

Product Datasheet

ClickNDial



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 ClickNDial description

1.1 ClickNDial overview

With ClickNDial, directly from one's workstation one may search or select a telephone number and then dial. ClickNDial eliminates the need to dial on the telephone numbers which are already available on the PC. Simple and powerful, it increases productivity and ease of use.

With ClickNDial the user can:

- Select a phone number in any Windows application (Internet Explorer, Firefox, Outlook, Notes, Excel, Word, custom application, ...) and dial by pressing a hot key.
- Transform a telephone number into clickable link with Google Chrome
- Highlight a contact name and search for it within the directories defined in ClickNDial
- Dial from a list of speed dials entered or loaded into ClickNDial (from text file or Excel)
- Dial recently called phone numbers,
- Search in Outlook or Lotus Notes personal directory,
- Search in Lotus Notes database,
- Dial directly from Outlook contact form,
- Dial directly from Microsoft Skype for Business (**SkypeNDial** module),
- Dial directly from Lotus Notes user interface (via Lotus Script),
- Search in Corporate Directory (Active Directory, Lotus Notes, LDAP, ...),
- Global search in all personal and corporate directories,
- Dial from Web pages, using 'tel:/' URL,
- Search contact selected in any application using defined directories,
- Dial from Business application, calling a small executable,
- Know a contact's presence from his Exchange calendar
- Display a form with details and picture of a contact.

ClickNDial is easily deployed on Windows computers and does not require a server (except for Etrali)

ClickNDial permits dialing via:

- Cisco Unified Communication Manager (API WebDialer SOAP),
- Cisco Jabber,
- Microsoft Skype for Business,
- Etrali Open Trade (with telisca gateway + TAPI for Open Trade drivers).

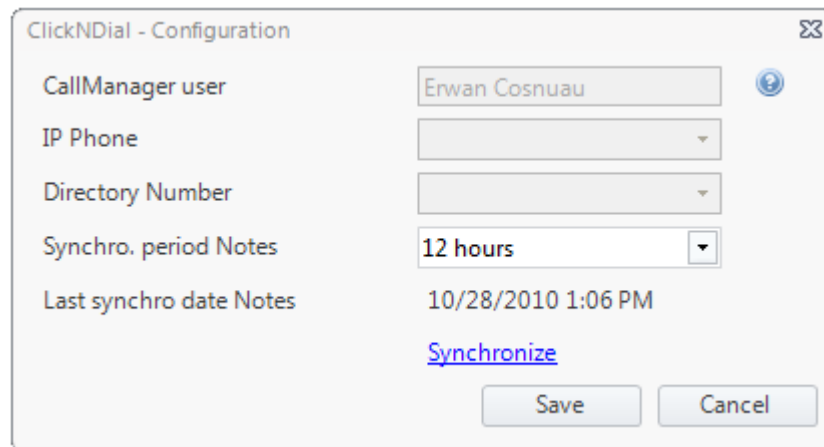
ClickNDial is available in different packages:

Functions / Packages	Free	Light	Standard
Select phone number and dial	✓	✓	✓
Personal contacts	✓	✓	✓
Click on telephone numbers in Google Chrome		✓	✓
Outlook add-in		✓	✓
SkypeNDial		✓	✓
Lotus Notes Lotus Script		✓	✓
Synchronization Outlook personal address book		✓	✓
Synchronization Notes personal address book		✓	✓
Dial from hyperlink, dial API		✓	✓
Search corporate directories (up to 4) AD, LDAP, Domino database, Exchange public folder, IPS Global Directory			✓
Global search in all directories			✓
Corporate speed dials			✓
Select and search contact			✓

1.2 ClickNDial user interface

1.2.1 User authentication

ClickNDial configuration is used to associate the application with to device profile (extended mobility mode or the IP Phone). This can be automatic if Windows login and CUCM login are synchronized. ClickNDial also support authentication proxy to avoid user retyping password.



