



# Delivering Great Communications Experiences

Jornadas Computação Científica 2022

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## Líder Global em Comunicações Empresariais

As soluções de comunicação, colaboração e Contact Center da Mitel proporcionam às organizações a flexibilidade e escolha de que precisam para prosperar, tanto hoje como à medida que caminham para o futuro.

- **Fundação em 1973**
- **Mais de 2,600 colaboradores**
- **Mais de 4,000 parceiros canal**
- **Mais de 1,200 patentes & aplicações**



# Mitel *HOJE*

**#1**

NO TOTAL DE  
UTILIZADORES EM  
CLOUD em 9 anos  
consecutivos

**35M+**  
UTILIZADORES  
GLOBAIS  
em mais de  
100 PAÍSES

**TOP 3 UC PROVIDER**

em mais de 10 PRINCIPAIS  
MERCADOS

**#1**

em DECT  
WORLDWIDE

**#3** EM  
CONTACT  
CENTER  
sistemas  
disponibilizados  
globalmente

**#2** EM

Cloud Privada

**7.3M+**

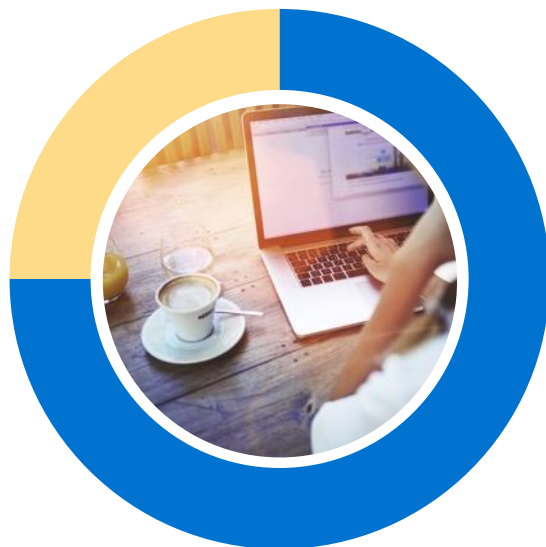
UTILIZADORES  
CLOUD  
MUNDIALMENTE

**#3**

EM ON-PREMISE  
PBX  
MUNDIALMENTE

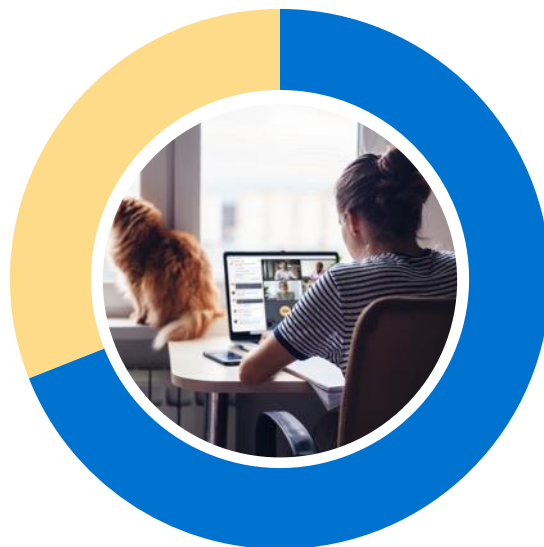


# Trabalho parece diferente hoje



**75%**

das organizações esperam que as **operações sejam fundamentalmente diferentes** no futuro



**69%**

das organizações estão agora mais **dependentes da tecnologia** para colaborar



**50%**

das organizações sentem que **produtividade dos empregados & agilidade nos negócios, são agora mais importantes** na tomada de decisão organizacional

**Onde trabalhamos, como trabalhamos, e as formas de nos conectarmos mudaram... E AINDA ESTÃO A EVOLUIR**



Acreditamos que

**comunicações eficientes  
potenciam organizações**

**PRÓSPERAS**

# Uma experiência moderna de **COMUNICAÇÕES UNIFICADAS**



## Comunicações

- SMB Call Platforms
- Enterprise Call Platforms
- Terminais e dispositivos



## Apps Colaboração

- Conferência
- Mensagens
- Chat
- Vídeo
- Mobilidade / Teletrabalho



## Contact Center

Software de Contact Center para todas as implementações, sectores e dimensões

APIs & Integração

**CLOUDLINK**



# Mitel CloudLink – Uma breve introdução

Plataforma de Cloud nativa construída em Amazon AWS

Plataforma CloudLink

API-First, todos os serviços definidos de forma nativa como REST APIs (Swagger)

