

Product Datasheet

telisca Global Directory



Directory

- IP Phone Directory
- Jabber UDS Server
- Web Directory
- Popup / Reverse Lookup
- Personal Directory
- Cisco Video Collaboration Endpoint
- Corporate Speed Dials
- ClickNDial

Alerting

- Voice Alert
- Pager

Manager Assistant

- For IP Phone
- For Jabber
- For Webex Desk

Admin tools

- Morning Check
- Phone Remote
- Phone Robot
- Provisioning

Productivity tools

- IPS Phone Config
- IPS Lock
- Busy Alerter Callback
- Missed Call Alerter
- Wakeup Call
- Conference Center
- Desktop Popup
- Finesse Gadgets
- Calls blocker

Attendant Console / IVR / Group

- TAnnounce & Statistics
- Attendant Console
- Line Group Manager
- Silent Monitoring

Extension Mobility tools

- TSSO
- Delog / Relog
- Pin & Password Manager

Recording

- Call Recording
- Recording Notification

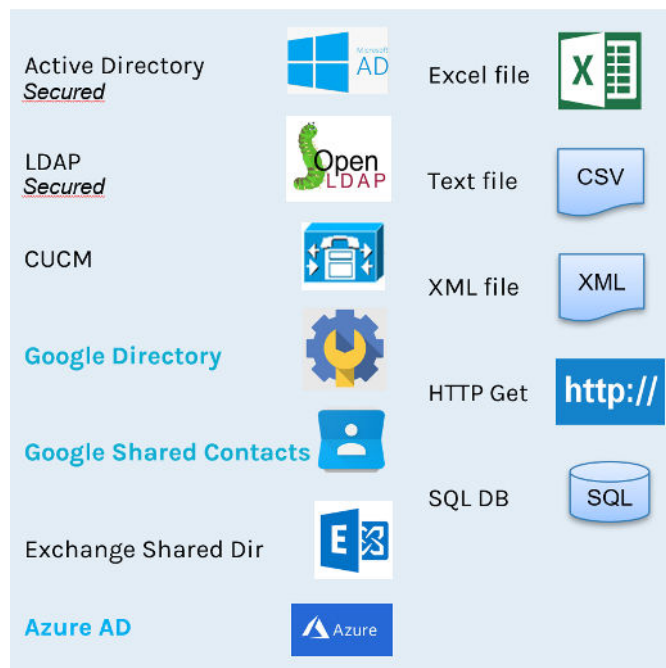
1 telisca Global Directory description

Global Directory is a Directory solution for Cisco Unified Communications Manager (CUCM) and Microsoft Teams which provides features to:

- Extends the boundaries of directory search: **merge multiple directories** from different sources and formats
- **Segments** a principal directory into multiple directories **by subsidiary, site, agency, ...**
- Improves performance and advanced search (**replicated directories**)
- Improves user search experience (**T9 mode, touchscreen**)
- Searches and dial from Web interface (**Web Directory**)
- Provides **UDS** directory server for **Jabber** for Windows, Jabber Mobile, **DX** terminals
- **Microsoft Teams** App (**Web Directory**)
- **Cisco Webex** App (**Web Directory**)
- Searches from **Cisco Collaboration Endpoint** (**Video** add-on)
- Updates directories (**Web Directory**)
- Offers **REST API** to search contact by calling number
- Displays **calling party detail** on IP Phone and Jabber (**Reverse Lookup**)
- Synchronizes personal address books (Outlook, IBM, CUCM, ...) (**Personal Directory**)
- Consolidates and update enterprise directory (**Directory Export**)
- Publishes directory on embedded **LDAP** or **Active Directory** (**Directory Export**)
- Publishes an **H350** directory for Video Conference terminals (add-on **H350**)
- Generates CUCM user configurations (add-on **Provisioning**)
- Updates speed dial numbers (add-on **Corporate Speed Dials**)

Global Directory expands the telephony's directory to merge different directories sources and enhances user interface. Users will find in Global Directory all the contacts in the company and also find partners, distributors, customers, and other lists of useful phone numbers.

Global Directory either works as a Virtual Directory or by replication from these different sources.

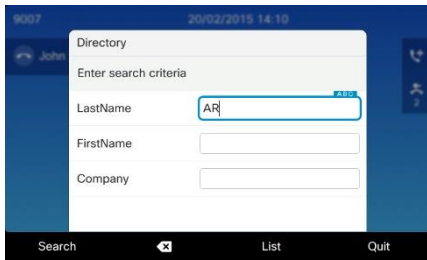


Also, Global Directory can replicate users' personal address books from Outlook/Exchange and Notes/Domino.