According to the parameter setting of the administrator, the user will also be able to change some parameters of ClickNDial (phone number capture hotkey, user interface settings ...).

1.2.2 Select from a Windows application and dial

ClickNDial user selects a phone number in a Windows application and press a specific hot key or combination of hot key. The phone number can be selected in an email body, a Web page, a text document, an Excel list, or any field in a business application.

Phone number is filtered according to dialing rules defined by administrator. A small window appears showing dial progress while phone is dialing. The user may then decide to hang-up by pressing the hang-up button.

1.2.3 Dialing from personal contacts list

ClickNDial is started at the beginning of Windows session and minimized in Windows taskbar. It can be opened from Windows taskbar.

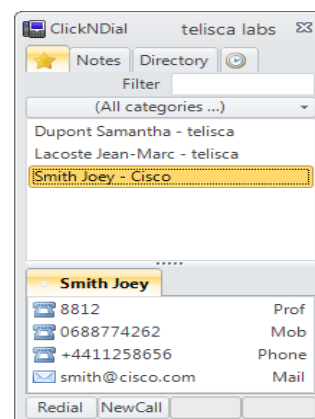


User may build his personal contact list or speed dials list by entered them in a grid or importing them from an external Excel or text file.

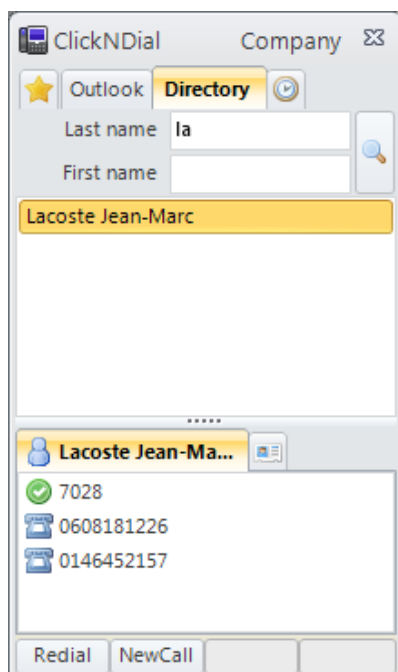
User can filter contact by pressing the first letter of the contact label.

It can also define favorite numbers that can be selected directly and speed dials categories.

Corporate speed dials can also be defined by administrator that cannot be edited by the user.



1.2.4 Search in Corporate directory and dial



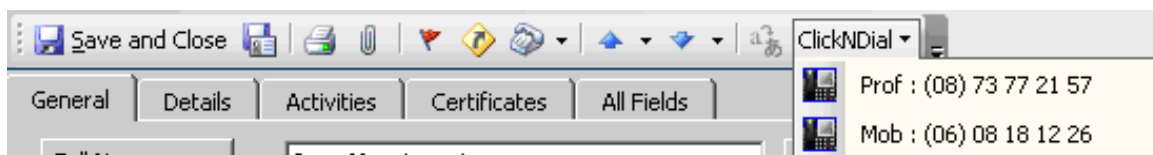
ClickNDial can be configured to enable searching in Corporate directory (Active Directory, Exchange, Lotus Notes, Open LDAP, ...).

User can search in Corporate Directory by pressing the first characters of contact last name or first name (up to four search fields can be set). Contact results will display, administrator defined, fields like last name, first name and department.

User may then select from several phone numbers assigned to contact or eventually display a more detailed contact form. Email address can be displayed and used to create a mail from default email client.

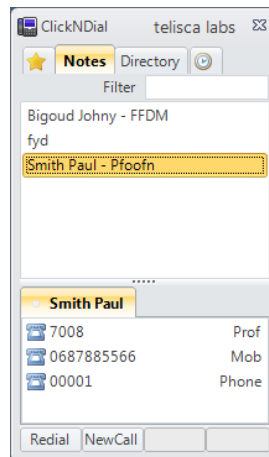
1.2.5 Dial from Outlook contact form

ClickNDial includes an Outlook 2003, 2007, 2013 and 2016 add-in which adds a button in Outlook contact form taskbar. From this taskbar, the Outlook user can select a phone number defined in contact form and dial directly. Phone numbers are formatted according to dialing rules defined by administrator.



