A MITEL
PRODUCT
GUIDE

MiCollab

ACD WebRTC Pro Softphone Integration Guide

July 2023

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Powering connections

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Contents

What's New in this Document 1

This section describes the changes in this document due to new and changed functionality in the WebRTC Pro solution.

Table 1: Revision History

Update	Location	Publish Date
Initial publish at GA	-	29th Aug 2022
Second publication with MiCollab 9.7 SP1		13th July 2023

Overview 2

This chapter contains the following sections:

This document describes how to provision and set up the MiCollab ACD WebRTC Pro Softphone in MiCollab, MiVoice Business (MiVB), and MiContact Center (MiCC). It includes the steps for setting up a new agent on MiCC, MiCollab, MiVB, and MiVoice Border Gateway (MBG) for the MiCollab ACD WebRTC Pro softphone to function.

2.1 ACD WebRTC Pro Softphone

The WebRTC Pro solution focuses on provisioning a real-time seamless solution to contact center agents who work remotely. Although this solution is primarily targeted at the contact center market, the WebRTC phone is equally useful for non-contact center users. The solution greatly simplifies deployment rules and removes the dedicated limits that were applicable with the earlier WebRTC offering.

One of the requirements for WebRTC is the capability for hot-desking, which enables the user to easily switch between phone devices. Because WebRTC is not dependent on contact center, it offers availability for general users in similar deployment situations, such as working from home and/or hot-desking in the office.

WebRTC Pro uses standard web browsers to provide a certain level of audio (and video) streaming with adequate user control. It can emulate many phone functions.

When the **WebRTC Pro** option is enabled on an MBG, the ability to support **WebRTC Anonymous Mode** on the same MBG is no longer available. Enabling this option impacts certain features of **MiCollab AWV** which use anonymous WebRTC. Specifically, the AWV web client option to **Join Audio from the PC** is not supported when the MBG is in WebRTC Pro mode. To connect audio via the PC the user must call into the AWV bridge from the MiCollab WebRTC softphone or make the call from a dedicated desk phone.

The MBG provides the WebRTC gateway function, which allows the web browser connection to emulate a SIP phone providing SIP phone functionality and call handling capability. Information about the MBG configuration for this is also included in this guide.

2.2 Functionality

The key functionality for WebRTC Pro is provided through MiCollab. In this initial release, only MiVoice Business supports this feature.

Additional agent call control capability is provided by integration with MiContact Center Business through the Web Ignite client, which then manages the call routing via MiVoice Business call control through Computer Telephone Integration. So also, additional call handling functions are made available through the Teleworker capability of the MBG.

Note:
Support of ACD features such as Barge-in (invoke), Whisper Coach (invoke), Call Recording (stop/start phone-based), and Silent Monitor (invoke) are available when the SIP softphone is integrated with the MiContact Center Business Web Ignite client at MiContact Center Business release 9.5 onwards. They are not available natively on the SIP softphone without the Web Ignite integration, except to some limited capacity through use of dial up feature codes.

Table 2: MiContact Center Business 9.5 Features

Feature	MiCollab WebRTC Pro Softphone + Web Ignite
Make a call	Via Web-Ignite keypad
Answer a call	Button in Ignite
Transfer a call	Button in Ignite
Invoke Hold	Button in Ignite
Invoke Conference	Button in Ignite
Silent Monitor (party to)	Yes
Silent Monitor (invoke)	Key on Web Ignite, or Feature Access code
Barge-In (party to)	Yes
Barge-In (invoke)	Key on Web Ignite
Whisper Coach (party to)	Yes
Whisper Coach (invoke)	Key on Web Ignite
Call Recording (party to)	Yes
Call Recording (stop/start phone based)	Key on Web Ignite

Feature	MiCollab WebRTC Pro Softphone + Web Ignite
Call Swap	Available
Hot-Desk	Available
External Resiliency	Available
Internal Resiliency	Available

The WebRTC Pro softphone is also treated as a hot-desk device by the MiVoice Business, as it allows users to move between hot-desk devices. This facilitates hot-desk operations, and also simplifies remote provisioning by allowing users to simply be enabled as Teleworker device users who can use the available web browser at any public location.

Being built on an existing web browser architecture, WebRTC Pro retains some of the user-friendly features of standard web browsers. Google Chrome 50 or later is the only browser currently supported.

Product Compatibility 3

The WebRTC Pro solution is not a phone by itself but emulates many phone functions through use of appropriate web pages and integration with other unified communication products. The following products are required to implement WebRTC:

- MiContact Center Business for agent capabilities
- MiVoice Business for call control and call routing
- MiCollab for web page and phone operation
- Mitel Border Gateway for phone/WebRTC registration, and delivery of multiple phone functions associated with Teleworker users. All users of the WebRTC function will connect as Teleworkers.

The following table shows the products and the product releases that are compatible with WebRTC Pro:

Products	**Release**
MiVoice Business	9.4
MiCollab	9.6 SP1 onwards
MiContact Center Business	9.4 onwards
MiVoice Border Gateway	11.4 SP1

Deployment 4

The deployment with WebRTC Pro builds on the existing Call Control deployment architectures for the key applications - MBG, MiCollab, and MiVB. The WebRTC initially establishes a connection to MiCollab, and after registering with MiCollab, the WebRTC Pro softphone registers with Mitel Border Gateway (MBG) as a Teleworker device. MBG then registers this device with the MiVoice Business (MiVB) call control as a SIP device and provides the conversion between WebRTC Pro browser functions and internal SIP connectivity.

