



# SMS for UC-One SaaS

August 16, 2019

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# Executive Summary

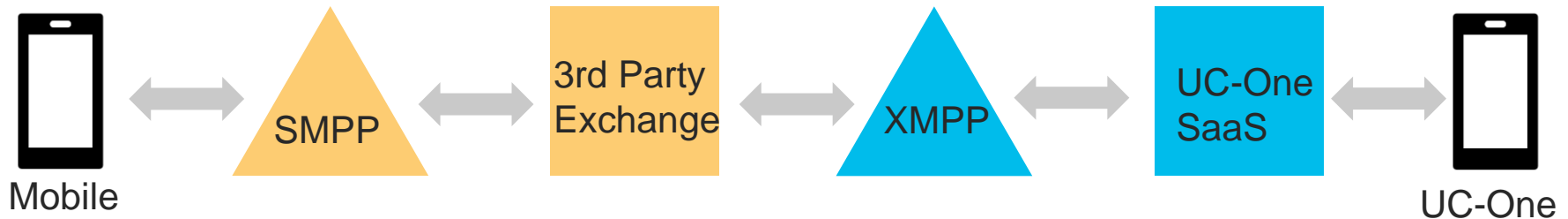
- By combining our existing XMPP messaging technology and partnerships with messaging exchanges, SMS messages can be sent and received by UC-One SaaS users
- Service Providers (SPs) that want to offer their customers SMS capabilities with UC-One SaaS can work with our partners to make it happen today

# Background

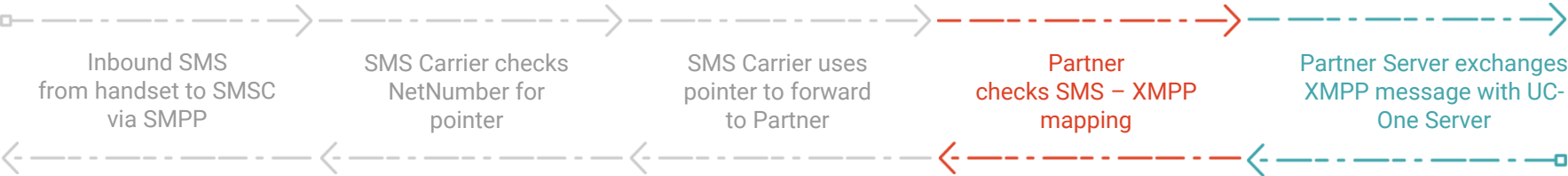
- Many of our customers are requesting that UC-One support SMS messaging
- SMS is a reliable, friendly way to message with people outside your organization that everyone is familiar with
- Cisco could build an interface that would allow users to SMS message outside contacts, but preferred to partner with SMS providers
- Partners provide an exchange that convert SMS messages to XMPP and vice-versa

# Solution Overview

- SMS messages are transmitted/received via SMPP (Short Message Peer-to-Peer) from SMPP providers via the SP
- The heart of the solution is the 3rd party exchange where mobile or SMS enabled phone numbers are mapped to XMPP addresses and SMPP messages are converted to XMPP
- XMPP messages are sent to UC-One SaaS XMPP server and on to the desktop or mobile client
- XMPP address (JID) is composed of SMS phone number + SP domain

