# Unity: Browser Pop

Unity can open the default browser, with a preconfigured URL, such as a web server/CR<, and append information to that URL string such as the incoming CLI. This is for the purpose of performing a lookup on the CLI when the call is delivered, provided the webserver/CRM supports this. A "toast" notification will pop above the system tray. When clicked, this will open a new browser window to the preset URL Alternatively, the user can configure Unity top automatically open the browser when a call is answered

HOW IT WORKS AND SET UP

Unity provides this functionality by replicating what happens when you enter a valid URL into the Start > Run box, as below.
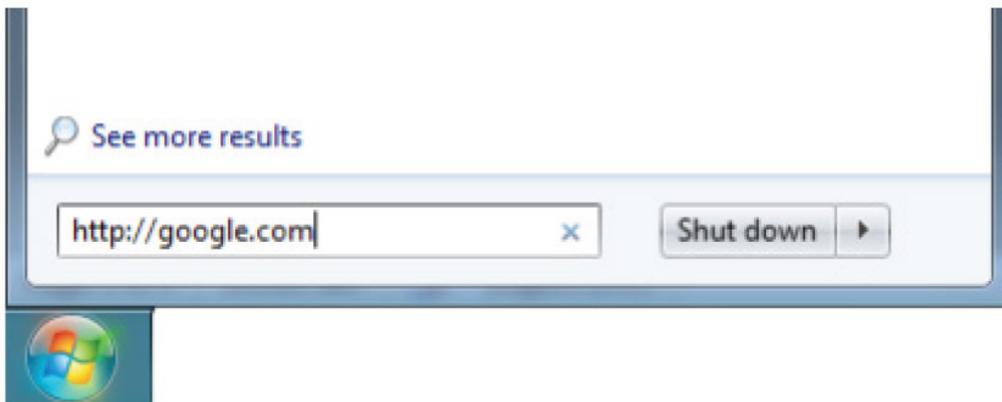

When you enter a URL into the "Run" textbox and press enter, the operating system will use the program specified as the default web browser to browse to that URL.

Unity replicates this behaviour when browsing to the specified URL, but how the browser [or which browser] is opened is managed by the operating system itself, Unity has no control over this. Therefore it is important to ensure the correct browser is ected as the default web browser, and that any browser settings are configured according to your requirements.

CONFIGURATION

In order to specify the URL to browse to, click on Settings > Settings tab > Browser Integration, and enter the URL into the Browse to URL field, as below.
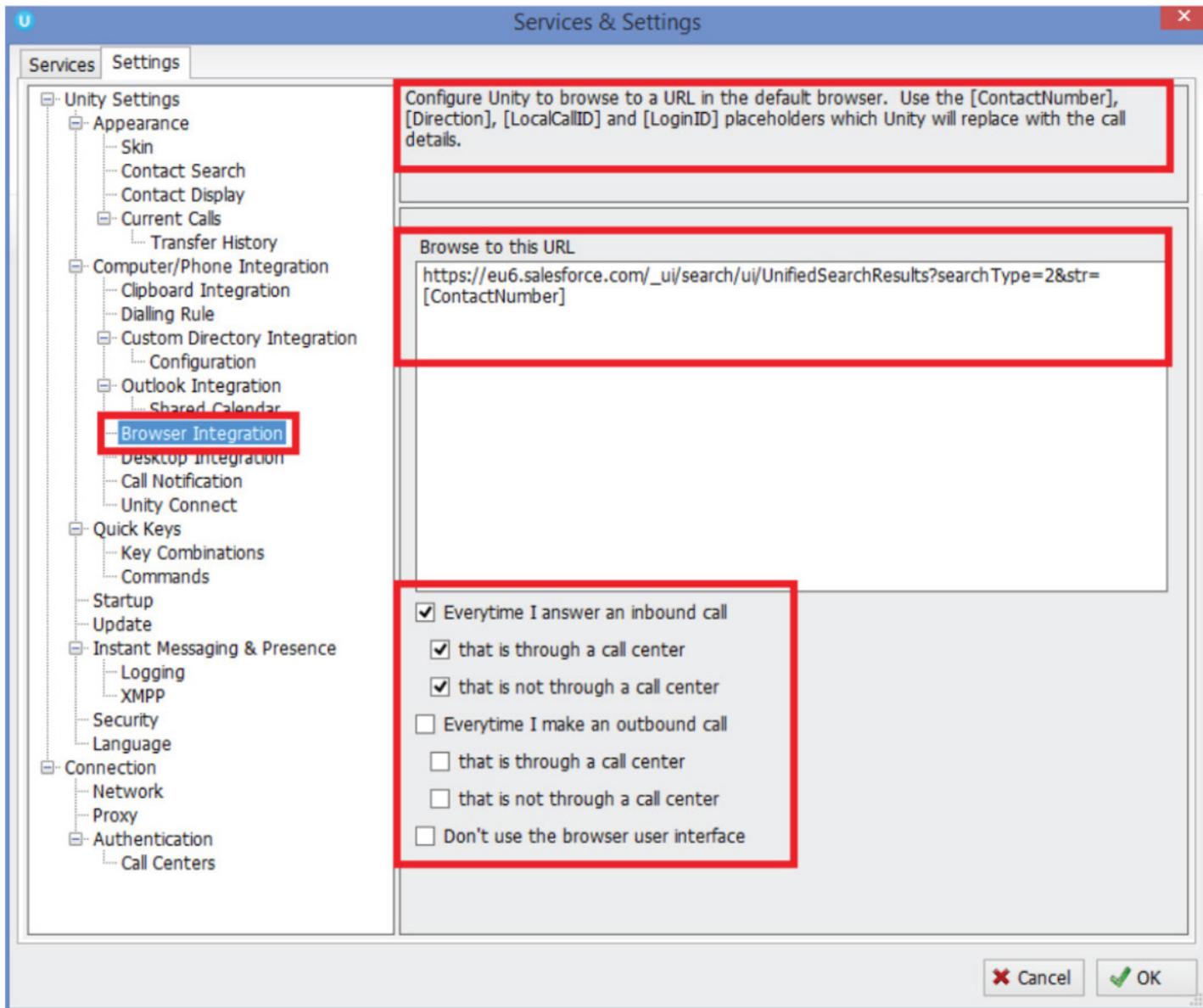
In the example screenshot above, Unity is configured to perform a lookup on salesforce.com based on [ContactNumber] which is the incoming caller ID. This will not pop the contact record in Salesforce, but it will populate the Salesforce Search box with the number and will then display the only record that matches. Clicking the record within the Salesforce search listings opens the contact record

