Wave Desktop 3rd Party Add-ins – User Guide

OVERVIEW

Wave Desktop offers third-party integrations with productivity add-ins to have these tools accessible directly on Wave Desktop, without having to switch constantly between tools. Integrating add-ins into Wave Desktop brings convenience which improves the unified collaboration experience.

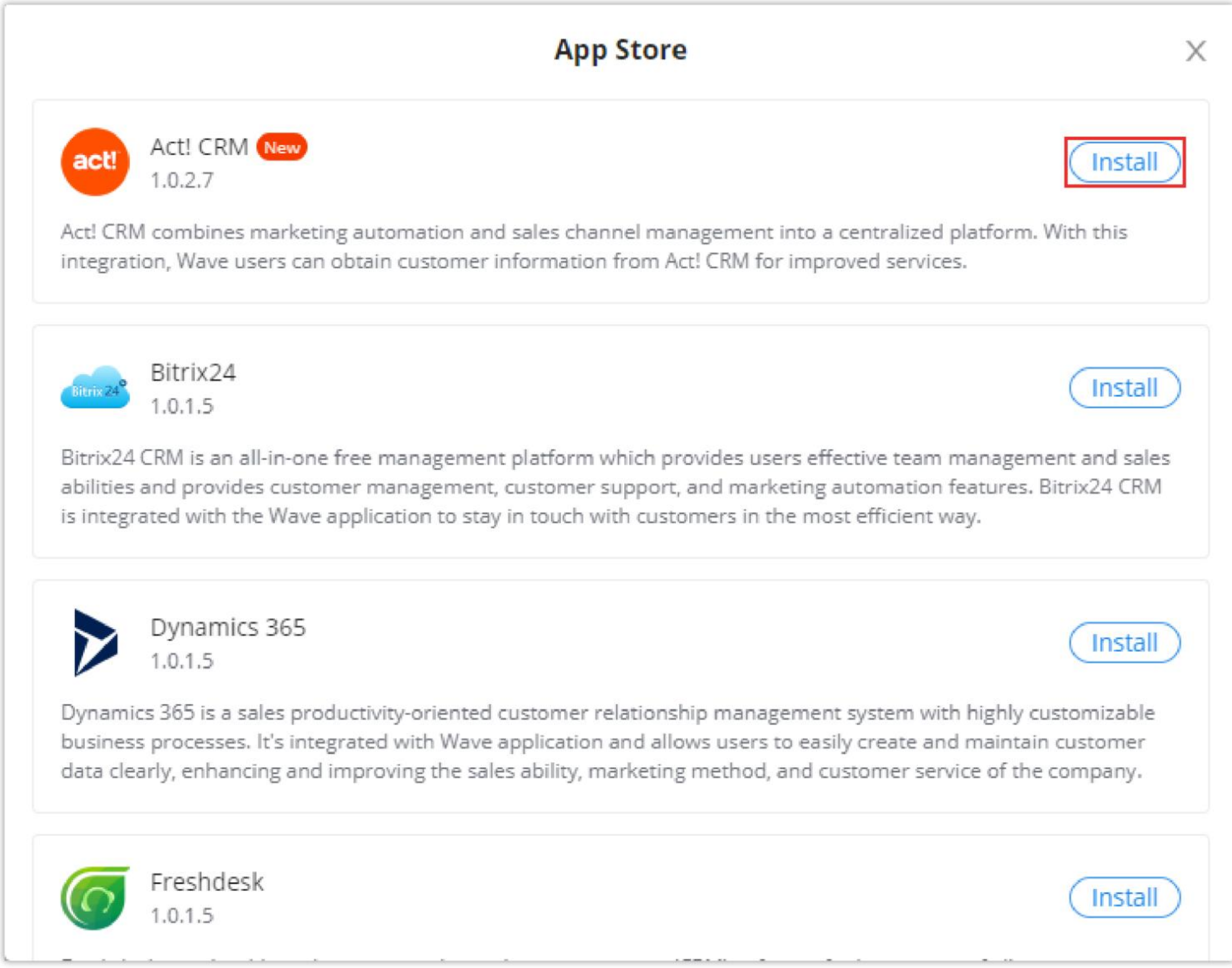
Note

Please note that to be able to use the 3rd party integrations, the UCM should be subscribed to a paid RemoteConnect plan. For more information, please refer to: https://ucmrc.gdms.cloud/plans

ADD-IN INSTALLATION AND UPDATE

Install Add-in

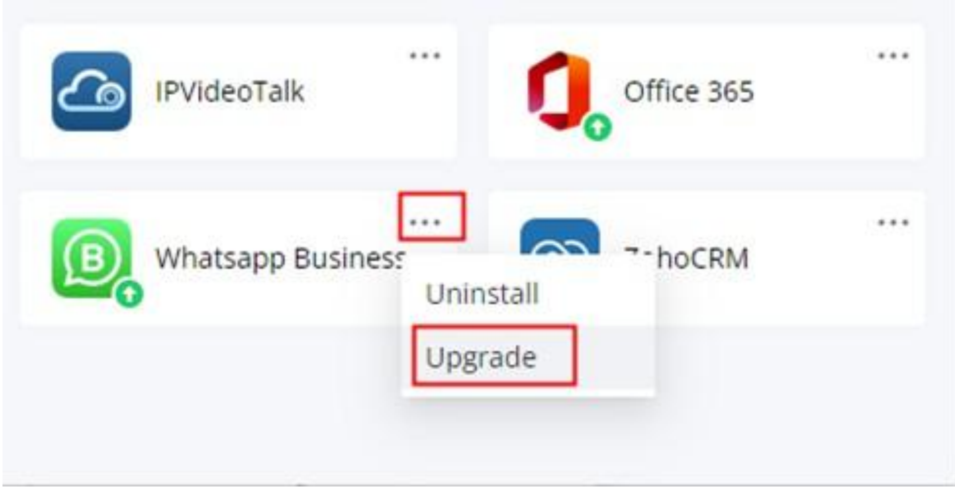
To install an add-in in the Wave Desktop client, please navigate to the Applications tab on Wave, then click on New App Store, then click on "Install" on the add-in, then the add-in will be downloaded and installed. Please see the screenshot below.



Update Add-in

When an update is released for an add-in, a small green arrow will appear next to the icon of the add-in as the following image shows .

The user can click on the three dots to open the menu of the actions related to the add-in then select "Upgrade" to update the add-in.



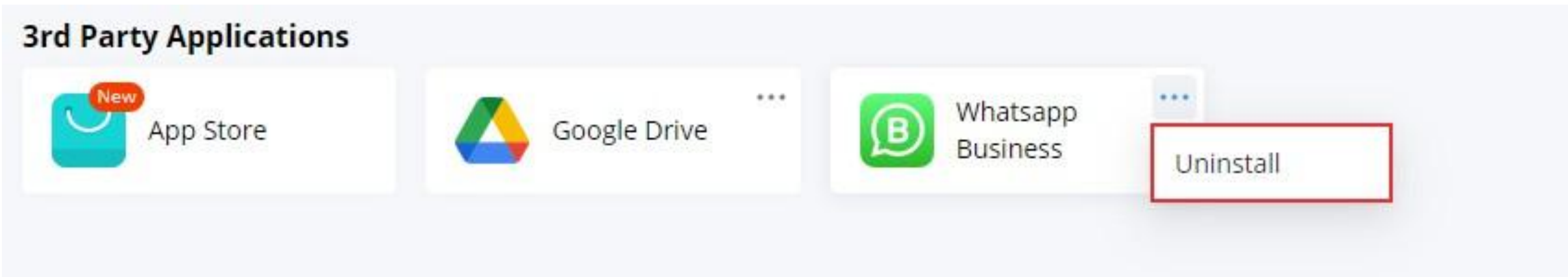
Upgrade Add in

Note

We recommend that you keep the add-ins installed up to date to ensure that the add-in is working as intended.

