-style-type: none">• If in the call notification settings, “Show Call Pop up Window” is not selected then in server online mode user should be able to answer call by right clicking on active call• If in the call notification settings, “Show Call Pop up Window” is selected then in server online mode user should be able to answer call by clicking on the answer call button on call notification window• If in the call notification settings, “Show Call Pop up Window” is selected then in server offline mode user should be able to answer call by clicking on the answer call button on call notification window
Consultation Call	<p>If MiCollab Client is in established state,</p> <ul style="list-style-type: none">• If MiCollab server is online, there is the option to make consultation call• If MiCollab Server is offline, there is no option to make consultation call
Transfer Call	<p>If MiCollab Client is in established state,</p> <ul style="list-style-type: none">• If MiCollab server is online, there is the option to make transfer call• If MiCollab Server is offline, there is no option to make transfer call in call window
Conference Call	<p>If MiCollab Client is in established state,</p> <ul style="list-style-type: none">• If MiCollab server is online, there is the option for conference call• If MiCollab Server is offline, there is no option to make conference call in call window.
Hold Call	<p>If MiCollab Client is in established state,</p> <ul style="list-style-type: none">• If MiCollab server is online, there is an option to hold call• If MiCollab Server is offline, there is no option to hold call.
Retrieve Held call	<p>There will be option to retrieve a held party.</p>
Enable Login Notify	<p>Enable Login Notify does not work in server offline mode.</p>
Call History	<p>If MiCollab Server is online, call history is updated</p> <p>If MiCollab Server is offline, call history will not be updated</p>
Contacts	<p>Contacts can be added to contacts list only in server online mode</p> <p>In the server offline mode, Contacts added will have no effect.</p>

Table 1: Feature Support if MiCollab Server is Out of Service

Contacts	When the server is online MiCollab Client is able to make call by double clicking on contacts icon When the server is offline MiCollab Client is able to make call by double clicking on contacts icon.
Voice Mail	When MiCollab Server is offline/Online MiCollab Client can make calls to voice mail of any extension.
Chat Service	When Server is online, Chat service is unaffected. When Server is offline, chat services is not available.
Record Call	When MiCollab Server is online, there is the option to record a call during established state When MiCollab Server is offline there is no option to record call
Login ACD Agents	If an ACD agent is logged in Client when server was online, it will remain logged in. A call to ACD path will ring on the agent. There is no provision to logout ACD agent in server offline mode.
Log out ACD Agents	There is no provision to logout an ACD agent in server offline mode. The only available option is to exit Client.
Login Hot Desk Users	If a Hot desk user is logged in Client when server was online, it remains logged in.
Logout Hot Desk Users	There will be no provision to logout hot desk user in server offline mode. The only available option is to exit client.
Recall	When the server is in offline mode, the user can still receive re-call.
Trade Call	In the server offline mode, there is no option to trade call.

If “Connection Lost - Limited Functionality” is Displayed

If you are logged into your MiCollab Client Desktop MiNET Softphone and the client window displays "Connection Lost - Limited Functionality, your connection with the MiCollab server is temporarily down and you are limited to the following features:

- Make, receive, and end calls with some feature limitations
- Place calls on hold and retrieve them
- Mute and un-mute calls.

While your connection to the server is down, the Presence information is out of date and should be ignored. If you are a Contact Center agent, the agent ID, path, call status, and ACD status are disabled (grayed out). You should disregard this information while connection to the MiCollab server is down because it is not being updated.

After the MiCollab server returns to service, the message “Connection Lost - Limited Functionality” is removed from your client window and full functionality is restored.