You can also specify if you want Unity to browse to the entered URL whenever answering an inbound call or making an outbound call, either through a call centre, not through a call centre, or both.

APPENDING DELIMITERS TO URL

Unity allows the URL to contain delimiters which will then be replaced with the relevant details for the call when creating the URL. The available delimiters are:

DELIMITERS	DESCRIPTION
[ContactName]	The name of the remote party (if available)
[ContactNumber]	The number of the remote party (if available)
[RedirectName]	The name of the hunt group/call centre etc that the call came through. This will include the DNIS name if applicable
[RedirectNumber]	The number of the hunt group/call centre etc that the call came through
[Direction]	The direction of the call (In/Out)
[GlobalCallID]	The global ID of the call. This doesn't change during transfer etc and is used for call logging
[LocalCallID]	The local ID of the call. This does change when the call is transferred and is used to control the call (for example to release the call etc.)
[LoginID]	The ID of the logged-in user
[FirstName]	The first name of the logged-in user
[LastName]	The last name of the logged-in user
[GroupID]	The group ID of the logged-in user
[ServiceProviderID]	The service provider ID of the logged-in user
[Extension]	The extension of the logged-in user
[LocalNumber]	The phone number of the logged-in user (if assigned)

Before using the default browser to load the URL, Unity will replace the above delimiters with the appropriate value, or a blank value if not available/applicable. For example the following URL

http://crm.mycompany.com/popup.aspx?name=[ContactName]&number=[ContactNumber]&direction=[Direction]

would be translated to something similar to (depending on the name, number and direction of the call):

http://crm.mycompany.com/popup.aspx?name=christutt&number=079005774455&direction=out

The web application can then use the fields to perform a contact pop based on the name and/or number, or record the call to the call logger.

The web application can then use the fields to perform a contact pop based on the name and/or number, or record the call to the call logger. A sample web page is offered which will showcase the browse to URL feature, including all the delimiters. If you paste the below URL into the Browse to URL field in Unity settings, then make a call and click on the call notification, you will see a screen similar to the below

https://portal.unityclient.com/Popup.aspx?LocalCallID=[LocalCallID]&GlobalCallID=[GlobalCallID]&Direction=[Direction]&ContactName=[ContactName]&ContactNumber=[ContactNumber]&RedirectName=[RedirectName]&RedirectNumber=[RedirectNumber]&LoginID=[LoginID]&FirstName=[FirstName]&LastName=[LastName]&GroupID=[GroupID]&ServiceProviderID=[ServiceProviderID]&Extension=[Extension]&LocalNumber=[LocalNumber]&Email=[Email]

As you can see this includes all parameters offered and allows you to check which delimiter maps to which call property. Please feel free to use this test page to ensure the URL has been entered correctly. Remember if a delimiter is not entered correctly (for example is miss-spelled or missing an opening or closing bracket) then the delimiter will not be translated to the relevant call property.

Contact Pop-Up Details

This page outlines the delimiters that can be used when constructing the URL to use

The current URL is: https://portal.unityclient.com/Popup.aspx?
LocalCallID=%5BLocalCallID%5D&GlobalCallID=%5BGlobalCallID%5D&Direction=%!

Call Details

[LocalCallID]	[LocalCallID]
[GlobalCallID]	[GlobalCallID]
[Direction]	[Direction]
[ContactName]	[ContactName]
[ContactNumber]	[ContactNumber]
[RedirectName]	[RedirectName]
[RedirectNumber]	[RedirectNumber]
[CallCenterID]	
[CallCenterName]	
[DnisName]	

User Details

[LoginID]	[LoginID]
[FirstName]	[FirstName]
[LastName]	[LastName]
[GroupID]	[GroupID]
[ServiceProviderID]	[ServiceProviderID]
[Extension]	[Extension]
[LocalNumber]	[LocalNumber]
[Email]	[Email]