



Application Notes for Esna iLink for Scopia™ with Avaya Scopia® Desktop – Issue 1.0

Abstract

These Application Notes describe a solution comprised of an Avaya Scopia® solution, which consists of Scopia® Management, Scopia® Desktop and Scopia® Elite 6000 Series MCU, with Esna iLink for Scopia™. Esna iLink for Scopia is a Chrome browser extension that uses the Avaya Scopia Desktop HTTP API to allow users to schedule and launch Scopia meetings in Google Apps and Salesforce.com.

Information in these Application Notes has been obtained through DevConnect compliance testing and additional technical discussions. Testing was conducted via the DevConnect Program at the Avaya Solution and Interoperability Test Lab.

1 Introduction

These Application Notes describes a solution comprised of an Avaya Scopia® solution, which consists of Scopia® Management, Scopia® Desktop and Scopia® Elite 6000 Series MCU, with Esna iLink for Scopia™. iLink for Scopia is a Chrome browser extension that uses the Avaya Scopia Desktop HTTP API to allow users to schedule and launch Scopia meetings in Google Apps and Salesforce.com.

Scopia is Avaya's online meeting hub. Through Scopia, users can setup events that any contact with access to the Internet can attend. Use Scopia to host online events and webinars, offer training and eLearning programs, or to provide live technical support.

Esna iLink for Scopia makes it easy to initiate Scopia meetings right from Google Apps. Use Esna iLink for Scopia to:

- Link Scopia meeting room to Google Calendar.
- Start Scopia meetings from Google Calendar.
- Launch an instant Scopia meeting using Chrome extension, from a Google Contact card and People Widget.

For Salesforce.com user, iLink for Scopia extends its reach into Salesforce.com. iLink for Scopia leverages OAuth 2.0 authorization to request permissions to the Salesforce.com account to access and manage Salesforce.com account data and perform requests on Salesforce.com account behalf at any time.

In essence Esna enables functionality both from the GUI via iLink for Scopia extension and access to Salesforce.com Data via its Data API set with the above authorization request which provides additional meeting features from within Salesforce.com, whether it is a person's name, email address, or case number, will have a Scopia icon added beside them on the page so Scopia meeting can be instantly launched. During create new event in Salesforce.com, there is also a create Scopia button for user to link the event to Scopia meeting room.

2 General Test Approach and Test Results

The general test approach was to verify that Google and Salesforce.com users are able to launch instant Scopia meetings and able to link Scopia virtual meeting room to the associated event in Google or Salesforce.com Calendar.

Esna iLink for Scopia accesses Scopia Desktop server via the Scopia Desktop HTTP API to retrieve meeting room information. Before installing the iLink for Scopia extension into Chrome, ensure that an account for Scopia has been configured for each user. When the account has been configured, an address for the Scopia server will be assigned. A virtual meeting room and password must also be assigned for each account. With the Scopia account information, and with iLink for Scopia license enabled on the Esna Cloud License Engine, the user will be able to use iLink for Scopia to schedule meeting without reserving resources and to launch Scopia meetings.

DevConnect Compliance Testing is conducted jointly by Avaya and DevConnect members. The jointly-defined test plan focuses on exercising APIs and/or standards-based interfaces pertinent to the interoperability of the tested products and their functionalities. DevConnect Compliance Testing is not intended to substitute full product performance or feature testing performed by DevConnect members, nor is it to be construed as an endorsement by Avaya of the suitability or completeness of a DevConnect member's solution.

2.1 Interoperability Compliance Testing

The focus of this testing was to verify that iLink for Scopia was able to interoperate with the Avaya Scopia Desktop environment. The following areas were covered:

- Install Esna iLink for Scopia on Chrome.
- Log in using Google and Salesforce.com accounts.
- Launch instant Scopia meeting from the iLink for Scopia icon on Chrome.
- Launch iLink for Scopia from the Google Contact Card and People Widget.
- Schedule Scopia meeting in Google Calendar.
- Launch instant Scopia meeting leveraging instant meeting links that appear wherever contact entries are present with associated e-mail address.
- Schedule a Scopia meeting in Salesforce.com Calendar.
- Join the scheduled Scopia meeting from the invite link.
- Launch Scopia meeting under Salesforce.com Case Details and Contacts.

2.2 Test Results

The objectives outlined in **Section 2.1** were verified and passed.

2.3 Support

Technical support for the Esna iLink for Scopia solution can be obtained by contacting Esna:

- URL – www.esna.com
- Email – techsupport@esna.com
- Phone – (905) 707-1234

3 Reference Configuration

Figure 1 illustrates the test configuration used during the compliance testing between the Avaya Scopia and Esna iLink for Scopia.

In this figure, each PC is installed with the following applications: Google Chrome, Avaya Scopia Desktop Client and iLink for Scopia.

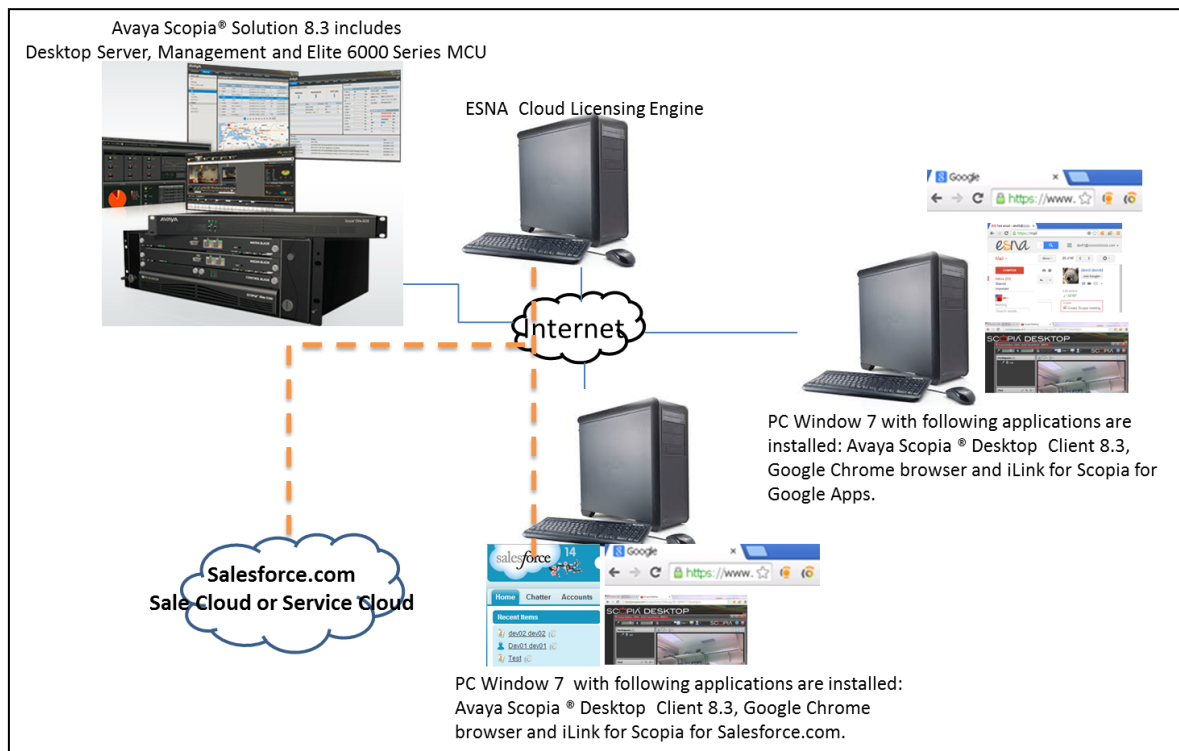


Figure 1: Network Configuration Diagram

4 Equipment and Software Validated

The following equipment and software was used during the lab testing:

Equipment/Software	Release/Version
Avaya Scopia® Desktop Server	8.3.000.073
and Avaya Scopia® Management	8.3.0.0.132
Avaya Scopia® Elite 6000 Series MCU	8.3.0.11.5
Avaya Scopia® Desktop Client	8.3.000.62
Google Chrome	33.0.1750
iLink for Scopia	9.1.13.2218
Salesforce.com	14

5 Install Avaya Scopia® Desktop

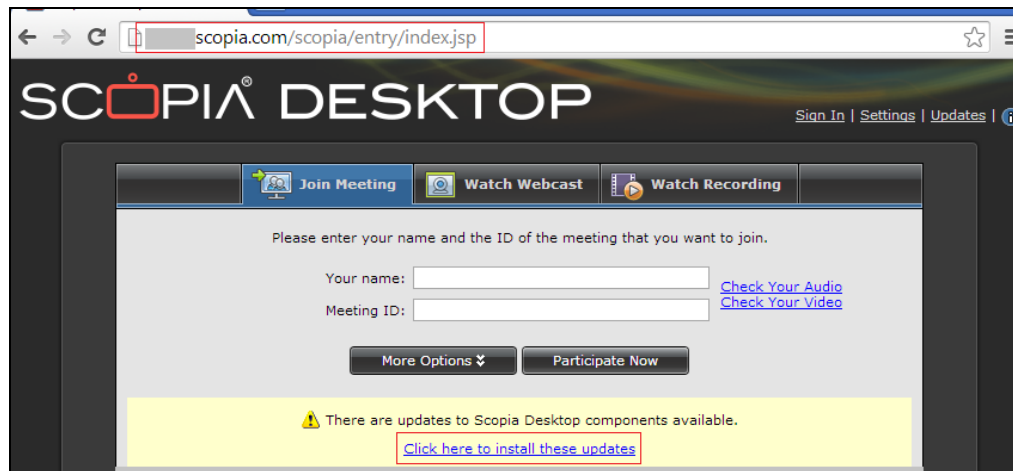
To log in or launch Scopia virtual meeting room, first one must obtain information from the Scopia user account. The Scopia user account can be created internally on Scopia Management if it is setup in the system or procured from Avaya. In this solution, the Scopia user account was procured from the Avaya Scopia Production Demo System. Hence, the installation and configuration of the Avaya Scopia servers are outside the scope of this document. See **Section 9** for list of reference document for Scopia.

In this testing the following accounts dev01, dev02 and qc were used for Google as well as Salesforce.com. Each user is licensed to use iLink for Scopia on Esna Cloud Licensing Engine server and each has its own Scopia virtual meeting room and login credential as shown below:

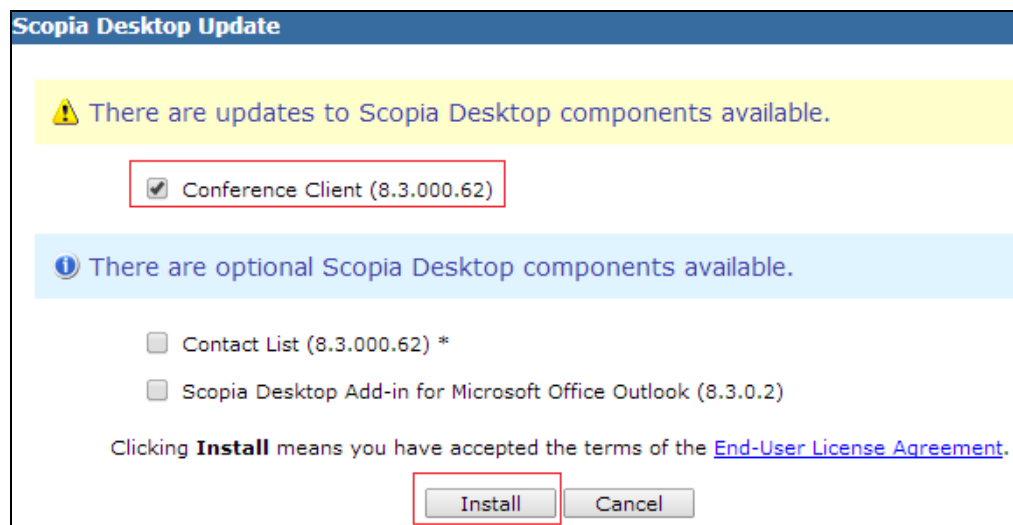
Google and Salesforce.com user	Scopia user
dev01@esnagoogleaccount.com	User name: ESNA dev01 Room number:8899771 Password: password
dev02@esnagoogleaccount.com	User name: ESNA dev02 Room number:8899772 Password: password
qc@esnagoogleaccount.com	User name: ESNA qc Room number:8899773 Password: password

Since each user is licensed to use iLink for Scopia on Esna Cloud Licensing Engine server and each has its own Scopia virtual meeting room and login credential, Esna will obtain these Scopia information and store on Esna Cloud Licensing Engine Server for each user. When user is logged into iLink for Scopia, Esna will automatically generate appropriated Scopia information for each user such as Site URL and Room number on the login page.

To attend a meeting, whether it is one the user created or invited to; the Scopia Desktop Client application **must** be first installed on the local computer. The following step will show how to install the Scopia Desktop Client. Open a browser and enter the address for the Avaya Scopia Desktop server, example: **tryme.scopia.com**. Then **Click here to install these updates** to install any missing Scopia Desktop components.