Setting up WebRTC Pro Solution 5

This chapter contains the following sections:

The procedure explained in this section includes the set up for MiCollab, MiVoice Border Gateway (MBG), MiVoice Business (MiVB) and MiContact Center Business (MiCC B). See Licensing for information on licenses required for this solution.

Note:
It is assumed that MBG and MiVB are already installed and licensed appropriately.

5.1 Creating an ICP in MBG

Complete the following steps to create an ICP on the MBG, if one has not been already created for this solution:

Note:

This MBG must be clustered with the MiCollab unit.

1. Log in to MBG, on the main page, click the **Network** tab and click **ICPs**.
2. Click the **+** sign.
3. Enter **ICP information** as required and then click **Save**.

Note:

Refer to the *MBG Online Help* for detailed instructions for adding the ICP information.

5.2 Adding a New User on MiCollab Client

The preferred method for adding and updating a user configuration is through MiCollab, because this links MiCollab, MiVB, and MBG updates. Updates can be verified on MiVB or MBG directly.

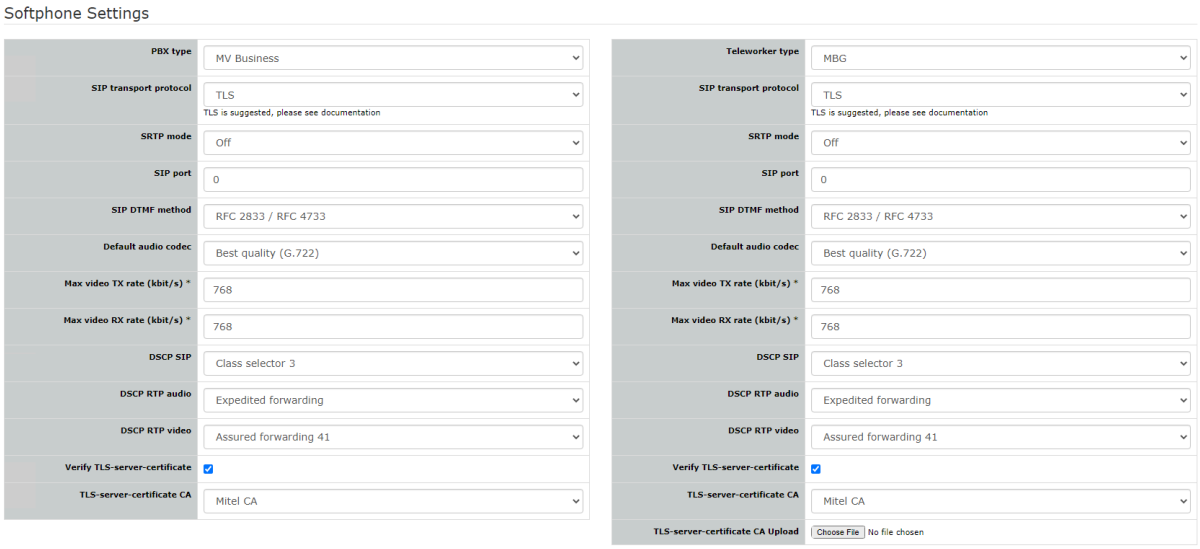
5.2.1 Adding MiCollab Client

You must add a SIP Teleworker user on MiCollab. The MiCollab Client user will make WebRTC calls, which MBG converts to SIP. Refer to the *MiCollab* documentation for detailed instructions.documentation for detailed instructions.

Create a deployment profile on **MiCollab Client** to set up **WebRTC Pro SIP Host** with the following **General** and **Softphone** settings. Make note of the **Profile** name.

