

# Product Datasheet

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## Desktop Popup



### **Directory**

Phone Directory  
Jabber UDS Server  
Web Directory  
IPS Popup / Reverse Lookup  
Personal Directory  
H350 Video Conf directory  
Corporate Speed Dials  
ClickNDial

### **Alerting**

Voice Alert  
IPS Pager

### **Admin tools**

Morning Check  
Phone Remote  
Phone Robot  
Provisioning  
Phone Deployment  
CMS Admin & Selfcare  
Extension Mobility Report

### **Manager Assistant**

IP Phone / Jabber Interface

### **Productivity tools**

IPS Phone Config  
IPS Alarm Callback  
IPS Lock  
Wakeup Call  
Missed Call Alerter  
Conference Center  
Busy Alerter Callback  
Desktop Popup  
Finesse Gadgets  
Spark Bot

### **Attendant Console / IVR / Group**

Tannounce  
Line Group Manager  
Silent Monitoring

### **Extension Mobility tools**

TSSO  
Delog / Relog  
Pin & Password Manager

### **Recording**

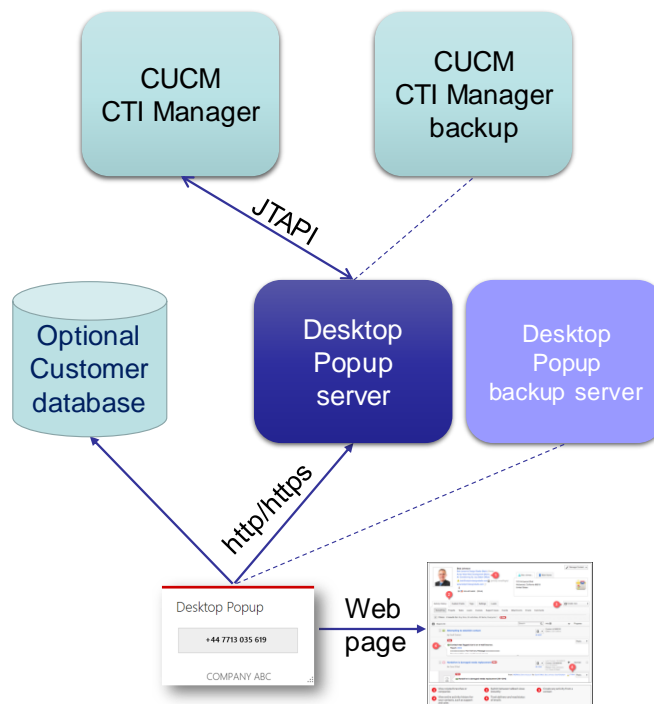
Call Recording  
Recording Notification

# 1 Desktop Popup description

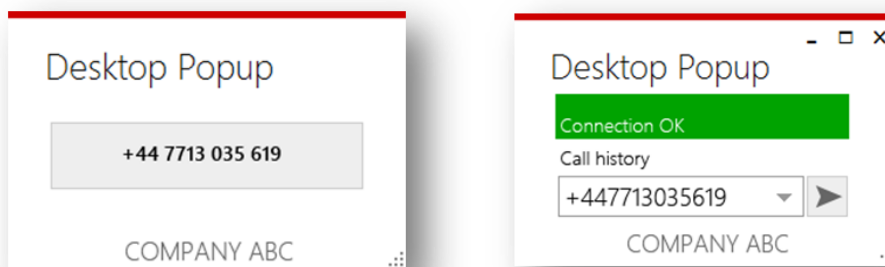
## 1.1 Overview & architecture

Desktop Popup is a CTI application that provides an integration between Cisco Unified Communications Manager and CRM or third-party application to popup customer contacts information. Desktop Popup can also search a customer contact, on incoming call, based on the calling number, in a database or a Web based or thick client CRM application. It has been adapted for instance, to Microsoft Dynamics and Pivotal.