Uninstall Add-in

To uninstall an add-in, please navigate to Applications on the Wave Desktop client, then click on the three dots on the add-in you wish to uninstall then click on "Uninstall".



Uninstall Add in

ADD-IN CONFIGURATION

WhatsApp Add-in

WhatsApp add-in allows the user to integrate WhatsApp messaging services into Wave. The user will be able to receive WhatsApp messages on Wave and respond directly from Wave without having to switch to a WhatsApp client.

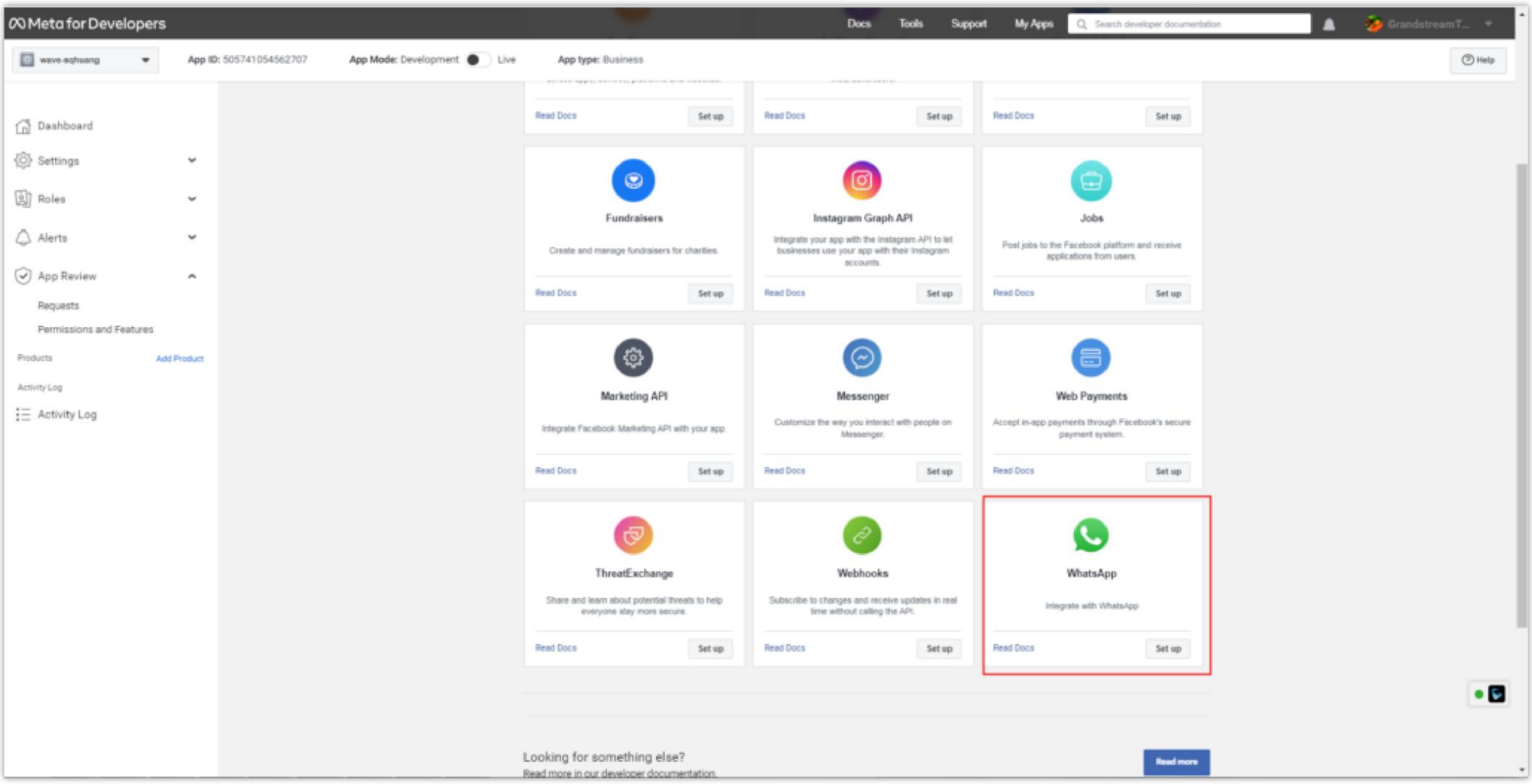
Prerequisites:

1. The user must have a WhatsApp business account with a phone number. The phone number cannot be used for other WhatsApp accounts. If the user wants to use the phone number that is already bound to another WhatsApp account, the user needs to remove the binding first. Please refer to the link below:
   https://faq.whatsapp.com/
2. Your UCM server must have an external network address and the address must contain a valid TLS/SSL certificate (users can use the UCM RemoteConnect address), so that the WhatsApp server can push WhatsApp messages to the UCM server.

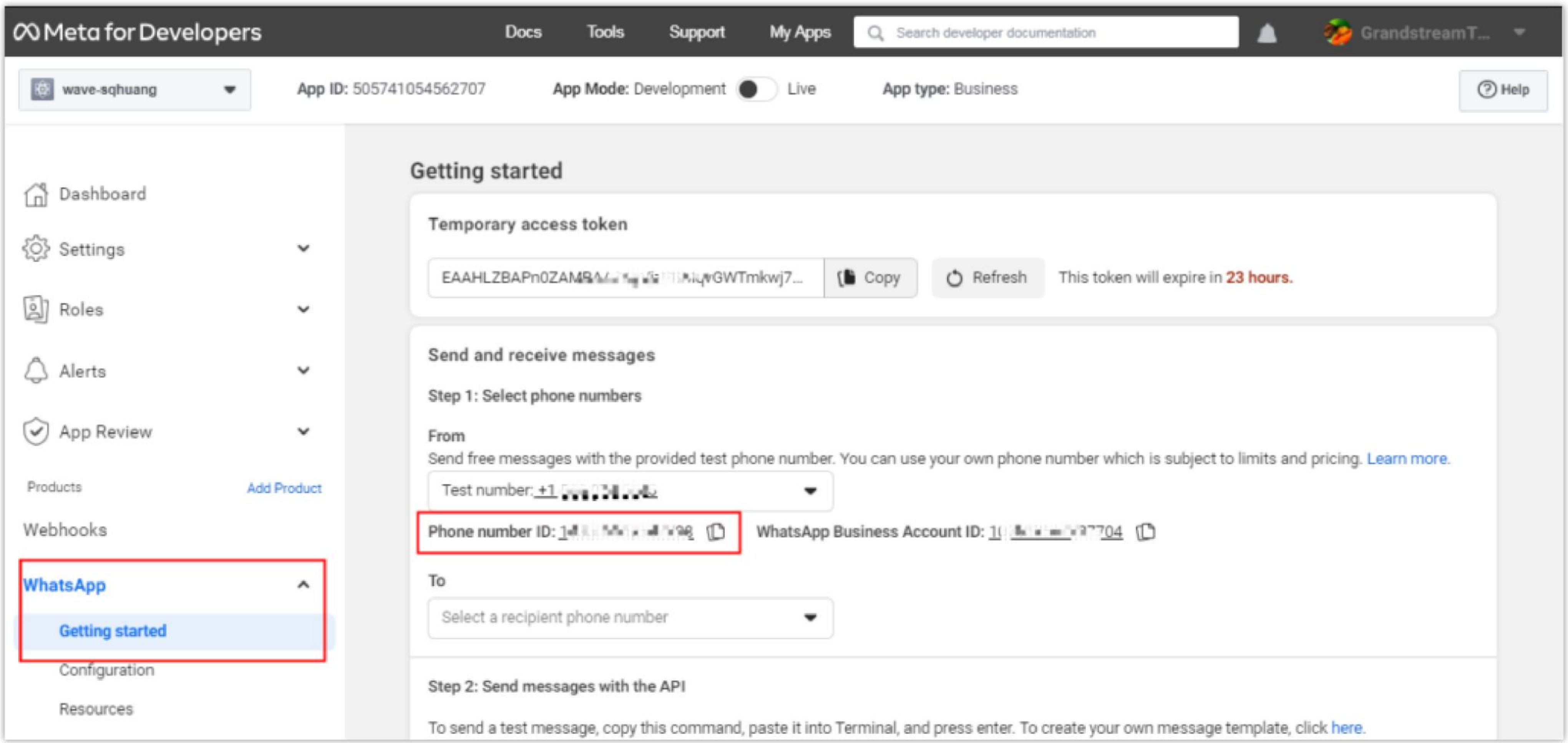
- Phase 1: Create an Application on WhatsApp

