

## Teams Monitoring in Unity

### Overview

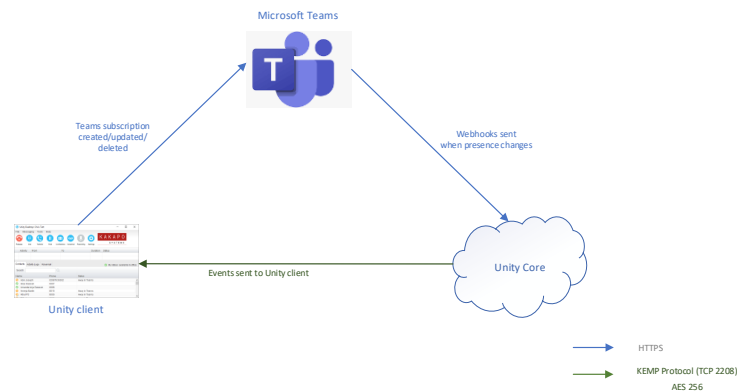
This document outlines how Unity integrates with Microsoft Teams to provide call and presence information for colleagues within the BroadWorks Group or Enterprise.

Name	Phone	Status
Aaron Parsons	02086192486	Offline in Teams
Benedict Hutton	0008	Customer meetings all day Thursday
Charles Berry	02086192475	Do not disturb
Emma Hills	02086192485	Offline in Teams
Gopikrishnan V	02087636301	On a Teams call - Busy in Teams
Larry Redman	0015	Do not disturb
Lee Fallon	02086192472	Offline in Teams
Naomi Curnow	0013	Currently unavailable / Offline in Teams
Steve Tutt	02086192471	Offline in Teams

Presence information consists of call state and current availability status. Unity will not show call details (such as remote party name etc or duration) of the Teams call, and status messages in Teams are not supported.

Unity uses the email address that was specified in the BroadWorks user profile to create the link between Teams and Broadworks, therefore only users with an email address will be included in teams monitoring. When Unity has loaded all internal users into the Contacts tab, it will create a list of email addresses based on those provided in BroadWorks. Teams will then return a list of email addresses that were found, only these will be included in the Teams subscription. If an email address that was provided in the BroadWorks user profile was not found in Teams then Unity will not include that email address in any future checks. Please note that distribution lists are not supported; the email address must belong to a valid Teams user.

When the Teams subscription is created, the Kakapo core is specified as the URL where all status updates should be sent for that user. Each Unity client creates a separate subscription for the users it wished to monitor, which is based on the Contacts list. In Unity Reception (Enterprise) the subscription is dynamically updated when the Contacts list is updated, for example when performing a search that results in new users being shown in the list.

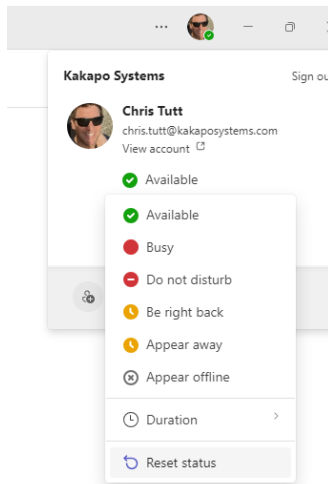


## Teams Presence

Unity will display the Teams status in the Contacts tab if the monitored user is in one of the below states:

### Availability

This is set in Teams as shown below



Unity will display a status if the availability state is

- Away
- Be Right Back
- Busy
- Busy Idle
- Do Not Disturb
- Offline (if configured in Unity)

### Activity

If the user is not in any of these availability states Unity will consider the current activity and display a status if it is

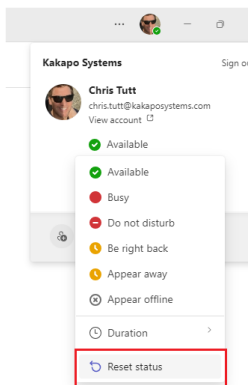
- Off Work
- Out Of Office
- Urgent Interruptions Only

Please note that Teams will sometimes change the availability or activity state automatically, for example it will change the availability state to Busy when the user is in a call or conference. Not all Teams availability and activity states can be set by the user in Teams.