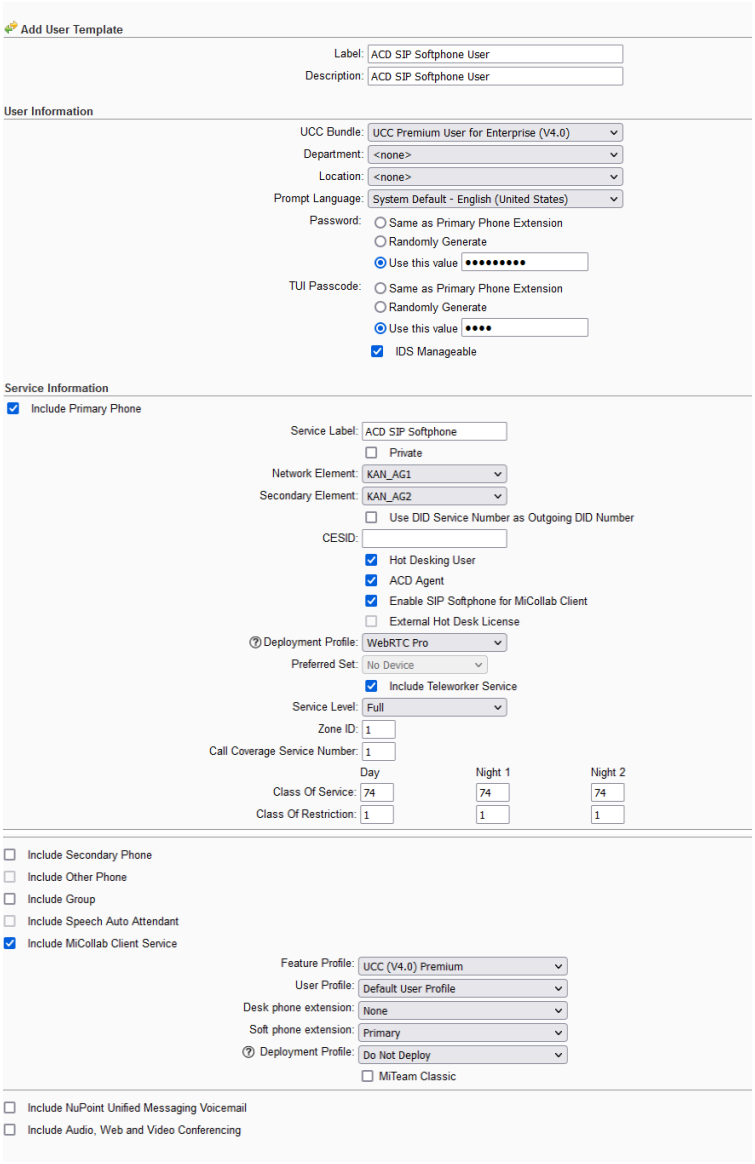
General Settings

Name *	WebRTC Pro	Log Level	DEBUG
Use Teleworker	on	Call mode	Audio
Use Softphone	on	Office number	
MBG	local	Office number pause	0
RTP timeout detection	☑	Config download host *	MiCollab Server FQDN
Prefer mobile network for VoIP	☐	MBG SIP host *	MBG's FQDN
		MBG-WebRTC SIP host *	MBG's FQDN
		PBX SIP host	Default
Override user email	☐	Conference access code	*40
Deployment email address		Emergency numbers	000,110,112,118,119,911,999



Creating a User Template

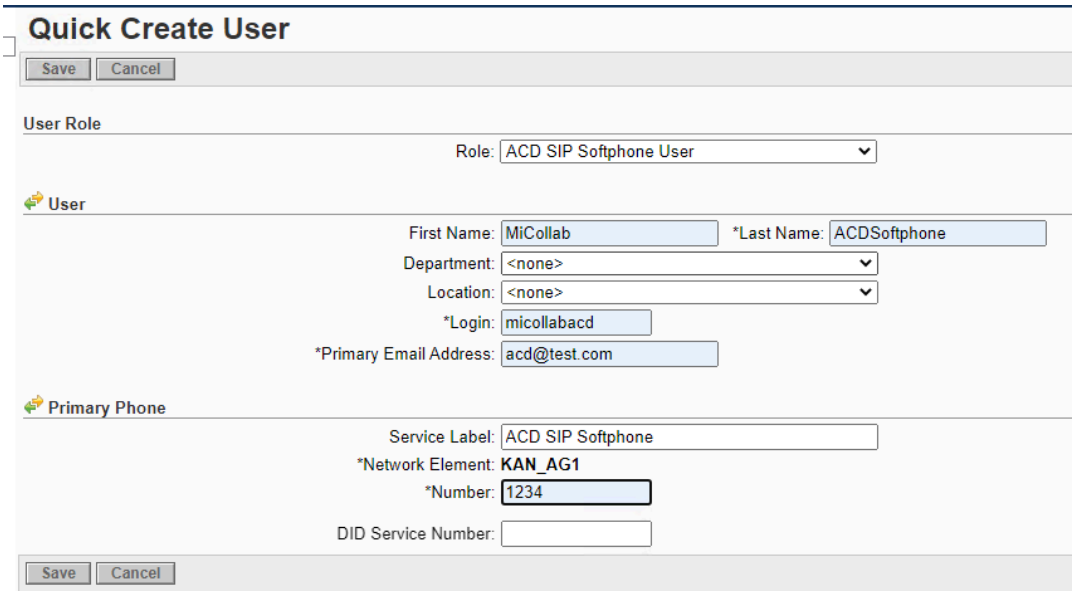
Create a user template for **ACD WebRTC Pro** Softphone user.



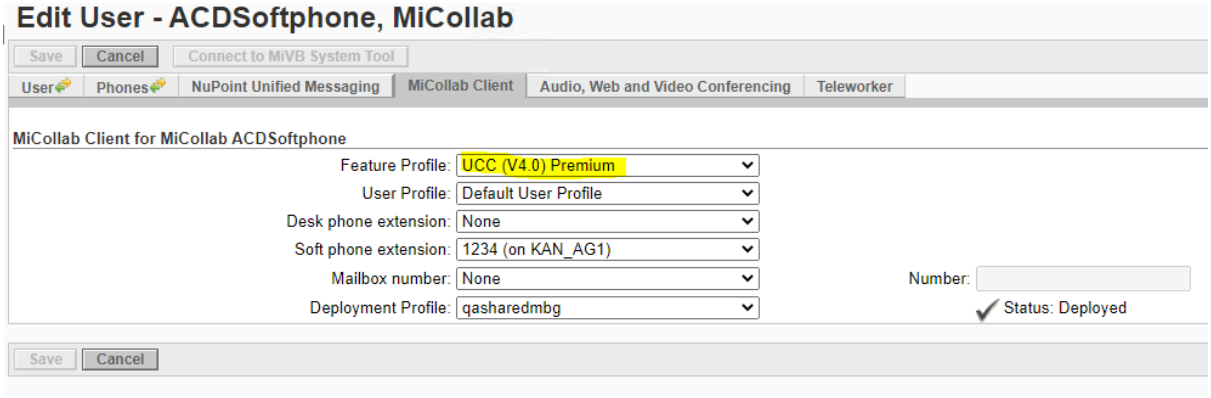
Adding a User

Following is the procedure for adding a user:

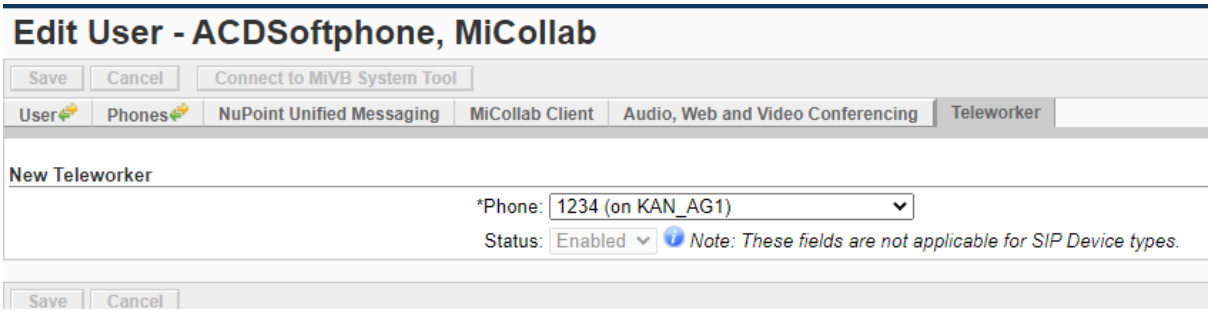
1. Go to **Quick Create User**, under **Users and Services** and specify the new user details.



