

Ring Central - Integration

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Introduction

Ring Central is a cloud based phone system. We integrate to it client-side, only in MWC and only for Manitou Users.

Authentication

We use an [Authorization Code Grant Flow](#) to communicate with the Ring Central service.

- Manitou user logs in.
- Check for Ring Central token in user settings. If they exist and they haven't expired, go to step 6 else go to step 3.
- Ask the user if they want to redirect to Ring Central to get a token. If Yes, go to step 4, else go to step 7.
- Redirect to the Ring Central authorization URL. The authentication server prompts the user to authenticate using their credentials, if they are not already authenticated, and proceeds to prompt the user to accept the scopes requested in the URL. Upon successful authentication and approval of the requested scopes, the authorization server redirects the user's browser to the redirect URI {REDIRECT_URI} provided in the request, with the authorization code added as a query parameter.
- If the user has logged into Ring Central successfully, the user will be redirected back to the Manitou page's landing page. We extract the authorization code from the URI and exchange it for an access token.
- Setup a timer that will automatically refresh the token so it doesn't expire.
- Continue logging into Manitou.

Dialer Setup

In MWC, Dialer, click on the gear to configure the dialer. In the list of TAPI devices, you should see the extension(s) listed for your Ring Central user. Select the one you want to use and click Done. If you have already done this setup previously, then the extension you chose previously will already be populated and this step is unnecessary.

Dialing

When you autodial, MWC sends a dial request to Ring Central on behalf of your extension. This is what happens:

- Your (soft) phone rings.
- Answer your phone.
- If MWC web.config RingCentralPlayAudioPrompt is set to true then Ring Central will ask the operator to hit 1 to place the call.
- Ring Central then dials the number MWC sent it.
- If connected, MWC will show that the state is connected.
- When you or the end-user hangs up, MWC will show that the state is disconnected.

- If there was an error initiating the call with Ring Central, MWC will show the state is error (see Ring Central Credential Management below).

Hanging Up

MWC will automatically detect if the call has been hung up. If you want to hang up the phone from MWC, click on the HANG UP button in the Comm Center Dialer.

Sending Digits

MWC supports sending a contact's extension as DTMF digits after the call is connected so that the operator doesn't have to manually enter them. Ring Central's API doesn't currently support sending DTMF digits after a call is connected.

Ring Central Credential Management

If you have the Ring Central integration, there are two new options the Tools menu, Get Ring Central Credentials and Clear Ring Central Credentials.

Get Ring Central Credentials will redirect you to Ring Central Authorization URL as noted in step 4 in the Authorization section above. NOTE: after Ring Central redirects back to Manitou, you will be navigated back to the dashboard or whatever your regular landing page is. Anything you had open previously will not be re-opened and you will lose any changes you had made but not saved before redirecting to Ring Central.

Clear Ring Central Credentials will clear your Ring Central credentials out of MWC and the user's settings. Your Ring Central autodialing will not work until you log in to MWC again and get new credentials or you use the Get Ring Central Credentials menu option. NOTE: even if your Ring Central credentials don't work, MWC will still log calls to history properly.