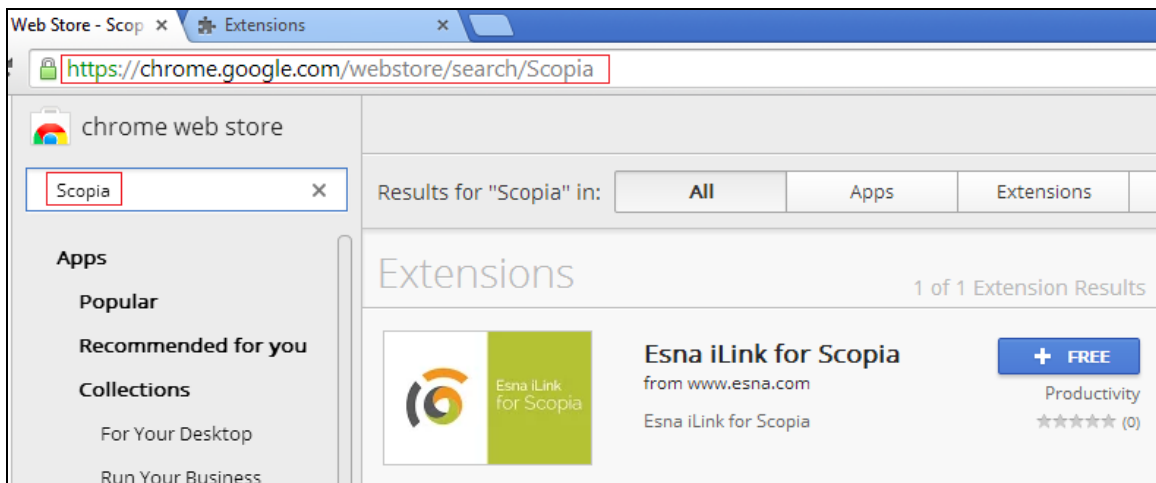
In **Scopia Desktop Update** window, check selected update then click **Install** to copy the files to the local computer.



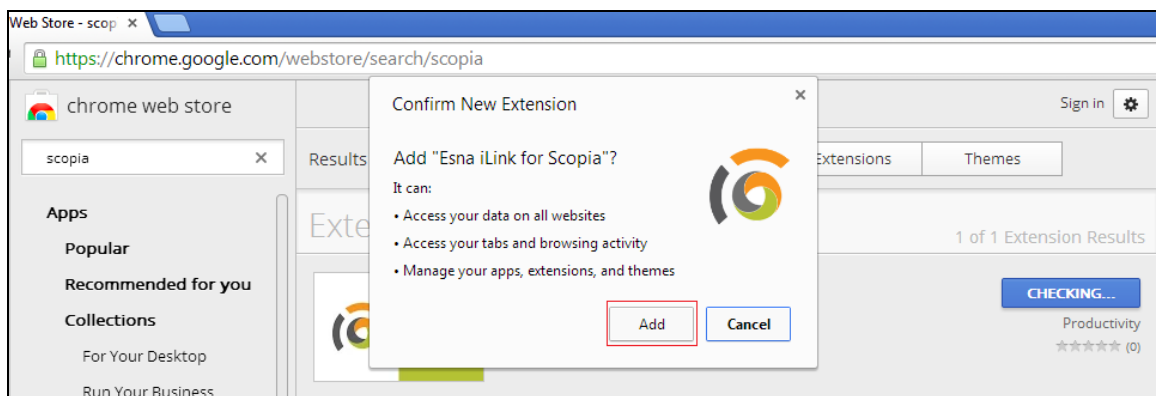
6 Install Esna iLink for Scopia™

This section shows steps on how to install iLink for Scopia. Esna licensing is required before using this product, contact Esna to obtain the license. Follow instructions in Esna iL_Scopia_Intergration listed in **Section 9** for detailed steps on how to install and manage license for iLink for Scopia.

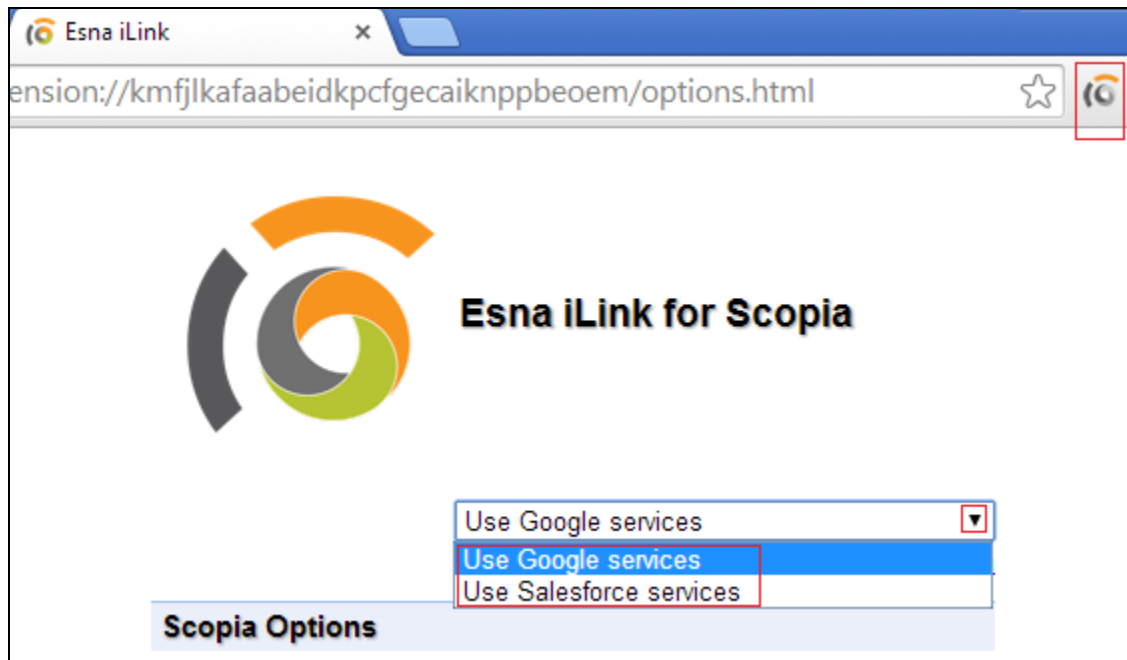
The iLink for Scopia Chrome Extension can be installed from the Chrome Web Store. Open the Chrome web browser and go to the Chrome Web Store at <https://chrome.google.com/webstore>. In the **Search** bar, type **Scopia** and hit enter. In the result on the right panel click on **Free** button to install the application.



Before the application is installed there is a confirm window to ask user whether the application can access data, see screenshot below for detail:



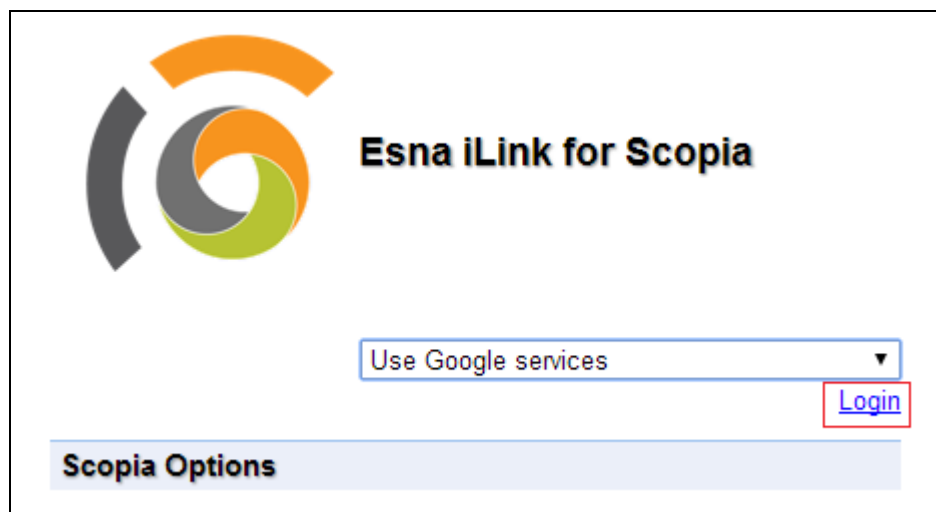
When iLink for Scopia installation completes, the user will be asked to select usage method, there are two choices, as shown below.