1.2.6 Dial from Lotus Notes personal contacts list

From ClickNDial, user can search directly in his Lotus Notes personal database (names.nsf). Up to four search fields can be set, results may include several phone numbers.



1.2.7 Dial Web page with dialto: URL

ClickNDial may be used to dial from Web Page for example on an Intranet Directory. Once user clicks on a hyperlink pointing to an URL like <tel://20001,Dupont> in Internet Explorer or Firefox, ClickNDial will be launched and will dial 20001, display contact name Dupont. Number will be reformatted and normalized, user settings defined in ClickNDial will be used.

1.3 ClickNDial administration

ClickNDial administrator is a separate application installed only on an administrator's PC. It enables the administrator to define and update ClickNDial configuration file that is deployed with ClickNDial and may be updated automatically.

1.3.1 Telephony configuration

The administration interface of ClickNDial permits the definition of dialing and authentication parameters. The interface Cisco Web Dialer SOAP is based on the WebDialer service activated by default on CUCM clusters and using few resources. It is possible to configure a primary and backup Web Dialer server. For sites deploying more than 2000 to 3000 ClickNDial, it is recommended to distribute the calls on several WebDialer servers, with a mechanism to balance the load and to quarantine non-operational servers.

It is possible to verify the CUCM login and password at the time of authentication (which permits identifying from which IP Phone or device profile, in Mobility, dialing should be affected) then to dial while using an authentication proxy (specific CUCM user). This avoids problems caused by password changes which would require the user to identify himself again in ClickNDial.

If the CUCM user login is the same as the Windows login, it is possible to automate the user configuration, sparing him from needing to enter his login and password. This is possible in Mobility with the help of a proxy login defined in CUCM end in fixed mode with a user associated to the IP phone.

Dialing via Cisco Jabber and Microsoft Skype for Business is affected directly from client application to client application.

Dialing via Etrali Open Trade is affected by installing a software gateway furnished by telisca which emulates the Web Dialer SOAP API on one side and connects via TAPI to Etrali Open Trade.

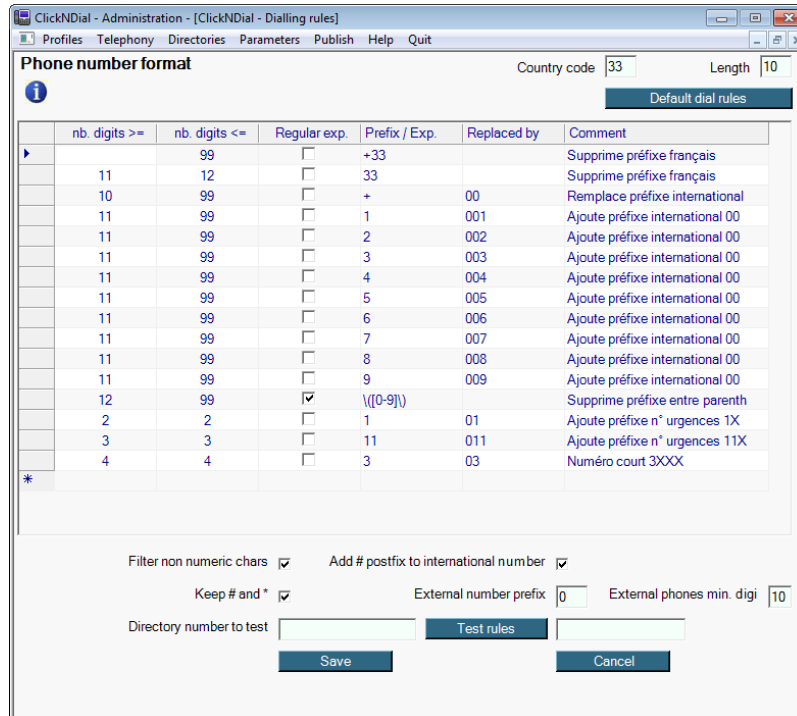
1.3.2 Corporate directory configuration

The administrator defines the parameters of connection and authentication to up to four Corporate Directories using Active Directory, LDA, Exchange, Notes or IPS Global Directory.

