BULLETIN: Unified Communicator for Android V2.7

Introduction

This document provides an overview of Unified Communicator for Android. This is the latest Android client (App) from Mondago for use with our Go Connect CRM product. The product is already available on Play Store.

What is Unified Communicator for Android

Unified Communicator is a Smartphone application which exists for both iOS and Android, both of which are available to download through their own marketplaces. The application is designed to work with Go Connect CRM.

The application works by connecting to the Go Connect CRM server and monitoring an extension on the telephone system associated with the mobile device. In summary Unified Communicator for Android allows the user to:

- Make calls from their GSM dialer, SIP Softphone* or Deskphone to extensions on the phone system
- Search Go Connect CRM Server's Shared address book and make calls using same techniques as bullet above
- View the extension status of their co-workers
- View Call history and make calls
- Change their Go Connect Availability status
- Set DND or Call forward on their extension

* The SIP Softphone would be a 3rd party application configured to connect to the PBX.

Go Connect Mobile

Unified Communicator replaces Go Connect Mobile. Unified Communicator is designed to be similar but not identical. Where features have been dropped this is either because they were "low use" features or increased Google security requirements made them difficult to deploy via Play Store.

Go Connect Mobile will continue to be available for download from the Go Connect website but support will be limited to configuration questions only i.e. no further maintenance releases of Go Communicator will be made.

Unified Communicator uses the same license as Go Connect Mobile and an existing Go Connect Mobile user can migrate to Unified Communicator without having to purchase another license.

Main Features

Presence

From the Presence page, the user can:

- View status of other extensions on the telephone system
- Make calls to internal extensions: the user can choose to do this from multiple locations (see "Dialing Techniques")
- Update their Availability status on Go Connect CRM Server
- Personalize their Absence Text on Go Connect CRM Server

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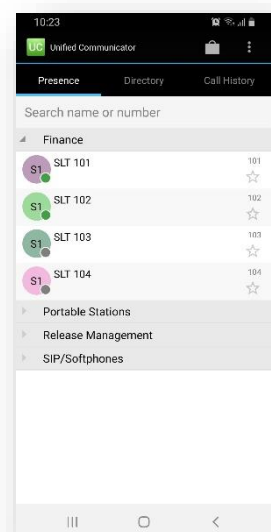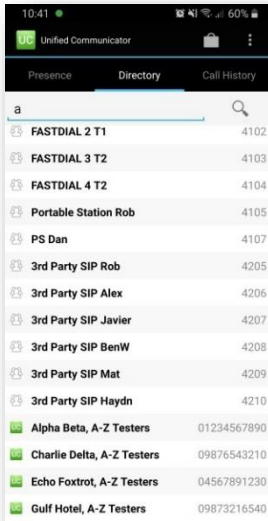
Directory

The App connects to the Shared address book, hosted on the Go Connect CRM Server, allowing the user to search the Shared address book and make calls from the search results: the user can choose to do this from multiple locations (see "Dialing Techniques")

Call History

All calls to the monitored extension will be logged here:

• Placed calls; received calls; transferred calls and missed calls are all logged here
• Date/time; duration and direction information are all logged
• Make calls to entries in the Call history: the user can choose to do this from multiple locations (see "Dialing Techniques")
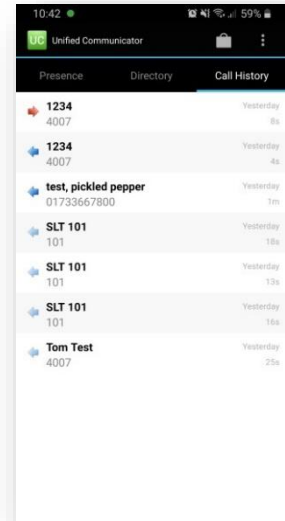
Dialing Techniques

When the user has chosen to make a call, they can be presented with the following options: **Deskphone**, **Mobile (Direct)**, **Mobile (Dial through)**, or **Softphone**.