6.1 Using iLink for Scopia with Google Services

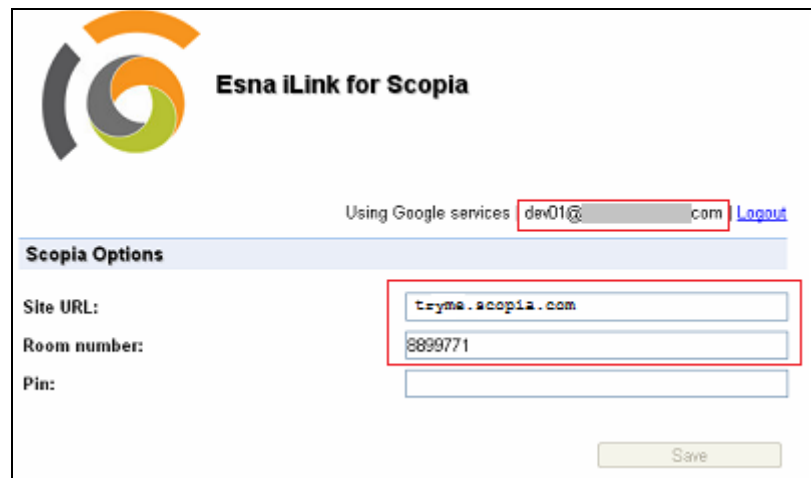
This section describes steps to login iLink for Scopia using Google services and how to add Scopia virtual meeting room into Google Calendar event.

In the **Esna iLink for Scopia** window below, select **Use Google services**, and click on **Login**.



Following the instruction on the screen to enter Google credentials to log in, example below show **dev01** is successfully logged in:

- **Using Google services:** shows **dev01** account is used to log in.
- **Site URL:** since **dev01** is already licensed as mentioned in **Section 5** on both Esna and Scopia Server, Esna automatically fills in data for Scopia Server URL and Virtual room number fields.
- **Room number:** this field is automatic filled by Esna, verify room is **889971** for **dev01**.



Esna iLink for Scopia

Using Google services dev01@...com Logout

Scopia Options

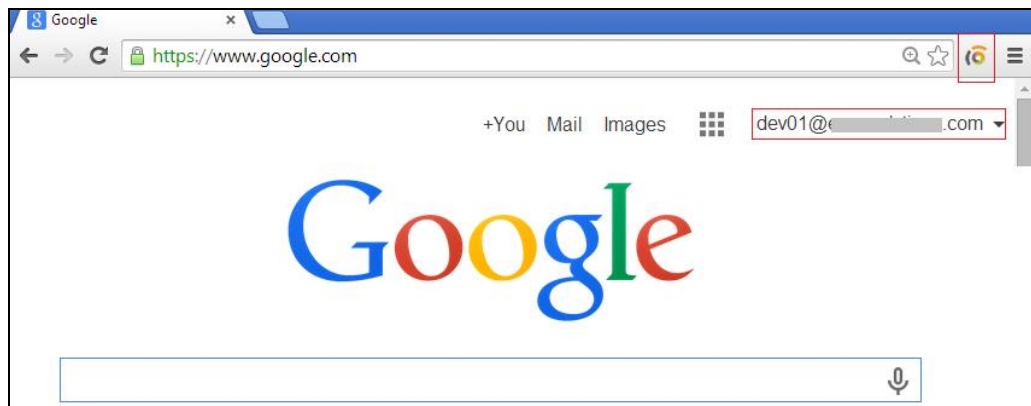
Site URL: tryma.scopia.com

Room number: 889971

Pin:

Save

Below is the screenshot showing iLink for Scopia is installed and logged in on Google Chrome.



In Google Chrome, user can select Calendar to create new event (not shown). In the new event page, enter the following information:

- **Scopia: Schedule meeting:** Select this link to add Scopia virtual meeting room to event.
- **Event subject:** Enter descriptive subject for event.
- **Guest:** Enter guest name to invite to the event.

The screenshot shows the Google Calendar 'Create Event' interface. At the top, there's a search bar and a user profile dropdown. Below that, there are 'SAVE' and 'Discard' buttons. The event title field contains 'dev01 invite dev02 join Scopia virtual meting'. The date is set to 5/6/2014, time from 8:00am to 9:00am. There are checkboxes for 'All day' and 'Repeat...'. Below that, there's a 'Find a time' button. The 'Where' field has a dropdown menu with 'Scopia: Schedule meeting' selected. The 'Add: Guests' section shows a list of guests: 'dev', 'david daidd' (with email <dev02@...>), 'Dev Test01' (with email <dev01@...>), and 'Dev Test01' (with email <qc13@...>). The 'Guests' section shows 'Dev Test01' and 'david daidd' with 'x' icons to remove them. There are also 'Suggested times' and 'Guests can' options at the bottom.

As Scopia is added to the event, the **Description** field is updated with the information and the link to dev01 Scopia virtual meeting room, <http://tryme.scopia.com/scopia?ID=8899771&autojoin> (shown below). Click **Add** to add selected guests into the event. Enter other necessary information for the event and click **Save** when complete.

←

SAVE

Discard

dev01 invite dev02 join Scopia virtual meting

5/6/20148:00amto9:00am5/6/2014Time zone

☐ All day☐ Repeat...

Event detailsFind a time

WhereEnter a location

Add: Guests | Rooms, etc.

devAdd

ScopiaEdit| Remove

Video callAdd video call

CalendarDev Test01

Description

[Scopia: 8899771]

** Created using Esna iLink for Scopia

Please INSTALL the Scopia client beforehand. To install the client, click the following link..
<http://tryme.scopia.com/scopia?client>

To CONNECT from your computer or mobile device, click the following link..
<http://tryme.scopia.com/scopia?ID=8899771&autojoin>

Click the icons below to mark as optional.

Guests

Yes: 0, Maybe: 0, No: 0, Awaiting: 0

Dev Test01×

david davidd×

Suggested times

Guests can

☐ modify event

☒ invite others

☒ see quest list

The email is sent to all users in **Guest** list along with necessary information and link to the sender's Scopia virtual meeting room.