1. Visit https://developers.facebook.com to log in the Facebook account. The user needs to register as a Meta Developer first.
2. Go to Multi-factor Authentication. Please refer to the link below for more details: https://www.facebook.com/help/148233965247823
3. Go to developers.facebook.com → My Apps → Create App, select the "Business" type, and follow the prompts on your screen.
4. Enter the display name of the application and other settings, then create an application.

5. After the application is created successfully, the user can process to “Add products to your app”, then the user can find the “WhatsApp” application, and click the “Set up” option.

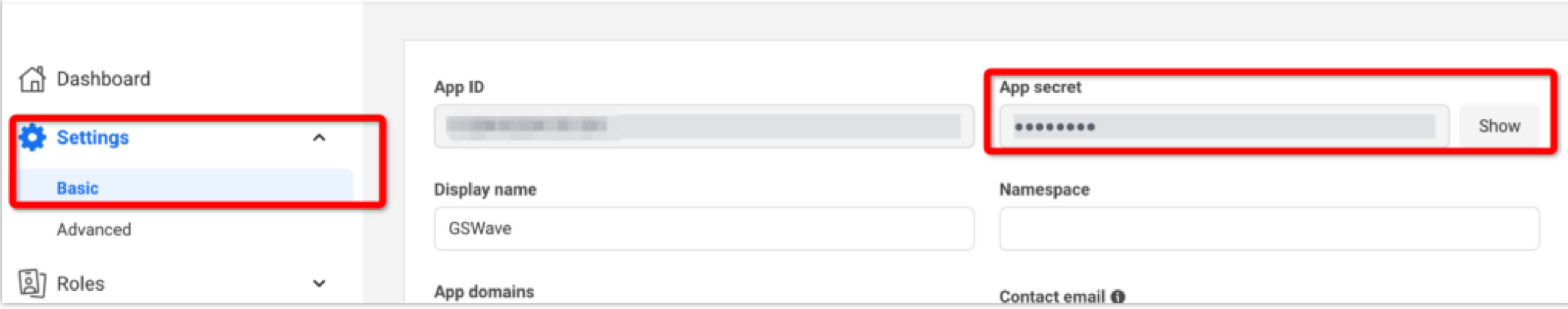


6. The user can click the “Continue” option to access “WhatsApp” → “Getting Started (or Setup) Panel”. Please refer to the screenshot below:



7. Select the phone number which the user prefers to use to send/receive WhatsApp messages. The user can copy the “Phone number ID” and save it for configuration on the Wave client.

8. (Optional) On the “Setting” → “Basic” page, find the item “App secret”, the user can copy the “App secret” to the bottom of the drop-down menu and save it for future usage. The user can use this parameter to verify the callback URL to ensure the UCM server is securely accessed.

