



A MITEL  
PRODUCT  
GUIDE

# MiCollab

## ACD WebRTC Pro Softphone Integration Guide

July 2023

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# 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

This chapter contains the following sections:

- [ACD WebRTC Pro Softphone](#)
- [Functionality](#)

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

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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:

- [Creating an ICP in MBG](#)
- [Adding a New User on MiCollab Client](#)
- [Managing Web Server Certificate](#)
- [Configuring WebRTC Pro on MBG](#)
- [Syncing MiVB in MiCC](#)
- [Synchronizing YourSite](#)
- [Adding Agent](#)

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	<input checked="" type="checkbox"/>	Config download host *	MiCollab Server FQDN
Prefer mobile network for VoIP	<input type="checkbox"/>	MBG SIP host *	MBG's FQDN
Override user email	<input type="checkbox"/>	MBG-WebRTC SIP host *	MBG's FQDN
Deployment email address		PBX SIP host	Default
		Conference access code	*40
		Emergency numbers	000,110,112,118,119,911,999

### Softphone Settings

<b>PBX type</b>	MV Business
<b>SIP transport protocol</b>	TLS TLS is suggested, please see documentation
<b>SRTP mode</b>	Off
<b>SIP port</b>	0
<b>SIP DTMF method</b>	RFC 2833 / RFC 4733
<b>Default audio codec</b>	Best quality (G.722)
<b>Max video TX rate (kbit/s) *</b>	768
<b>Max video RX rate (kbit/s) *</b>	768
<b>DSCP SIP</b>	Class selector 3
<b>DSCP RTP audio</b>	Expedited forwarding
<b>DSCP RTP video</b>	Assured forwarding 41
<b>Verify TLS-server-certificate</b>	<input checked="" type="checkbox"/>
<b>TLS-server-certificate CA</b>	Mitel CA

<b>Teleworker type</b>	MBG
<b>SIP transport protocol</b>	TLS TLS is suggested, please see documentation
<b>SRTP mode</b>	Off
<b>SIP port</b>	0
<b>SIP DTMF method</b>	RFC 2833 / RFC 4733
<b>Default audio codec</b>	Best quality (G.722)
<b>Max video TX rate (kbit/s) *</b>	768
<b>Max video RX rate (kbit/s) *</b>	768
<b>DSCP SIP</b>	Class selector 3
<b>DSCP RTP audio</b>	Expedited forwarding
<b>DSCP RTP video</b>	Assured forwarding 41
<b>Verify TLS-server-certificate</b>	<input checked="" type="checkbox"/>
<b>TLS-server-certificate CA</b>	Mitel CA
<b>TLS-server-certificate CA Upload</b>	<input type="button" value="Choose File"/> No file chosen

## Creating a User Template

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

 Add User Template

Label:	ACD SIP Softphone User
Description:	ACD SIP Softphone User
<b>User Information</b>	
UCC Bundle:	UCC Premium User for Enterprise (V4.0)
Department:	<none>
Location:	<none>
Prompt Language:	System Default - English (United States)
Password:	<input type="radio"/> Same as Primary Phone Extension <input type="radio"/> Randomly Generate <input checked="" type="radio"/> Use this value <input type="password" value="*****"/>
TUI Passcode:	<input type="radio"/> Same as Primary Phone Extension <input type="radio"/> Randomly Generate <input checked="" type="radio"/> Use this value <input type="password" value="****"/>
<input checked="" type="checkbox"/> IDS Manageable	
<b>Service Information</b>	
<input checked="" type="checkbox"/> Include Primary Phone	Service Label: ACD SIP Softphone <input type="checkbox"/> Private
Network Element:	KAN_AG1
Secondary Element:	KAN_AG2 <input type="checkbox"/> Use DID Service Number as Outgoing DID Number
CESID:	<input type="checkbox"/> Hot Desking User <input checked="" type="checkbox"/> ACD Agent <input checked="" type="checkbox"/> Enable SIP Softphone for MiCollab Client <input type="checkbox"/> External Hot Desk License
Deployment Profile:	WebRTC Pro
Preferred Set:	No Device <input checked="" type="checkbox"/> Include Teleworker Service
Service Level:	Full
Zone ID:	1
Call Coverage Service Number:	1 Day 74 Night 1 74 Night 2 74
Class Of Service:	1
Class Of Restriction:	1
 <input type="checkbox"/> Include Secondary Phone <input type="checkbox"/> Include Other Phone <input type="checkbox"/> Include Group <input type="checkbox"/> Include Speech Auto Attendant <input checked="" type="checkbox"/> Include MiCollab Client Service	
Feature Profile:	UCC (V4.0) Premium
User Profile:	Default User Profile
Desk phone extension:	None
Soft phone extension:	Primary
Deployment Profile:	Do Not Deploy <input type="checkbox"/> MiTeam Classic
 <input type="checkbox"/> Include NuPoint Unified Messaging Voicemail <input type="checkbox"/> Include Audio, Web and Video Conferencing	