2. Click the **MiCollab Client** tab and specify details of the **MiCollab Client** for the ACD softphone.

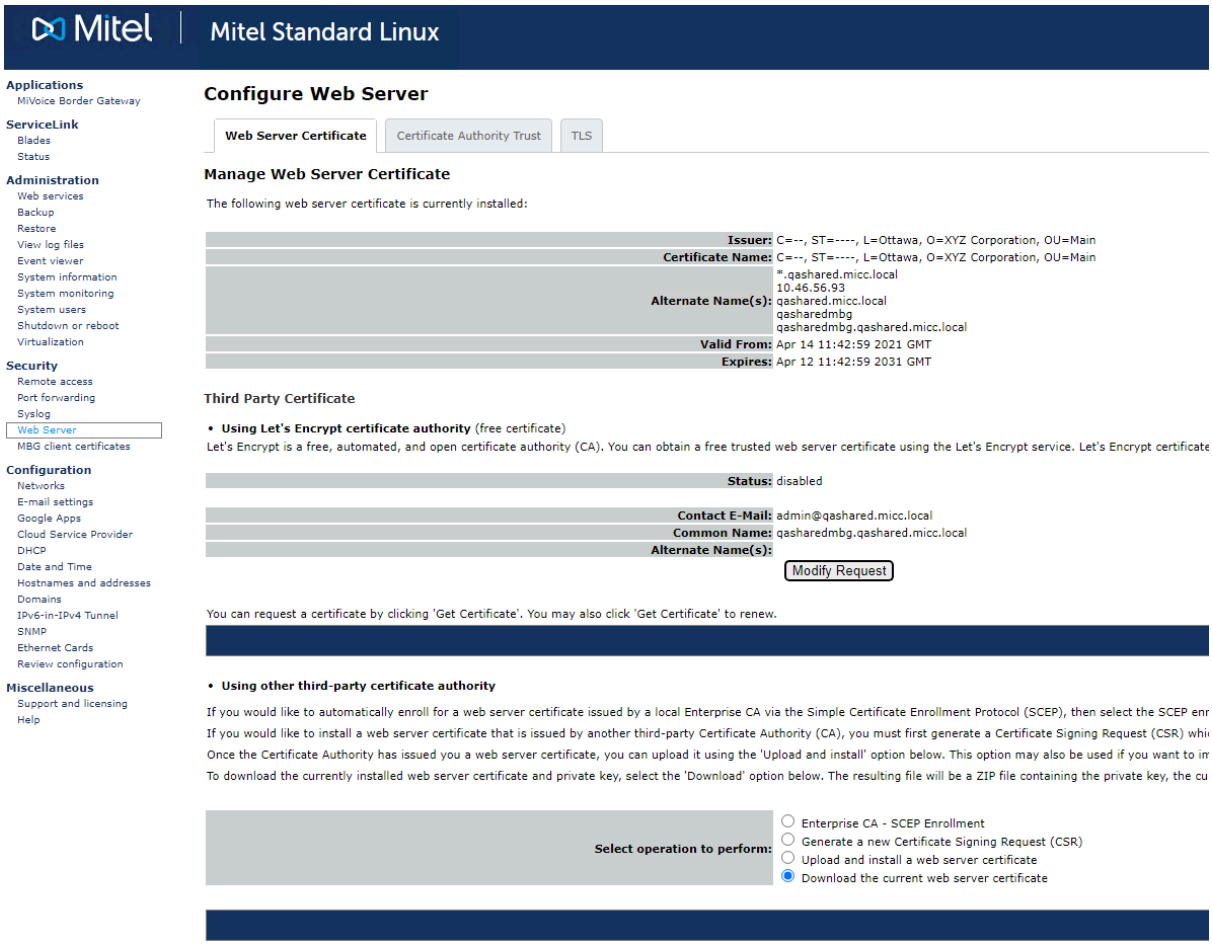


3. Under the **Teleworker** tab, add a number for the teleworker. Note that you add a user as Teleworker, specifying a phone number, for this feature to function.



5.3 Managing Web Server Certificate

In the left pane menu, go to **Security** > **Web Server**, and download the certificate from the primary MBG (and the secondary MBG, if applicable). This step is optional, depending on the type of certificate you use.



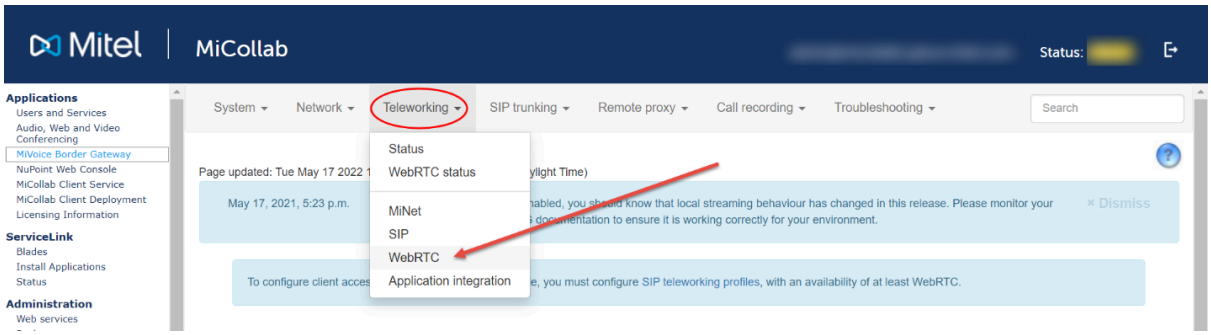
5.4 Configuring WebRTC Pro on MBG

After you have added a user, you must configure the MBG:

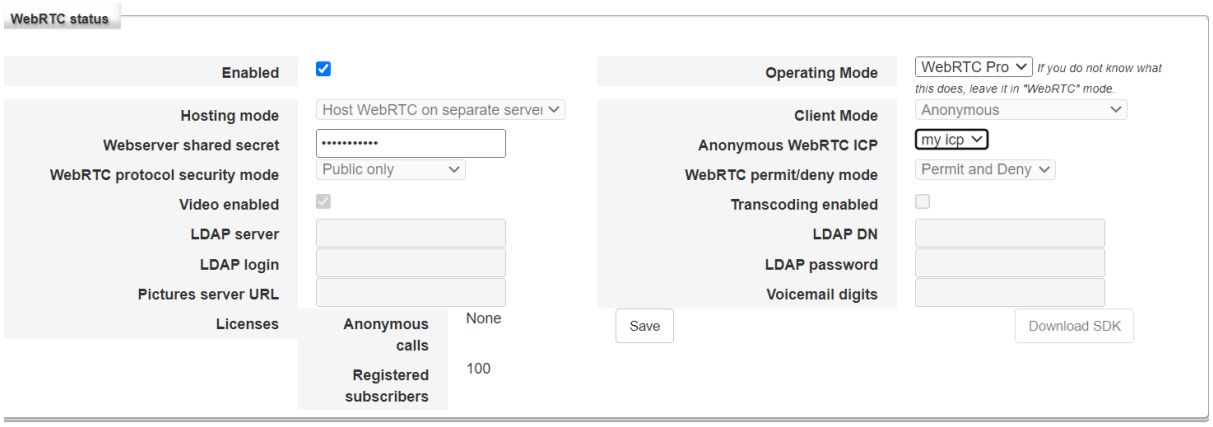
1. From the **MBG** main menu, click **Teleworking** > **SIP**. Verify that the newly added user is displayed.

> **Note**:
>
> Because MBG emulates a SIP phone for the WebRTC connection, the user status will be identified under SIP devices.

