

Farlon Presence for CUCM

Installation and Configuration – 2.5

Farlon Presence for CUCM enables the Farlon Agent Desktop System to receive and collect status information from the Cisco UCM server. These status informations are then displayed in either the Farlon Agent Desktop Client or in the Farlon Phone Book.

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Farlon Presence for CUCM: Functions

The *Farlon Presence for CUCM* connector receives free/busy information and collect call forwarding setting regarding the end users Cisco IP Phone or device.

The free/busy information are received via a standard SIP connection to the CUCM server, and the Call Forwarding settings are collected using the Cisco AXL API.

The AXL part of the *Farlon Presence for CUCM* connector, connect to the end customer's CUCM server by logging on using a service account authorized to read status for all phones. The AXL part can be switched on and off using the *Farlon Service Dashboard*.

The status informations can then be seen in the **Phone status** and **Phone forwarding number** of the Farlon Agent Desktop Client (figure 1) and in the Farlon Phone Book.

Phone status	Phone (Ctrl-P)	Phone forwarding number
 Forwarded	3395	91000

Figure 1

The current Phone status is used to calculate the aggregated status. Farlon Phone Book and Farlon Phone Book Phone also uses the Phone status and the aggregated status.

You can learn more about installation of the Cisco UCM connector service in the *Farlon Service Dashboard Installation Manual*.

Farlon Presence for CUCM: License

The license fee is based on the total number of unique phone numbers monitored.

Multiple Server instances are needed for the *Farlon Presence for CUCM* connector to connect to multiple CUCM systems. Each extra server instance is licensed separately.

Farlon Presence for CUCM: Connection and communication

Farlon Presence services can be installed on any Windows server (2008-2012) with a network connection and access to the customer's CUCM server and the Farlon database. Typically, the *Farlon Presence* services are installed on a Windows application server alongside other Farlon services.

The SIP part (free/busy) of the communication with the CUCM server is initialized from the *Farlon Presence* service using UDP & TCP/IP on port 5060.

The Cisco AXL part (Call Forwarding settings) of the communication with the CUCM server is initialized from the *Farlon Presence* service using TCP/IP on port 8443.

Communication with the Farlon database is initialized from the *Farlon Presence* service using standard MS SQL TCP/IP communication on port 1433.

To enable *Farlon Presence for CUCM* to collect information from the CUCM system, it is important that the service is properly configured and that correctly formatted user data is available in the Farlon database. See appendix A for information about the Farlon standard data structure.

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The following parameters must be available before installation of the service:

- IP Address of the CUCM server
- SIP Trunk configuration on the CUCM server
- AXL service user
- AXL service user password
- Devicepool and SUBSCRIBE Calling Search Space

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Appendix A: Farlon Agent Desktop basic data structure

The data structure in a standard Farlon Agent Desktop solution is based on the information available in Microsoft's Active Directory.

The data structure allows storage of employee information as well as control information used by the Farlon System.

Farlon Import (Farlon.AgentDesktop.Import) (AD/CSV/DB/CUCM/Notes) can manipulate data during import and create consistent phone book data. During import, data is manipulated and formatted for use in the Farlon Agent Desktop System.

All phone book data that is manually administrated in the Farlon Phone Book Administration application must follow the standard guidelines for data entry. There are important fields that must be entered in the correct format to allow various parts of the system to function correctly:

- AccountName
 - Farlon Agent Desktop: Used in the phone book data to identify logged-in clients.
 - Farlon Phone Book (+Phone): Used as logon user name.
 - Farlon Presence Desktop: Used to identify the logged-in Windows user.
- Company
 - Farlon Import: Used to assign an employee to an organization during AD import.
- PhoneNumber
 - Farlon Agent Desktop: Used for standard phone number dialing.
- EmailAddress
 - Farlon Agent Desktop: For sending email/phone messages.
 - Farlon Import AD: The email address is copied into the *Farlon Presence* calendar device field and enables this device for calendar monitoring. The AD import automatically enables email monitoring for Exchange 2003, 2007 and 2012 (Notes and Google calendars settings are manual administrated).
- MailNickname
 - Farlon Presence for Exchange WebDAV: Combined with EmailAddress to collect appointments.
- MobileNumber
 - Farlon Agent Desktop: Used for dialing and sending SMS messages.
 - Farlon Presence for Mobile TDC/Telenor: Used as device for device monitoring.
- AltPhoneNumber
 - Farlon Agent Desktop: Used for dialing.
- HomePhoneNumber
 - Farlon Agent Desktop: Used for dialing.
- AltHomePhoneNumber
 - Farlon Agent Desktop: Used for dialing.
- AltMobileNumber
 - Farlon Agent Desktop: Used for dialing.
- IpPhone
 - Farlon Presence for UCM: Device number for collecting phone status and forwarding information.
 - Farlon Forward: Device number used for controlling, forwarding of UCM phone.
 - Farlon Presence Desktop: Used as device name for *23.
- Notes
 - Farlon Agent Desktop: Shown as expanded text in the search result using Ctrl+↓.
- WebPage
 - Farlon Agent Desktop: Used to open the web page in the web browser tab.

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Farlon Agent Desktop can be controlled by UC variables. By default the following variables are used:

- user.farlon.TimeZoneId
 - Farlon Agent Desktop: Used to control the time zone shown in the calendar view.
- user.farlon.OrganizationId
 - Farlon Agent Desktop: Used by the Business Center option to control the presentation and search.
- user.farlon.WOBReturnQueue
 - Farlon Agent Desktop: Used by the WoB feature to set return queue/trigger after WoB timeout.
- user.farlon.WOBAgentId
 - Farlon Agent Desktop: Agent ID of the agent transferring the call
- user.farlon.WOBDestination
 - Farlon Agent Desktop: Destination phone number (Cisco number)
- user.farlon.WOBPhoneNumber
 - Farlon Agent Desktop: Destination phone number (Farlon number)
- user.farlon.WOBDestinationName
 - Farlon Agent Desktop: Name from Farlon (used in history)
- user.farlon.WOBExternalNumber
 - Farlon Agent Desktop: True/False
- user.farlon.WOBDestinationId
 - Farlon Agent Desktop: Employee GUID
- user.farlon.WelcomePromptAgentId
 - Farlon Agent Desktop: Agent Id for play prompt
- user.farlon.WrapUpTime
 - Farlon Agent Desktop: Farlon WrapUp time (override the Cisco WrapUp timer)
- user.farlon.PlayWelcomePrompt
 - Farlon Agent Desktop: True/False
- user.farlon.ParkRetryCount
 - Farlon Agent Desktop: Count
- user.farlon.ParkAgentId
 - Farlon Agent Desktop: Agent ID of the parking agent
- user.farlon.ParkDestinationName
 - Farlon Agent Desktop: Name from Farlon
- user.farlon.ParkDestinationId
 - Farlon Agent Desktop: Employee GUID