MiVoice Integration for Google® Administration Guide (Revised)

VERSION 1.3.4.0

MAY 2022

Mitel®

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Release 1.1
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About MiVoice Integration for Google

MiVoice Integration for Google provides a rich set of computer telephony and user productivity features for browser-based users of MiVoice Business call controllers and Google Services.

The MiVoice Integration for Google features are enabled by a Mitel Open Integration Gateway (OIG) server that connects the Google extension, the underlying MiVoice infrastructure, and your Google applications.

MiVoice Integration for Google features are delivered as a Google extension, available from the Chrome Web Store. Each user of the MiVoice extension must be provided user- specific configuration information needed to install the MiVoice extension; normally provided by a site administrator.

The MiVoice Integration for Google extension files include JavaScript, CSS, and images. Each Google user downloads the extension from the Chrome Web Store. Each Google user that will use MiVoice Integration for Google extension must sign into a Google Chrome web browser. The MiVoice extension makes use of the user's credentials to access the user's contact information (after the user grants permission) and to identify the user to the Mitel OIG server.

Note: MiVoice Integration for Google may collect and store the following personal user data: First Name, Last Name, Phone number, Email, Employer Name & Title, and Address. By installing MiVoice Integration for Google, user consents to the collection and use of this information exclusively for purposes of enabling MiVoice Integration for Google features and functionality. Depending upon the method of data collection, the OIG server administrator or the Google Admin is responsible for informing and obtaining consent from each MiVoice Integration for Google user whose data is being collected.

MiVoice Integration for Google features include:

Note: To be able to add Call Notes to a contact, the contact must be in the user's personal contacts.

Google turned down the Contacts API effective January 19, 2022. As a result, users may face issues with productivity features associated with Google Contacts. Features associated with incoming or outgoing calls, such as contacts pop-up, saving call notes, and pop-up to add new contacts to Google Contacts are likely to be affected. We appreciate your patience as we work on migrating this integration to Google's replacement "People API", with an expected release in April 2022.

- Inbound features
  - Pre-answer call alert/notification
  - Click-to-answer
  - Caller name, number, company, call status, and time
  - Uses ANI and DNIS, where available, to determine the external calling party name and number, and called party name and number
  - Allows user to create a new contact record for a call from an unknown party
  - Find contacts through directory search
  - Search names and numbers
  - Enable type-ahead (filtered) searches
  - Search local Google contact database and Google Corporate Directory
  - Offer multiple matching phone numbers for a specific name when multiple matches exist
- Mid-call features
  - Make/Answer/Hang-Up call

- Redirect an incoming ringing call to another phone number

Installation prerequisites

To simplify installing and configuring the MiVoice Integration for Google, ensure that the following prerequisites are met:

- One or more MiVoice call controllers is configured and functional. If there are two or more MiVoice Business controllers, they must be configured in a MiVoice Business system cluster.
- All MiVoice Business controllers must be running software release 8.0+. OIG Release 4.0+ is recommended, although OIG 3.0 is supported.
- It is recommended that the Mitel OIG Server be added to the MiVoice Business SDS sharing network. In deployments where this is not possible, each user will need to enter the MiVoice Business IP address of their phone during MiVoice Integration for Google provisioning.
- Telephone sets for each user are programmed and functional. These may be Mitel MiNET IP desktop phones (5300 series and 6900 series) or a Mitel Softphone. MiVoice Integration for Google can only control one phone number at a time; only one phone DN can be configured at a time. Only the phone prime line is supported.

Note: Using MiVoice Integration for Google with a SIP phone is not supported.

- The Google domain Administrator must determine the mapping of Google user: their phone DN, their e-mail address, and the IP address of the associated MiVoice call controller for the user's phone. Without this mapping, users cannot log in. See "Enable contacts to enable use of MiVoice Integration for Google" for the procedure. The *Mitel OIG Installation & Maintenance Guide* includes additional details.
- Mitel OIG server (OIG or MiVoice Integrations Base Package, virtual or physical) is functional and licensed for MiVoice Integration for Google. When each instance of MiVoice Integration for Google connects to a Mitel OIG, each integration is authenticated against a pre-approved Mitel OIG application type (MiVoice Integration for Google in the Mitel OIG Admin UI under the application accounts tab) for Standard Call Control and each integration requires a MiVoice Integration license.

Note: If possible, the OIG server should be set up for SDS sharing with the MiVoice Business controller or MiVoice Business cluster, and an SDS Sync must be performed. If the Mitel OIG server is added to the MiVoice Business SDS sharing network, the MiVoice Integration for Google provisioning does not require the user to enter the IP address of a MiVoice Business controller.

If this is not possible, then you must provide the MiVoice Business IP address of the user's phone for each user to enter when they configure their MiVoice Integration for Google extension.

- The FQDN of the OIG server is available. The Mitel OIG server must be configured with a valid CA certificate so that the Google Chrome web browser executing the MiVoice extension connects successfully to the Mitel OIG server.
- The MiVoice Integration for Google local password, configured in the Mitel OIG, is available.
- When each instance of MiVoice Integration for Google connects to a Mitel OIG, each integration is authenticated using a local password. The Mitel OIG local password for MiVoice Integration for Google is provided by the Mitel OIG administrator (See the Mitel OIG Administrator UI under the Application Accounts tab).
- A certificate strategy for the Mitel OIG server is in place. If remote users plan to use MiVoice

Integration for Google, then a MiVoice Border Gateway with web proxy service must be used to proxy remote requests to the Mitel OIG server within the enterprise, and the MBG server must also have a CA certificate.

Note: Installing a CA certificate on the Mitel OIG server is required.

A MiVoice Border Gateway web proxy server (MBG 9.2 minimum) is required to enable remote users (outside the Enterprise Network) access to MiVoice Integration for Google. The MiVoice Border Gateway web proxy allows a web browser and the MiVoice Integration for Google extension to access the Mitel OIG server within the Enterprise. Refer to the MiVoice Border Gateway user documentation for configuration instructions for the web proxy feature for MiVoice Integrations.

- MBG (11.3 SP1) has an option ‘Strict X-Frame options’ under the Domain List on the Remote Proxy Configuration Page, it should be disabled.
- When upgrading from Mitel Open Integration Gateway Release 3.0 to Release 4.0, the Google user contacts must be re-installed. See the *Mitel OIG Installation and Maintenance Guide* for instructions.

Administrator installation

The site administrator must complete the following steps before giving users access to the MiVoice Integration for Google, if the Google users need access to the Google domain corporate directory of contacts. Without completion of these steps, the Mitel OIG server cannot retrieve the Google domain corporate directory at the site, and users of MiVoice Integration for Google will have access only to their personal contacts and any Google user accounts imported into the Mitel OIG server by the OIG administrator; there will be no access to the corporate contacts. See “Enable contacts to enable use of MiVoice Integration for Google”.

See the *Mitel OIG Installation and Maintenance Guide* for information about OIG licensing.

Note: The first three steps are required only if users require access to your Google domain corporate directory.

- Setting up a Google Project
- Allow Access in Google Administration Console
- Configure Mitel OIG
- Enable contacts to enable use of MiVoice Integration for Google

Note: Google enforces a limit of 150,000 contacts per day to the Google corporate directory API from an entire corporation. For this reason, the MiVoice Integration for Google does not allow each end-user web browser to contact Google. The OIG server contacts Google directly and stores the corporate directory for use by end-users.

To allow Google Chrome web browsers with the MiVoice for Google extension installed to access the Google Corporate directory, the OIG caches the corporate directory data once each day.

The OIG UI includes a **Sync** button to allow Google Administrators to manually refresh and update the Mitel OIG cache of corporate directory data.

Setting up a Google Project

Creating a Google Project is required to create credential files that will be stored in the OIG server. This is important so that the Google will know that the OIG has permission to communicate with the company’s Google G Suite.

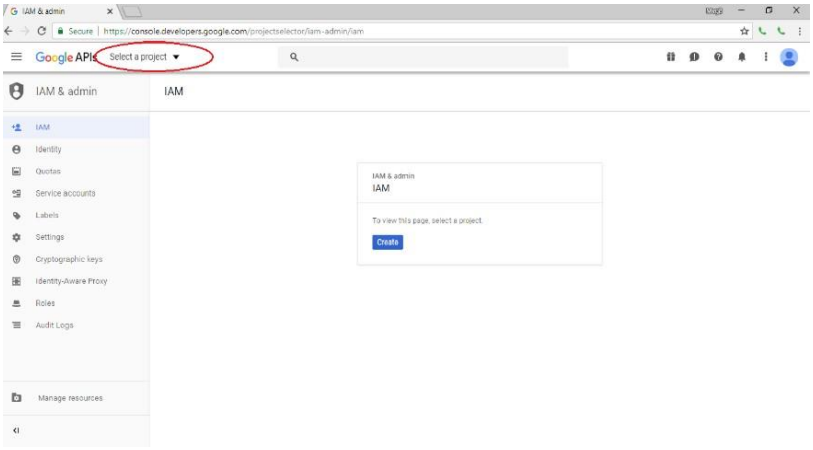
The following steps are required to allow the MiVoice for Google extension to integrate with the Google Corporate Directory.