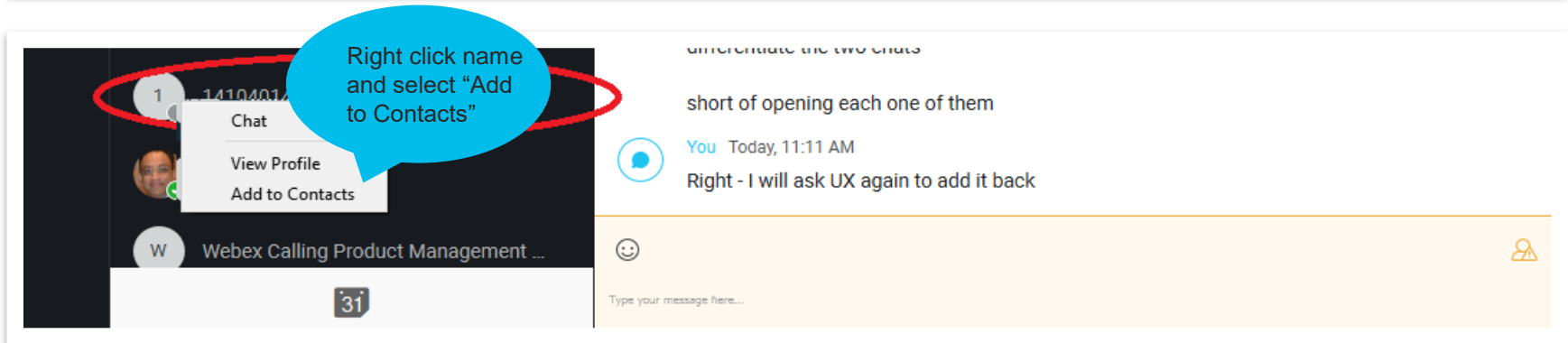
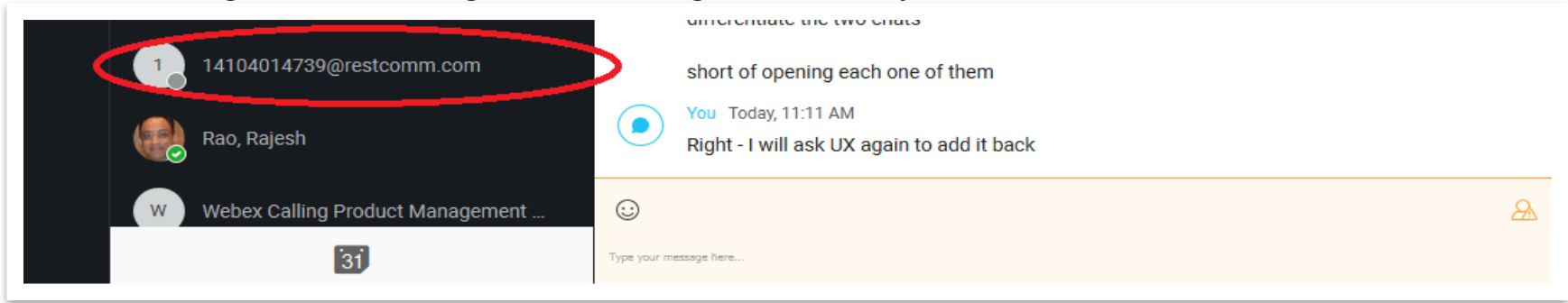