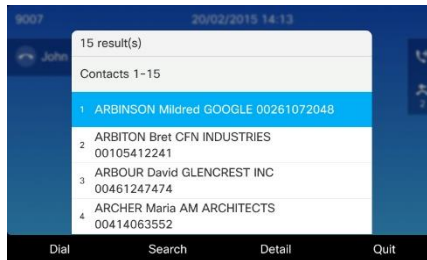
Each defined target directory can contain several source directories and remove duplicates contacts or not. Include or exclude filters can be defined. More than 30 fields per contacts

can be retrieved and several phone numbers can be displayed per contact. Phone numbers are reformatted according to administrator defined rules, required prefixes are added.

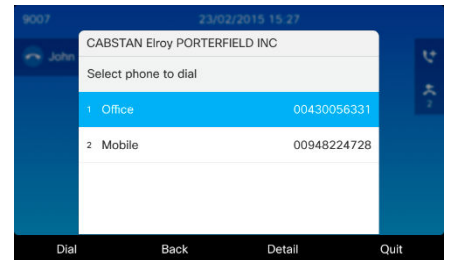
Different IP Phone user interfaces can be defined from the usual SMS style with up to five search fields, T9 multi fields, T9 iterative search or touch screen keyboard. Different result formats are available, including a detailed contact form.



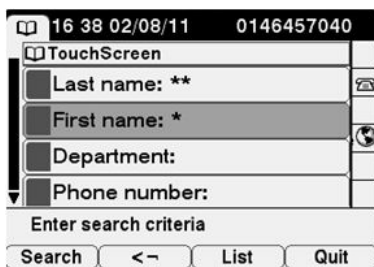
SMS search mode



Customizable contact lists



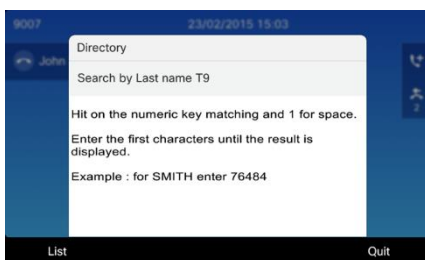
Up to 4 numbers per contact



T9 multi-criteria search (adapted to 6921, 6941, 6961, 7811, 7821, 7841, 7861, 7920, 7931, 7936, 7937, 7985, 8821, 8831)



T9 iterative search without refresh (7940, 7941, 7942, 7945, 7960, 7961, 7962, 7965, 8961, 9951)



T9 iterative search with completion (7921, 7925, 7940, 7941, 7942, 7945, 7960, 7961, 7962, 7965, 7970, 7971, 7975, 8821, 8841, 8845, 8851, 8861, 8865, 8961, 9951, 9971)

2 Description of modules and options

2.1 Functions with Optional Modules

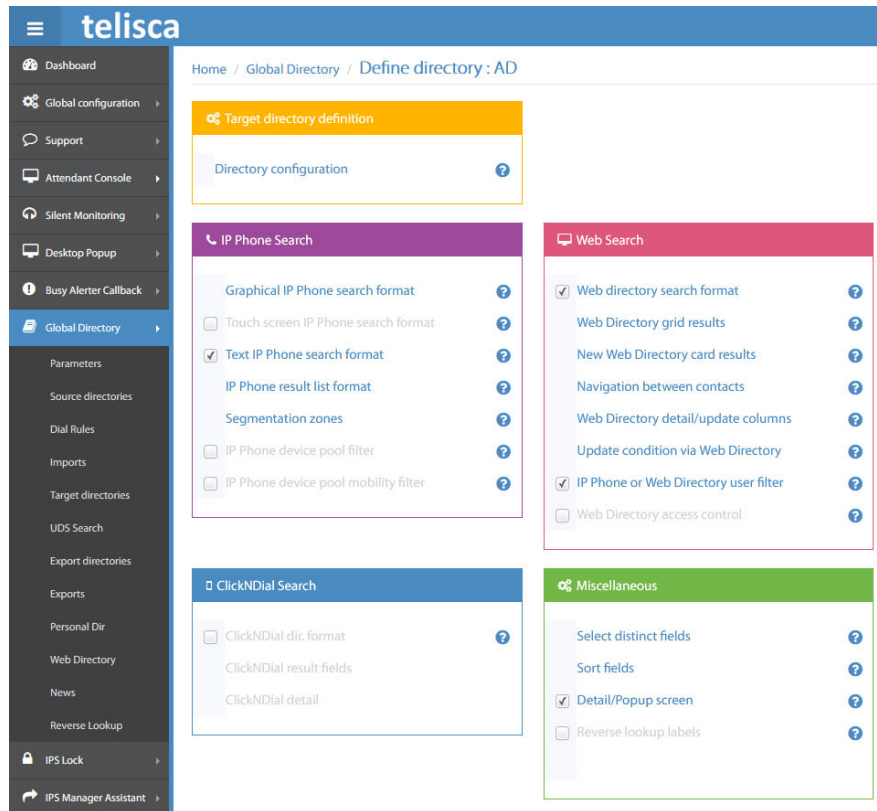
Functions	Core	Light	Standard	Web Directory	Reverse lookup / Popup	Personal Directory	Video Collaboration	Export	Provisioning
Meta-directory, replication, fusion, number treatment, ...	X	X	X						
Search API- Web Service type	X	X	X						
Segmentation, directory filtering		X	X						
Search from IP Phone – SMS mode		X	X						
Search from IP Phone – T9 & touchscreen keyboard			X						
UDS server: search from Jabber & DX video phone			X						
Jabber reverse lookup via UDS			X						
REST API			X						
Search/Dialing via Web interface				X					
Update directory via Web interface,				X					
IP Phone reverse directory via CTI or External Call Control Profile					X				
Synchronization personal directories: Outlook, Notes, Text File						X			
Synchronization personal directories: Exchange, Domino, CUCM						X			
Search from Cisco Video Endpoints and display presence							X		
Provide H350 video conference directories							X		
Update corporate speed dials (translation patterns)								X	
Export directories – text file, printing via Excel templates								X	
Search from Jabber in integrated Open LDAP directory								X	
Update AD, LDAP directories								X	
CUCM provisioning: user, device profile, line, Jabber, remote device profile									X
Unity Connection provisioning: alias									X