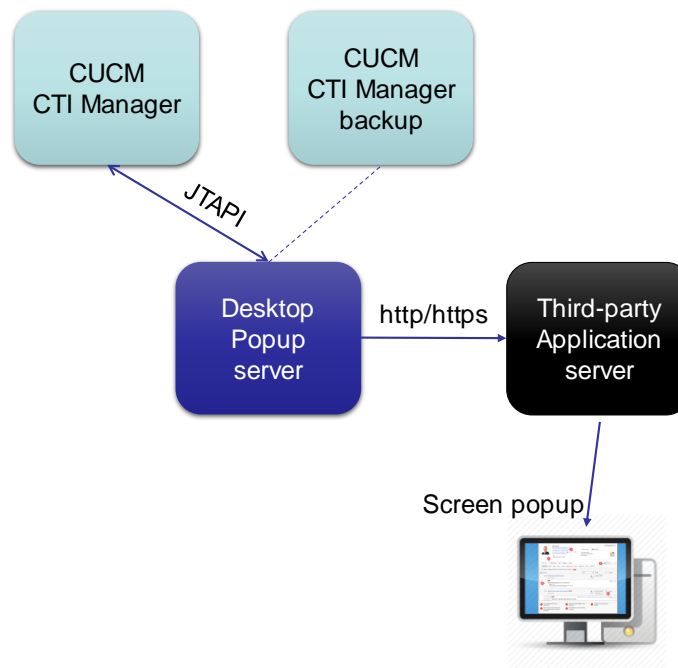
Desktop Popup is connected to telisca CTI Server that forwards CTI events from CUCM. Desktop Popup manage to CTI Monitor the associated IP Phone or Softphone which ease the user configuration. Desktop Popup also makes it possible to dial and hang up.



Desktop Popup includes a small client application that connects to telisca CTI server by HTTP. This request remains on standby until a new telephony event or a time-out. This interface is accepted by firewalls and proxies. Desktop Popup works fine on a Citrix Desktop client. A connection to a backup server in failover or load balancing is supported.



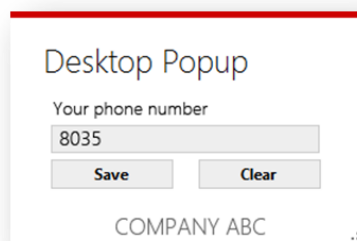
Desktop Popup can also call a REST API to trigger the CRM or third-party application at server level on ringing, answer and dropped event to provide call information.



## 1.2 Features description

### 1.2.1 Client configuration, user interface

- Desktop Popup includes a rich client module copied on the PC, a Citrix server or executed from the network.
- Desktop Popup appears minimized in the Windows taskbar notification area.
- When first launched it set the specific user configuration in order to know which phone to monitor. If the CUCM user Id is synchronized with Windows login, no user action is required. Otherwise, the user will enter, the first time, either his login optionally checked with his password or PIN code, or the IP Phone's number.



- Desktop Popup supports fixed mode or extended mobility mode (user log on IP Phone).

### 1.2.2 SQL Database

Desktop Popup can search in an SQL Database from a table, a view or a stored process. The result can be displayed on Desktop Popup or used to search in the CRM application (via customer ID).

### 1.2.3 IPS Global Directory

Desktop Popup can search in IPS Global Directory server that can merge different directories in different formats. The result can be displayed on Desktop Popup or used to search in the CRM application (via customer ID).

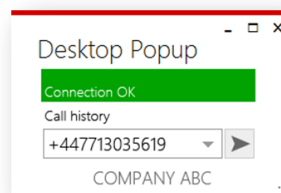
## 1.2.4 Web based application integration

- On ringing, answer or dialing event Desktop Popup receive an event with formatted calling party number. It calls the browsed with a defined URL on which the calling party number have been added.
- Depending on configuration, Desktop Popup can directly open browser windows or ask for validation.
- Depending on configuration, recent calls can be listed and selected to popup on a previous call.

## 1.2.5 Rich client application integration

Desktop Popup can be integrated with a rich client CRM to popup the contact's form by calling an external program and passing the caller ID in argument.

Desktop Popup can also send the caller ID (or the contact ID found in a database), using a local REST API (http Get). Bespoke integration is also possible on demand.



## 1.2.6 Condition to Popup

In order to avoid displaying an empty contact form, it is possible to check a condition par calling a REST API and analysing the result before trying to display a contact's form.

