



Communication Framework

Patent Pending, Patent Application No. 2009904883

Application Notes:

Hyperlink Communication Enablement of Applications and Processes

These Application Notes describe the procedures for configuring an Internal Web Server Directory for automatic “Click to dial” utilising Communication Framework Hyperlink functionality.

These notes describe other “Click to dial” uses of utilising Hyperlink functionality including:

- email signature enablement
- Calendar conference call enablement
- General use of the Hyperlink function

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This guide is frequently updated to reflect changes in the product. The latest version can always be downloaded from <http://ccna.com.au> website. This guide is prepared for Communication Framework Version 10

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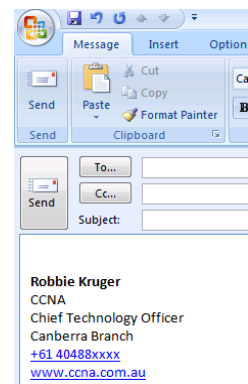
1. Introduction

Communication Framework Hyperlink call enablement is the ability to embed dialing functionality into applications for the purpose of establishing a simple yet efficient manner of dialing a user by a single click of your mouse.

The Hyperlink is a web hyperlink in the format <callto://<phone number>>. When your OS finds the <callto://> extension within an application process or text, the Communication Framework dialing capabilities are invoked to launch a call between your extension configured within Communication Framework and the phone number embedded in the hyperlink enabled information.

Hyperlink calling is a function of CF Client and CF Console, can be embedded into any application that accepts hyperlinks. Examples of Communication Framework dialing enablement include:

- Your email signature. Click your name or number and Communication Framework initiates the call between your extension and the clicked upon number. The phone number in the example is Hyperlink enabled.
- An email calendar invite for a conference
- A corporate web site directory (CF is not required to be installed on the Directory server)
- Any other application which is required to initiate a call between yourself and the desired party



2. Configuration Overview

Hyperlink enablement of the Web Site Directory (HTML Page) is achieved by the Website administrator modifying their webpage (HTML) content to enable the hyperlink for the number fields of the users, as described in section 4

3. Software & Hardware

Hyperlink enablement of the Website Directory requires no specialised application or hardware to host the hyperlink enabled information unless the server is required to launch calls between specific users or itself being a recorded message and a third party.

The PC or Server that launches the Hyperlink dialling must have Communication Framework installed with Java runtime 1.6 or higher.

The backend servers do not need to be running Communication Framework unless they shall invoke the call on behalf of an application process most likely defined in a business rule.

4. Configuration (Detailed)

➤ **Web Application:**

To enable the phone numbers on the webpage to be automatically dialled when clicked upon via Communication Framework, the OS uses the HTML link (Hyperlink) <callto://>.



The `<a>` element points to a contact, and the `callto://` points to the actual number, email or contact name.

The example on the CCNA website has been Communication Framework Hyperlink enabled on the phone number. We have added `callto://` tags to the phone number +61422422221



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Any of the above tags can be added to the html page so when a user clicks on the link, Communication Framework will initiate a call from the user's phone to that phone number.

The format

` Text to display on the page`

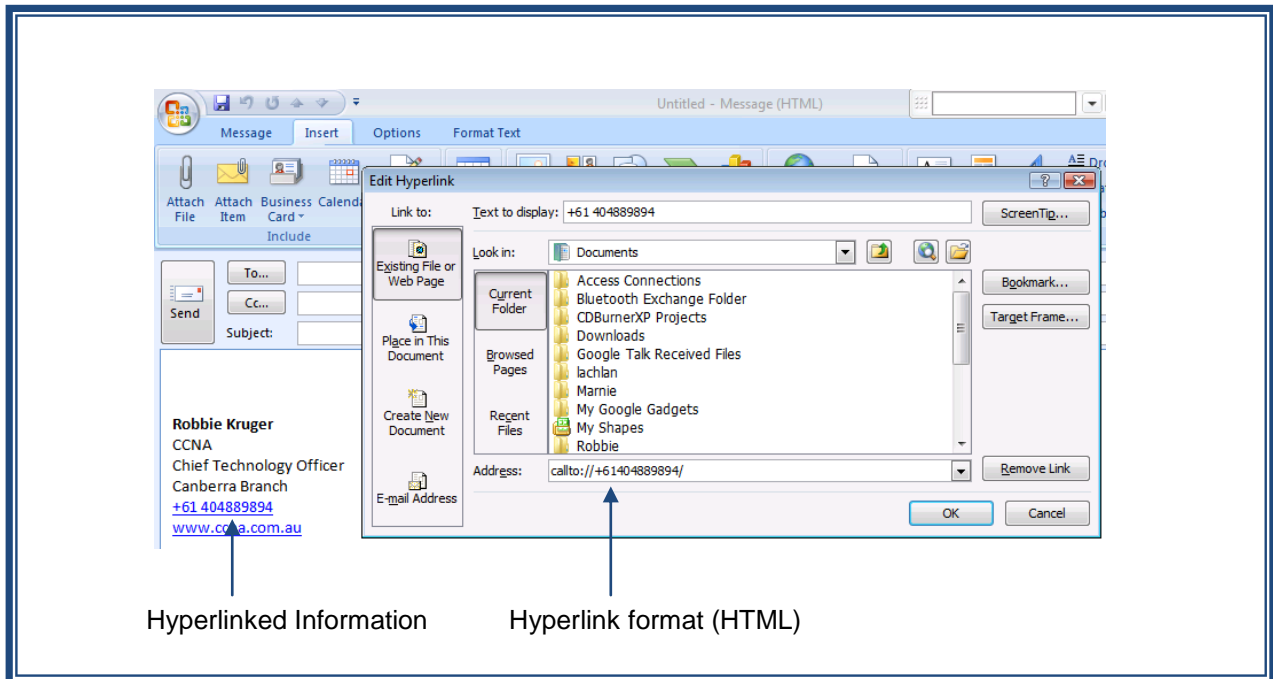
If it is a number followed by the `callto`, the communication framework will initiate the call immediately. If the information is an email or name, Communication Framework will look-up the phone number from the defined directory.

➤ **Office Application:**

To enable the phone number or contact information to be automatically dialled when clicked upon via Communication Framework, the OS uses the HTML link (Hyperlink) `callto://` that must be added to the displayed text.

For example:

1. Select any text inside the document. In the example below I have chosen the Mobile number.
2. Right click on the selected text and insert a hyperlink. Selected via the toolbar menu of the application you are using
3. Type : `callto://<phone number>` in the address field of the hyperlink dialog
4. The information has now been Hyperlink enabled for automatic dialling





About CCNA

Converged Communication Network Applications Pty Ltd (CCNA) is an Australian and Asia Pacific solution and service provider for Enterprise and Government.

CCNA is Services lead company, which specialise in delivering leading technology solutions within the Enterprise, Government, and Carrier market place. The design, development, and implementation of converged communication network applications are the core area of expertise for innovative solutions. Our approach is to provide customers with a flexible technologies outcome lead road map. Convergence design and implementation would initially be focused on ensuring customer network readiness for deploying any converged applications.

Over and above voice and video applications, CCNA focus on ensuring network continuity for such applications as: Unified Communications, Collaboration, Virtualisation, and Mobility real time service offerings. An understanding of all critical business application services ensures that the maximum business returns is achieved across multiple vendors. CCNA customers are developing and deploying multiple vendor technologies throughout a network of locations.

Our Solution Offerings include the following:

- IP Telephony and video
- Networks cabled and wireless
- Contact Centre Applications
- Multi-media offerings including email, web chat, web collaboration and SMS
- Unified Communications
- Desktop Solutions