2.2 Bundles

Global Directory Premium	<ul style="list-style-type: none"> • Global Directory Standard • Personal Directory • Web Directory • Reverse lookup/Popup • Export
Reverse lookup / Popup for IP Phone and Jabber	<ul style="list-style-type: none"> • Global Directory Core • Reverse lookup/Popup • Export
Provisioning	<ul style="list-style-type: none"> • Global Directory Core • option provisioning

2.3 Administration interface

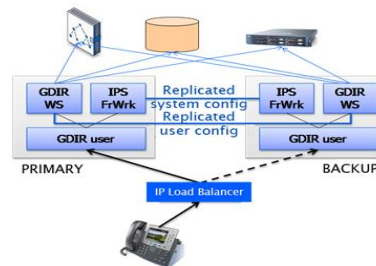
Configuration and settings are defined directly from the administration web interface. You can define source directories, replication settings, phone numbers formatting rules and the target directories with the search modes and display settings, segmentation, filtering, sorting, deduplication, and reverse directory formatting.



2.4 Fault tolerant architecture

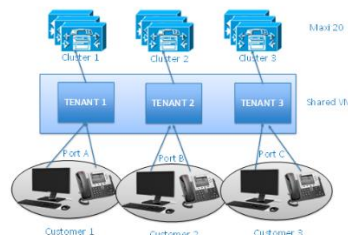
Global Directory may be installed on two servers in a fault tolerant architecture. System configuration and users (Web Directory) are replicated on the two servers.

Requests from IP phones should be directed toward an IP load balancer (VIP).



2.5 Multi-tenant installation

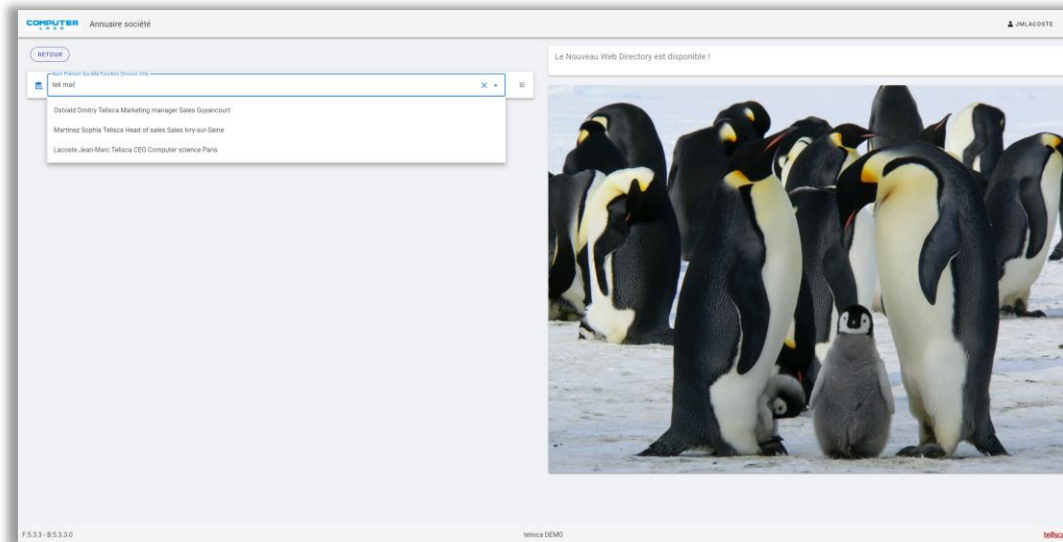
Global Directory (like all of the telisca Framework) may function in multi-tenant on multiple CUCM clusters (HCS solution). In this case, each tenant may be segregated by association with a different IP port.