It also defines the attributes that will be displayed in the contacts results list as well as the optional contact form.

1.3.3 Dialing rules configuration

ClickNDial formats the numbers to be called according to dialing rules defined by administrator. These rules make it possible for example to remove the local country code, add the international prefix, add external number, remove prefix between parenthesis, remove all non-numerical characters, ...



1.4 Requirements, configuration

ClickNDial is supported on Cisco Unified Call Manager 10.5, 11, 11.5, 12, 12.5, BE 6000, BE 7000.

To dial via CUCM, the application interfaces the Web Dialer SOAP API. This solution does not require in intermediate server. It consumes few CUCM resources. A Web Dialer service supports 2 calls per second, which corresponds to approximately 2000, 2500 users. ClickNDial permits more load sharing among several Web Dialer services, with quarantine of non-operational services.

ClickNDial is a Windows client application which may be deployed very simply on Windows 7, Windows 8, Windows 8.1, and Windows 10. Three packages are available, based upon .Net 2.0, .Net 3.5, .Net 4. ClickNDial may also be executed from a network drive, without requiring a deployment.

ClickNDial functions in TSE or Citrix environments

The Outlook plugin and synchronization are supported with versions Microsoft Outlook 2013, 2016 or 2019.

The search and synchronization interface with Lotus Notes works with versions 6.2, 6.5, 7, 8, and 8.5.

In the case of queries to the enterprise directory (via LDAP), authentication may user either the Windows login (within a domain) or a proxy user defined in the LDAP directory, or an anonymous access. ClickNDial supports Active Directory secure authentication mode (Kerberos).

Configuration data defined by the administrator are deployed at the same time as ClickNDial. User parameter data as well as speed dials defined by the user may be stored on backed up on a network drive. In the event of the reinstallation of the workstation, the application may thus retrieve the user-defined data from his personal network disk.

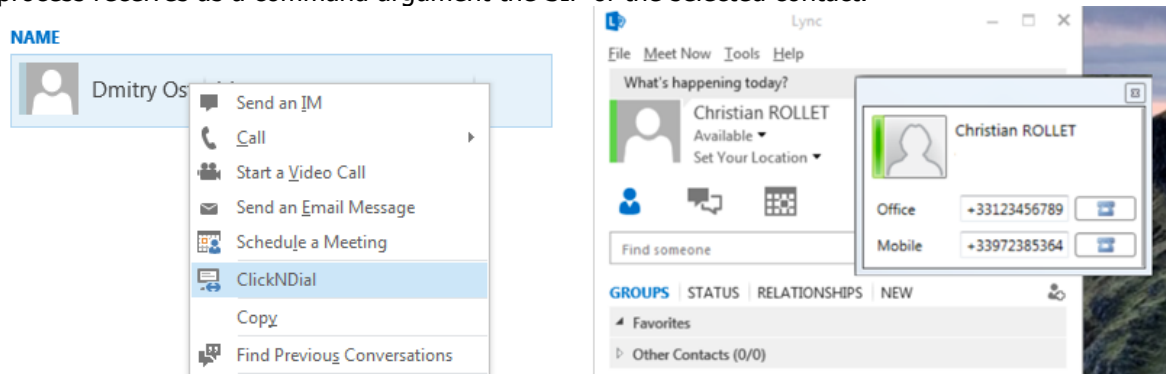
It is possible to allow an automatic update of the configuration by placing a new version on a website or via a furnished Web Service.

1.5 Skype for Business via CUCM

Skype for business makes it possible to dial a phone call from Microsoft Lync using a Cisco telephone. This solution is based upon ClickNDial, which should be already deployed for dialing. Skype for business provides an economical and easily deployed solution.