Via Deskphone

The user will have chosen an extension to monitor. When "Deskphone" is selected from the dial page; a command will be sent via the Telephone System to start making the call from this extension. *You can think of this as Remotely Controlling the Deskphone*.

Via Mobile (Direct)

The selected number will be dialed directly from the Mobile handset.
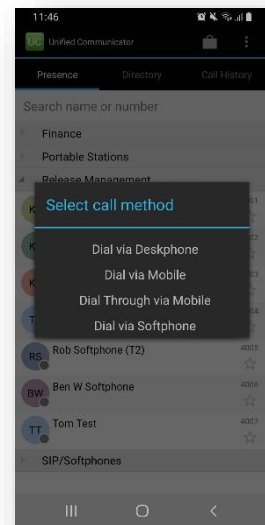
Via Mobile (Dial through)

It is possible (on certain Telephone Systems) to route calls from the Mobile Phone via the Telephone System's Trunks. This process is called Dial through / DISA. The App utilizes this feature by making a call to the dedicated Dial through number, followed by specific instructions to route the call. *Note: This feature requires additional configuration on the Telephone System.*

Via Softphone

The selected number will be passed third party Softphone application installed and configured on the mobile phone. The App utilizes this feature by presenting a number to dial, to the Softphone application. *This feature requires a third party Softphone application to route the call through.*

Unified Communicator will intelligently present the dialing options based on the type of number selected to dial, for example, via mobile (direct) will not presented as a dial option when a internal extension number is selected.

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Preferences

The user is provided with the ability to choose their preferred behaviour in the following areas
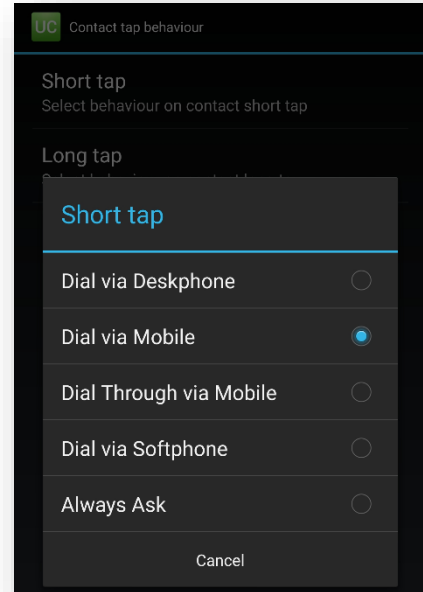
Contact Tap Behaviour

The user is given the choice of setting preferred dialling method on "Short Tap" of a contact, or on "Long Tap".

Dialling App Preferences
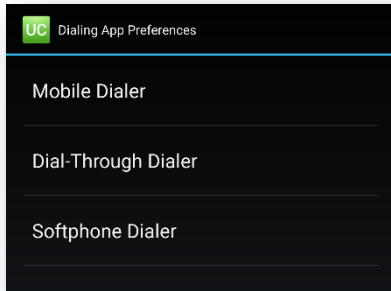
The user is given the choice of setting preferred dialling application when dialling a contact. This can be set for **Mobile Dialler**, **Dial Through Dialler** and **Softphone Dialler**.

Comparison between Unified Communicator and Go Connect Mobile

Feature	Unified Communicator	Go Connect Mobile
Extension presence view	✓	✓
User presence view	✗	✓
Show BLF of direct GSM call	✗	✓
Availability setting	✓	✓
Call Forward / DND setting	✓	✓
Call History	✓	✓
Shared Address book searching	✓	✓
Mobile Phone contacts seraching	✗	✓
Chat / Messaging	✗	✓
Dial through	✓	✓
Direct dial	✓	✓
Softphone support	✓	✓
Deskphone support	✓	✓
Feature codes	✗	✓
Long / short tap behaviour control	✓	✗
Dialing app preference	✓	✗
Caller overlay	✗	✓
Location integration	✗	✓
Dial through widget	✗	✓