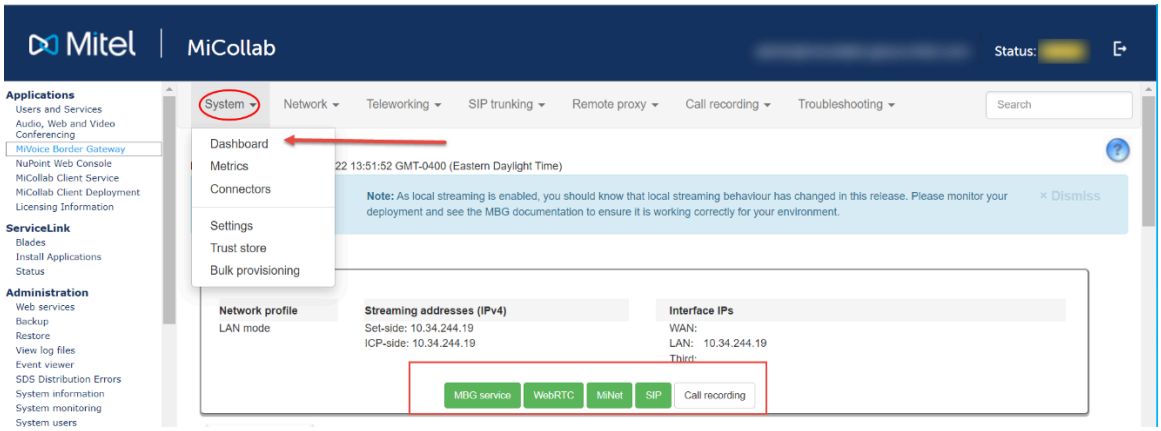
2. Click **Teleworking** > **WebRTC** from the MBG main menu after verifying that the user has been added. Refer to the *MBG Online Help* for detailed information about WebRTC setup.



3. Select **WebRTC Pro** from the **Operating Mode** drop-down list.



4. Click **Save**.
5. Click **System** > **Settings** from the MBG main menu to enable the SIP option on MBG.
6. Scroll to the **SIP Options** pane, enable the **UDP, TCP and TCP/TLS SIP** support protocols.
7. Go to **System** > **Dashboard**. if the MBG, WebRTC, and SIP buttons are displayed in green, it indicates that the MBG is configured successfully.



5.5 Syncing MiVB in MiCC

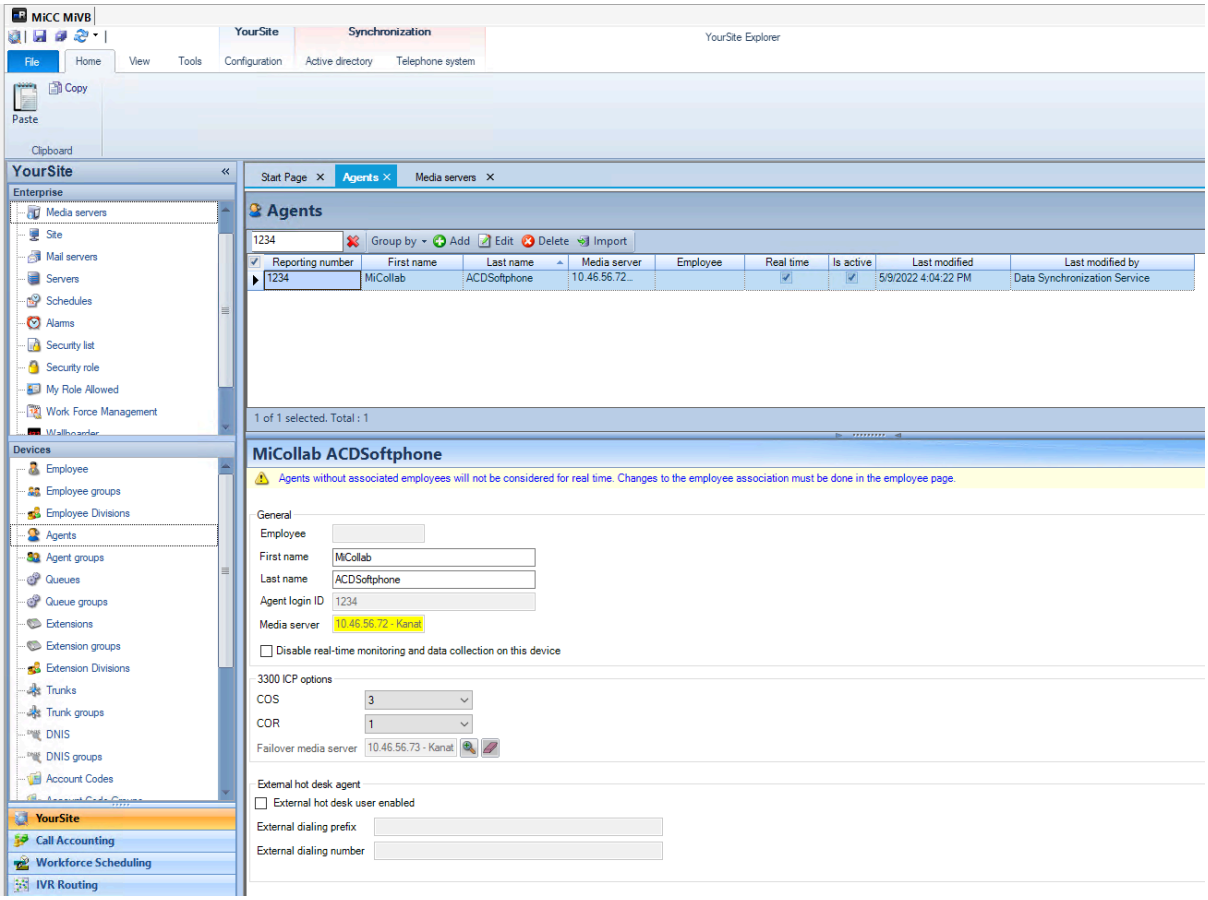
Perform a sync to the MiVB in MiCC.

