

Mida Directory



Overview

Mida Directory is an XML service enabling to easily access the Company directory using both standard IP Phones or Jabber application. It provides various features, like an easy and intuitive search field based and to perform a call to the desired number just by using one key.

All available directories can be integrated: Personal Directory, Group Directory, External Numbers Company directory etc. Furthermore, optional import managers can be added to import contact data from 3rd party sources such as Active Directory and LDAP.

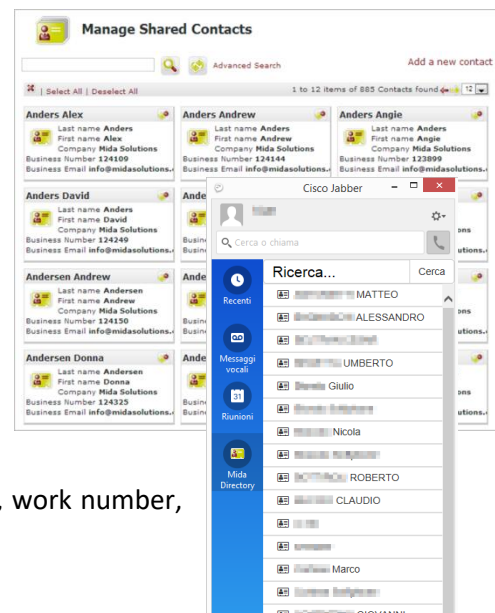
Mida Directory comes with various functionalities:

- **Mida Whols:** a XML service identifying incoming calls and providing pop-up messages with the related caller information (name, company, phone number);
- **Mida Click2Dial:** a web service offered as part of the eFramework suite allowing to start a voice call from a web page with a click. The call is then completely managed using the user's phone or Jabber application.

Mida Directory

Mida Directory characteristics are:

- Perfectly integrated with Cisco Jabber and Cisco IP Phones
- Corporate address book management (accessible to all users)
- Personal address book management (basic users can add personal contacts using the easy to use web interface. These contacts are personal, hence not visible to other users).
- Contact group management, providing the possibility to define accessibility rules; each user will therefore have access to a set of groups.
- Supporting contacts with multiple numbers (mobile numbers, work number, home numbers, fax, IM...)



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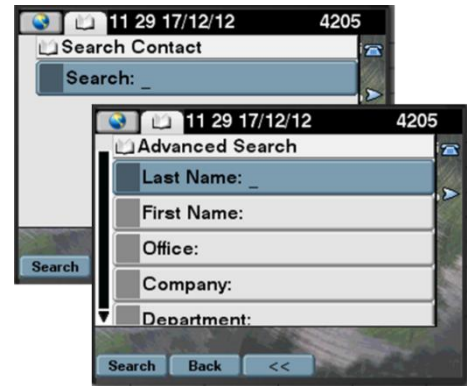


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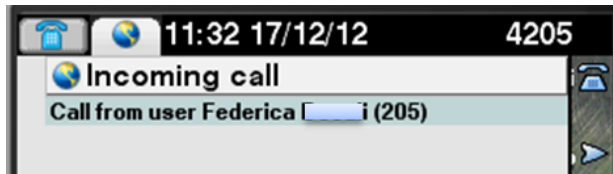
The contact search can be done in two ways:

- “google like” search: entering the search string and demand Midas server to evaluate it on all the fields of the contact (e.g. name, surname, company...);
- “advanced search”: entering a search string for a specific field (e.g. name, company...) in order to restrict the search on a specific field.



Mida WhoIS

Mida WhoIS monitors IP phone status by interfacing to the PBX via JTAPI. When an incoming call approaches, the system match the calling number (if available) with the information in the database (fetched from the Mida directory repository).



Once the matching is completed, it is shown a pop-up message providing the configured info. The message is completely configurable, allowing to define various aspects, like the duration or the behavior of the application depending on the network traffic or on the

availability of the caller information.

Mida ClickToDial

Mida Click2Dial is a web service offered as part of the eFramework suite allowing to start a voice call from a web page with a click. The call is then completely managed using the user’s phone or Jabber application.