2.6 Optional modules description

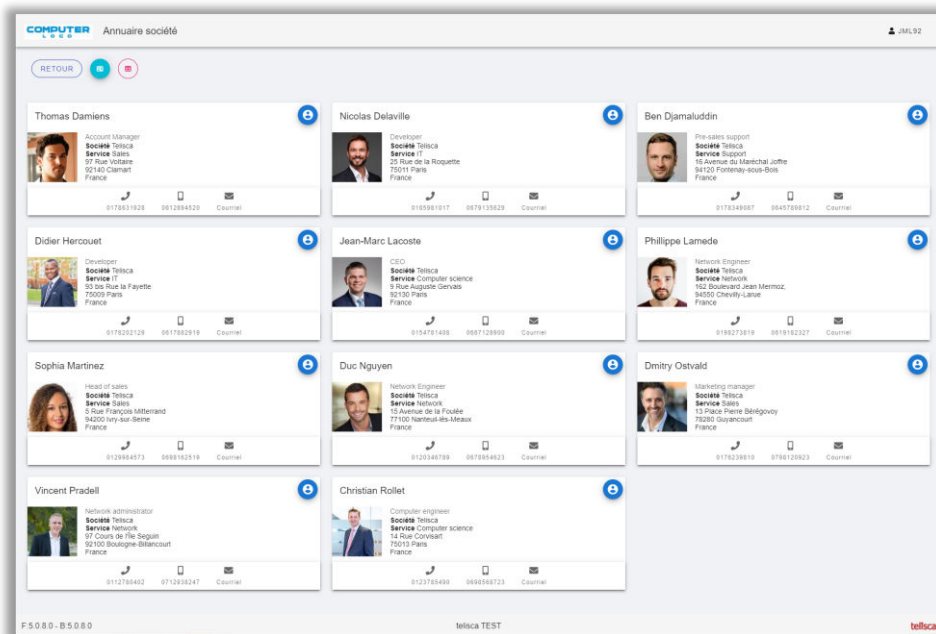
2.6.1 Web Directory

With Web Directory, the user may search the defined target directories through a Web interface. He can then dial by clicking on the phone number. The user can be authentication by automatic Windows authentication, AD Credential, CUCM credentials or Azure AD authentication.



Power-search eases searching from one field in multiple columns or from a form of several search fields. Phonetic search can be used to find contact without knowing the exact spelling. The search can be segmented based on the user's site or office.

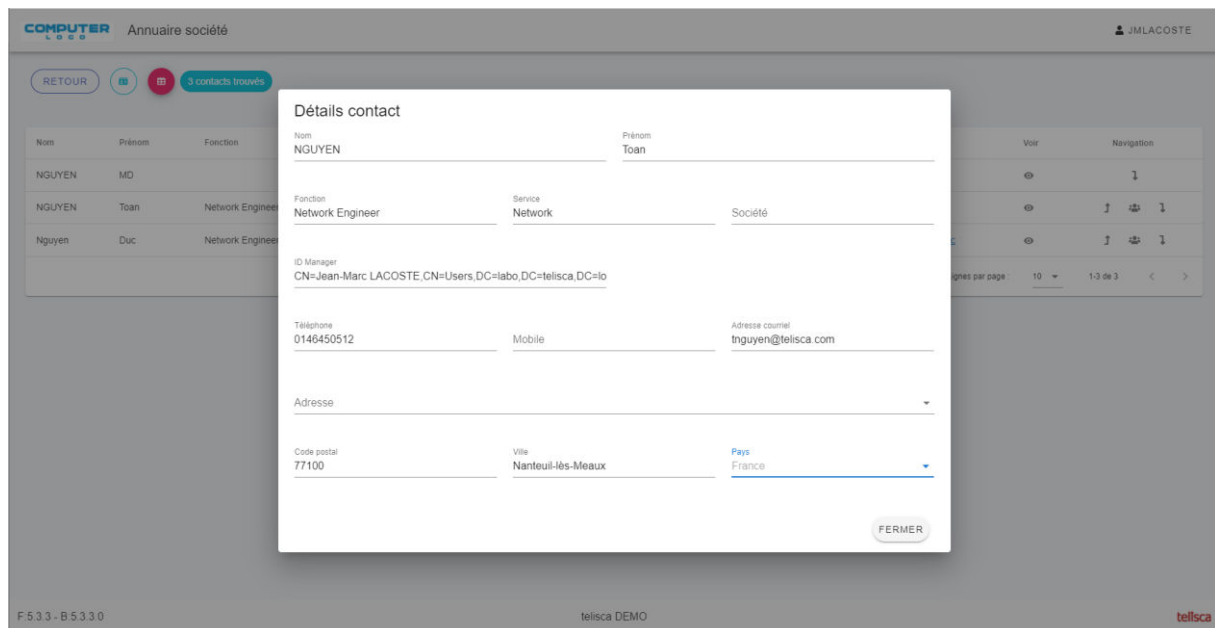
Contacts can be displayed in card formats (with photos) or grid format.