Note: This procedure is required only if you want to give users access to your corporate directory.

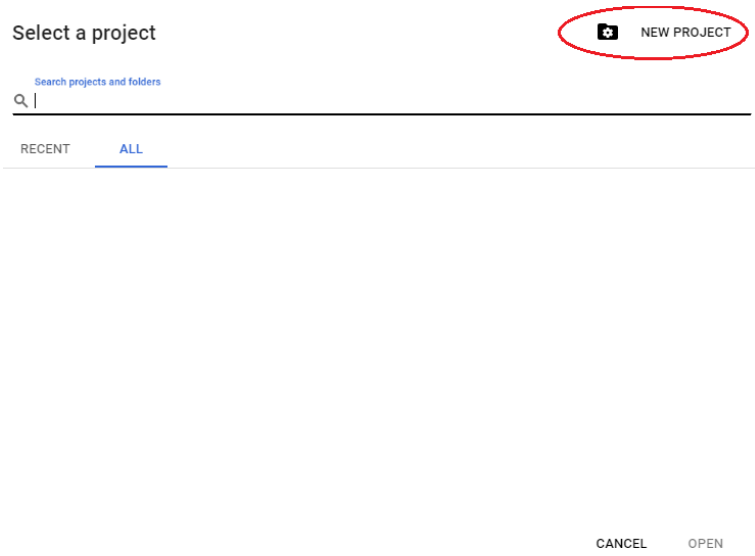
Step 1: Set up a Google Project

1. Navigate to the Google Developer's Console.
   https://console.developers.google.com/project

   If this is the first project to be created, the below screen appears with **Select a project** menu.



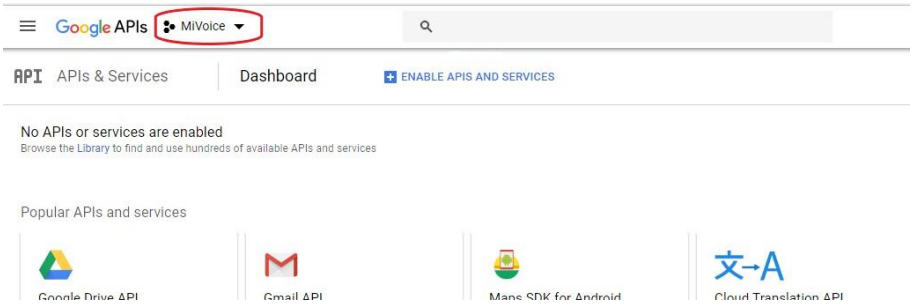
   Click **NEW PROJECT**.



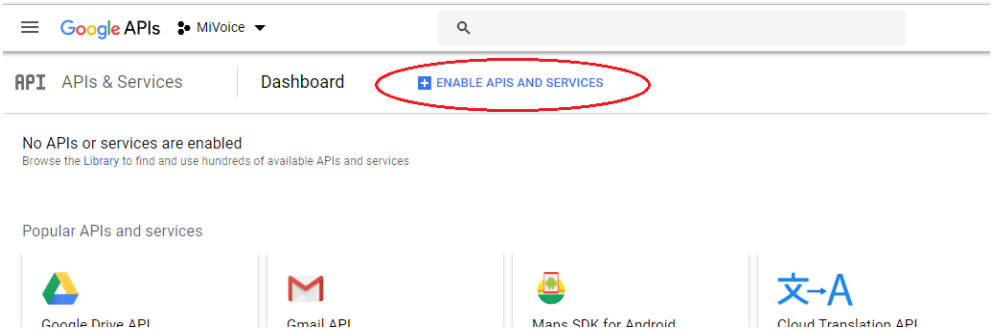
2. Enter a project name, and read and agree to the Terms of Service.

3. Click **Create**.

4. After the project is successfully created, a **Project Dashboard** screen appears. (Example: MiVoice project)

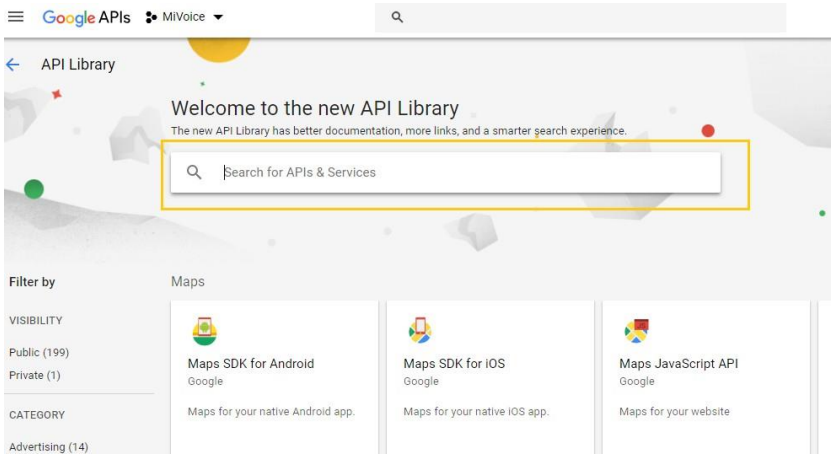


5. Click **ENABLE APIS and SERVICES**.



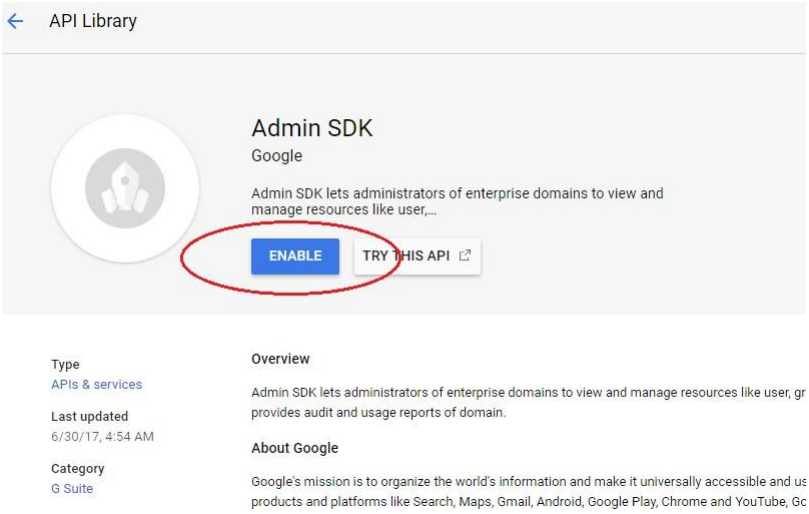
The **Developers Console** appears.