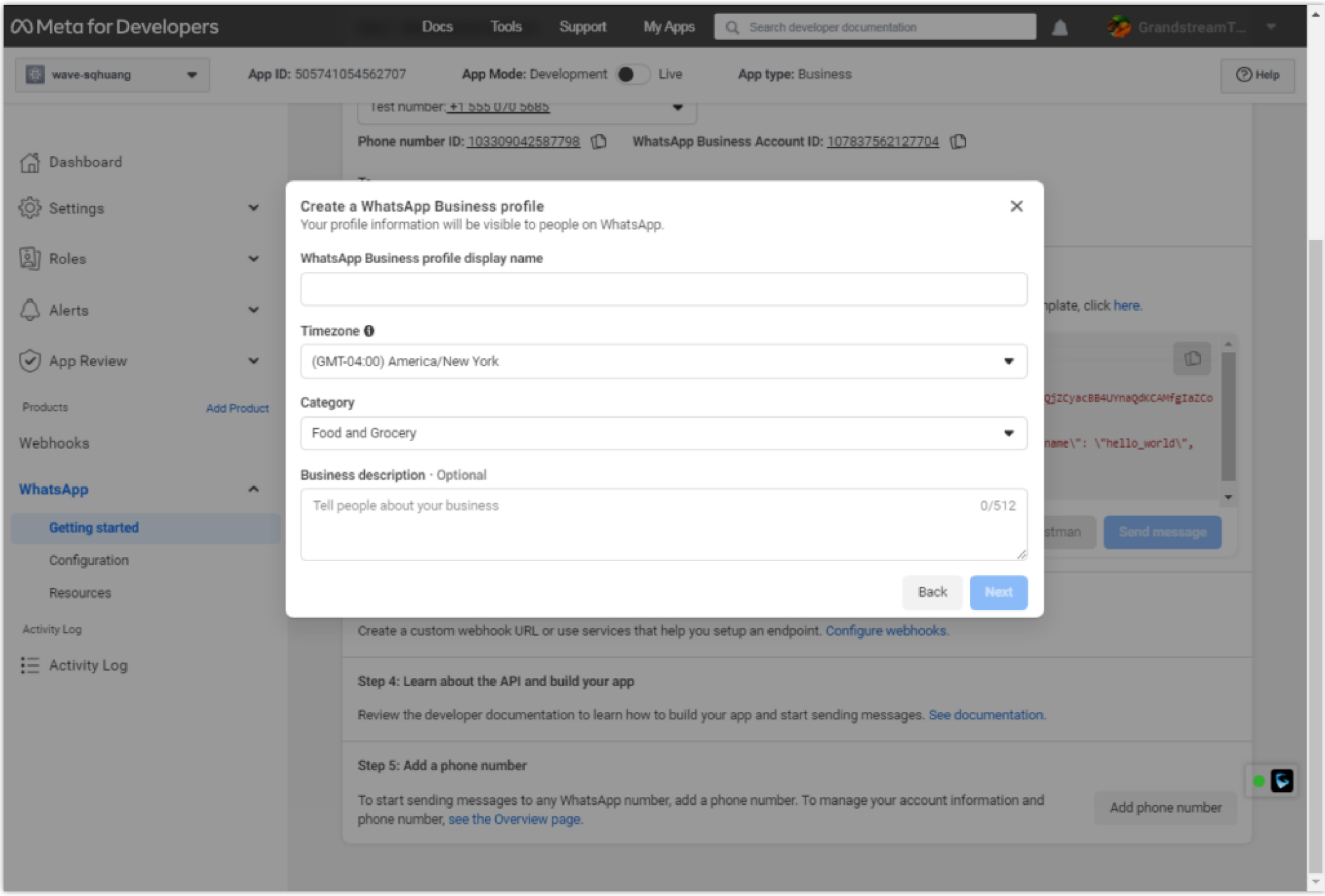


9. If the user does not have a number attached to the WhatsApp account, then follow the steps below:

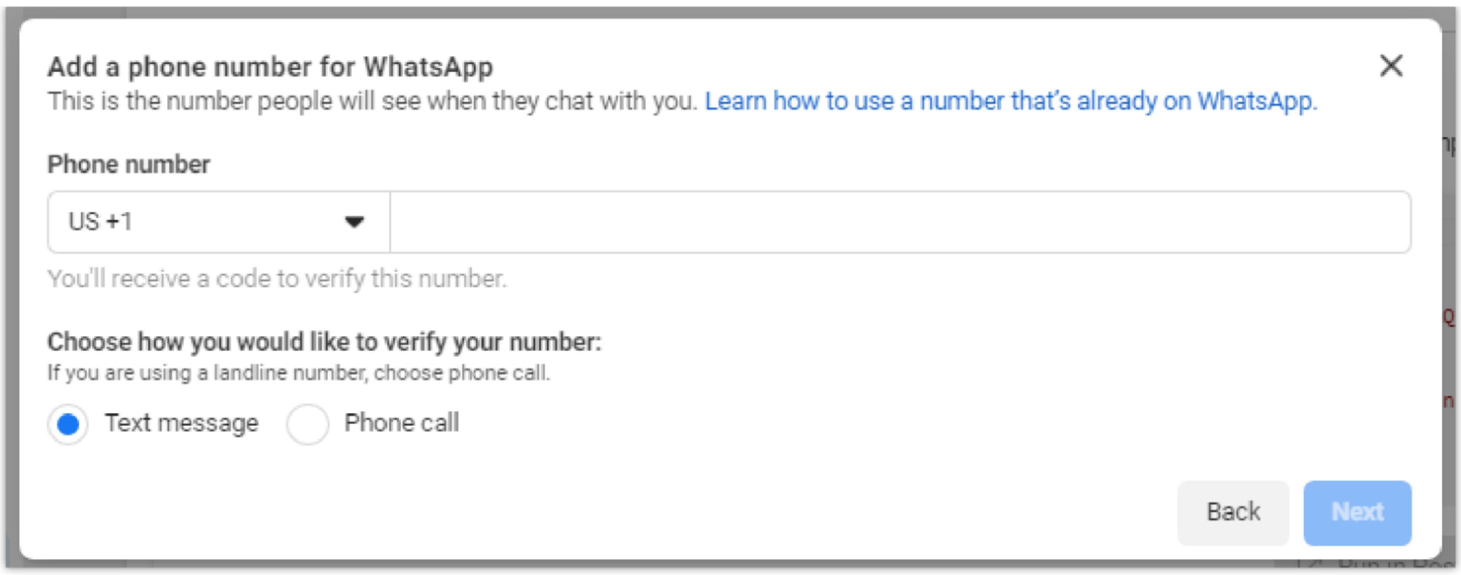
- Phase 2: (Optional) Add Phone Number

1. Under "WhatsApp" → "Getting started" → "Step 5: Add a phone number", click the option "Add Phone Number". Please refer to the screenshot below:

2. Fill in the information as prompted and click the "Next" button.



3. Enter the phone number, select the verification method (Text or Phone Call), and click the "Next" button.



4. Once verified, the phone number will be visible in the drop-down menu of the "Send and receive messages" field on the "WhatsApp" → "Getting Started" page. The user can select the phone number and copy the "Phone number ID" to save it.

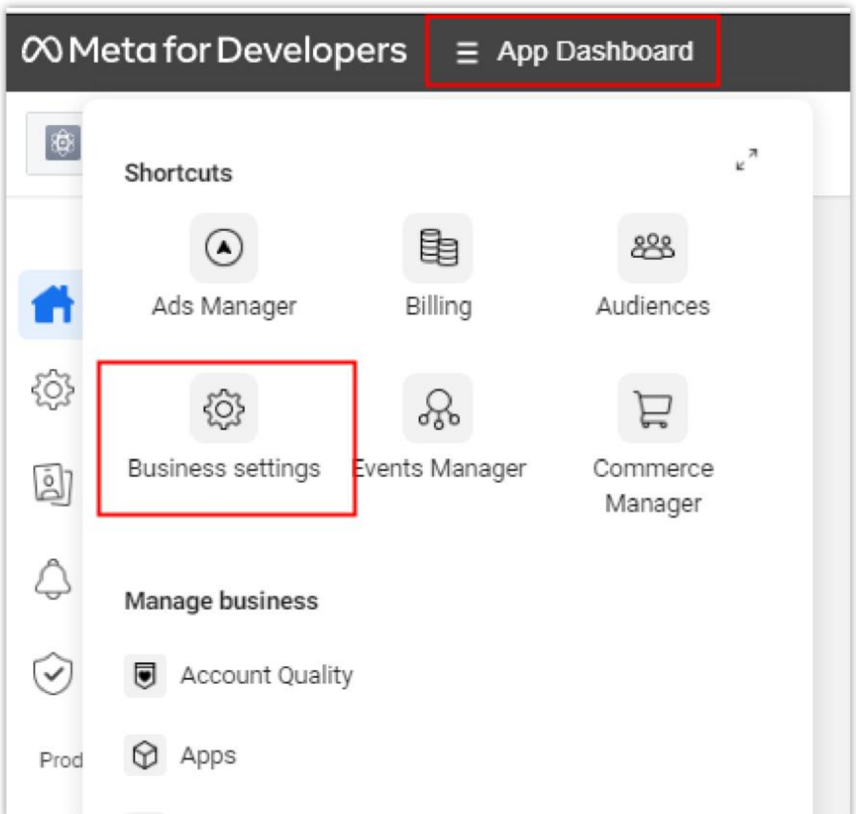
Note

The phone number cannot be used for another WhatsApp account. For example, it cannot be used to bind to the WhatsApp business application on the user's cell phone.

- Phase 3: Set Administrator Role

1. The user can go to the "Dashboard" page of the app, click on the menu icon

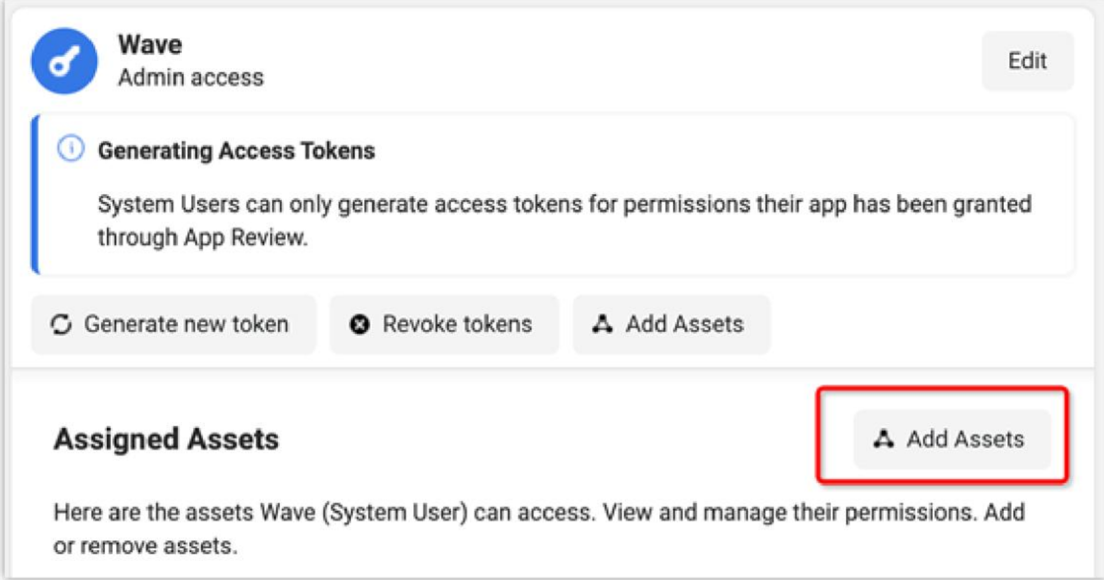
and select "Business settings". Please refer to the screenshot below:

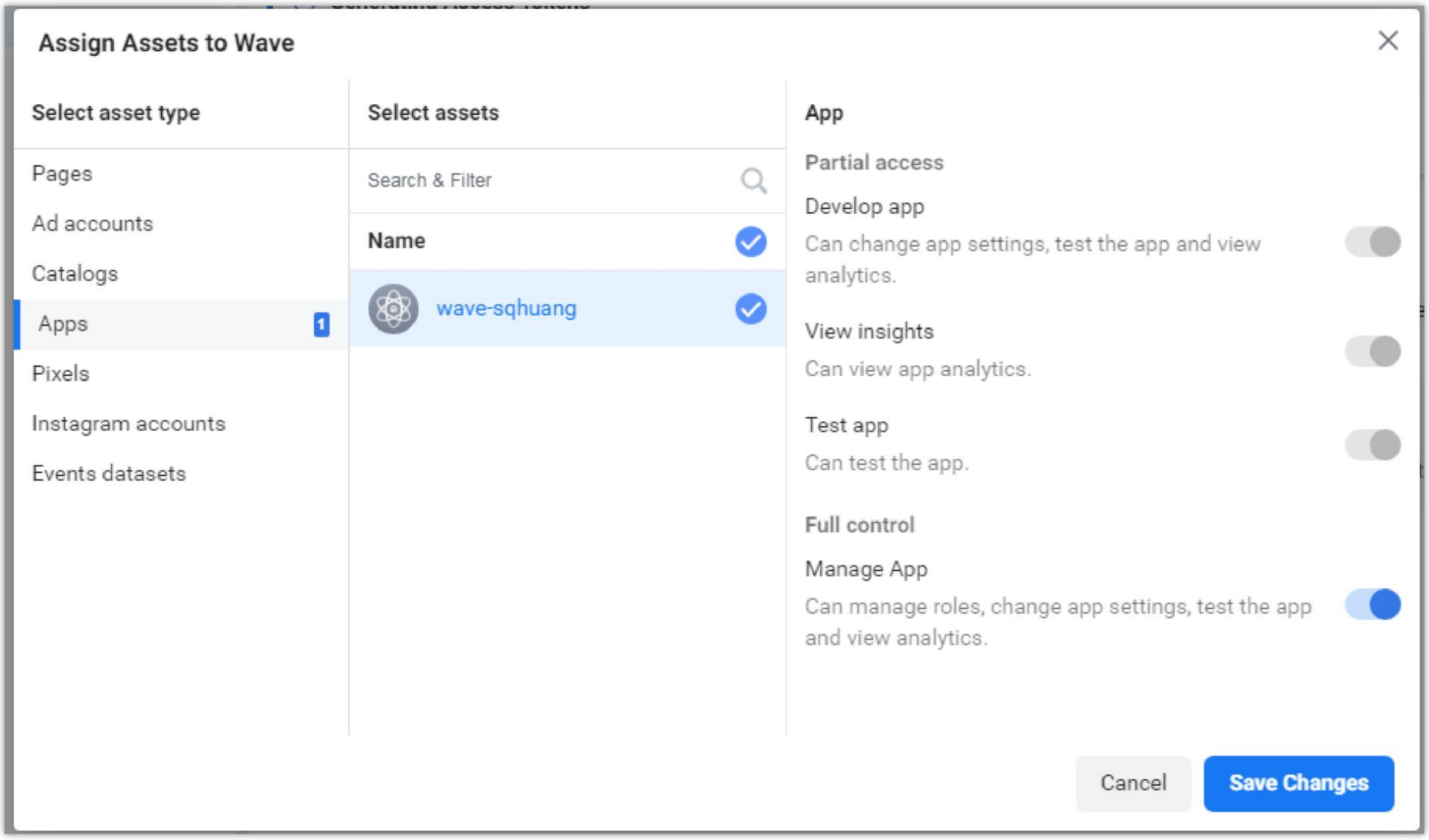


2. The user needs to go to the "Users" → "System Users" page, click the "Add" option, accept the non-discrimination policy, and click the "Done" button.

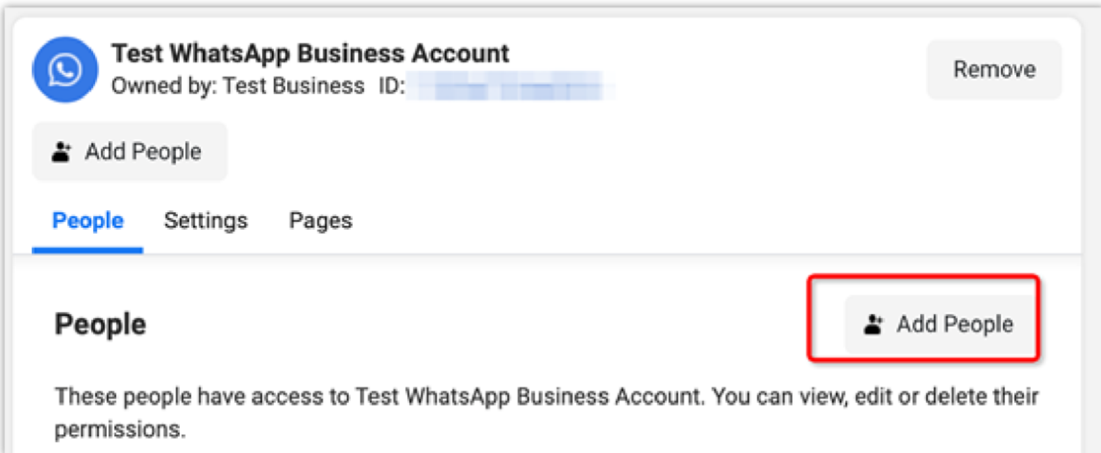
3. Enter a system username, something like "Wave", and set the user role to "Admin".

4. Click the "Add Assets" option → on the pop-up box, select "Apps" → [Your App] → enable the option "Manage app" click the "Save Changes" button. Please refer to the screenshots below:

