



A MITEL
PRODUCT
GUIDE

MiCollab ACD SIP Softphone Agent Integration Guide

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1 MiCollab SIP Softphone Agents Integration

This document describes how to provision and setup the ACD SIP Softphone in MiCollab, MiVB, and MiCC. It includes procedures on how to setup a new agent on MiCC, MiCollab, MiVB, and MBG for the SIP ACD softphone to function. This document also includes details on migrating existing agent using a MiNET phone into a SIP ACD SIP Softphone agent on MiCC, MiCollab, MBG, and MiVB.

1.1 Overview of ACD Agent

The ACD SIP Softphone feature extends Hot Desking capabilities to a SIP softphone. This feature allows the user to inherit Hot Desking features, such as ACD on the SIP softphone that can be deployed. Once the user logs in to SIP softphone, the MiVoice Business system associates the user's personal phone settings, such as directory number and other settings to the softphone.

Note:

This ACD SIP Softphone feature can be used together with MiCC and MiVB.

1.2 Compatibility

The ACD SIP Softphone feature is compatible with the following product versions:

Products	Supported Releases
MiVoice Business	9.0 SP1
MiCollab	8.1.1
MiContact Center Business	9.1

The ACD SIP Softphone feature is supported only in MiCollab integrated mode.

If the system is in collocated mode, you must convert it to integrated mode. To convert collocated mode into integrated mode, see *MiCollab Administration Guide and MiCollab Server Manager Help*.

You must enable **Flow Through Provisioning**. To enable, see *MiVoice Business System Administration Tool Help*.

1.3 User Scenarios

This solution guide covers the procedures to configure the following user scenarios:

User Scenarios	Possible Conditions
Adding a New ACD Agent	Agent with SIP softphone only
	Agent with SIP softphone and other devices (devices include Desk phone, UC Endpoint, and so on)
Adding New SIP softphone for an existing Agent	Agent having other devices
Migrating an existing ACD Agent to SIP softphone	ACD Agent with one Hot desk device
	ACD Agent with one Hot desk device and MiNET Softphone
	ACD Agent with one Hot desk device and other devices (devices include Desk phone, UC Endpoint, and so on)

2 Adding New ACD SIP Softphone Agents

To add a new ACD SIP Softphone agent, you need to perform the following procedure

Step 1	2.1 Create Template By using Default Template or Custom Template
Step 2	2.2 Create User By using Quick Add, Bulk User Provisioning (BUP), or Active Directory (AD) with Integrated Directory System (IDS) Sync
Step 3	2.3 Configure user for MiVB and MiCC

After you perform these steps, A welcome email is sent to user with the link to download the PC client and a deployment email is sent to the user with the steps to deploy the client and register it. Please follow the screen steps to register and login to the client.

To define Agents and Groups, please see *MiVoice Business System Administration Tool Help* and *MiContact Center for Business Installation and Administration Guide*.

2.1 Create Template

The template contains the user information and applies SIP softphone capability for Hot Desking users along with Teleworker service for the user.

The default template includes a Hot Desk SIP Softphone user with a single phone, you can also create a custom template to assign other devices to the user. The template allows you to create many users with the similar configurations.

1. Default Template

Figure 1: Edit User Page

User Information

For Password and TUI Passcode, the default value is “Randomly Generate”. “Same as Primary Phone Extension” and “Use this value” radio buttons are disabled.

Service Information

- Include Primary Phone: Checked and disabled
 - Hot Desking User: Checked and disabled
 - ACD Agent: Checked and disabled
 - Enable SIP Softphone: Checked and disabled
 - External Hot Desk License: Unchecked and disabled
 - Preferred Set: Default value is “No Device” and disabled
 - Deployment Profile: Default value is “Default”
 - Include Teleworker Service: Checked and disabled
 - Service Level: Default value is “Full” and disabled
- Include Secondary Phone: Disabled
- Include Another Phone: Disabled
- Include Group: Disabled
- Include MiCollab Client Service
 - Feature Profile: Default value is “UCC (V4.0) Premium” and disabled
 - Desk phone extension: Default value is “None”
 - Soft phone extension: Default value is “None”
 - Deployment Profile: Default value is “Do Not Deploy”

- Include NuPoint Unified Messaging Voicemail: Disabled
- Include Audio, Web and Video Conferencing: Disabled

2. Custom Template

If there is a requirement to add additional phones, add a MiCollab Service or change the fields that are disabled by default, you must make a copy of this default template and then make the required changes to the copy as required. See the MiCollab Administrator's Guide for further information on creating templates.

2.2 Create User

You can create a user using any of the following methods.

1. Quick Add

Select the appropriate role and click the Phones tab. The screen appears as shown in the figure below. Enter the values in the fields that you want to change.