The user can navigate in the contact's hierarchy or same group/entity.



Web Directory allows dialing from CUCM, Webex or Teams.

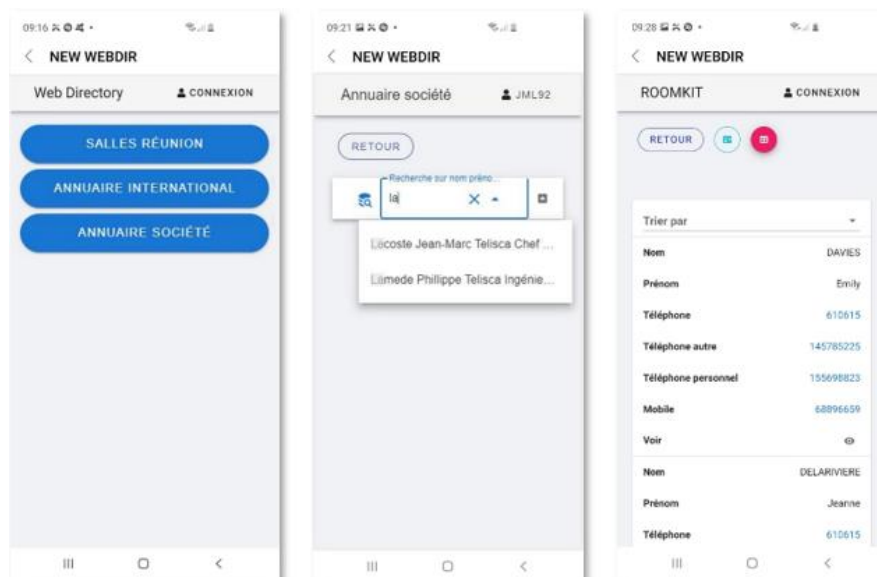


Web Directory also permits authorized users to access and update certain source directories (database, replicated, personal directories).

A user can be allowed to update its own contact's information including the photo. The update can be validated by somebody else before it is published.

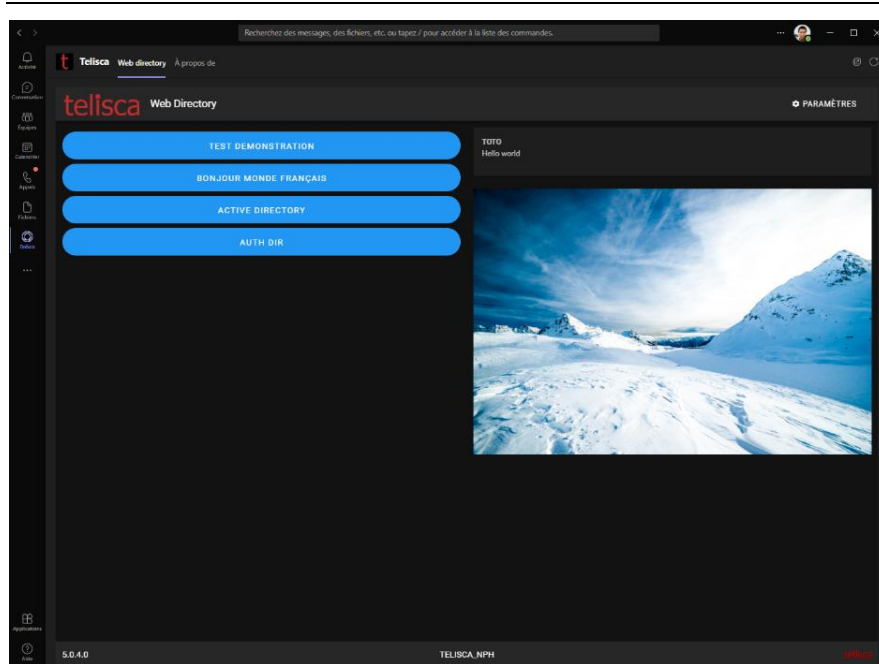
2.6.2 Web Directory for Mobile

Web Directory can display nicely on a mobile phone.