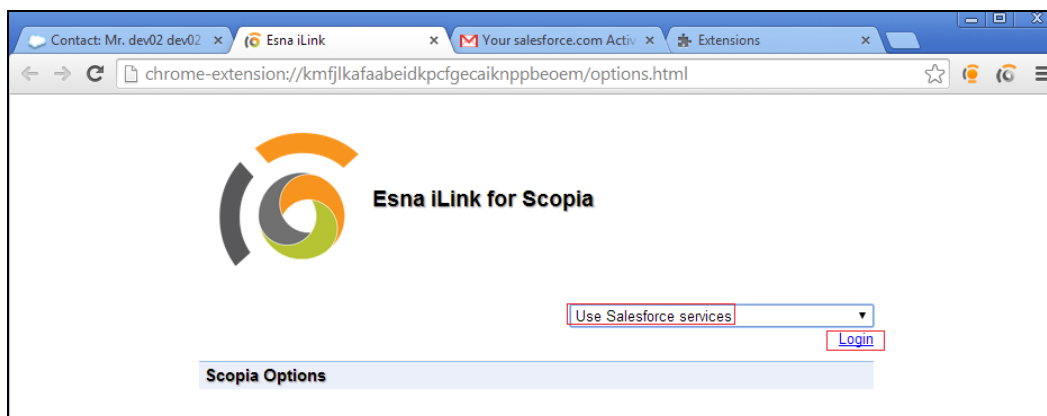
6.2 Using Scopia within Salesforce.com

This section describes steps on how to log in iLink for Scopia using Salesforce.com account and add Scopia virtual meeting room into the Salesforce.com Calendar event.

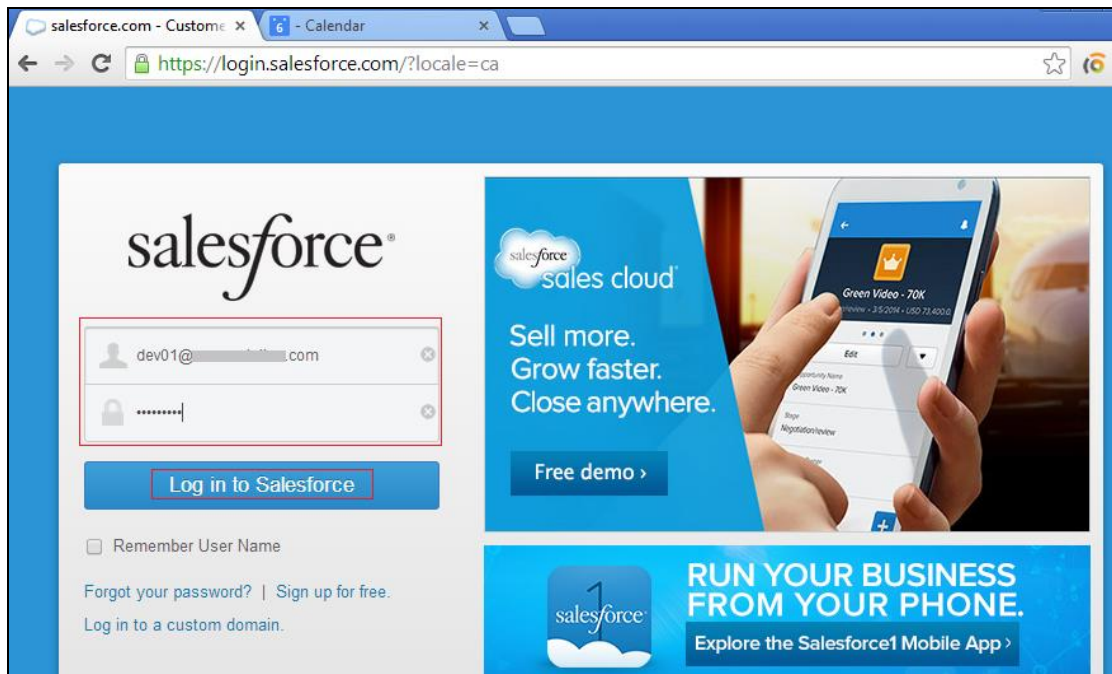
To extend the Scopia functions into Salesforce.com, the user **must** login to iLink for Scopia using Salesforce.com credentials. Logging in using Google credentials will launch iLink for Scopia, but the Salesforce extension will not be active. To change login credential for Scopia, right-click the iLink for Scopia icon to the right side of the address bar and choose **Options**.



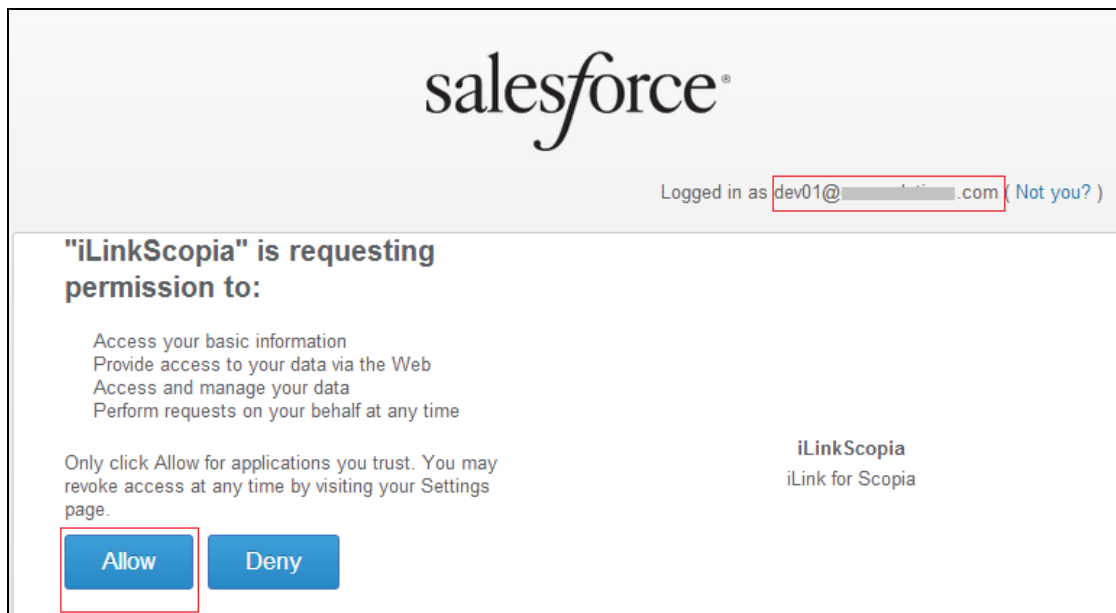
Select **Use Salesforce services** option and click on **Login** link.