Figure 2: Quick Add Page

Edit User - Gandhi, Neha

Save Cancel

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

Add New Phone Delete Phone

2234 (on abc)

*Number: 2234

Service Label: Primary Phone

Secondary Element:

DID Service Number: ☐ Use as Outgoing DID

CESID:

☒ Hot Desking User

☒ ACD Agent

☒ Enable SIP Softphone

☐ External Hot Desk License

Deployment Profile: default Status: Un-Deployed

Preferred Set: No Device

Advanced Phone Settings:

Save Cancel

Note:

- By default, **Hot Desking User**, **ACD Agent** and **Enable SIP Softphone** checkboxes will be disabled.
- Check the box, **Enable SIP Softphone**, to enable the functionality for a hot desking user. When you enable this functionality, MiCollab Client Service assigns the phone type as SOFTPHONE and Device Type as 76.
- The Enable SIP Softphone for MiCollab for PC Client setting is supported for MiCollab for PC Client only.
- By default, **Preferred Set** value is set to **No Device** and is disabled, and **Deployment Profile** value is **Default**. You can change the Deployment Profile value and set as **Configured** on the Client Deployment side.
- The Teleworker service for the user will be enabled/disabled based on the template configuration.

2. BUP & IDS

Users can also be created from Bulk User Provisioning or IDS (Active Directory) sync. When the appropriate role is selected, the user with same configuration as stated above will be created for the users.

2.3 Configure User for MiVB and MiCC

After creating template and users, you must configure the users to MiVB and MiCC.

1. Configure new added user to Agent Group in flow through and users on MiVB in non-flow through environment. For details on this configuration, see **System Applications > Automatic Call Distribution > ACD > Programming** section in the *MiVoice Business System Administration Tool Help*.
2. Configure user on MiCC. For details on this configuration refer to *MiContact Center Business Installation and Administration Guide*, **Adding ACD Hot Desking Agents** section.

3 Adding an ACD SIP Softphone Agent to Existing Agent

To add a new ACD SIP Softphone capabilities to an existing user, you need to perform the following procedure

Step 1	3.1 Edit User Edit existing user and an ACD SIP Softphone
Step 2	3.2 Configure ACD GROUP in MiVB and MiCC

After you perform these steps, a welcome email is sent to user with the link to download the PC client and a deployment email is sent to the user with the steps to deploy the client and register it. Please follow the screen steps to register and login to the client.

To define Agents and Groups, please see *MiVoice Business System Administration Tool Help* and *MiContact Center for Business Installation and Administration Guide*.

3.1 Edit User

To add a Hot Desk ACD SIP softphone agent, go to **Phones > Hot Desking user**.

Figure 3: Edit Page without Deployment Field Enabled

Note:

The Enable SIP Softphone option enables the checkbox for ACD Agent.

1. Select **ACD Agent** to enable the SIP Softphone checkbox.

2. The **Deployment Profile** field will appear with default value and the **Preferred Set** field will appear with default value “**No Device**”. Both these fields will be disabled.

Figure 4: Edit Page with Deployment Field Enabled

The screenshot shows the 'Edit User - user, createe' form. At the top, there are tabs for 'User', 'Phones', 'NuPoint Unified Messaging', 'MiCollab Client', 'Audio, Web and Video Conferencing', and 'Teleworker'. The 'New Phone' section is active. It contains the following fields and options:

- Service Label: Desk Phone
- *Phone Type: Mitel PBX Phone
- *Network Element: abc
- Secondary Element:
- *Number: 6789
- DID Service Number:
- CESID:
- Use as Outgoing DID: ☐
- ☒ Hot Desking User
- ☐ ACD Agent
- ☒ Enable SIP Softphone
- ☐ External Hot Desk License
- Deployment Profile: default
- Preferred Set: No Device
- Service Level: Full
- Zone ID: 1
- Call Coverage Service Number: 1
- Day:
 - *Class Of Service: 1
 - *Class Of Restriction: 1
- Night 1:
 - *Class Of Service: 1
 - *Class Of Restriction: 1
- Night 2:
 - *Class Of Service: 1
 - *Class Of Restriction: 1

3. You can deploy the phone as per deployment profile.
4. If the Teleworker service is required for the phone, you must create it from the Teleworker tab.

After you create the phone, the following fields will be disabled:

- Hot Desking user
- ACD Agent
- Enable SIP Softphone
- External Hot Desk License
- Preferred Set

3.2 Configure ACD Group in MiVB and MiCC

After editing the user and adding ACD SIP Softphone, you must configure ACD Group in MiVB and MiCC.

1. For details on this configuration for MiVB, see **System Applications > Automatic Call Distribution > ACD > Programming** section in the *MiVoice Business System Administration Tool Help*.
2. For details on this configuration for MiCC, see *MiContact Center Business Installation and Administration Guide*, **Adding ACD Hot Desking Agents** section.

4 Migrating an Existing Minet ACD Agent to SIP Softphone

Minet ACD phones are no longer supported and hence they get converted or migrated to SIP Softphones. This change of template from Minet to SIP, will convert all users in the CSV to the new role. With this the services of the users will also change based on the new role.

To migrate an existing MiCollab user with the Minet ACD Phone to the new ACD SIP Softphone perform the following steps.