# SMS Enabled Message Flow



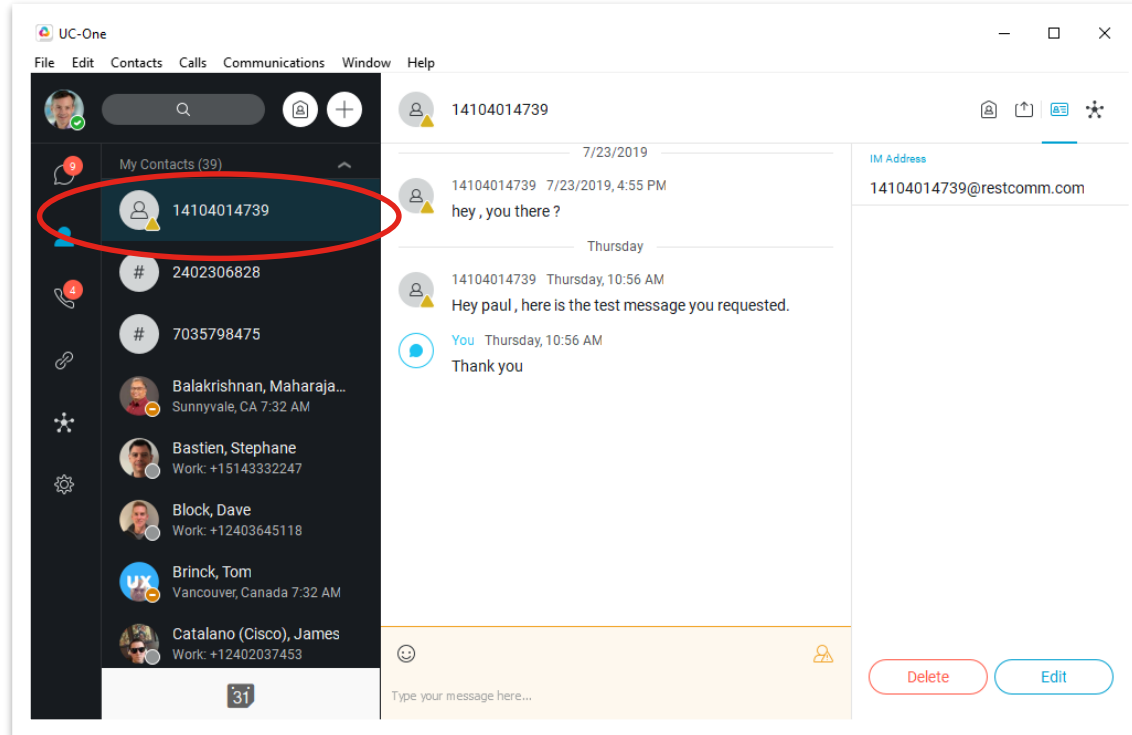
# User Experience - Receiving

- Incoming SMS message and adding sender to your contacts:



# User Experience - Receiving

- After sender has been made a contact:



You can right click the contact name or Click **Edit** to add additional information like name, tel, etc.



# User Experience - Sending

- Sending SMS message to a new contact:

The image illustrates the process of sending an SMS message to a new contact. It is divided into three main sections:

- Left Panel (Create New Contact Form):** A form with the following fields:
  - Display Name:** Jimmy Test
  - First Name:** Enter First Name
  - Last Name:** Enter Last Name
  - Email Address:** Enter Email Address
  - IM Address:** 5714445555@restcomm.com
  - Dial-in Number:** Enter Dial-in Number
  - Conference ID:** Enter Conference IDButtons for "Clear All" and "Save" are at the bottom.
- Center Panel (Contact List):** A vertical list of contacts. The contact "Jimmy Test" is highlighted with a blue background. A blue arrow points from the "IM Address" field in the form to this contact.
- Right Panel (Chat Window):** A chat window titled "In chat: Jimmy Test". It shows a "Delete" button and an "Edit" button at the bottom right.