From an external point of view, Mida Click2Dial is a web service offering simple and intuitive REST protocol. It supports both Cisco Web dialer and a Mida JTAPI methods to ensure maximum scalability.



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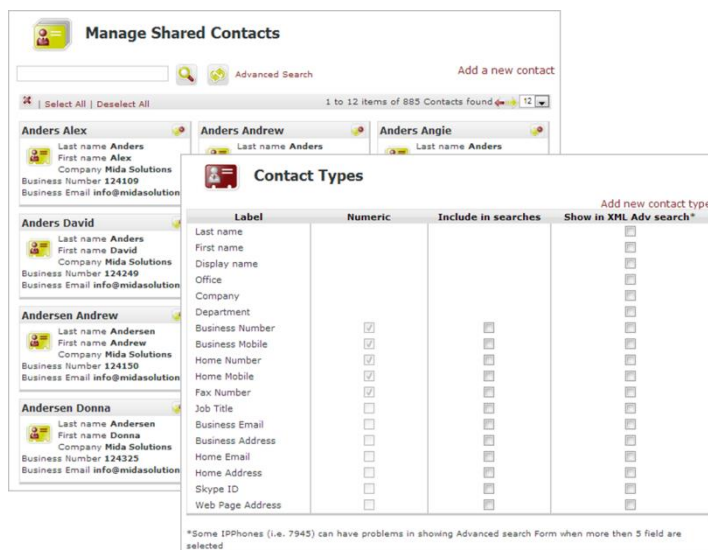
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Main features

Mida Directory provides a set of default fields for each contact:

- Name
- Surname
- Company
- Department
- Office
- Home phone number
- Work phone number
- Mobile number
- Work mobile number
- Fax number
- Email
- Address

The advanced mode allows also to add custom fields directly from the web administration interface.



Admin WEB Portal

Personal and shared contacts can be managed respectively by single users and by the system administrators using the dedicated web portal.

Company shared contacts can be also imported from external repositories and databases, generally used as common source of data also for other applications. These advanced integration options are included in **Mida ImportManager**, an optional software belonging to the **Mida Directory** main module (customer may provide a data source like LDAPv3 or Active Directory).

The standard search ("google like") is always carried out on the main fields (e.g. first name, last name, company, department); through the web portal management it is also possible to select additional fields to be included in the search (e.g. address or email).

Through the same web portal management, it is possible to choose which fields to include in the advanced search or choose the fields for specific searches (e.g. last name or company).

Mida Whols number detection is also configurable in a flexible way and advanced options are available for the administrators.

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TECHNICAL INFORMATION

Mida Directory is included in the PhoneServices app, part of the [Mida eFramework UC App Suite](http://www.midasolutions.com/products/) (www.midasolutions.com/products/).

To Ensure stable client server connections and a high quality service, the server hosting Mida eFramework virtual appliance has to be connected to the local LAN with proper QoS and guaranteed bandwidth.

Mida server and client PCs have to be connected to the same LAN of the IP phones and of the IP-PBX(s). The server has to be reachable from the end-user PCs.

Software distribution

The server platform is distributed as preinstalled virtual appliance. Mida Solutions distributes its Virtual Machines using standard OVA/OVF formats.

Supported platforms and hypervisors are:

- vmware ESXi 4.x, 5.x or 6.x (VMware vSphere Hypervisor)
- KVM (latest version)

A Mida License is required to activate the Software. The Virtual Appliance is completely manageable from an easy and intuitive web portal.

Please refer to the hypervisor vendor documentation for further information.

Mida virtual appliance can be downloaded also from

www.midasolutions.com/download/



Other specifications

For details on Mida PhoneServices compatibility with the most used web browsers, please refer to www.midasolutions.com/browsercompatibility/.

For further details, please refer to www.midasolutions.com/generalcompatibility/.

It is not guaranteed that the service is working properly in case of overlapped numbering plans (e.g. partitions or shared lines). Please contact Mida Solutions for further information