Step 1	4.1 Creating A Template Add a new template if the default Hot Desk SIP Softphone User template does not have the detail you require.
Step 2	4.2 Migration of User Remove the Desk Phone and/or Minet softphone from MiCollab Client Service tab. This will delete phones from UCA DB.
Step 3	4.3 MiCollab SIP Softphone Agents Integration Create a .CSV file with the details of the user that must be migrated.

After you perform these steps, a welcome email is sent to the user with the link to download the MiCollab PC client application and a deployment email is sent to the user. Follow the steps in the email to register the client and login the MiCollab user.

4.1 Creating a Template

The template contains the user information and applies the SIP softphone capability for Hot Desking users along with Teleworker service to the user.

You can migrate a user using the default template (Hot Desk SIP Softphone User) or you can create a custom template, if the default template does not have all the information you require.

The custom template should be similar to the user's existing template except that the phone that is being migrated to the ACD SIP softphone will have Enable SIP Softphone option enabled.

Note:

The user service will migrate as per the new template and previous services will be removed from the user's account.

To use the SIP ACD Hot Desk Softphone in the template:

1. Copy the existing template and select the **Enable SIP Softphone** checkbox and select **Include Teleworker Service**, if required.

Figure 5: Displays the existing Template

The screenshot displays the 'Edit User Template' interface. On the left is a sidebar with a tree view containing categories like Applications, Administration, Configuration, Security, and Miscellaneous. The main area is titled 'Edit User Template' and contains several sections:

- User Information:** Includes fields for Label, Description, UCC Bundle, Department, Location, Prompt Language, Password, and TUI Password.
- Service Information:** Includes a section for 'Include Primary Phone' with fields for Service Label, Network Element, Secondary Element, and various checkboxes like 'Use DOD Service Number as Outgoing DID Number' and 'Hot Desk User'.
- Include Secondary Phone:** This section is highlighted with a red box and contains fields for Service Label, Network Element, Secondary Element, and checkboxes for 'Include SIP Softphone' (highlighted with a red box) and 'Include Teleworker Service'.
- Other Options:** Includes checkboxes for 'Include Other Phone', 'Include Group', 'Include Speech Auto Attendant', 'Include Minet Client Service', 'Include NuPoint Unified Messaging Voicemail', and 'Include Audio, Web and Video Conferencing'.

Select **SIP Softphone ACD** for the type in the **Softphone extension** dropdown.

Note:

If the Other Phone is used, then ensure to select the **Derive DN** checkbox in the template.

Figure 6: New Template

- Click **Save**. It automatically creates a new role with the same name.

Note:

You can confirm the changes from Users and Services > User Roles tab, this role name will be used for migrating the users.

4.2 Migration of User

1. Navigate to the user that need to be migrated from User and Services.
2. Under the MiCollab Client tab, set the **Soft phone extension** and **Desk phone extension** fields to 'None', click **Save**.



CAUTION:

This will delete all the user's details from UCA DB and clear the phone settings in MiCollab Client.

The screenshot shows the 'Edit User - user3, create3' window in the Mitel MiCollab interface. The 'MiCollab Client' tab is active, displaying configuration options for the user. The 'Soft phone extension' and 'Desk phone extension' fields are both set to 'None'. Other fields include 'Feature Profile' (Default Feature Profile), 'Mailbox number' (None), and 'Deployment Profile' (Do Not Deploy). A 'Number' field is also visible. The interface includes a left sidebar with navigation options like 'Applications', 'ServiceLink', 'Administration', and 'Configuration'. At the bottom of the main panel, there are 'Save' and 'Cancel' buttons.

3. Execute the script on the MiCollab as follows, see section 8.3 for more details.

After the migration is complete, a success message appears. If not, an error message indicating the reason for the migration failure appears.



Note:

When migrating users, there should not be any special characters in the new role name.

4.3 Executing the User Migration Script

When you execute the migration script, the user's role automatically changes to the newly created template. MiNET Hot Desk will change to SIP Hot Desk phone.

Note:

If the phone is in a call, this action will fail. Please check if all the users are migrated successfully.

Limitation: The administrator needs to update the password associated with the user(s) in MiCollab (USP) if the user(s) was created via MiVB. Deploying the user without doing so, will cause the MiCollab Client login to fail

1. Navigate to the user that need to be migrated from USP.

2. Run the script that is available at `/usr/mas/bin/migrateusers.py` on MiCollab as follows:

- a. Create a .CSV file with the details of all users that must be migrated.

Note:

The mandatory fields in .CSV file are Role Name and Primary Phone. If the user has multiple phones, then provide the Secondary and Other Phone details.

The format of .CSV file is as follows:

First Name	Last Name	Role Name	Primary Phone	Secondary Phone	Other Phone
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Microsoft Excel can be used to create this file. An example copy of .csv file can be found at: `/usr/mas/bin/`. The file should be saved as **UserData.csv**

- b. Copy UserData.csv file on MiCollab in /tmp folder
- c. Open a putty session to MiCollab and run the following command: `"/usr/mas/bin/migrateusers.py"`

A message notifies successful completion of the migration. If the migration fails, an error message appears, indicating the reason for the failure.

To know details of errors, see the UserHavingError.csv file *at /tmp/UserHavingError.csv*.

5 References

- 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