In BroadWorks a user's call state and presence status are independent, in that a user can be on a call and also have "Do Not Disturb" activated. However in Teams there are presence states (activities) for when the user is

- In A Call
- In A Conference Call
- In A Meeting
- Presenting

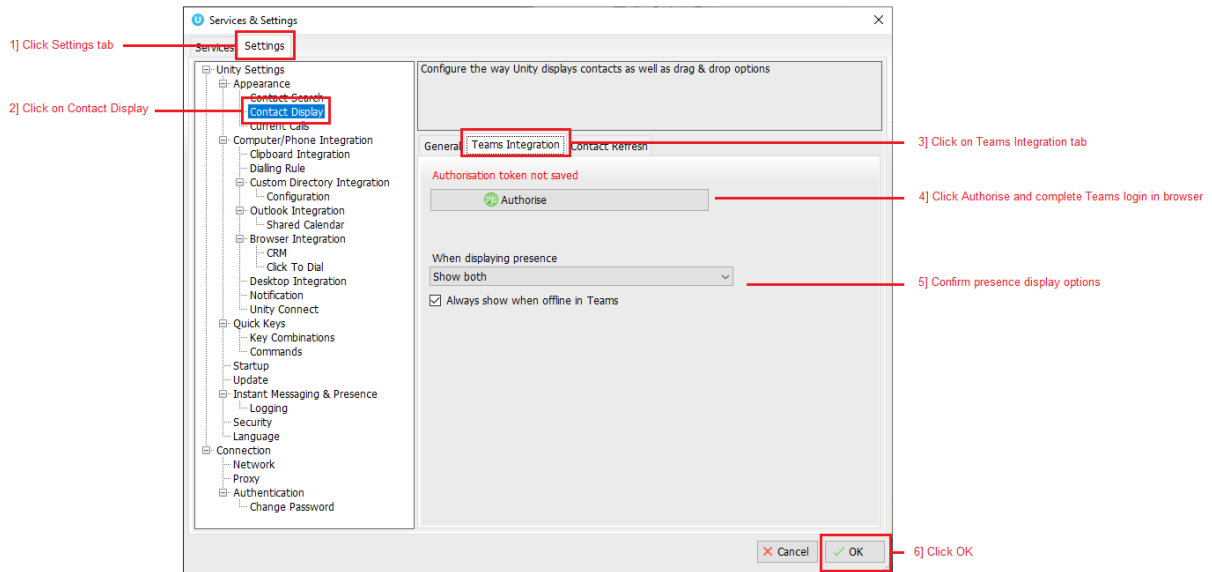
When a user is on a Teams call, Teams will automatically change their availability state to Busy and their activity to one of the above. This is how Unity knows the user is on a Teams call. If the user manually changes their state while on a call, this will override the automatic status that Teams set when the call started, for example if the user changes their presence status to “Available”, this will overwrite their action, meaning that the user will no longer appear to be on a Teams call in Unity. However if that user selects Reset status Teams will reset their availability state back to Busy and their activity to one of the above states, so Unity will again show that user on a Teams call.



When showing call state, Unity will only show the user on a Teams call if they are not on a call in BroadWorks. This is because if the user is on a BroadWorks call with Teams as the endpoint, then Unity shouldn't show that user as on a BroadWorks call and a Teams call. The assumption is that if the user is on a BroadWorks call they may or may not be using Teams as the endpoint, but if they are on a call in Teams but not in BroadWorks then it is a Teams only call.

## Configuration

Teams integration is configured in Unity Settings, as shown below.



When displaying presence the below options are available. Please note that Unity will not always show a presence state [in Teams or BroadWorks] for example if the user is Available then a status will not be shown. Unity will always mention Teams when showing a Teams presence, for example “On a Teams call”, “Busy in Teams”, “Do not disturb in Teams” etc. This is how the user can see if the presence is from Teams or BroadWorks. For example in the below screenshot Amanda is on DND in BroadWorks.

Name	Phone	Status
Amanda Anja Dawson	0006	Do not disturb
Lee Fallon	02098192472	Do not disturb in Teams

**Teams Takes Priority**

Unity will first consider Teams presence, as outlined above. If no status is to be shown, then Unity will consider BroadWorks presence and show that state if something needs to be displayed. For example if a user is Available in Teams but on DND in BroadWorks, then DND will be shown.

**BroadWorks Takes Priority**

Unity will first consider BroadWorks status (Do not disturb, CommPilot Express profiles, or Call Forward Always). If no state is available then Teams will be considered.

**Show Both**

This is the default option. Unity will show the presence status from both platforms.

Name	Phone	Status
Amanda Anja Dawson	0006	Do not disturb
Lee Fallon	02086192472	Do not disturb / Do not disturb in Teams

Unity can also be configured to show if the user is offline in Teams, which is default behaviour.

Name	Phone	Status
Amanda Anja Dawson	0006	Do not disturb
Lee Fallon	02086192472	Do not disturb / Do not disturb in Teams
Steve Tutt	02086192471	Offline in Teams

If this option is not selected and there is no other state to show, then the user will appear as available

Name	Phone	Status
Amanda Anja Dawson	0006	Do not disturb
Lee Fallon	02086192472	Do not disturb / Do not disturb in Teams
Steve Tutt	02086192471	

Please note that Unity may also be showing information from shared calendars or Personal Assistant, this will be shown in addition to any presence status from Teams and/or BroadWorks.