6. In the Search field (**Search for APIs & Services**), type **Admin**.

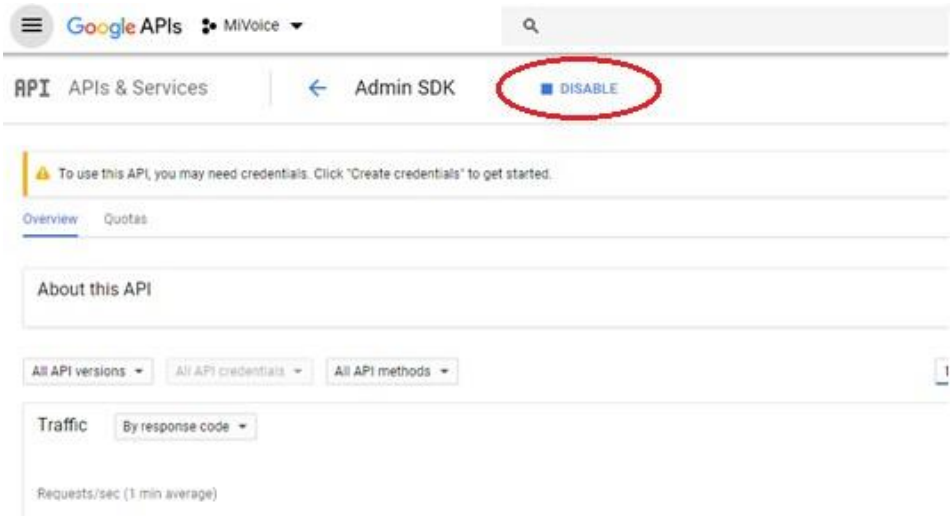


7. Click **Admin SDK**.

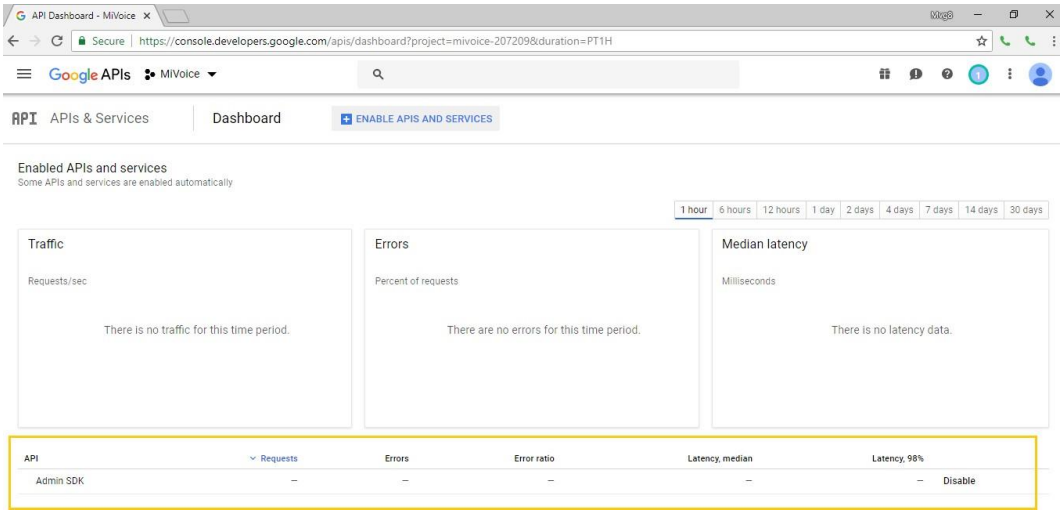
8. Click **ENABLE**.



An **Overview** page appears, which confirms that the API is enabled.



9. Click **Dashboard** to go back to the Dashboard and verify that Admin SDK has been added. It is listed under API.



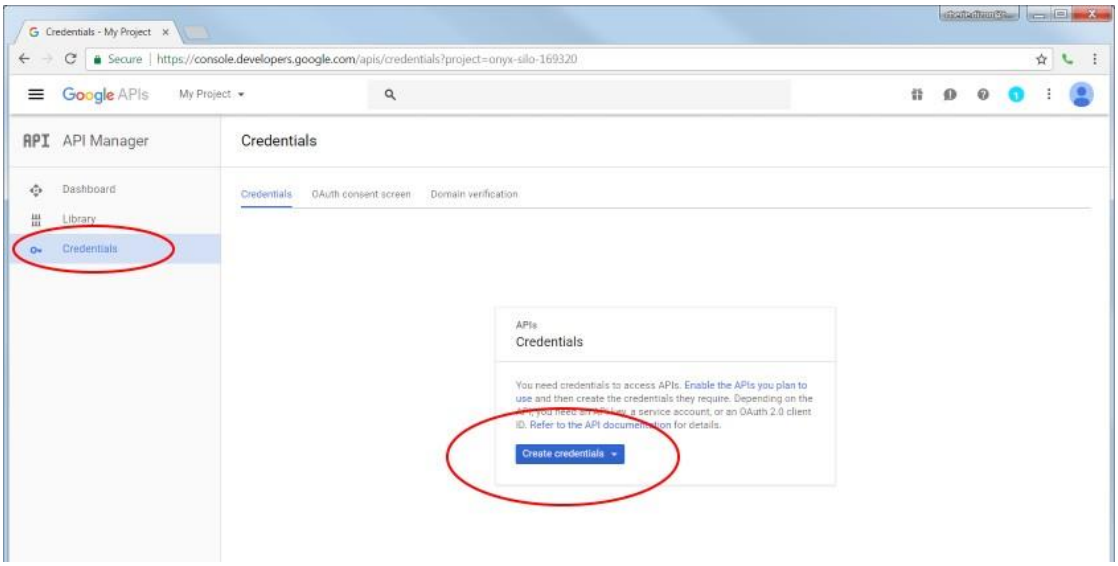
Step 2: Create Service Account Credentials

Create two credential files for a Service Account and upload onto the OIG.

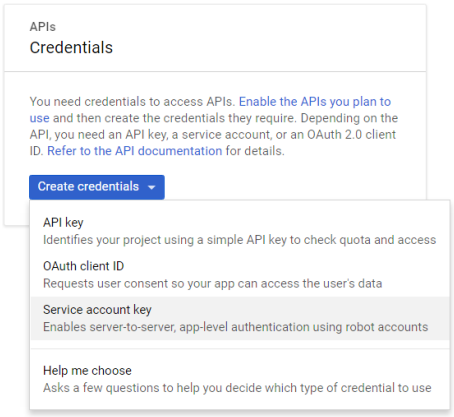
a. JSON file

b. P12 certificate file

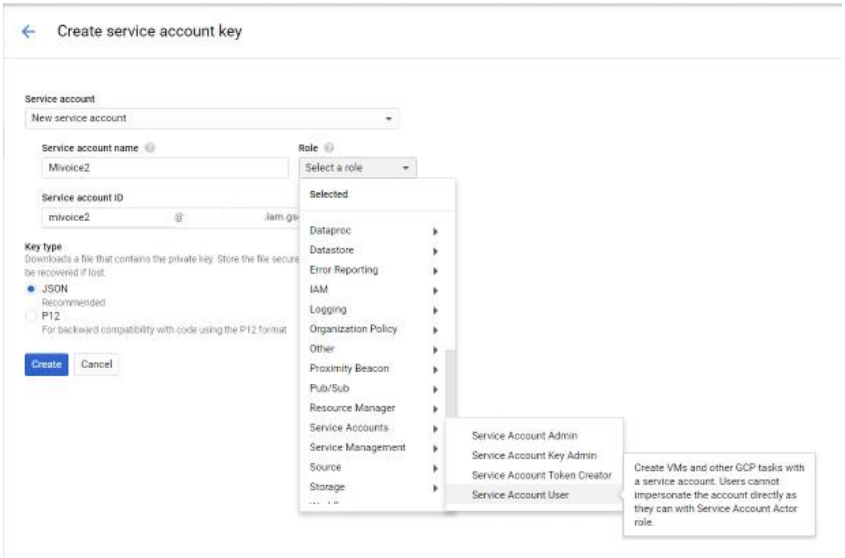
1. Click **Credentials** and then click **Create Credentials**.



2. From **Create Credentials** menu, Select **Service account key**.



3. Under **Service account,** select **New Service account**.
4. Enter a **Service account name**.
5. Under **Role**, select a **Role**.
   Select a role ->**Service Accounts** -> **Service Account User.**
6. Under **Key type,** select **JSON**.

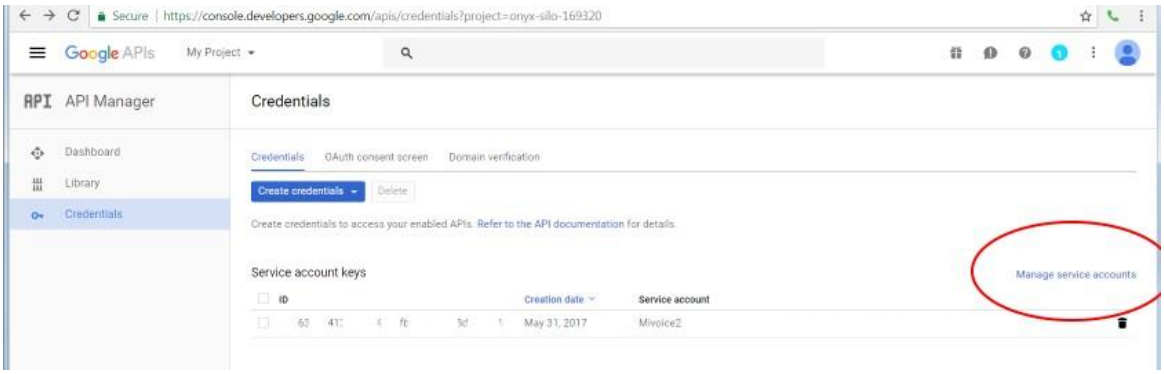


7. Click **Create**.

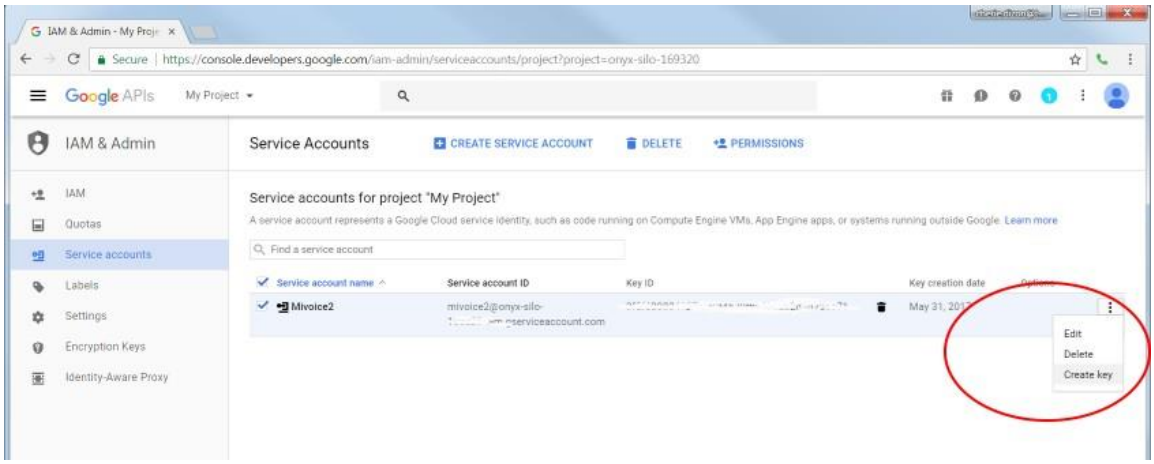
NOTE: A JSON file is created and saved in your system.
Please keep a note of the file location. This is required for uploading credentials onto the OIG server.