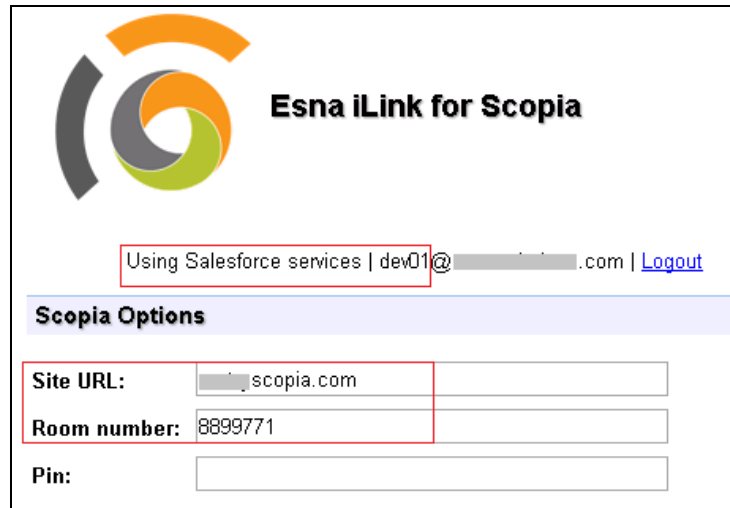
Following the instruction on the screen to log into iLink for Scopia using Salesforce.com account, in this case **dev01** is used.



Click **Allow** to allow iLink for Scopia access the following information as shown below:



Below shows the Salesforce.com user, **dev01** is successfully logged into iLink for Scopia along with Scopia URL and virtual room information:



Esna iLink for Scopia


Using Salesforce services | dev01@... .com | [Logout](#)

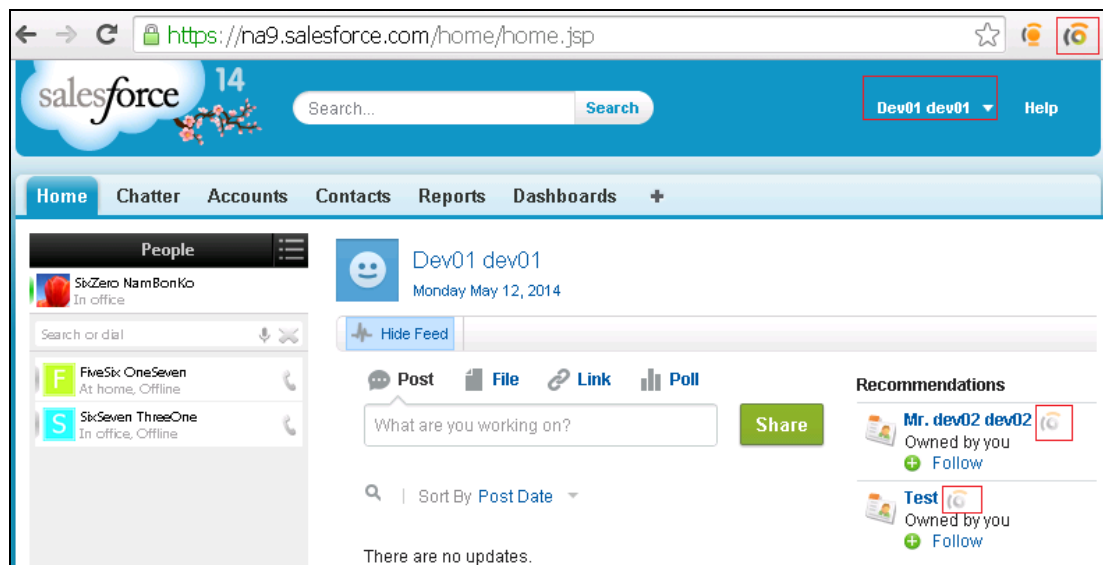
Scopia Options

Site URL:

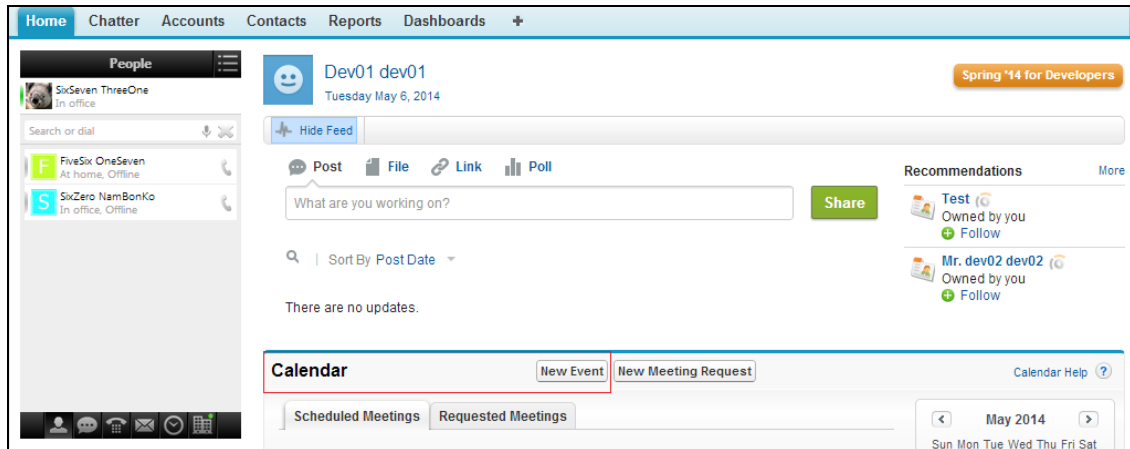
Room number:

Pin:

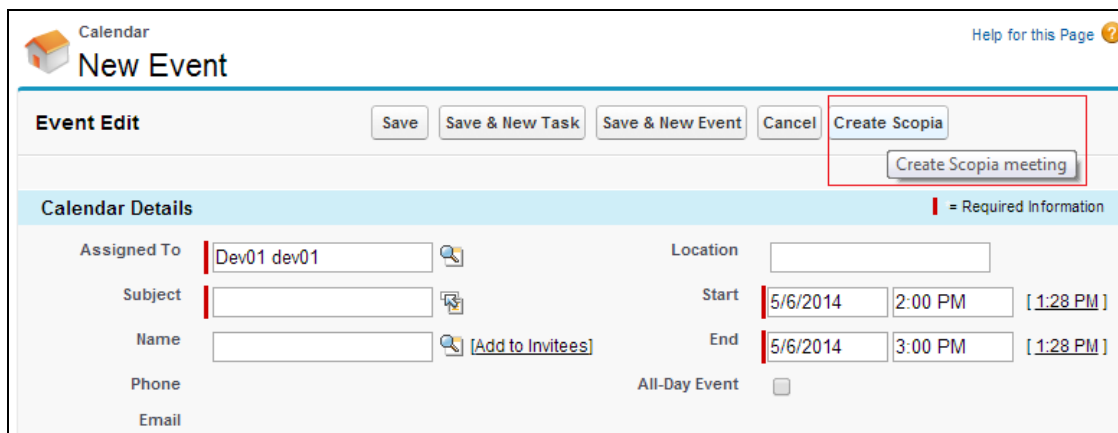
Since **dev01** is used to login Salesforce.com, as well as iLink for Scopia, the Scopia  icon is available beside each contact in the Salesforce.com contact list:



To add Scopia meeting into event on Salesforce.com, in **Calendar** section, click on **Event** to create new event:



In the **Event** detail, click on **Create Scopia** button to add Scopia virtual meeting room into the event.