2.6.3 Microsoft Teams App

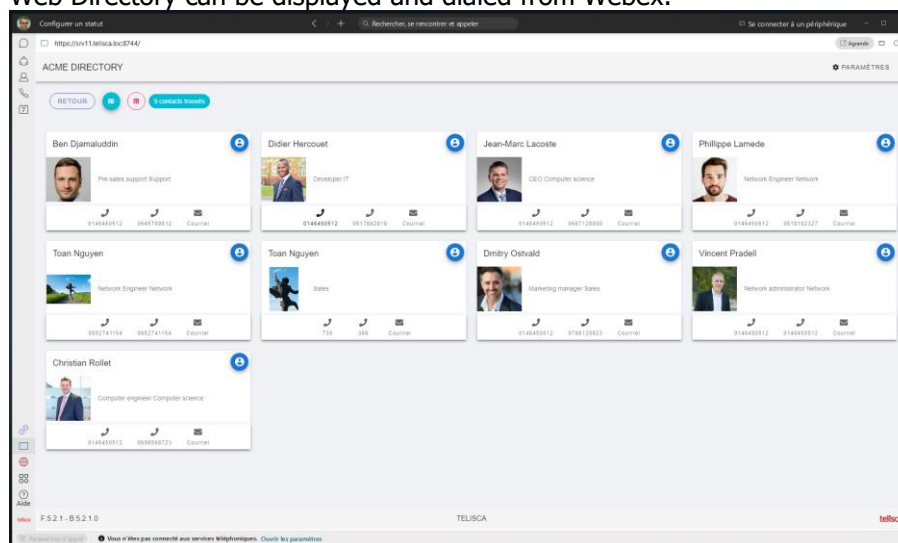
Web Directory module is also available as a Microsoft Teams application running on Premise or on a private Azure Cloud. The authentication based on Azure AD is automatic. The user can dial URI or numbers, from Teams using Teams client or a Bot.



The user can dial internal Teams URI or Teams numbers.

2.6.4 Cisco Webex App

Web Directory can be displayed and dialed from Webex.



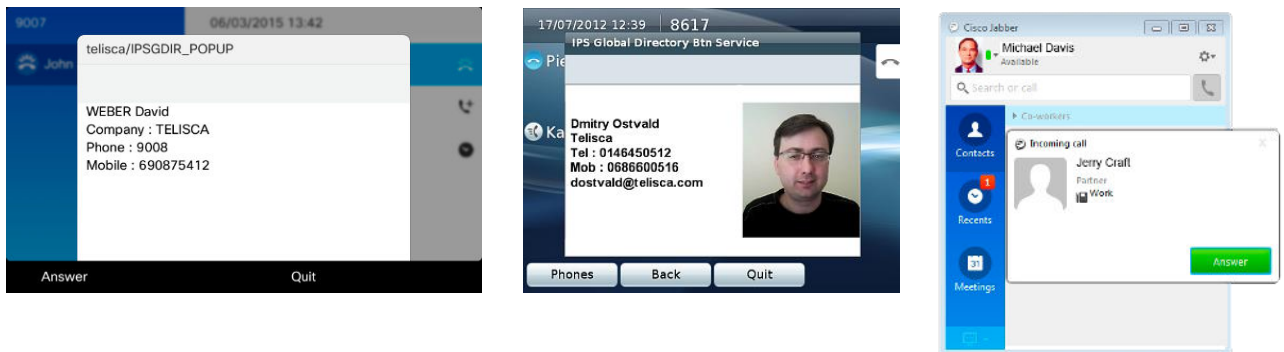
2.6.5 Reverse Lookup / Popup

The optional module **Reverse Lookup / Popup**, permits a search on an incoming call and the display of the name or the record of the calling party, either on ringing or on off-hook. It permits the matching of the caller name with the caller number by searching the available directories of Global Directory.

Several operational modes are available:

- By configuring an External Call Control Profile pointing toward Global Directory, allowing (starting with CUCM 10) to modify the name display. This External Call Control Profile should be associated with a translation pattern which filters external incoming calls.
- And/or by using telisca CTI Server, which CTI monitors the IP Phones and permits pushing a contact screen to the IP Phone. This screen allows the description of the contact on several lines and, if desired, a photo. This mode is obligatory if the search is affected in the personal directory associated with the IP Phone user. Upon ringing, an 'Answer' button permits

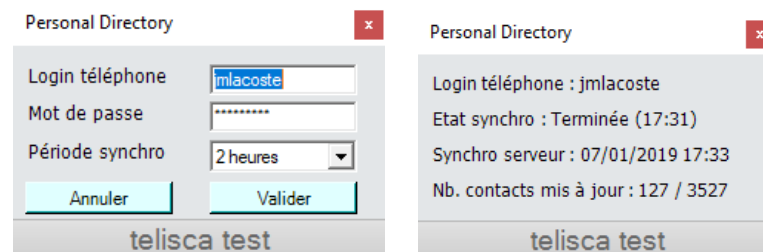
accepting the call from the Popup screen. The Popup screen is erased upon off-hook or after a certain delay.