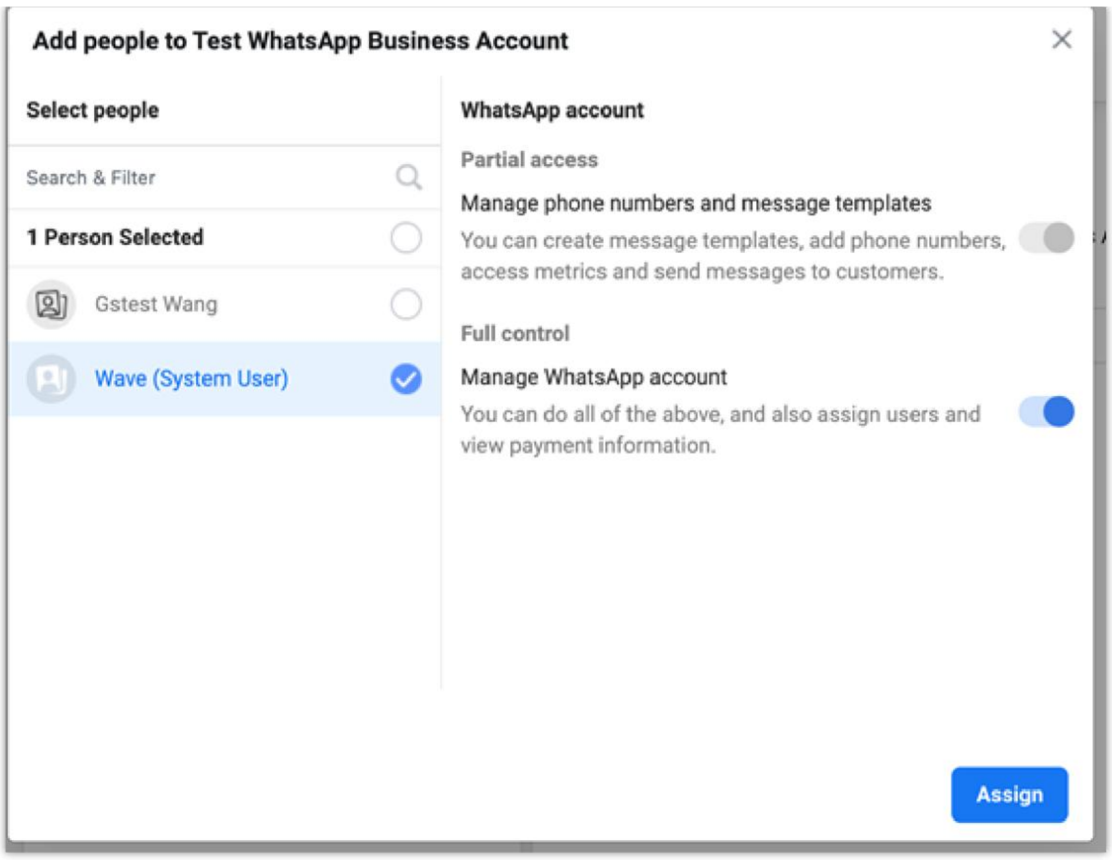




5. Go to the "Accounts" → "WhatsApp accounts" page, the user can select the app and click "Add people" to add administrator candidates.

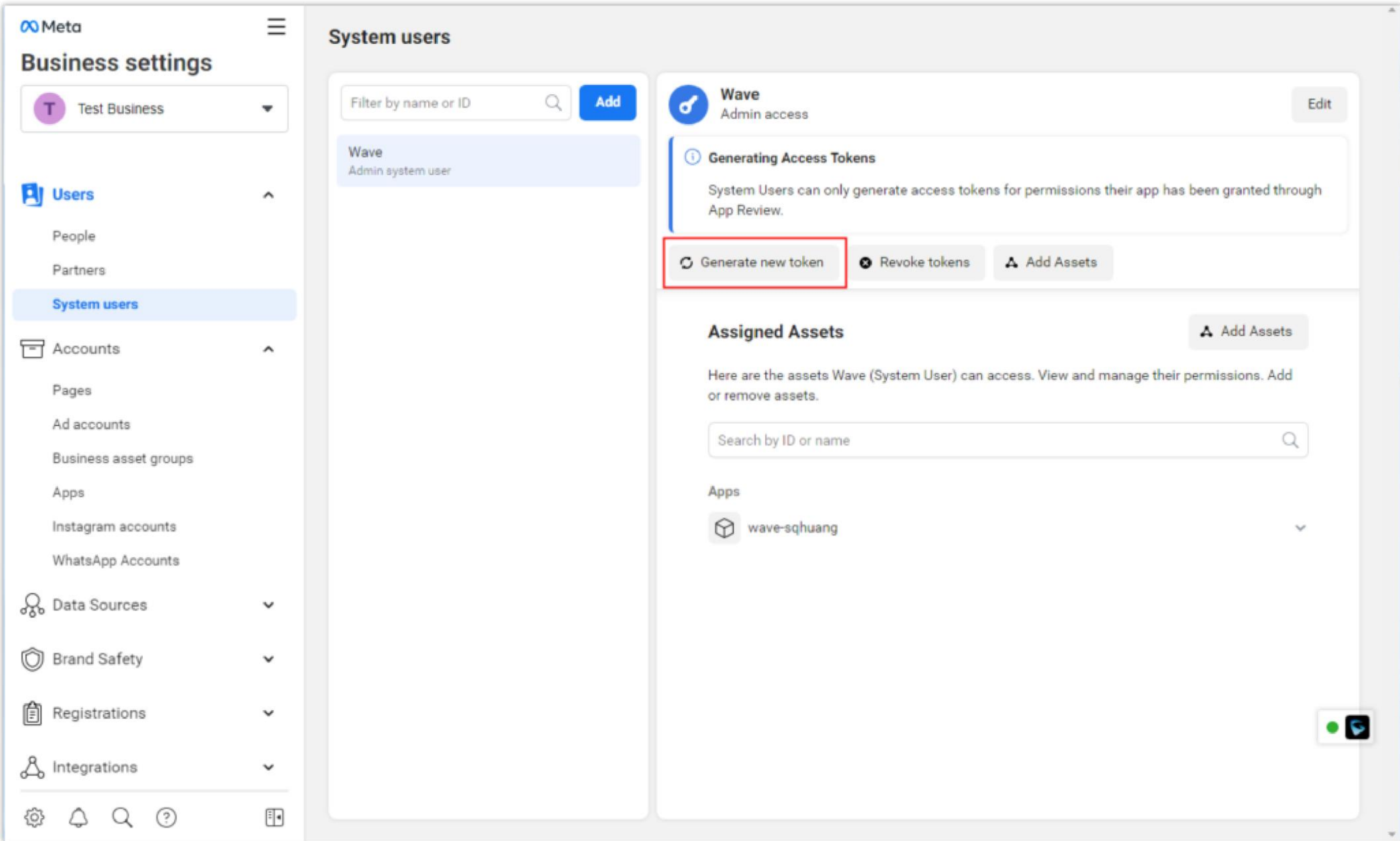


6. Select the system user the user has created and enable the "Manage WhatsApp account" option, then click the "Assign" button to finish setting the administrator role.