Mitel Apps



MOM/MOWA  
Meetings  
Mitel One  
MiCollab Chat  
MiCC Business Web chat  
Subscriptions

CloudLink Gateway



MiVoice Office 400  
MiVoice 5000  
MiVoice Business  
MiVoice MX-ONE



3<sup>rd</sup> Party Developers

Plug-ins & custom apps  
API specifications  
Developer Portal  
Developer Forum







# CLOUDLINK DEVELOPER PROGRAM



## O que é o Developer API Program e objetivos?

**Developer API (DAPI) Program é um portal self-service que contém todos os recursos necessários para um programador construir aplicações e integrações personalizadas**

DAPI Program:

1. Fornecer acesso aos microserviços do CloudLink - RESTful web services (APIs)
2. Permitir que os parceiros construam e implementem aplicações e integrações personalizadas desenvolvidas nas APIs
3. Melhorar a retenção de implementações existentes, permitindo aos parceiros adicionar funcionalidade e integrar-se abertamente com outras plataformas



# EXEMPLOS SOLICITADOS POR CLIENTS E PARCEIROS MITEL

- ✓ Chatbots para ser usado por utilizadores UC (dentro de uma empresa)
  - Para uso interno em RH, suporte técnico, formação, etc.
- ✓ Notificações simples via TTS, email, SMS, ou XML mensagens para telefones/apps
  - ITSM/ITOM use cases
- ✓ Screen pop em aplicações CRM
- ✓ Encaminhamento de chamadas personalizadas
- ✓ Park and page para o retalho
  - Encaminhamento flexível de chamadas e integração com sistemas de paging, bem como mensagens funcionários
- ✓ Aplicações de cuidados de saúde para agendamento e comunicações
- ✓ Integração de eventos IoT para utilizadores de UC via interface de chat
- ✓ Integração de Social Media no chat



# Developer Portal



# SUPERCHARGE YOUR APPLICATIONS

Create applications and services that integrate with the power of Mitel

Mitel release v2.0.0 of the Postman I

[Learn More](#)

### Telephony

#### Media

Media Services API is used to manage calls on both the cloud call control and premise PBX systems.

[View API](#)

#### Presence

Presence API is used for managing presences. An entity can have a variety of presences.

[View API](#)

### Messaging

#### Conversations

Conversations API is used to manage streams (topic based), one-on-one, and group conversations.

[View API](#)

#### Notifications

Topic based notification system. This service's responsibility is to distribute notifications over various channels to subscribers.

[View API](#)

### Administrative

#### Admin

The administration service allows for the management of tenants, users and services which are then provided access to CloudLink platform microservices.

[View API](#)

#### Authentication

A loosely OAuth 2.0 compliant authentication service used to obtain bearer tokens for use with the CloudLink Platform micro-service APIs.

[View API](#)



# Developer Portal – Documentação API

- Search...
- Authentication
- Spec >
- Webhook
- Conversation ▾
  - GET Get conversations
  - POST Create a conversation
  - GET Search resources under conversations
  - GET Get a conversation
  - PUT Update a conversation
  - DEL Delete a conversation
  - POST Create conversation transcript
- Message >
- Participant >
- Attachment >
- Status >

## Create a conversation

Creates a conversation with the provided body parameters.

To create a stream: `{"name": "atopic", "stream": true}`

To create a direct or group private conversation: `{"participants": ["jim@example.com", "sam@example.com"]}` Streams are created with a unique name while direct is created with participants (do not provide a name, else a 400 is returned). To add participants to a stream use the participants resource. For direct conversations that already exist, a 200 will be returned with the conversation in question.