First, create new SMS contact – add contact's IM address and name

Second, select new contact in contact list to initiate messaging

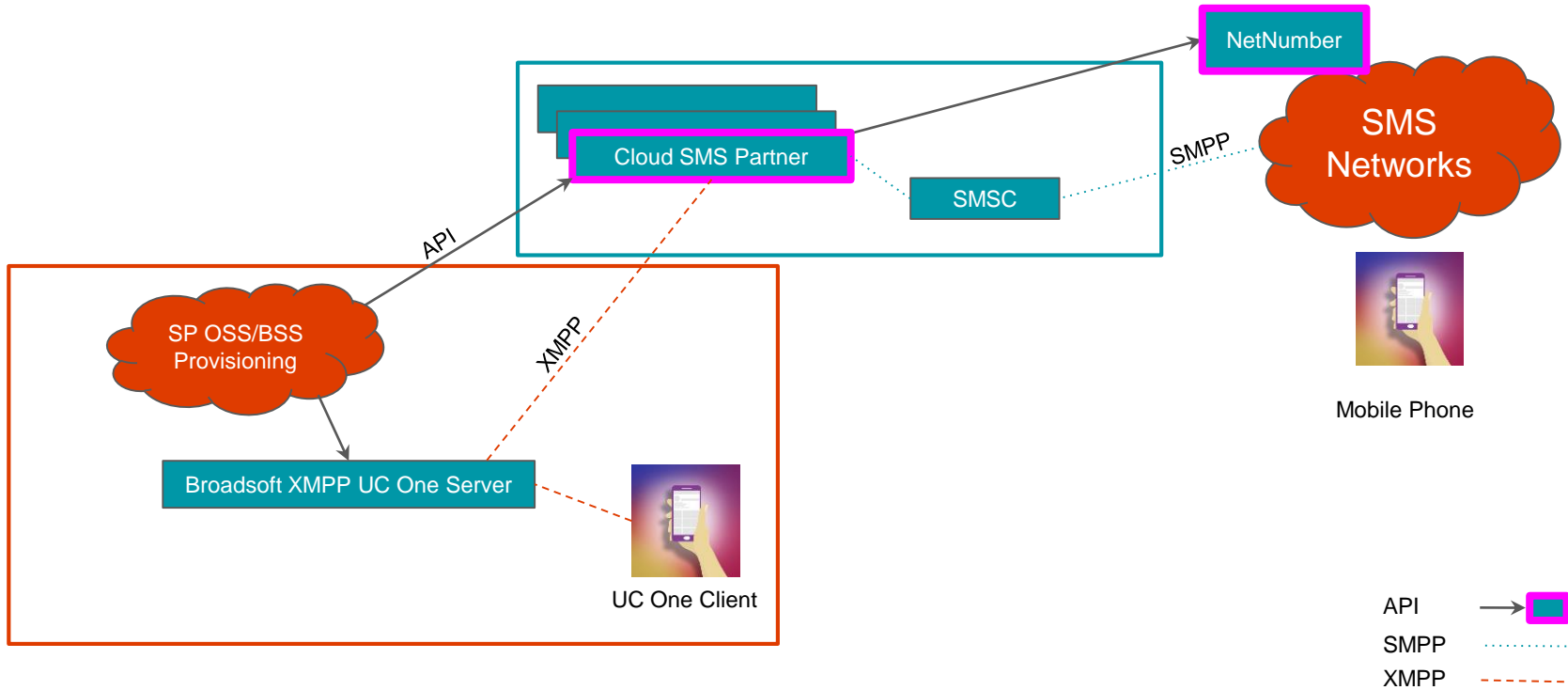
# Deployment

- SP engages with SMS Partner and performs initial setup – create account, open firewalls, etc.
- The partner will SMS enable current DIDs tied to UC-One
- SMS partner creates a domain for the SP
- SP shares UC-One SaaS XMPP server info with SMS Partner and provides needed connectivity to the SMS Partner (e.g. USA server address: [ucaas00-tigase.uc-one.broadsoft.com](https://ucaas00-tigase.uc-one.broadsoft.com))

# Deployment

- Provisioning SMS DNs:
  - SP provides phone numbers to Partner via a mutually agreed method (APIs, batch etc.)
  - Partner activates phone numbers for SMS
  - Partner maps usernames to the phone numbers used to send and receive SMSs to and from the DN
  - e.g. [5714445555@restcomm.com](mailto:5714445555@restcomm.com) <-> 5714445555
  - Now you should be able send SMS messages

# SMS Partner: Provisioning & Messaging Flow



# FAQs

- **Can an SP configure the domain?**
  - The default domain of the XMPP messages will be set by the partner (for example, the Telestax default is "restcomm.com") but it can be configured by the SP
- **If a SP onboards with WxTeams messaging today will SMS work?**
  - Yes, UC-One SaaS will continue to support XMPP messaging
- **Will SMS work for both my UC-One deployment as well as my future WebEx Teams?**
  - Different partners may have different options but today the partner may support both of your deployments
- **What is the long-term plan for XMPP in UC-One?**
  - Going forward UC-One SaaS is committed to maintaining both XMPP and Webex Teams messaging
  - In parallel, Webex Teams will soon support XMPP also
- **Do I contract directly with Cisco for SMS or with your partner?**
  - SMS enablement and services will be provided through our partner so you will contract directly with them. The agreement would cover costs, support, SLA etc.
- **Are there UI enhancements to UC-One on the road map?**
  - Yes, UX optimizations are on the roadmap for CY 2020

# Partners

- UC-One SaaS has an open architecture that works with any partner that has an XMPP compliant interface
- Cisco currently works with a primary partner that provide SMS message gateways:
  - **Telestax** –
    - Telestax provides the Restcomm Message Exchange that allows professionals to communicate, by standard SMS text, with business constituents residing outside of the Cisco/BroadSoft UC-One platform. For SMS enablement of DIDs and their flat rate service they are **limited to North America**.
    - Contact info: David Capece - [david.capece@telestax.com](mailto:david.capece@telestax.com) Tel: +1 (303) 586-2072
    - <https://www.telestax.com/restcommone-message-exchange/>

# References

- UC-Ones SaaS Reseller Guide (Section 12 – Open XMPP support)
  - <https://xchange.broadsoft.com/node/1033921>
- Messaging Server Client Interface – XMPP spec
  - <https://xchange.broadsoft.com/node/495854>

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