As Scopia is added to the event, the **Description** field is updated with the information with the link to dev01 Scopia virtual meeting room, **<http://tryme.scopia.com/scopia?ID=8899771&autojoin>** (shown below). User also has the option to **Edit** or **Remove Scopia**. Add Invitees by clicking on the **Add to Invitees** link. Enter other necessary information for the event and click **Save** when complete.

Action	Invite	Type	SAM	7AM	SAM	SAM	10AM	11AM	12PM	1PM
	Dev01 dev01	User								
Remove	dev02 dev02	Contact								
Remove	qc qc	User								

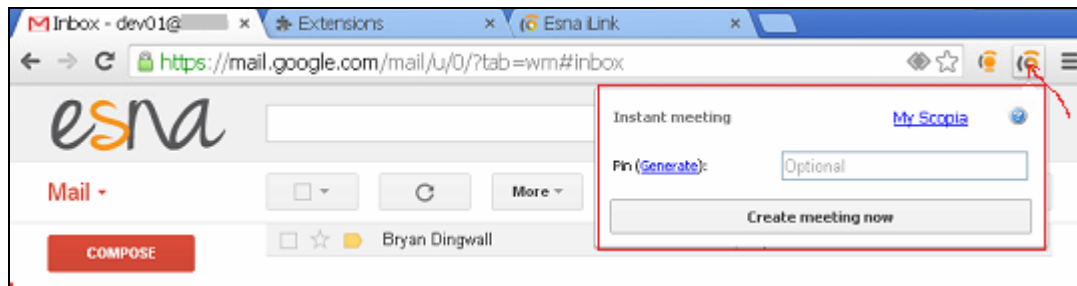
The email is sent to all users in **Invitees** list with all necessary information and link to sender's Scopia virtual meeting room.

7 Verification Steps

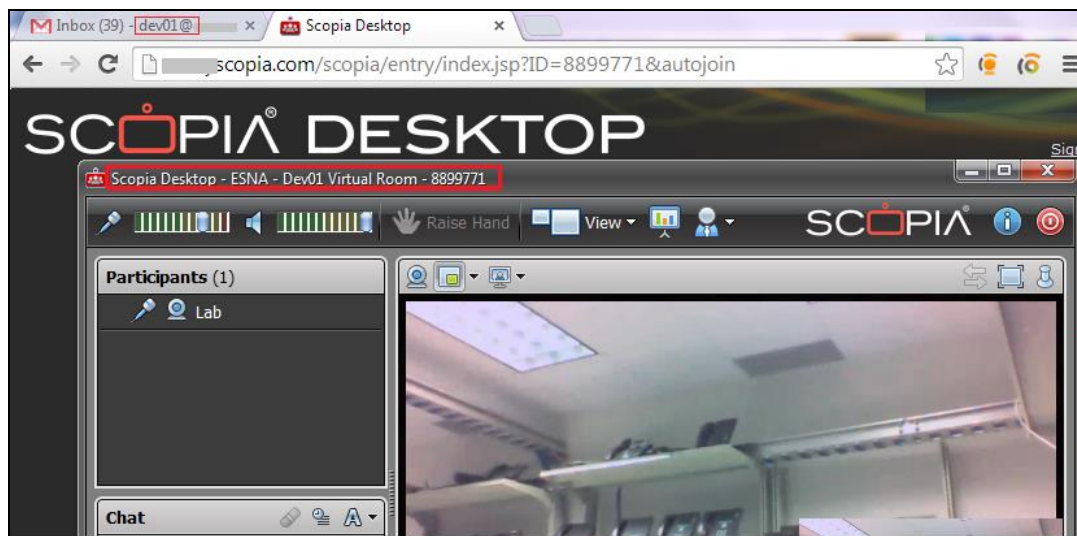
This section will describe steps on how to launch instant Scopia meetings from Chrome browser, Google Mail and Salesforce.com.

7.1 Launch Instant Scopia Meeting from Chrome Browser

Click on the iLink for Scopia icon on the Chrome browser bar as shown in below screenshot. Click on **Create meeting now**.

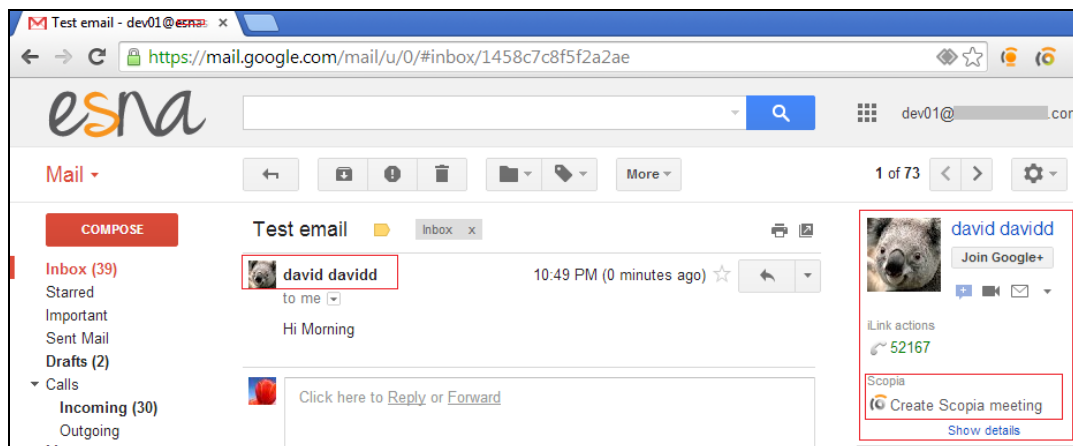


The meeting is automatically started and logged in with appropriate Scopia credential. Verify that the meeting is launched. Verify the user name and virtual meeting room information is shown correctly as assigned.