AUTHORIZATIONS: [cloudlink-authorizer](#)

REQUEST BODY SCHEMA: `application/json`

### Conversation POST request object

name	string <= 100 characters Only applies to stream based conversations. Blank for direct conversations
description	string <= 1000 characters Only applies to stream based conversations. Blank for direct conversations
languageCode	string <sup>[a-z]{2}-[A-Z]{2}</sup> Only applies to stream based conversations. Blank & Ignored for direct conversations
stream	boolean Default: <code>false</code> Stream is equal to a topic based conversation
thumbnailUrl	string <uri> Only applies to stream based conversations. Blank & Ignored for direct conversations
visibility	string Enum: <code>"PUBLIC"</code> <code>"PRIVATE"</code> Visibility of this conversation. Only applies to stream based conversations. Blank for direct conversations. PRIVATE streams are invite only and PUBLIC allow end users to join

POST /conversations

### Request samples

#### Payload

Content type

application/json

```
{
  "name": "string",
  "description": "string",
  "languageCode": "string",
  "stream": false,
  "thumbnailUrl": "http://example.com",
  "visibility": "PUBLIC",
  "hidden": true,
  "generateSystemMessages": false,
  "archived": false,
  "participants": [
    "string"
  ],
  "originalParticipants": [
    + { ... }
  ],
  "accessCode": "string"
}
```

### Response samples

200

201



# Developer Portal – Guias & Tutoriais

## CONVERSATION API

### Create Stream Conversation

Creating a basic, functional chat conversation.

**Stream** - Commonly known as a 'group chat'.

**Direct** - A private chat between two specific users.

If you haven't already, we recommend reviewing the following tools:

- [Postman](#) to make the API calls (a Postman collection is available).
- [MiVoice Office Web Application](#) (MOVA) to test the API.

Note: The screenshots from Postman use the following headers:

#### Step 1 - Get User Info

The very first thing you will need to do, is to get a token.

Authentication / Token

POST `{{(auth_url)}}/token`

Params Authorization Headers (8) Body

none form-data x-www-form-urlencoded

KEY

- grant\_type
- username
- password
- account\_id

Key

## Notification API Guide

Notification API



**budd.renaud** Third Party API Program Manager

5 Apr '21

At first glance, the Notification API seems confusing and complicated. When you take a closer look, though, we're here to help you understand it.

### Introduction & Overview

An overview of CloudLink and relevant API concepts, including example use cases.

Visit

### Getting Started

A guide to the resources you'll need to start working with the Mitel API, whether you're new to APIs altogether, a senior developer, or in a services/sales role.

Visit

### Building an API Call

Key information about working with the CloudLink API, including authorization information and guidance on how to structure a complete API call.

Visit

### API Guides

How-to guides for each of the CloudLink APIs. Learn how to get started with a particular API, make use of its various functions, and understand key concepts.

Visit

### Example Use Cases

Several examples of solutions that can be built by leveraging the power of the CloudLink API.

Visit

### Developing on the API

Information about best practices, performance management, and app deployment.

Visit

### Downloads

Useful files and libraries, including a Postman library.

Visit

### Tutorials

Tutorials for working with and developing on the CloudLink API.

Visit

### Support

Support information for development of your application and post-deployment assistance.

Visit



# Developer Portal – Comunidade

Category Topics

**News & Announcements**  
The News & Announcements category is where you can find the most important information about recent and upcoming updates to the CloudLink API program, and the API itself.

**General**  
The general category is an area where you can post questions and discuss general topics. Specific categories are available for each API, if you wish to discuss something more specific.

**Authentication API**  
Tokens! Get your fresh hot tokens here! Discuss the Authentication API here.

**Admin API**  
When life is out of control, you can always stay in control of your environment. Discuss the Admin API here.












**Chat API**  
New API, who dis? Discuss the Chat API here.

**Media API**  
Why am I always muted? Can you hear me now? Discuss the Media API here.

Authentication API ▾ Latest Top

Topic

Replies Views

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Managing Director | Helping customers,  
providing sophisticated, custom communicati...



# OBRIGADO!

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