The next step is to create the P12 Certificate File.

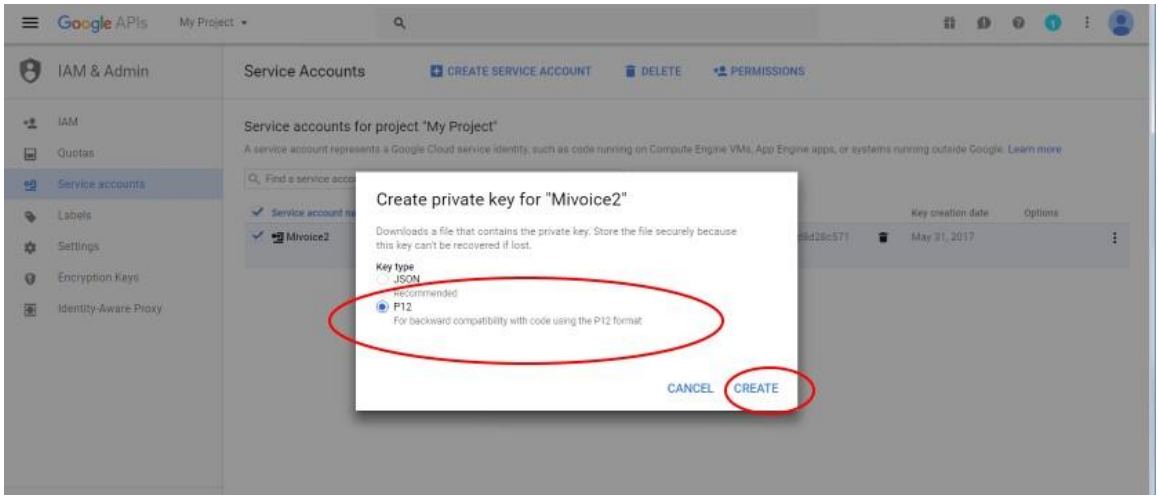
8. Click **Manage service accounts**.



9. In the service account listing, click and then select **Create Key**.



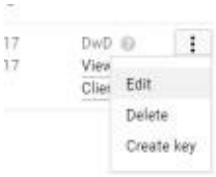
10. Select **P12** and then click **CREATE**.



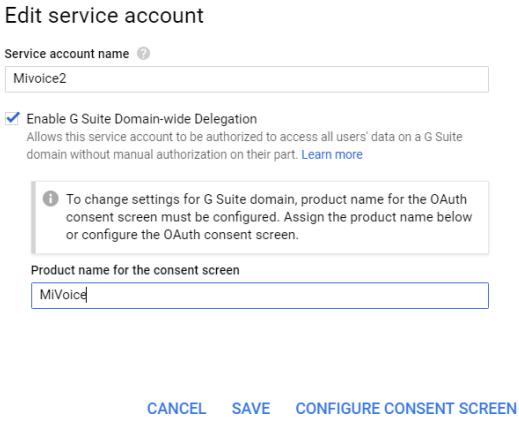
Step 3: Enabling G-Suite Domain-Wide Delegation

This allows Google to see this project.

1. In the Service Account listing, click ⋮ and then select **Edit**.

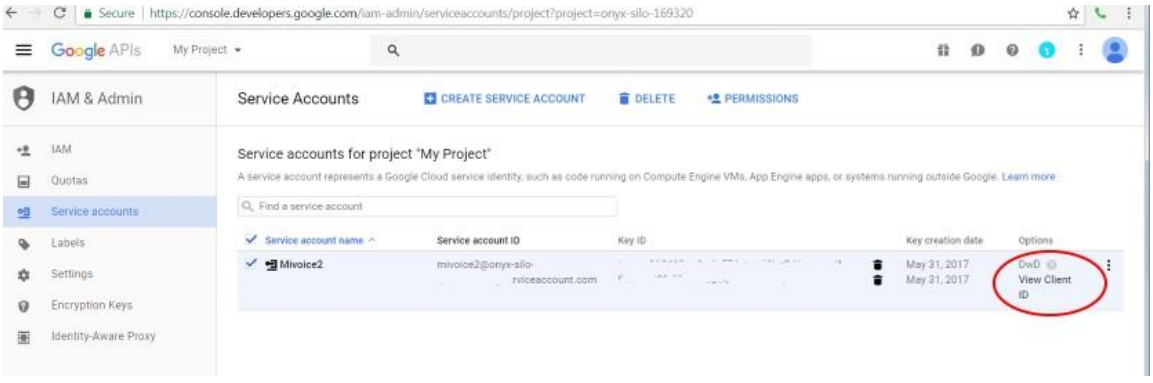


2. Select **Enable G Suite Domain-Wide Delegation** and enter the **Product Name**.



NOTE: Please keep a note of the file location as it is saved. This is required for uploading credentials onto the OIG server.

3. Click **Save**.
   The **DwD** designation is visible under **Options**.

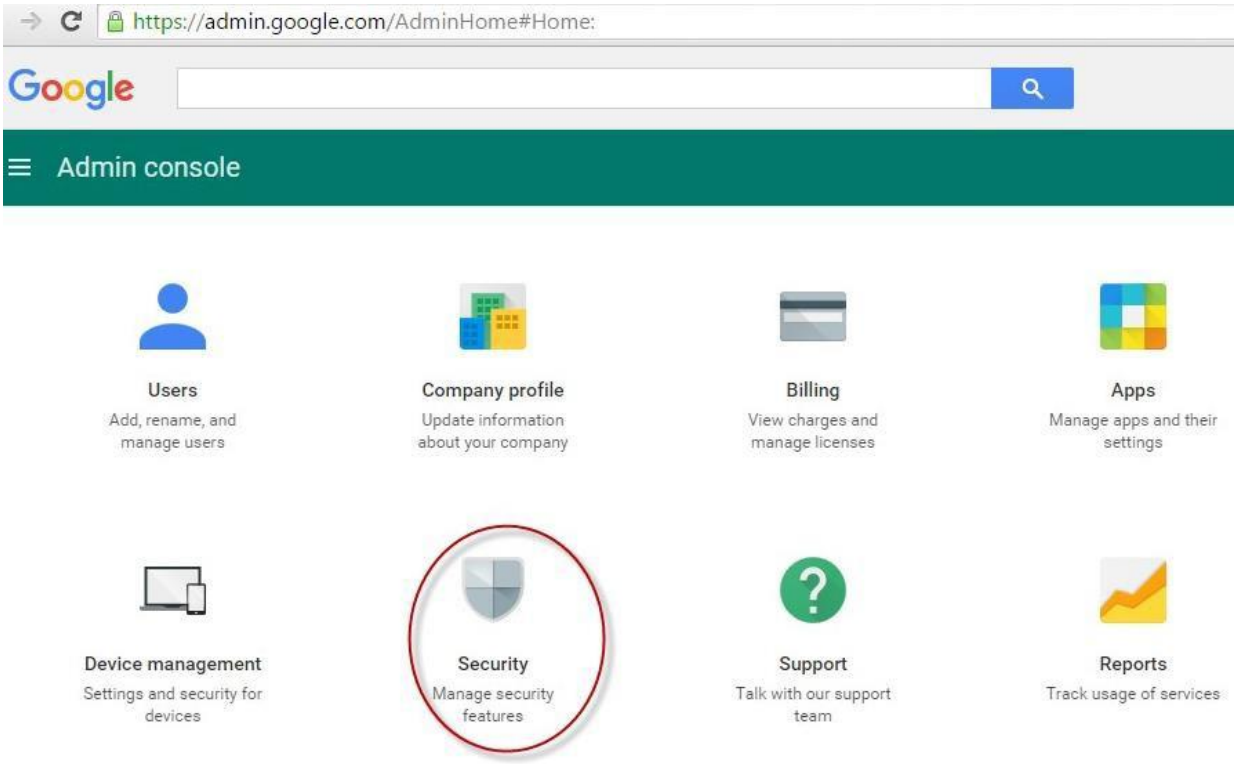


NOTE: Click **View Client ID** and use this for allowing **Client ID** Access to the Google Domain.