2.6.6 Personal Directory

The optional module **Personal Directory** allows to search a private contact from the phone or Web Directory or to display on incoming call (with the Popup option), the contacts of one's personal directory. At the time of search, Global Directory filters on the login of the user associated with the IP Phone (either in fixed or mobility mode), or on the Web Directory session, so that only personal contacts will be displayed. This personal directory is replicated either by a PC application with Microsoft Outlook or Lotus Notes, or by direct server to server access to Exchange or Domino or CUCM personal directories.

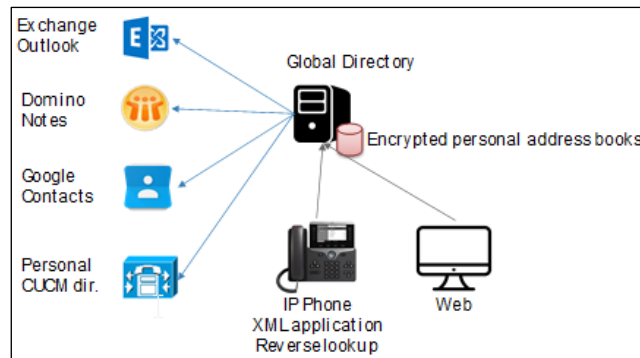
The Personal Directory PC client periodically synchronizes its Outlook or Lotus Notes contacts with a directory of Global Directory. At the time of first utilization, the PC user enters his CUCM login and, optionally, his password or PIN code for verification. If the CUCM login is synchronized with Active Directory, this login is used automatically and the user has nothing to define. It is also possible to save the Notes password in order to automate the connection to Lotus Notes.



Personal Directory PC client supports the following versions:

- Outlook 2007, Outlook 2010, Outlook 2013, Outlook 2016, Outlook 2019
- Lotus Notes 8, 8.5, 9

The Personal Directory server connects directly to Exchange to synchronize the personal directories of CUCM users. It also connects to Domino via an application (nsf) which is installed on the Domino server and provides a Web Service. This secure application permits retrieving the personal directories. This architecture makes it unnecessary to deploy a PC client and especially meets the needs of user of Outlook Web Access and Domino Web Access. The replicated address books are encrypted when stored on Personal Directory.



Personal Directory supports these server versions:

- Exchange 2013, Exchange 2016, Exchange 2019
- IBM Domino 8.0, 8.5, 9
- Personal Directory CUCM
- Google Contacts

2.6.7 UDS directory Server / Export LDAP

Global Directory simulates an UDS Directory Server that can be queried from Jabber or as well Jabber mobile.

The Directory Export module lets you use Global Directory as a central directory to update one or more target directories. The main directory update comes from the replication of several source directories with these capabilities: merging/duplicates removal and/or updates from the Web Directory interface in Update mode.

Directory Export can also update LDAP or Active Directory. Depending on configuration, it can INSERT/UPDATE/DELETE. You can restrict updatable fields (telephone fields for example).

The directory can be exported in text file and printed using Excel format models.

Directory Export also updates an Open LDAP server installed on Global Directory server. This solution can be used to provide a directory solution to DECT phones.

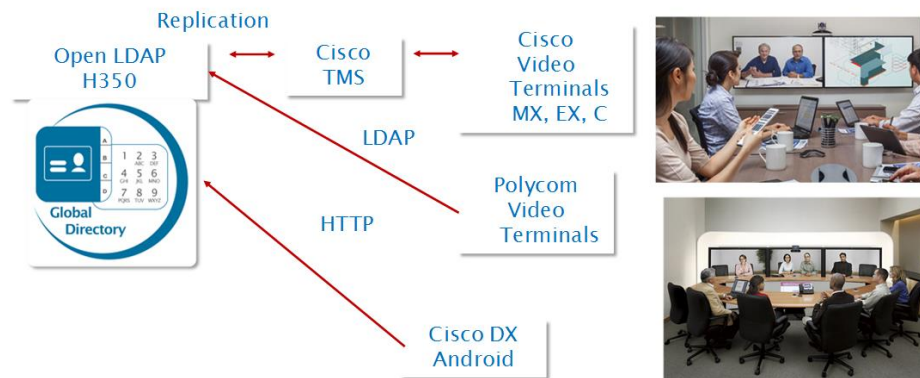


2.6.8 Global Directory for Video Collaboration endpoint and Polycom via H350

It is possible to search for a Global Directory from the Touch 10 screen on Cisco Video equipment. The directory displays contacts with telephone presence (colored icons).



