

Product Datasheet

ClickNDial for Teams & Webex



Directory

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

Alerting

Voice Alert
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

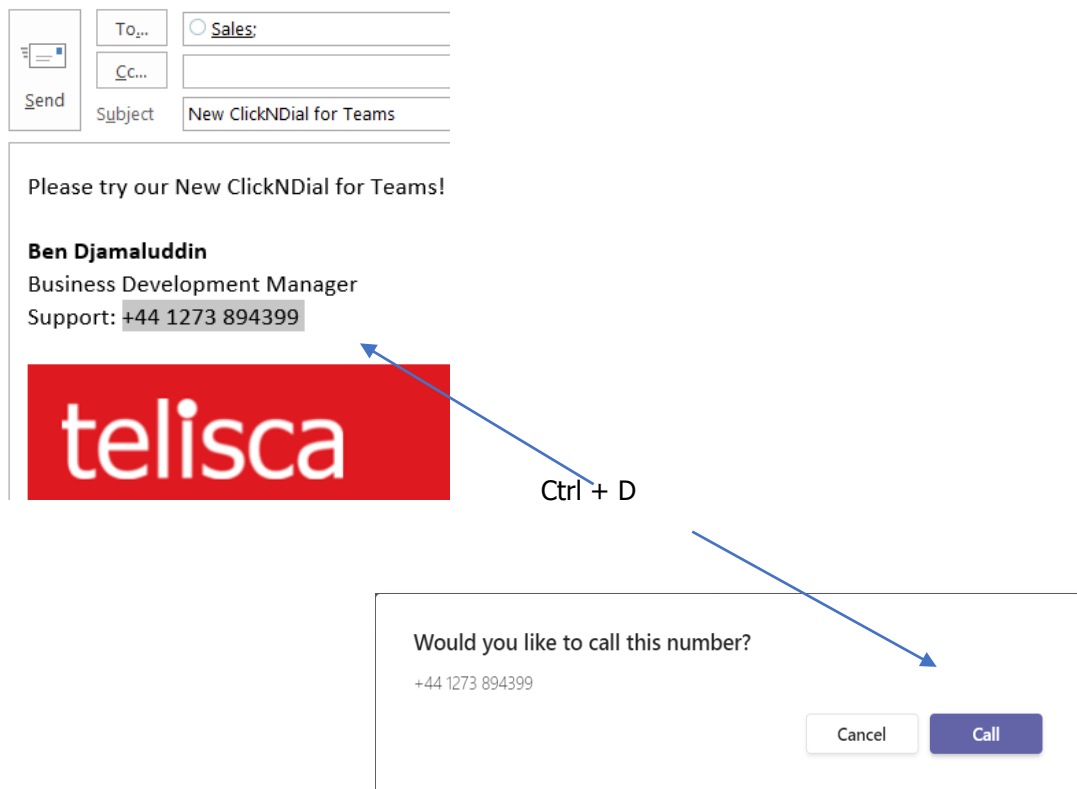
Call Recording
Recording Notification

1 Description

1.1 Overview

ClickNDial is a small footprint application for Windows that allows to select a number in any document and dial:

- From Teams dialling via CALLTO: protocol
- From WebEx dialling via WEBEXTEL: protocol
- From Jabber dialling via CISCOTEL: protocol
- From any Softphone dialling via TEL: protocol
- From Teams dialling from a BOT (public or global calling number)
- From Teams dialling from a BOT (select calling numbers depending of destination)



1.2 Features

ClickNDial is easy to use and straightforward:

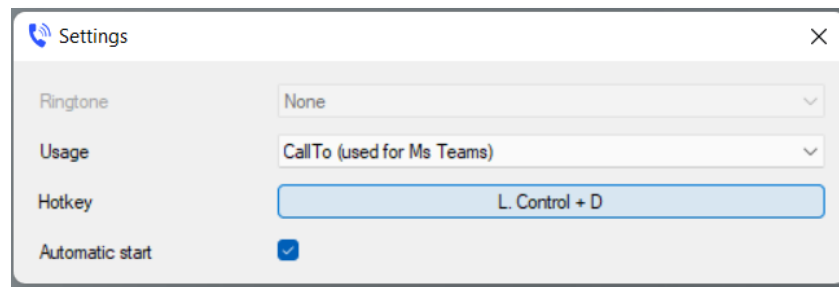
- The user can select any key combination he wishes.
- The selected number is cleaned up and translation patterns can be applied.
- Detects if Teams or WebEx is launched.
- ClickNDial automatically clicks for you on the confirmation popup displayed by Teams or WebEx when calling using the protocols CALLTO: or WEBEXTEL:
- Calling using a BOT allows to change the calling number to use a global number or a specific number depending of the customer called. The BOT calls the user, ClickNDial automatically answers the call, then the call is transferred to the selected number. It is also possible to call using the Bot without Microsoft telephony license.
- By default, ClickNDial starts automatically on Windows start-up.

1.3 Free version

Allows to select a phone number or URI from any document and press a key to trigger a dial using an URI protocol.

Automatically clicks on the dial confirmation Popup of Teams or WebEx.

Allows the user to select a protocol (CALLTO:, WEBEX:, CISCOTEL:, TEL:).



1.4 Licensed version

Access to telisca Support and can open tickets.

Displays the license's company name instead of telisca logo.

Supports a system configuration file to define:

- the protocol used to dial (user cannot change it),
- the default key combination (but the user can still change it),
- defines automatic translation patterns in a configuration file.

Supports an automatic update of ClickNDial program.

With the Teams BOT option

Allow to configure the customer's Tenant ID.

Executes an automatic Azure AD authentication to get the user Azure login

Dials from the BOT, auto answer the BOT's call on Teams, then transfer to the destination. The destination can see the BOT's number or the calling number.

The user can select a ring call back played while dialling the destination through the BOT, or it can be defined in the configuration file.

Supports fault tolerant Teams Gateway on Azure Servers.

1.5 Prerequisites, Architecture

Portable application EXE for Windows (ClickNDial.exe) based on .Net 4.6 (standard on Windows 10).

To dial through BOTs. You need to configure the BOT (Application) on your Teams Tenant. Then use telisca multi-tenants Teams' Gateway hosted on Azure either on **company.telisca.cloud** or **your private cloud**.