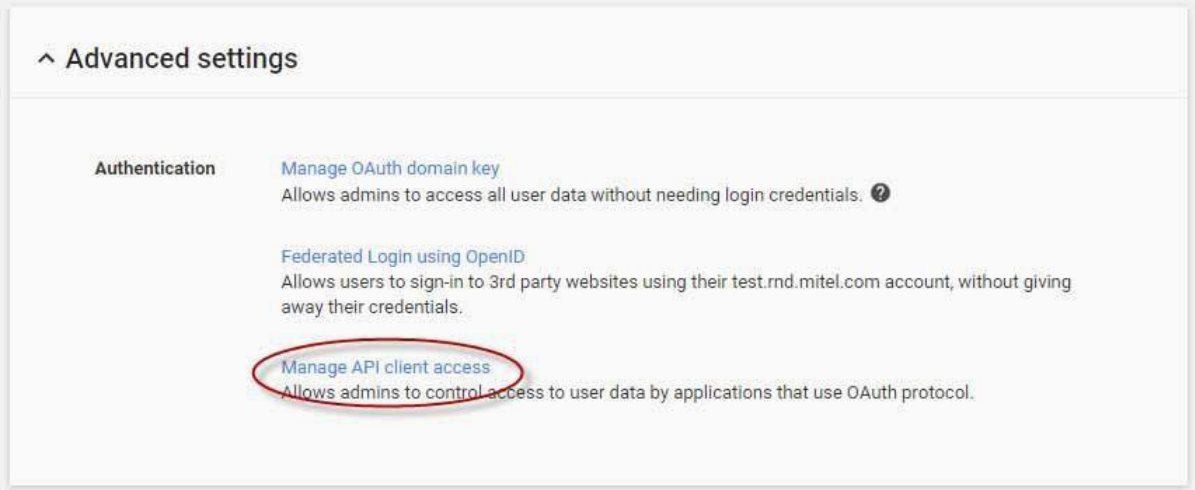
Allow Access in Google Administration Console

The Google Administrator of a domain must allow the on-site Google project to have access to the Google Corporate Directory API, if users will need access to the Corporate Directory.

1. Navigate to the Google Administration Console. https://admin.google.com/.



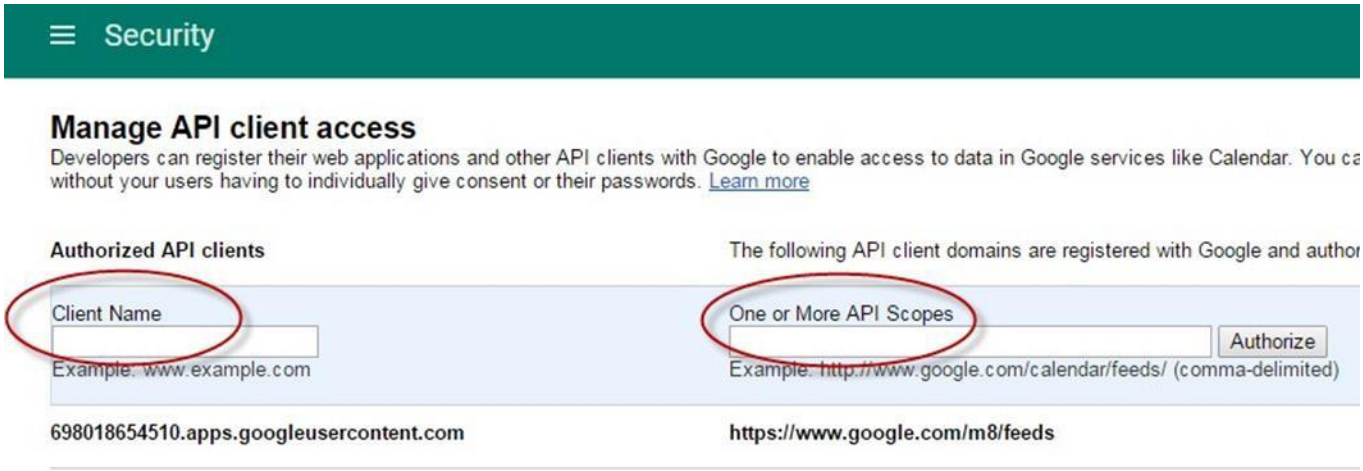
2. Click **Security**.
   The **Security Settings** page appears.
3. Click **Show more**. Then click **Advanced settings**.
   The **Advanced settings** section appears.



4. Under **Authentication,** click **Manage API Client Access**.
   The **Manage API client access** window appears.
5. In the **Client Name** text box, enter the **Client ID** from the Google Project details.

6. Add the Google Project to the list of Authorized API clients.

   In the **One or More API Scopes** text box,
   Enter: https:// www.google.com/m8/feeds,
   https://www.googleapis.com/auth/admin.directory.user.readonly



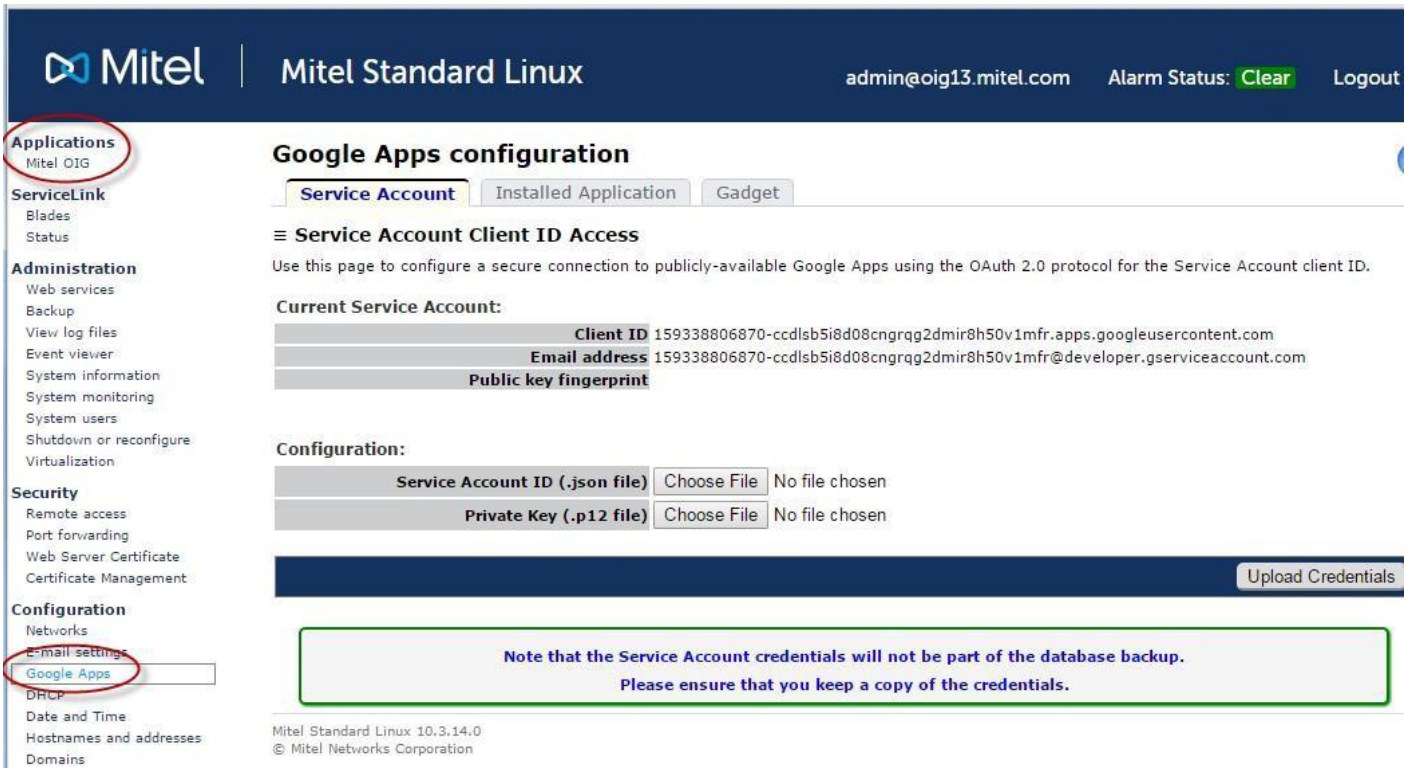
7. Click **Authorize**.

Configure Mitel OIG

Ensure that OIG is licensed properly. For full instructions, refer to the *Mitel OIG Installation and Maintenance Guide*.