## 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.

**Quick Create User**

User Role

Role: ACD SIP Softphone User

User

First Name: MiCollab \*Last Name: ACDSoftphone

Department: <none>

Location: <none>

\*Login: micollabacd

\*Primary Email Address: acd@test.com

Primary Phone

Service Label: ACD SIP Softphone

\*Network Element: KAN\_AG1

\*Number: 1234

DID Service Number:

Save Cancel

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

**Edit User - ACDSoftphone, MiCollab**

Save Cancel Connect to MiVB System Tool

User Phones NuPoint Unified Messaging MiCollab Client Audio, Web and Video Conferencing Teleworker

MiCollab Client for MiCollab ACDSoftphone

Feature Profile: UCC (V4.0) Premium

User Profile: Default User Profile

Desk phone extension: None

Soft phone extension: 1234 (on KAN\_AG1)

Mailbox number: None

Deployment Profile: qasharedmbg

Number:  Status: Deployed

Save Cancel

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.

**Edit User - ACDSoftphone, MiCollab**

Save Cancel Connect to MiVB System Tool

User Phones NuPoint Unified Messaging MiCollab Client Audio, Web and Video Conferencing Teleworker

New Teleworker

\*Phone: 1234 (on KAN\_AG1)

Status: Enabled

Note: These fields are not applicable for SIP Device types.

Save Cancel

## 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

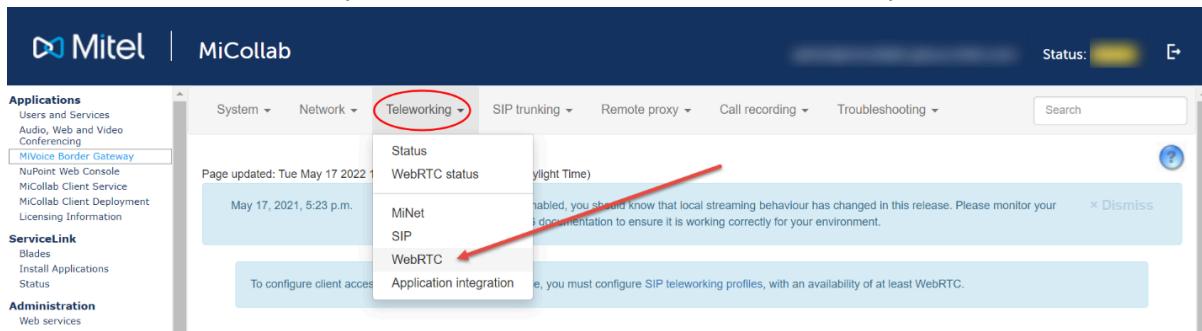
After you have added a user, you must configure the MBG:

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

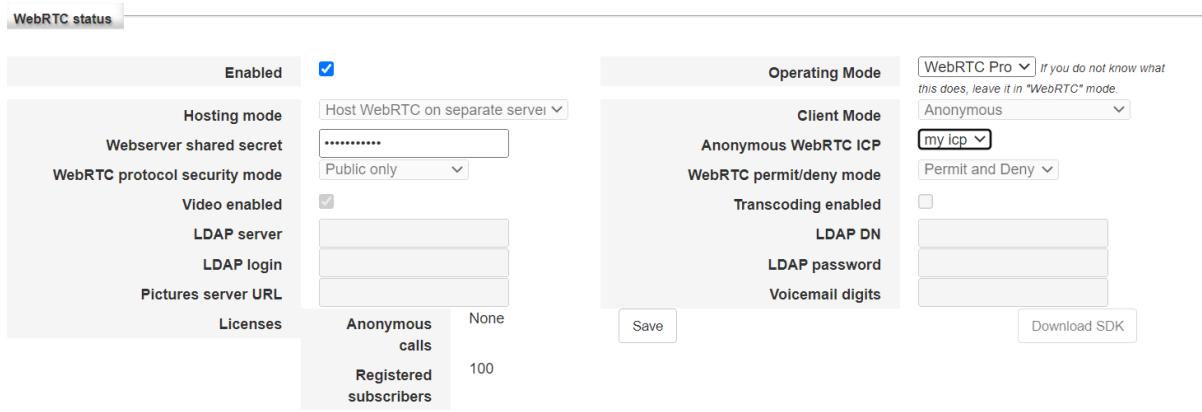
**Note:**

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.

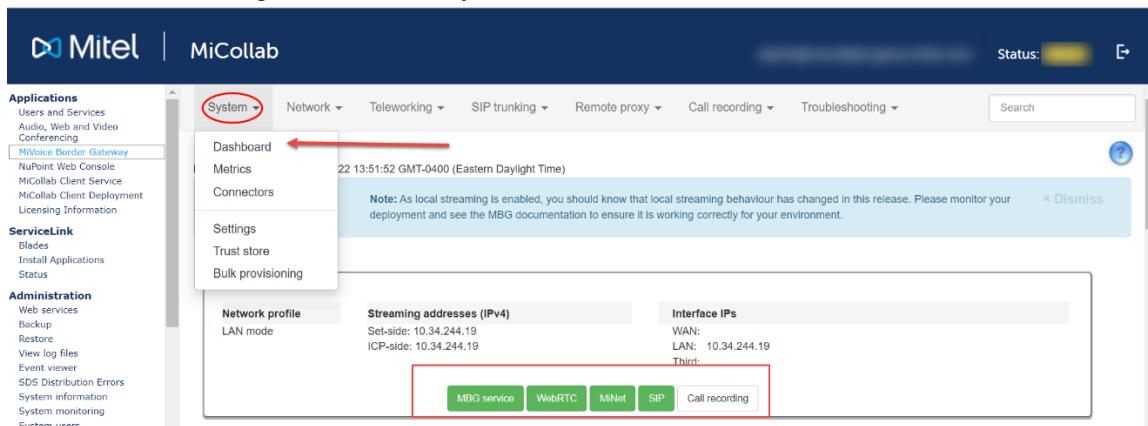


4. Click **Save**.

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.

The screenshot shows the MiCC MVB software interface. The top navigation bar includes 'File', 'Home', 'View', 'Tools', 'Configuration', 'Active directory', and 'Telephone system'. The 'Agents' tab is selected in the main content area. The left sidebar shows a tree view of the 'YourSite' structure, including 'Media servers', 'Schedules', 'Alarms', 'Security list', 'Security role', 'My Role Allowed', 'Work Force Management', and 'Workforce'. The 'Agents' section in the tree view is also selected. The main content area displays a table of agents with the following data:

Reporting number	First name	Last name	Media server	Employee	Real time	Is active	Last modified	Last modified by
1234	MiCollab	ACDSoftphone	10.45.56.72				5/9/2022 4:04:22 PM	Data Synchronization Service

Below the table, a message states: "1 of 1 selected. Total : 1". The detailed view for the agent 'MiCollab ACDSoftphone' is shown, with fields for 'Employee' (MiCollab), 'First name' (MiCollab), 'Last name' (ACDSoftphone), 'Agent login ID' (1234), 'Media server' (10.45.56.72-Kanal), and a note: "Agents without associated employees will not be considered for real time. Changes to the employee association must be done in the employee page." The 'General' tab also includes fields for 'COS' (3), 'COR' (1), and 'Failover media server' (10.45.56.73 - Kanal). The '3300 ICP options' tab shows 'External hot desk agent' with 'External hot desk user enabled' checked. The 'External dialing prefix' and 'External dialing number' fields are empty.

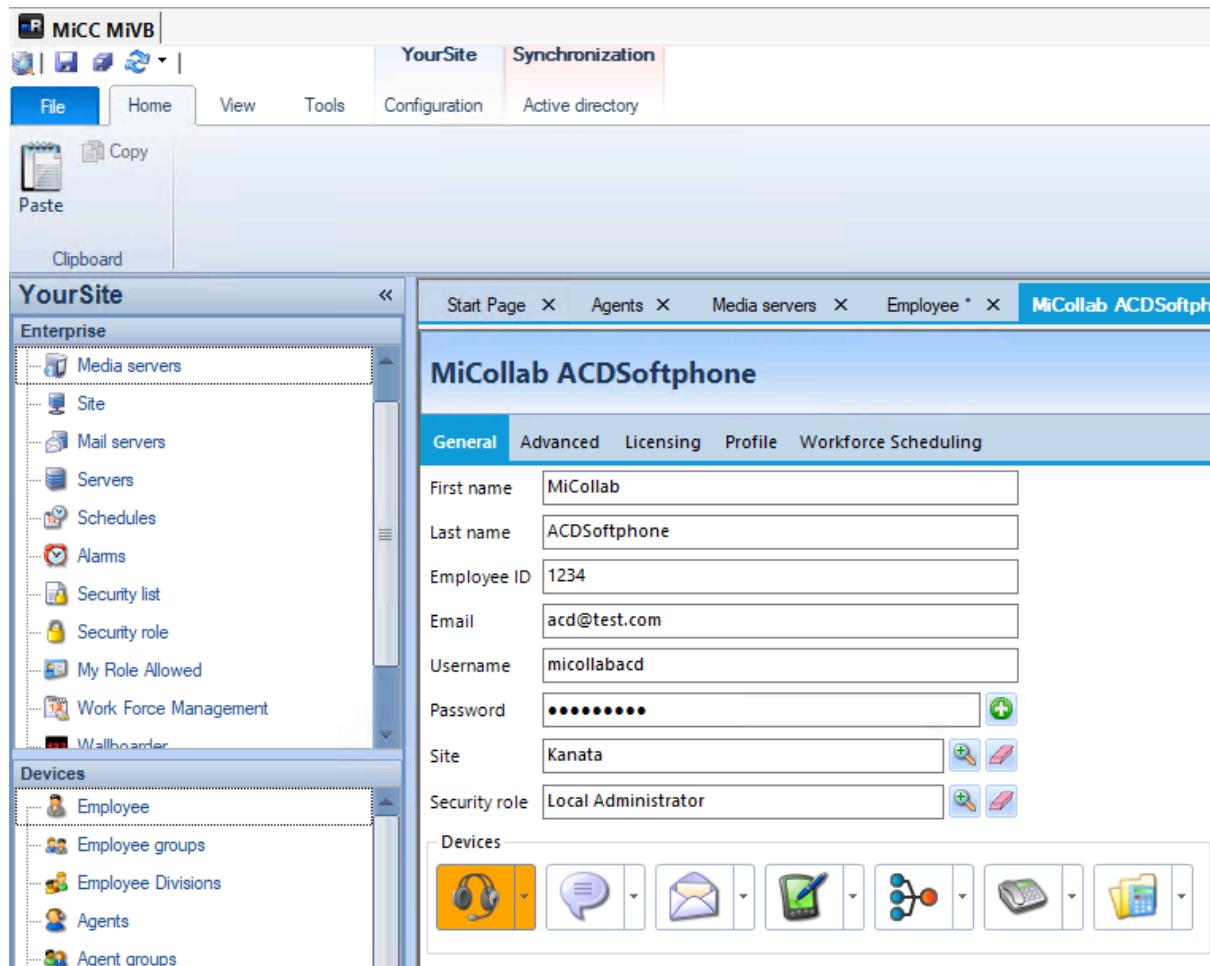
## 5.7 Adding Agent

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

Or

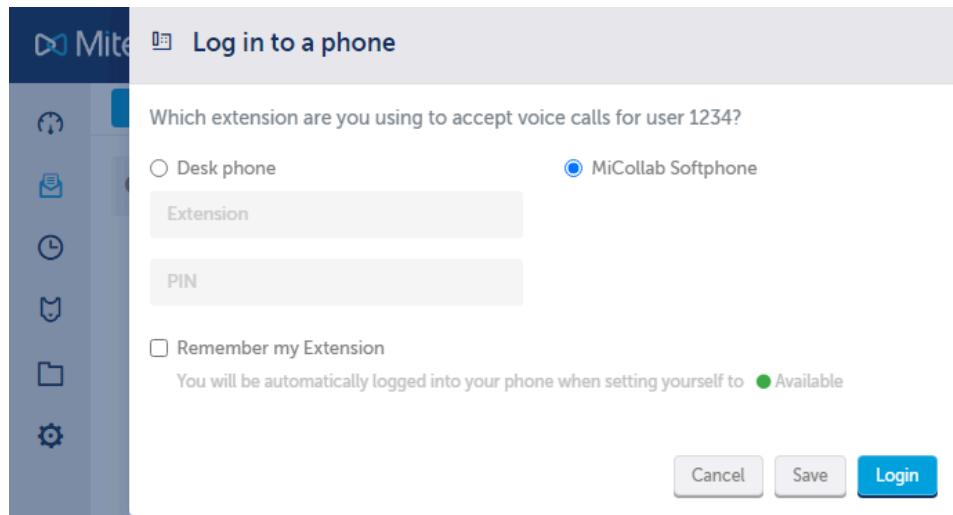
You can add to an existing Agent group, or create a new group, and add to it.