Note:

MiVB does not automatically write to MiCC; therefore, this must be performed manually.

5.6 Synchronizing YourSite

Log in to **YourSite** Explorer to verify the newly created agent.

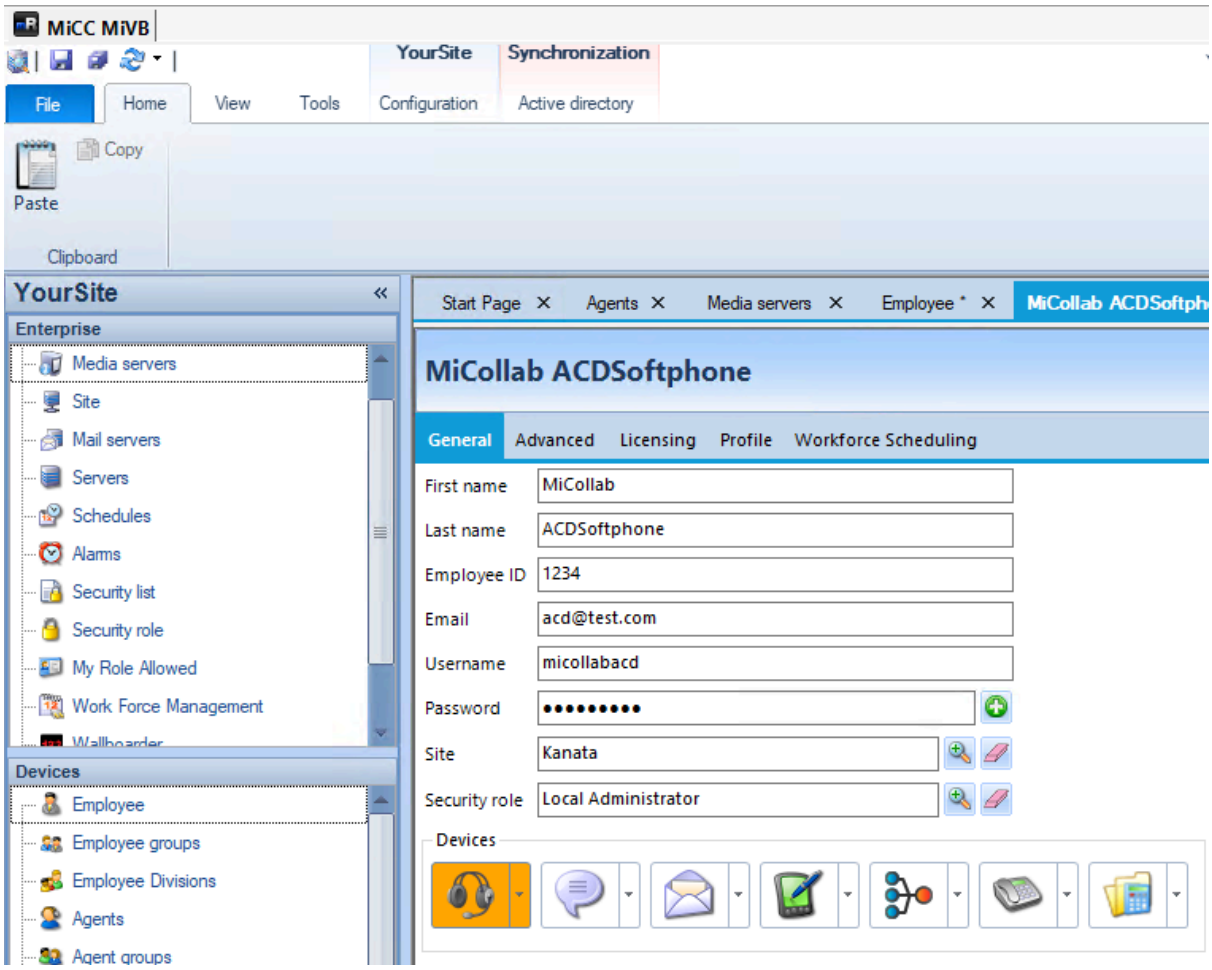


5.7 Adding Agent

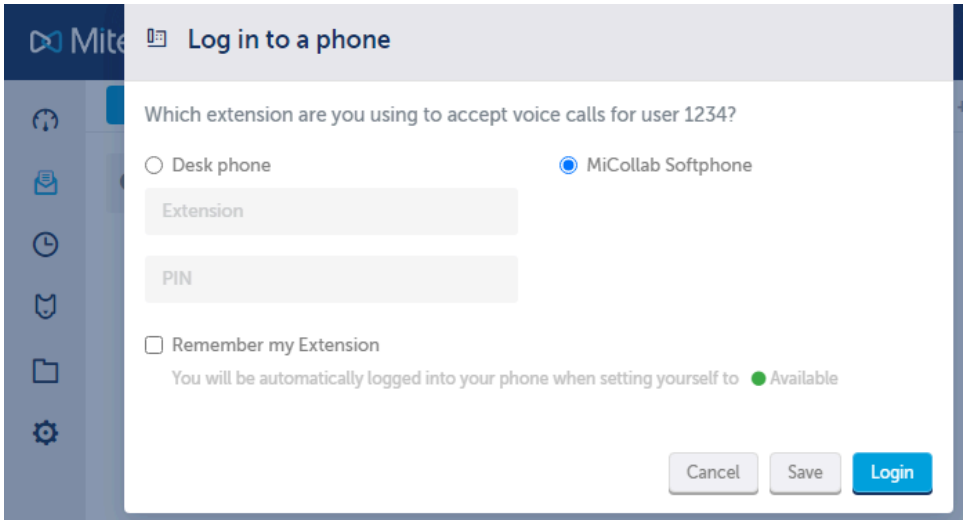
Create a new employee or add the agent to an existing employee.