Enable access to the Google Corporate Directory for MiVoice for Google

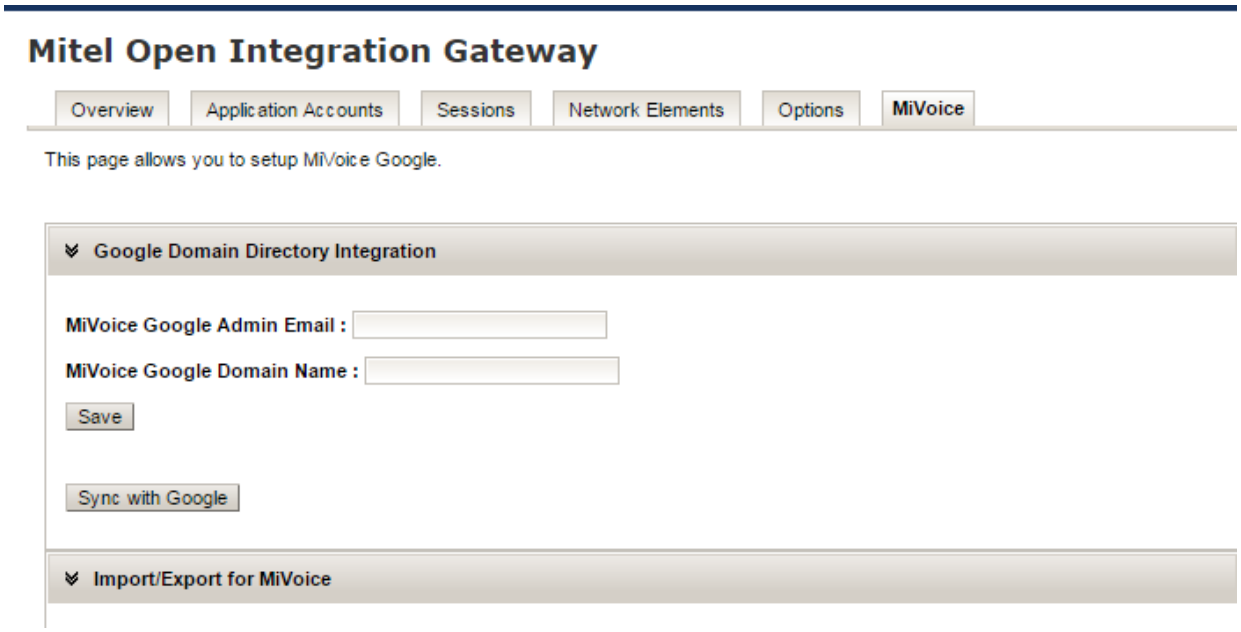
1. Log in to the MSL server where the Mitel OIG is installed. The MSL server manager appears.
2. On the Mitel Standard Linux (MSL) console, click **Google Apps** below **Configurations** from the list of actions down the left side of the screen.



3. On the **Service Account** tab, at the **Service Account ID** field, click **Choose File**. Upload the JSON key file saved earlier.
4. On the **Service Account** tab, at the **Private Key** field, click **Choose File**. Upload the P12 key file saved earlier.
5. Click **Upload Credentials** to complete.

> **Note:** Ensure that you keep a copy of these credentials files. They are not backed up by the system.

6. Click **Mitel OIG** under **Applications** on the left.
7. Click the **MiVoice** tab.



8. In **MiVoice Google Admin Email,** enter the administrator's e-mail address.
   This can be any administrator role. It does not have to be a super administrator.
9. In **MiVoice Google Domain Name,** enter the domain name; e.g., mycompany.com.
10. Click **Save**.
11. Click **Sync with Google**.
    A green success message appears.

Enable contacts to enable use of MiVoice Integration for Google

At least one of the following options is required so that the Mitel OIG has a mapping of allowed Google user accounts to allowed phone numbers. When a Google user attempts to use MiVoice Integration for Google, the Mitel OIG checks whether the Google user account can use a specific phone number. If the Mitel OIG does not have the associated Google user account-to-phone number mapping, the Google user will not be allowed to use MiVoice Integration for Google.

At least one of the following options must be performed. You may do both, if desired.

- Enable Mitel OIG to have access to the customer's Google Domain Corporate User Directory.

  Each Google user account in the corporate user directory that will use MiVoice Integration for Google must have a MiVoice Business controller phone number. See “Configure Mitel OIG” for details for enabling Mitel OIG to use the Google domain.
- Import a Google user account-to-phone number mapping CSV file as described in “Import contacts into Google directory”.

Managing the Users

An alternative way to add Users to the OIG is by importing the Users via CSV, if you do not have a corporate directory in Google.

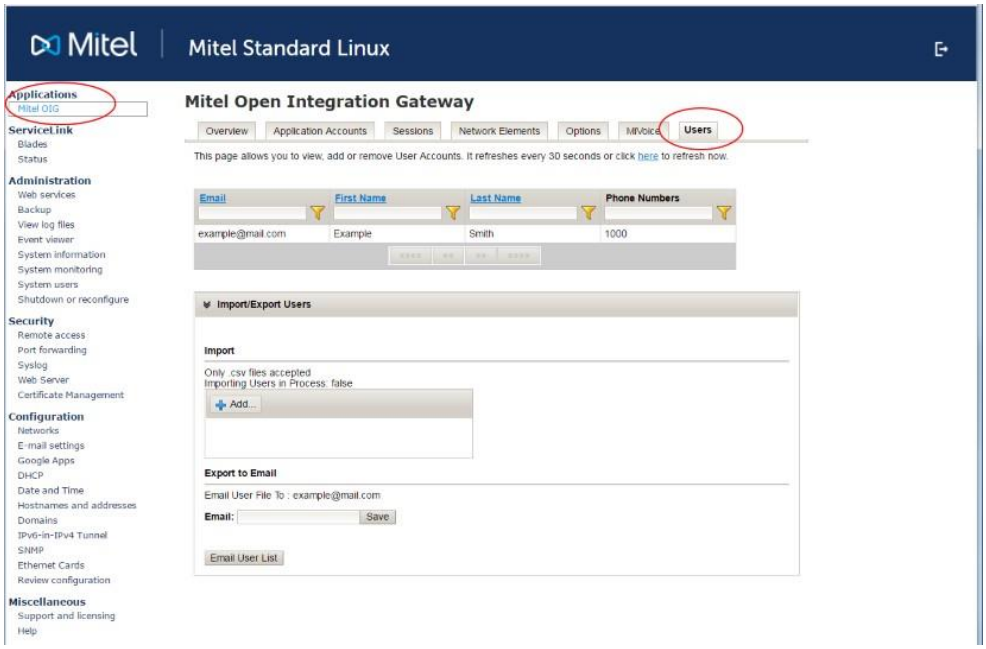
Import contacts into Google directory

This step is necessary if you do not have a corporate directory in Google. The corporate directory is used to validate the users in the system and what telephone numbers they can use.

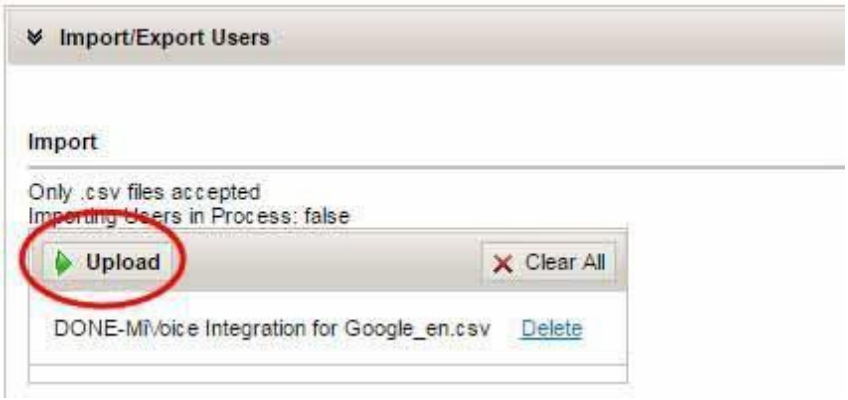
Until users are mapped to their DNs using this procedure, they will not be able to log in. Note that importing contacts does not make changes to the contacts in the Google Domain

Directory. Instead, it changes the reference to the Corporate Directory in the OIG Server.

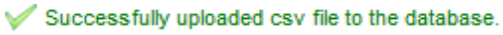
1. Log in to Mitel Standard Linux, and in **Applications**, select the **Mitel OIG**.
2. In Mitel OIG, click the **Users** tab.
3. In the **Import/Export Users** section, click **Add**. Browse to the CSV file containing the contacts.



4. Click **Upload**.



5. Wait for a success message at the top.



6. If the import was successful, then you should see the users listed in the table above about 30 seconds later or click on the here link to refresh.