After connecting to Skype, the user has access to his list of contacts. From this open menu, a right click on the selected contact opens the ClickNDial options.

When the user clicks on 'ClickNDial' option of the menu, the SkypeNDial.exe is launched. This process receives as a command argument the SIP of the selected contact.



In order to select the number to dial (fixed or mobile), a window opens (superimposed over Skype), in which the number to dial may be selected. Before being dialed, the number will be handled according to the rules defined in ClickNDial. However, it is also possible to a modify a telephone number that does not have a prefix (editable field) in special cases.

Dialing is initiated by sending to ClickNDial the selected telephone number.

Prerequisites

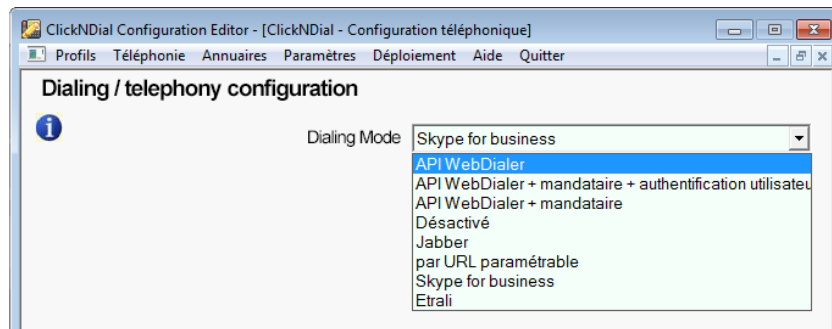
The following elements should be installed on the workstation:
 Skype for Business or Lync 2013, ClickNDial 2.3.20, Framework .Net 4.0. or 4.5.x

1.6 ClickNDial for other telephony platforms

The module also permits dialing a call using the platforms

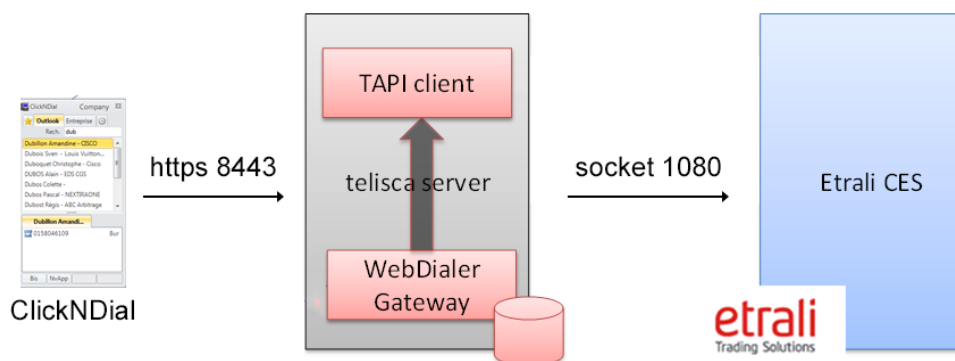
- **Etrali Open Trade**

The dialing mode is selected via the Configuration Editor screen of ClickNDial administration.



1.6.1 Etrali Open Trade

A server hosting telisca Etrali Gateway handles communication between the ClickNDial client application and the Etrali Open Trade TAPI client. This gateway software emulates the Cisco Web Dialer SOAP API. Also, older versions of ClickNDial are supported.



Prerequisites (workstation): ClickNDial 2.0, Framework .Net 2.0 or 3.5 or 4.0 or 4.5., telisca Gateway for Etrali Open Trade.

Supported Cisco CUCM:

- CUCM version 10.5, 11.5, 12, 12.5, BE 6000, BE 7000

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 or 2012 R2 Update 1 Essentials
 - Windows Server 2012 or 2012 R2 Update 1 Standard
 - Windows Server 2016 Essentials
 - Windows Server 2016 Standard
 - Windows Server 2019 Essentials
 - Windows Server 2019 Standard
- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
 - Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E