Or

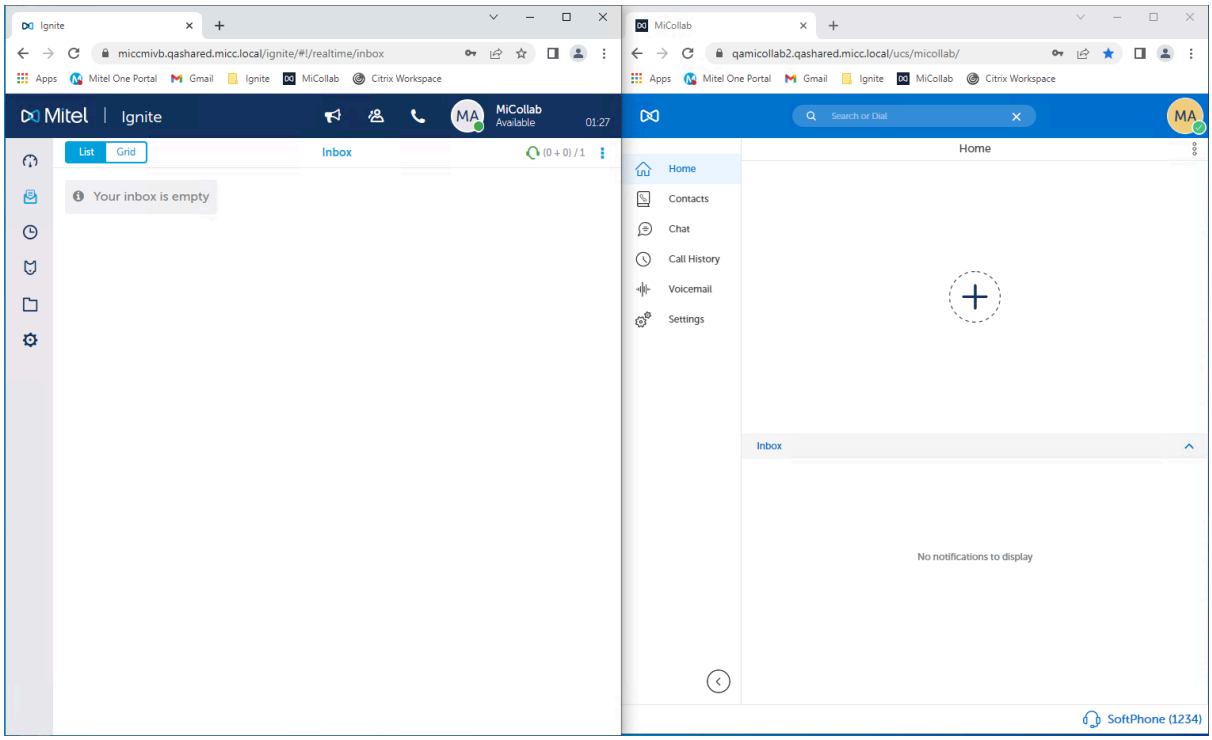
You can add to an existing Agent group, or create a new group, and add to it.



Log in to MiCC Ignite and enable the MiCollab Softphone.



A successful connection will appear in Ignite and in MiCollab as shown in the following figure.


Ignite
miccmivb.qashared.micc.local/ignite/#!/realtime/inbox
Apps
Mitel One Portal
Gmail
Ignite
MiCollab
Citrix Workspace
Mitel | Ignite
MA
MiCollab
Available
01:27
List
Grid
Inbox
(0 + 0) / 1
Your inbox is empty
MiCollab
qamicollab2.qashared.micc.local/ucs/micollab/
Search or Dial
Home
Contacts
Chat
Call History
Voicemail
Settings
Inbox
No notifications to display
SoftPhone (1234)

Licensing 6

The WebRTC softphone uses the existing license structure:

- Teleworker licenses in MBG,
- MiCollab Desktop and Softphone Client licenses,
- Device (SIP) licenses on MiVB, and
- Concurrent Voice Agent licenses on MiContact Center.

No additional licenses specific to WebRTC Pro are required to deploy and operate the solution. However, use of the WebRTC softphone does require a Teleworker license to be provisioned in MBG, and the user or agent must include a MiCollab Desktop and Softphone Client license. Even if the user is in the office, a Teleworker license is needed as the WebRTC softphone terminates at the MBG.

References 7

- MiCollab Server Manager Help
- MiCollab Installation and Maintenance Guide
- MiCollab Administrator Guide
- MiVoice Business System Administration Tool Help
- MiContact Center – MiVoice Business User Guide
- MiContact Center – MiVoice Business Installation and Administration Guide
- MiVoice Border Gateway Help
- MiVoice Border Gateway Engineering Guidelines

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