   An example CSV file is shown here:

Table 1: Contacts CSV allowed fields

FIELD NAME	DESCRIPTION
email_address	Required field
last_name	First name
first_name	Last name
company	Company name
department	Department name
job_title	Designation
address	Address field 1
city	City
state_province	State/Province
zip_postal_code	Postal code
country	Country
phone_number	Required field
phone_type	Valid choices are “work”, “mobile”, or “home”
oig_ip_fqdn	IP Address/FQDN of the OIG server
call_server_ip_fqdn	IP Address/FQDN of the MiVoice Business to which the phone_number is registered.
mark_as_delete	Set to “yes” to delete the record

Export to Email

The **Export to Email** feature will send an email with the Users CSV file.

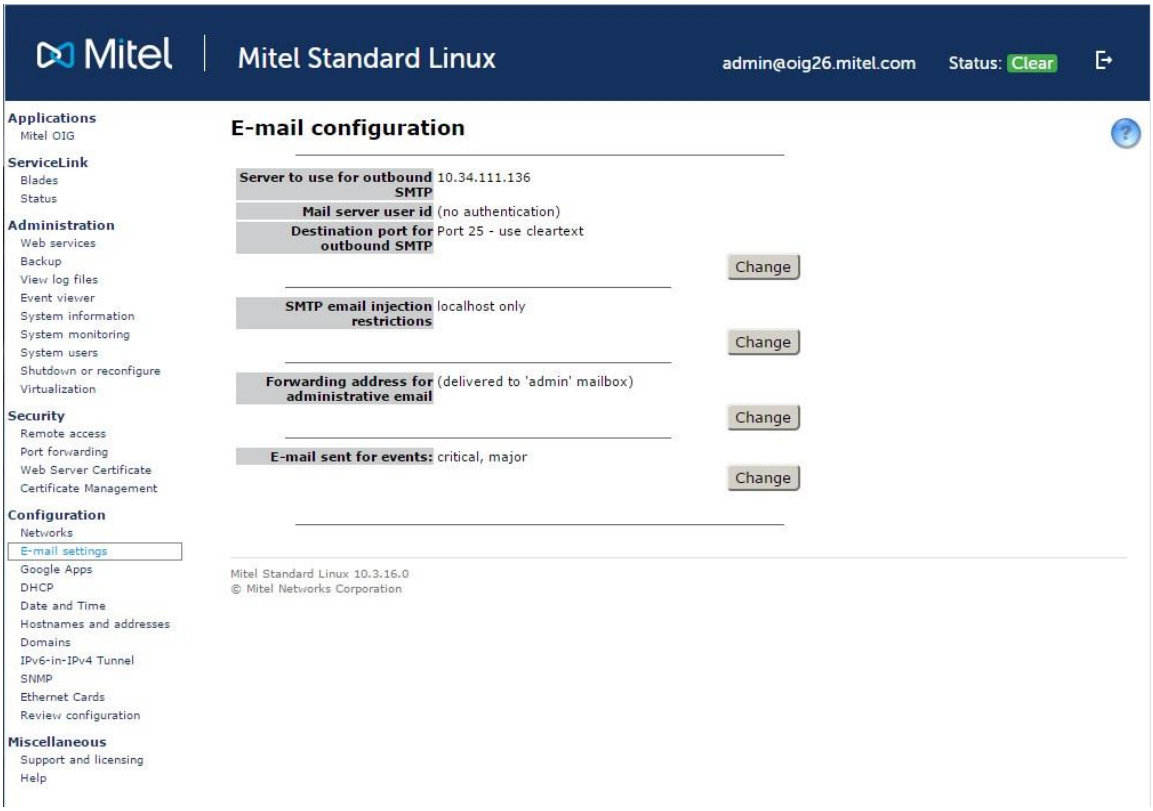
To Export the CSV file, ensure that the E-mail Settings are configured.

The MSL SMTP server can deliver outgoing messages using a corporate or Internet service provider's SMTP server, or can deliver messages directly to their destination.

For a specific SMTP server, you must configure the MSL SMTP server before you can send CSV files to be sent to an e-mail address.

Set up the MSL SMTP server

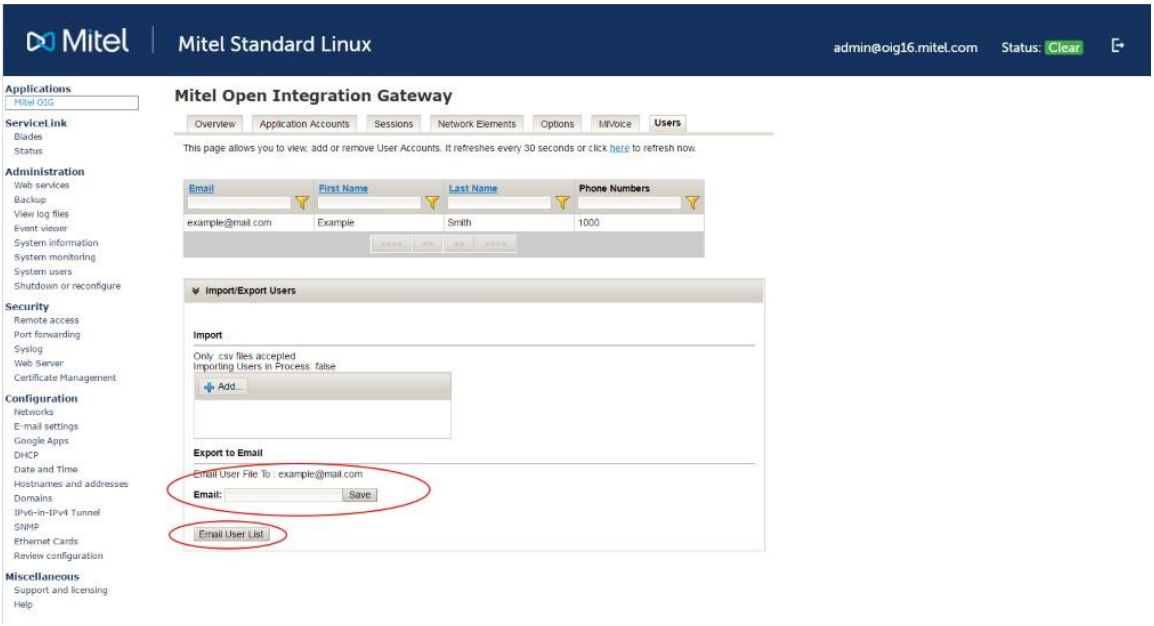
1. In the MSL Server Manager, select **E-mail Setting**.
2. To set the **Server to use for outbound SMTP**, click the corresponding **Change** button.
3. In the screen that appears, enter the **Host Name** or **IP address** of the SMTP server you want to use.



4. Click **Save**.

Export the Users CSV file

1. After configuring the email settings, go to the **Users** tab in **Mitel OIG** and enter your email in the **Email** textbox.
2. Click **Save** button. The text beside the **Email User File To** should show the email address entered.
3. Click on **Email User List** to send the Users CSV file to send the email.



The Users CSV file will be the template for the Users data. See Table 1: Contacts CSV allowed fields19 for the field descriptions.

To add Users to the CSV file

1. To Add Users to the OIG Server, add rows to the Users CSV file.
2. To Delete Users, enter “yes” under the **mark_as_delete** column in the row corresponding to the User.

   Import the updated User CSV file. See “Import contacts into Google directory”.

Notes:

1. Each phone number must be unique.

2. A user's e-mail address (email_address) can be associated with multiple phone numbers. In the CSV file, create multiple rows with the same e-mail address, but with different phone numbers.

3. Importing a CSV file with a row that matches an existing email_address and phone_number will update the first_name, last_name, and phone_type fields.

4. Importing a CSV file with a row that matches an existing email_address, but with a different phone number will add the record to the directory.

5. To remove a phone_number from the directory, upload a CSV file with a row that has the phone_number you want to delete and the mark_as_delete column set to Yes.

6. MiVoice Integration for Google may collect and store the following personal user data: First Name, Last Name, Phone number, Email, Employer Name & Title, and Address. By installing MiVoice Integration for Google, user consents to the collection and use of this information exclusively for purposes of enabling MiVoice Integration for Google features and functionality. Depending upon the method of data collection, the OIG server administrator or the Google Admin is responsible for informing and obtaining consent from each MiVoice Integration for Google user whose data is being collected.

Configure the user interface for a different language

Localization is the process of translating the MiVoice Integration UI text strings from English to the desired language. This is done on the **MiVoice** tab of the Mitel OIG user interface in MSL.

To localize the MiVoice Integration for Google language for your installation, see the *Mitel OIG Installation & Maintenance Guide*.

The supported languages are listed in the following table. For the language codes to use, see the Appendix in the *Mitel OIG Installation & Maintenance Guide*.