## 1.2.7 Server base REST integration

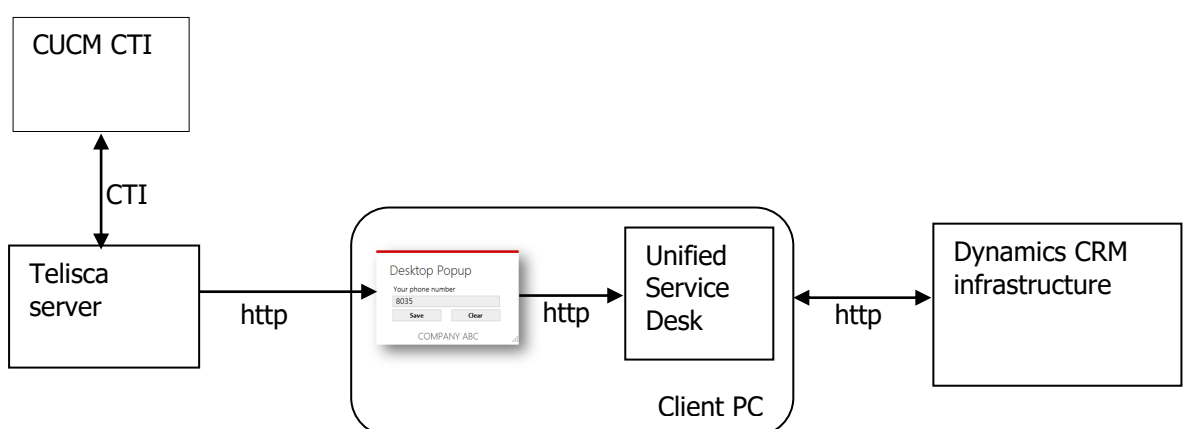
Desktop Popup calls an http/https REST API at server level on ringing, answer and dropped event to provide calling number, calling name, called number, original called number, call ID.

## 1.2.8 UCCX compatibility

When the incoming call go through Cisco Unified Contact Center Express (UCCX), the calling number on ringing is a UCCX CTI port, however when answering the real calling number is provided and Desktop Popup can use it to search for the calling contact.

## 1.2.9 Microsoft Dynamics integration

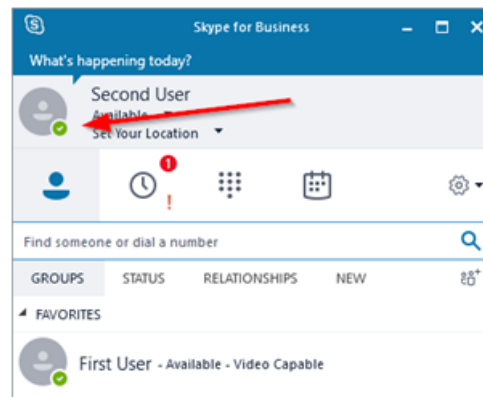
Desktop Popup supports Dynamics CRM (Cloud or on premise) integration through the Unified Service Desk application (USD is a Microsoft application used for telephony and call center integration).



See the user experience on this video: <https://youtu.be/W407f83NPtI>

## 1.2.10 Cisco phone presence linked to Skype presence

For users who have Cisco Voice and Skype for Business, this application provides Cisco desk phone call status in Skype for Business.



Users can also initiate calls from their Skype for Business on their Cisco desk phone. These tasks are all preformed by the desktop popup pc-based application.

## 1.3 Administration and installation

Desktop Popup server configuration can be defined using a Web based interface.

Desktop Popup is deployed or executed from a LAN drive with a specific configuration file that contains at least server address.

Desktop Popup installation is provided as .Net EXE or via an MSI package that may be executed silently.

## 1.4 Requirements

Supported Cisco CUCM:

- CUCM version 8.6, 9.1, 10.5, 11.5, 12, BE 6000, BE 7000
- Any Cisco IP Phone that can be CTI monitored
- Cisco Jabber
- Windows servers supported:
  - Windows Server 2012 or 2012 R2 Essentials, EN/FR,
  - Windows Server 2012 or 2012 R2 Standard, EN/FR,
  - Windows Server 2016 Essentials, EN/FR
  - Windows Server 2016 Standard, EN/FR
- DotNet 4.5.1 (minimum) up to 4.6.2 (advised)
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, HyperV or Cisco UCS, Cisco UCS-E
- Skype for Business

Several Desktop Popup client instances can run simultaneously on a Citrix Server.

Desktop Popup run on Windows XP SP2, Windows 7, Windows 8.1, Windows 10. It is developed on Microsoft .Net 2.0.

Desktop Popup client User Interface is available in English and French.