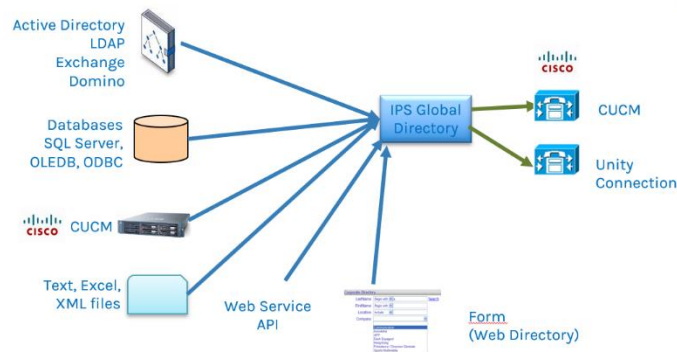
Global Directory also permits the publication of an H350 directory for Videophone and Video Conference terminals (Cisco or Polycom) as well as for the Cisco TMS meta-directory used by Cisco MX, EX, & C series terminals.



This directory is based upon the Open LDAP directory installed on the Global Directory server with a special schema including notably CODEC data. The Open LDAP server is updated from one or more source directories which are merged. Cisco TMS may search directly or replicate the telisca H350 directory.

2.6.9 Provisioning

The optional **Provisioning** module can create or update the CUCM configuration. It is particularly efficient when using Extension Mobility. The Provisioning module synchronizes from one or several Global Directory sources or triggered by calling a Web Service method.



Synchronization with CUCM, allows updating of:

- users,
- device profiles,
- Jabber
- Line
- Remote destination profile

It allows creation or modification of the Unity or Unity Connection account. Certain parameters are defined by default; others are generated from attributes in the directory source.

Different update modes are supported:

- Creation
- Creation / modification
- Creation / partial modification
- Creation / partial modification / deletion

The large majority of properties may be configured. It is possible to assign the property values according to the value of one or more of the contacts attributes in the directory. It is possible to define tables of correspondence between the source attribute values and the CUCM configuration parameters. The administration facilitates creation by listing the values defined in CUCM.

2.6.10 Corporate Speed Dials

Corporate Speed dials module allows you to load and update abbreviated numbers. Abbreviated numbers are defined in Cisco Unified Communications Manager:

- Or by creating translations patterns which allow, by entering a short number, to call a predefined destination.
- Or by using an External Call Control Profile associated with a Translation Patter?

Corporate Speed dials allows these numbers to be loaded and updated from a text or Excel file or via a web interface accessible by an authorized user. Corporate Speed Dials relies on AXL SOAP APIs to update translation patterns. Several different speed dial lists can be created corresponding to different partitions.

3 Prerequisites, Architecture

Available on private cloud company.telisca.cloud

On premise installation:

Windows servers supported:

- Windows Server 2012 R2 v6.3 build 9600 Essentials or Standard (EN/FR)
- Windows Server 2016 Essentials or Standard (EN/FR)
- Windows Server 2019 Essentials or Standard (EN/FR)

- Minimum configuration: 1 vCPU, 4GB RAM, 70GB disk
- Virtual Machine VMware vSphere, Hyper-V or Cisco UCS, Cisco UCS-E

The administration Web interface is available in English and French.

The IP Phone and Web Directory interface is available in English, French, German, Spanish, Italian, and Dutch.

CUCM Prerequisites:

- Cisco Unified Communications Manager: 10.5, 11.5, 12.5, 14, BE 6000, BE 7000
- CME (Call Manager Express): Global Directory, except optional modules.
- Cisco IP Phones : 6921^(*), 6941^(*), 6945^(*), 6961^(*), 7811^(*), 7821^(*), 7841^(*), 7851^(*), 7861^(*), 7920^(*), 7921, 7925, 7926, 7931^(*), 7937^(*), 7940(SCCP), 7941, 7942, 7945, 7960(SCCP), 7961, 7962, 7965, 7970, 7971, 7975, 7985, 8811, 8821, 8831^(*), 8841, 8845, 8851, 8861, 8865, 8941, 8945, 8961, 9951, 9971, IP Communicator.
- Cisco Jabber for Windows (with Web Directory for Jabber or Open LDAP or UDS),
- Jabber for Mac, Jabber Mobile (via UDS)

WARNING: Following versions of Jabber client are not supported: 11.7.0 and 11.7.1

- Microsoft Teams
- Cisco Webex
- Cisco Video Collaboration End Points (with optional module)

() SMS or multi-criteria T9 search modes only*