Table 2: Supported languages for UI localization

Chinese (Simplified)	Chinese (Traditional)
Danish	Dutch
English	Finnish
French	German
Italian	Japanese
Korean	Norwegian Bokmål
Portuguese (Portugal)	Portuguese (Brazil)
Russian	Spanish
Swedish	Thai

Configure Mitel OIG for E.164 dialing support

In the Mitel OIG **Network Elements** tab, the **Custom** setup allows you to configure for E.164 telephone directories. Some national telephone bodies or telephone companies have implemented an Internet-based database for their numbering spaces. E.164 numbers may be used in the Domain Name System (DNS) of the Internet in which the second-level domain e164.arpa has been reserved for telephone number mapping (ENUM).

For detailed instructions, see the *Mitel OIG Installation & Maintenance Guide*.

Extension installation by end-users

The MiVoice Integration for Google extension is installed by the end user into their Google account.

End users must be provided with the information needed to install the MiVoice Integration for Google extension and connect it to their MiVoice Business and their phone.

Administrators may choose to send a welcome e-mail to each user to provide them with the information required for configuring the MiVoice Integration for Google extension. The user-specific information in Table 3 must be sent to each user who will be installing the MiVoice Integration for Google extension.

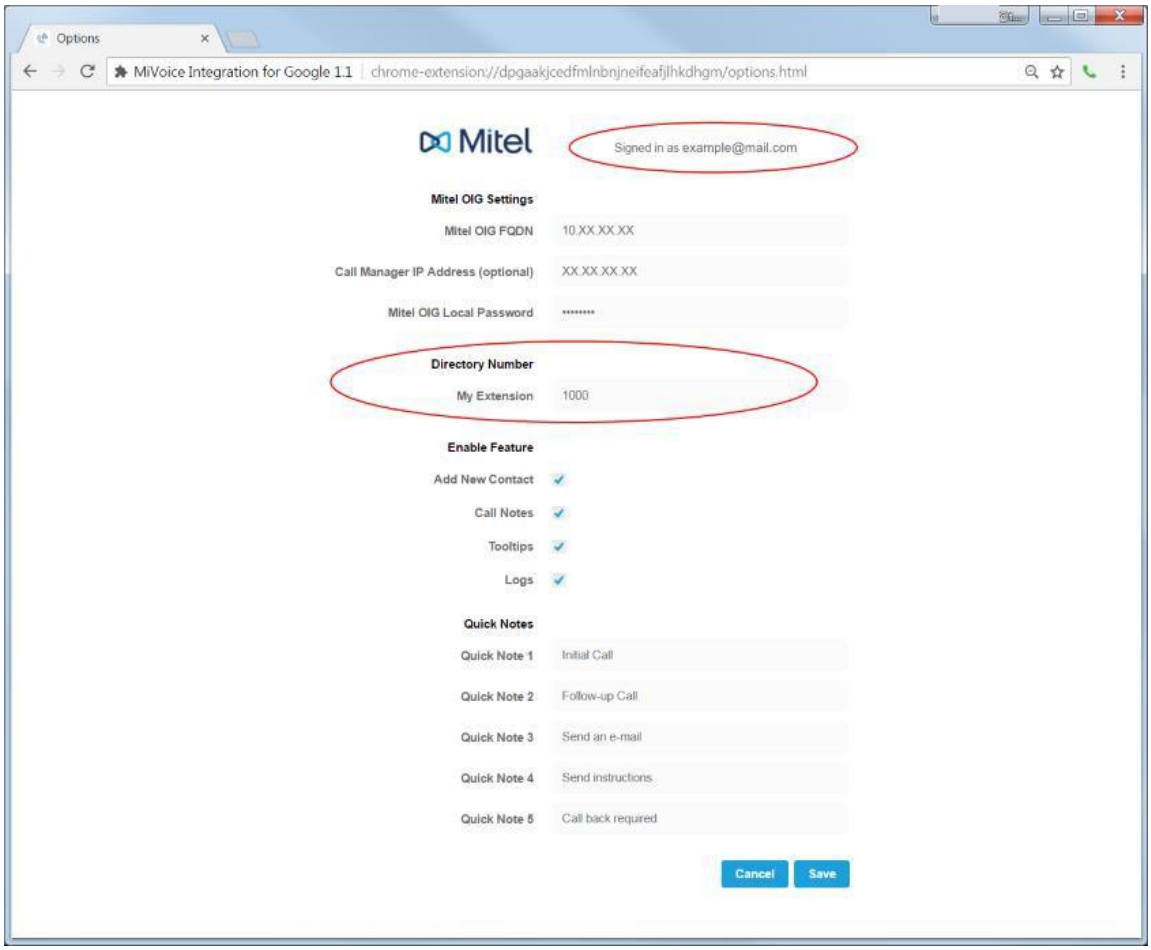
Table 3: MiVoice Integration for Google user details

FIELD	VALUE
Mitel OIG FQDN	This is the fully qualified domain name of the OIG server.
Call Manager IP address (optional)	This is the IP address of the MiVoice call controller. This IP address must be provided if the Mitel OIG server is not enabled in the MiVoice Business system SDS sharing network. For detailed information about SDS sharing, refer to the Using System Data Synchronization Solutions Guide, available on MiAccess (miaccess.mitel.com).
Mitel OIG local password	This is the local password created by the OIG administrator at this site. Refer to the Mitel OIG Installation and Administration Guide for more information about configuring the Mitel OIG local password in the Mitel OIG Admin user interface.
Mitel OIG local password	This is the user's phone extension (the phone connected to the MiVoice Business).

Configuring the User Interface

After the installation, the user must configure their **Settings** via the **Options** page.

To go to the options page, in the user's Chrome Browser, right click on the green phone icon , then Select **Options**.



As encircled in the screenshot above, the user must enter the configuration data for their phone and email address. The email address and the phone number (under the **My Extension** filed) must match the data populated in the Users tab of the OIG.

For more information see MiVoice Integration for Google User Guide, Ver1.3.1.0.

The user must click on the **Save** button to start the service for the Google Extension.

Extension upgrade

Users will be automatically upgraded to a new version when a new version is released to the Google Chrome Web Store.

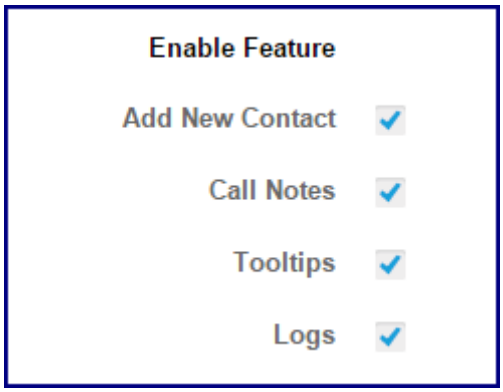
Loading the new extension does not affect any notes or contact details. Favorites will be maintained and will not need to be re-created.

Troubleshooting MiVoice Integration for Google

Logging options are available from the Chrome browser. You can collect logs or instruct users to collect logs to help with any troubleshooting that might be necessary.

Enable log collection

1. Right-click the Phone icon in the top right corner of the browser.
2. Select Options.
3. Ensure that **Logs** is selected.

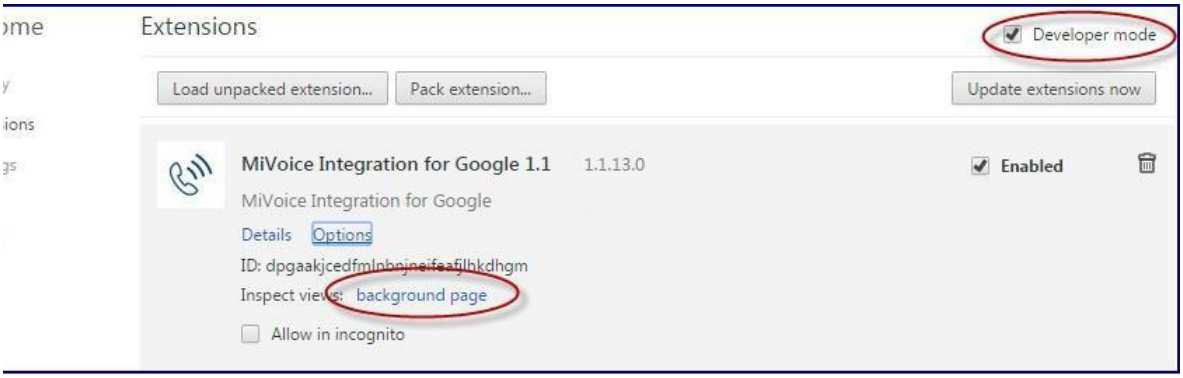


4. Click **Save**.

There are two types of logs you can collect background logs and pop-up logs.

Collect background logs

1. Right-click the Phone icon.
2. Select **Manage Extensions**.
3. On the **Extensions** page, select **Developer Mode**.



4. Go to the MiVoice Integration for Google Extension Section
5. Click **background page**.
6. This opens the **Developer Tools** window.
7. Click the **Console** tab.

Collect pop-up logs

1. Right-click the Phone icon.
2. Select **Inspect Popup**.
   The **Developer Tools** window for the popup opens.
3. Click the **Console** tab.