## Setting up WebRTC Pro Solution



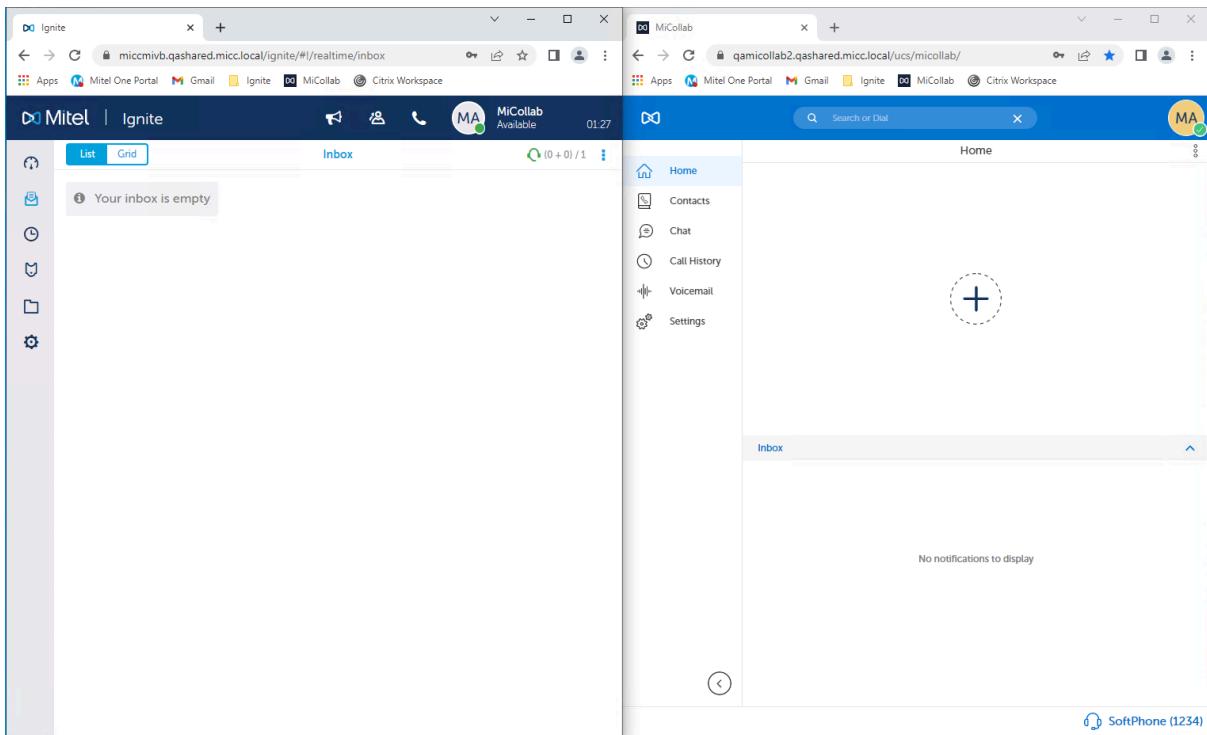
The screenshot shows the MiCC MIVB application interface. The top navigation bar includes tabs for 'File', 'Home', 'View', 'Tools', 'YourSite', 'Synchronization', 'Configuration', and 'Active directory'. The 'Synchronization' tab is currently selected. Below the navigation bar, a 'Clipboard' context menu is open with options like 'Copy', 'Paste', and 'Clipboard'. The main content area is titled 'YourSite' and contains two sections: 'Enterprise' and 'Devices'. The 'Enterprise' section lists 'Media servers', 'Site', 'Mail servers', 'Servers', 'Schedules', 'Alarms', 'Security list', 'Security role', 'My Role Allowed', 'Work Force Management', and 'Wallboarder'. The 'Devices' section lists 'Employee', 'Employee groups', 'Employee Divisions', 'Agents', and 'Agent groups'. On the right side of the interface, the 'MiCollab ACDSoftphone' configuration screen is displayed. It includes tabs for 'General', 'Advanced', 'Licensing', 'Profile', and 'Workforce Scheduling'. The 'General' tab is selected, showing fields for 'First name' (MiCollab), 'Last name' (ACDSoftphone), 'Employee ID' (1234), 'Email' (acd@test.com), 'Username' (micollabacd), 'Password' (\*\*\*\*\*), 'Site' (Kanata), and 'Security role' (Local Administrator). Below these fields is a 'Devices' section with icons for a desk phone, messaging, email, mobile phone, network, and file sharing.

Log in to MiCC Ignite and enable the MiCollab Softphone.



The screenshot shows a 'Log in to a phone' dialog box. The title bar says 'Log in to a phone'. The main question is 'Which extension are you using to accept voice calls for user 1234?'. There are two radio button options: 'Desk phone' and 'MiCollab Softphone', with 'MiCollab Softphone' selected. Below these are two input fields: 'Extension' and 'PIN'. There is also a checkbox for 'Remember my Extension' with the note 'You will be automatically logged into your phone when setting yourself to Available'. At the bottom are three buttons: 'Cancel', 'Save', and a blue 'Login' button.

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



# 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.

- 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