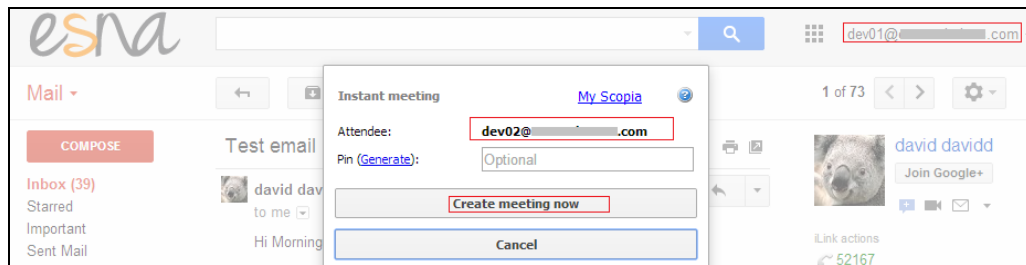


7.2 Launch Instant Meeting from Google Mail People Widget

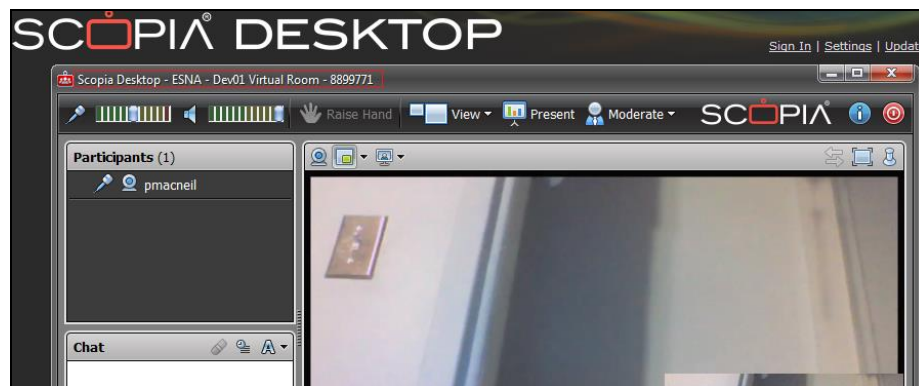
The People Widget is available within Google's Mail application. Open an email and locate the sender's contact detail in the People Widget to the right side of the message. In the bottom of the widget is the Scopia icon. Click on **Create Scopia meeting** with this contact.



From the **Instant meeting** window, specify the options for the meeting if needed. Click on **Create meeting now** to start a meeting.




Verify the invitation email is sent to attendees and also verify the meeting is launch using **dev01** account as shown below.

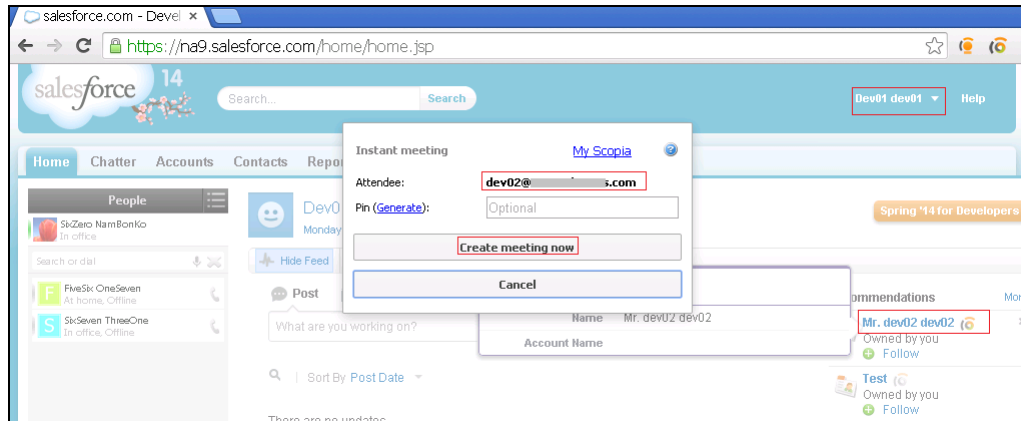


Once the attendee, **dev02**, has received the invitation via email, click on the link in the email to join the meeting. Both parties have now joined the meeting (not shown).

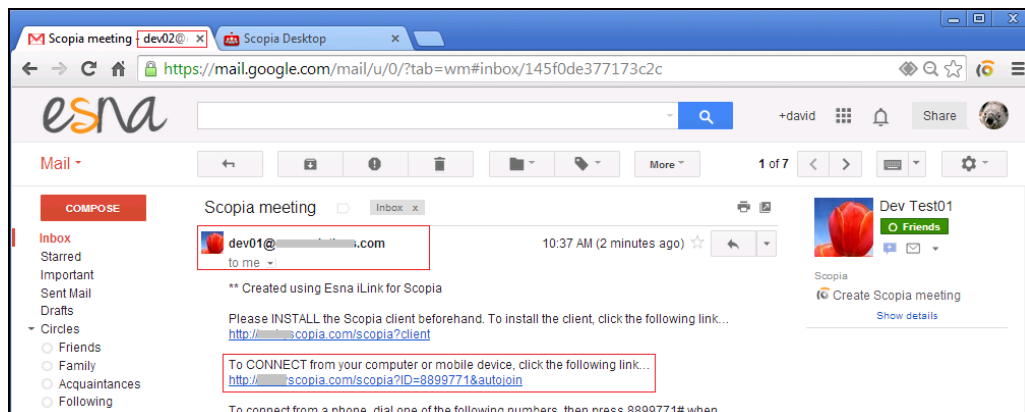
For complete details of how to launch Scopia from Google Mail and Salesforce.com, see **iL_Scopia_Integration** listed in **Section 9**.

7.3 Launch Instant Meeting from Salesforce.com Contact List

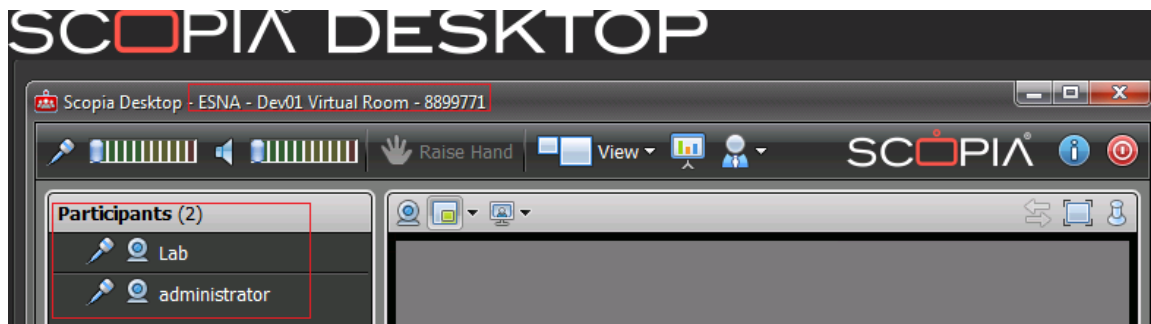
Click on the icon  beside the contact user, in this example, **dev02** is selected. Click **Create meeting now** to start a meeting.



The meeting is launched and meeting invite email is sent to **dev02-david** as shown below, click on the link in the email to join the meeting:



Below shows the meeting room **8899771** for **dev01** with two participants. Note the participant names shown here were the personal computer names of participants.



8 Conclusion

All of the executed test cases have passed and met the objectives outlined in **Section 2.1**. The iLink for Scopia is considered to be in compliance with Avaya Scopia Desktop.

9 Additional References

Product documentation for Avaya Scopia products may be found at <https://support.avaya.com/css/Products/>

1. Installation Guide for Avaya Scopia® Desktop Server for Aura Collaboration Suite
Version 8.3, March 19, 2014

Product documentation for the iLink for Scopia products may be found at <http://documents.esna.com/ilink-clients:>

1. iL_Scopia_Integration.pdf

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