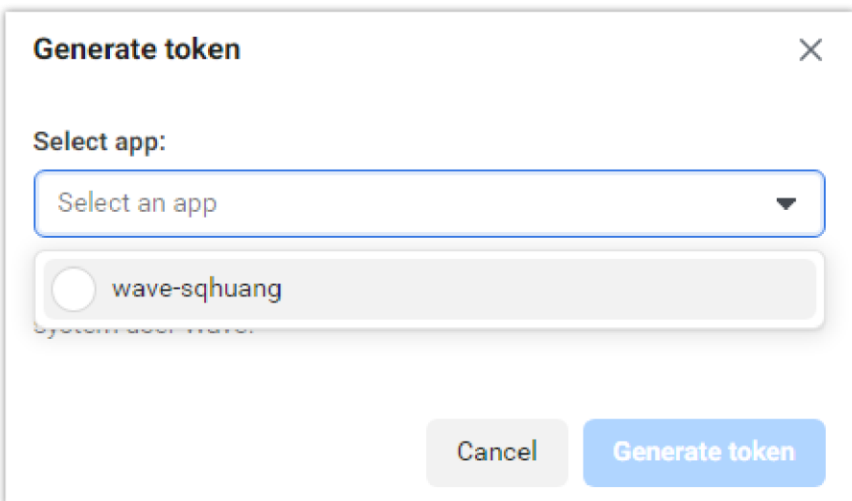


- Phase 4: Generate New Token

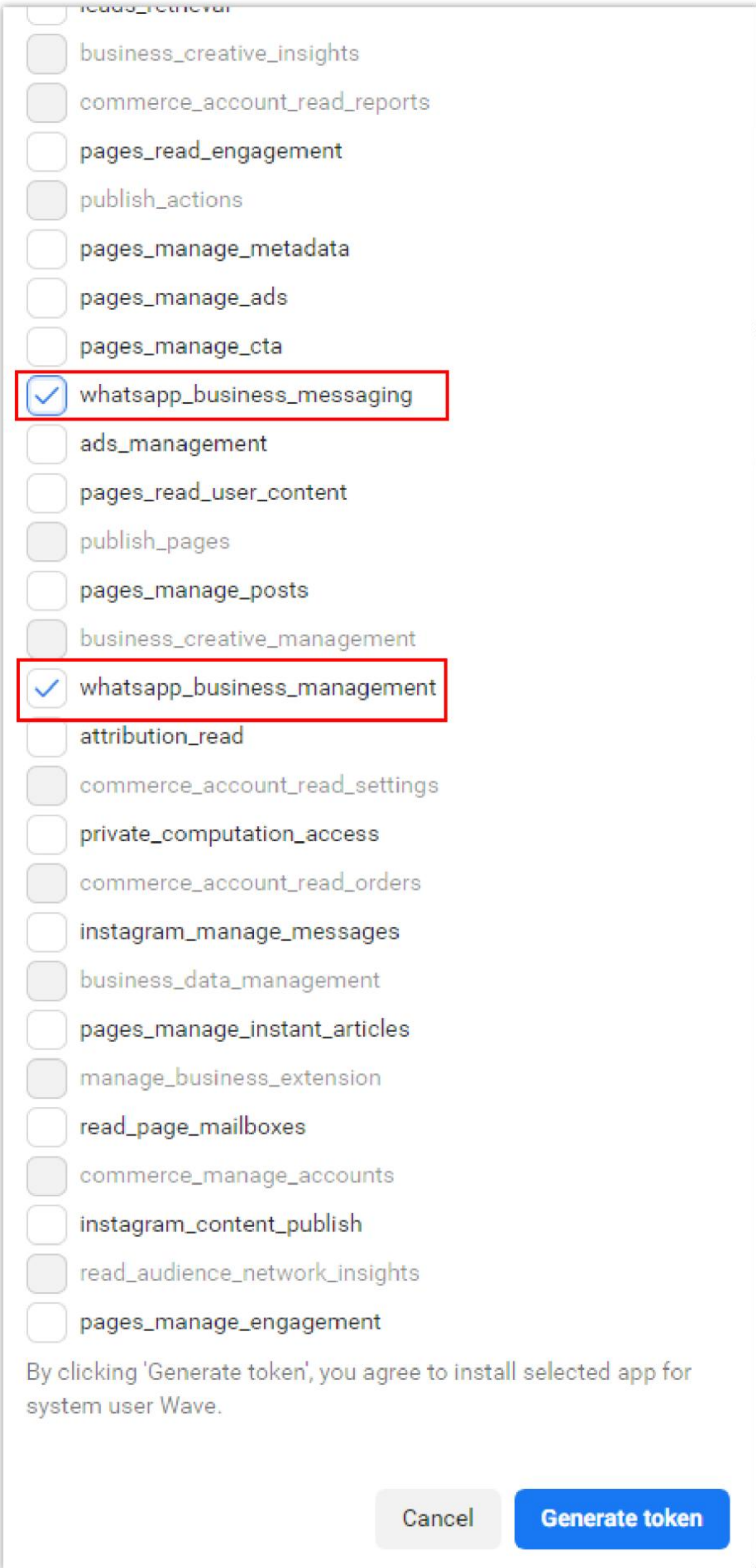
1. Go to the “Business settings” page, then go to “Users” → “System users”, and click the option “Generate new token”.



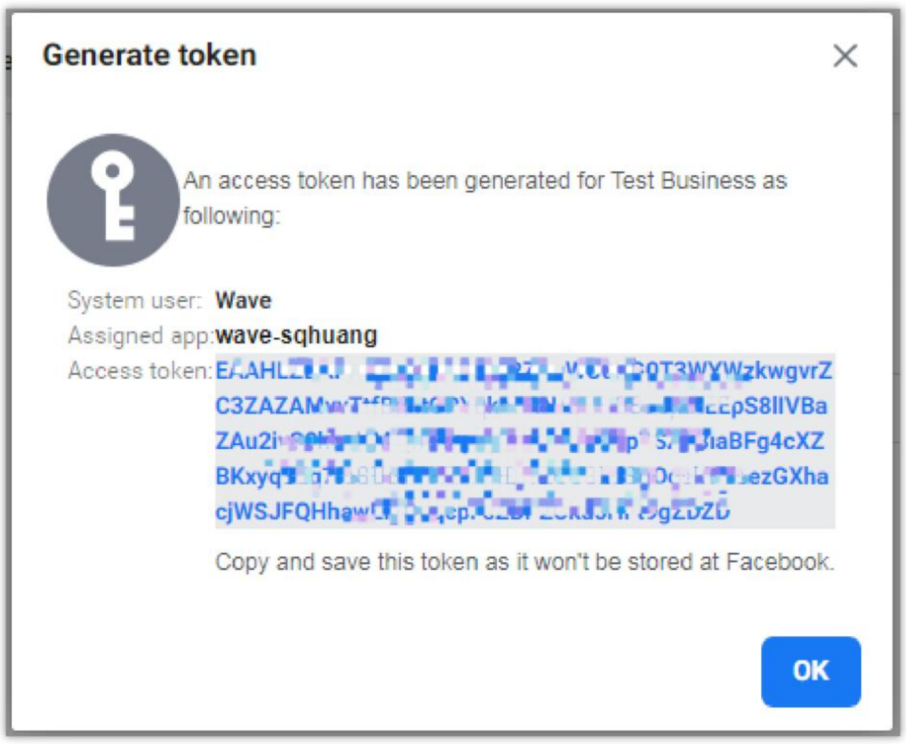
2. On the pop-up menu, select the app from the drop-down list.



3. Check the option “whatsapp_business_messaging” and “whatsapp_business_management”, then the user can click the “Generate Token” button to generate the token. Please refer to the screenshot below:

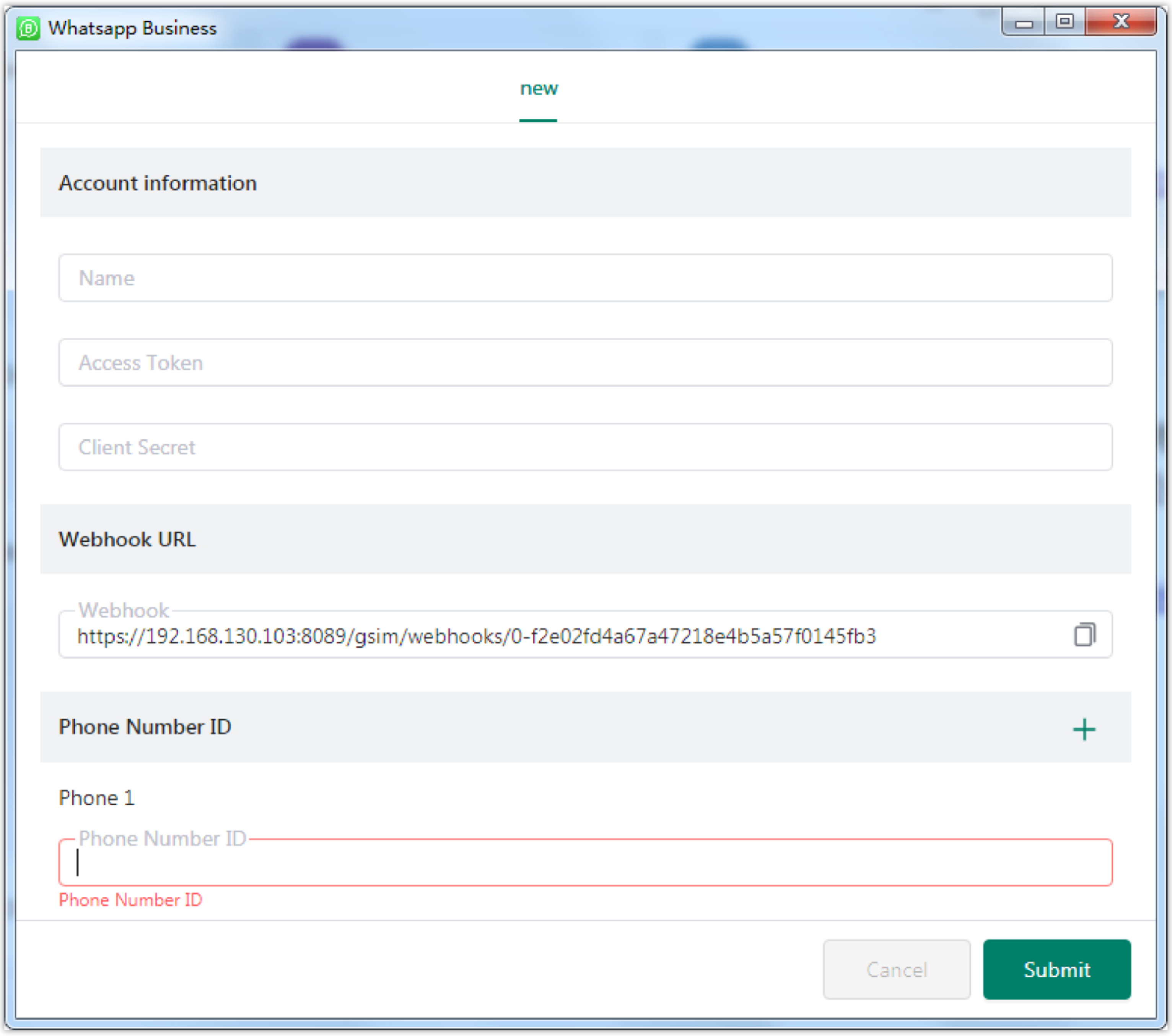


4. The access token will be displayed in the popup window, the user needs to copy and save it. This is a permanent token and will not be revoked until the user clicks the “Revoke token” button.



- Phase 5: Configure WhatsApp On Wave Desktop

The user can install the WhatsApp add-in on the Wave Desktop application, and the user can click the add-in to configure the account info of the WhatsApp. Please refer to the screenshot below:



- Name: The name of the WhatsApp business account.
- Access Token: Enter the access token that the user obtains in Step NO.4.
- Client Secret (Optional): Enter the "App secret" the user obtains in Step NO.1.
- Webhook URL: This URL needs to be configured to the WhatsApp administration page, please click the button

  to copy it.
- Phone Number ID: Enter the "Phone number ID" which the user obtains in Step NO.1. The user can click the button

  +

  to add the phone number ID. If the user configures multiple phone numbers, when those numbers receive WhatsApp messages, they will notify the Wave client.

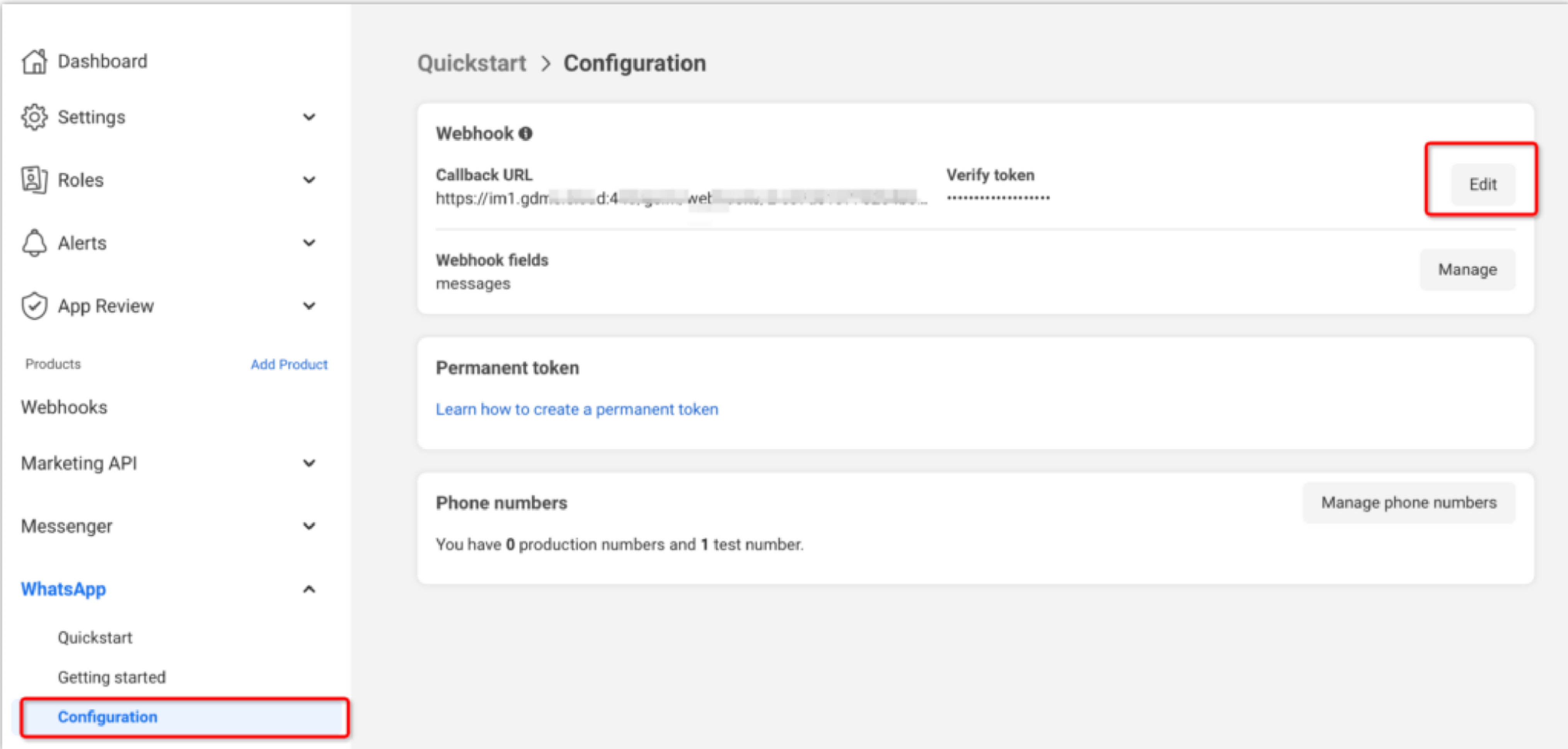
Notes

1. WhatsApp requires that the webhook URL must be an address accessible via the public network and the address must have a valid TLS/SSL certificate. The self-signed certificates are not supported. We recommend using the UCM RemoteConnect address for Wave login, such as https://xxxx.a.gdms.cloud, so that the generated webhook URL is valid.
2. Each Wave client user can configure multiple WhatsApp business accounts in a single Wave client.
3. The "Phone number ID" of a WhatsApp account can be used for configuration on multiple Wave clients, but the Webhook URL must be the same one (the user can copy the Webhook URL on any client). Otherwise, the Wave client may not be able to receive the WhatsApp messages. If one user needs to configure the Client secret, the other users also need to configure the Client secret. Otherwise, the system will not verify the Client secret.

- Phase 6: Configure Webhook URL

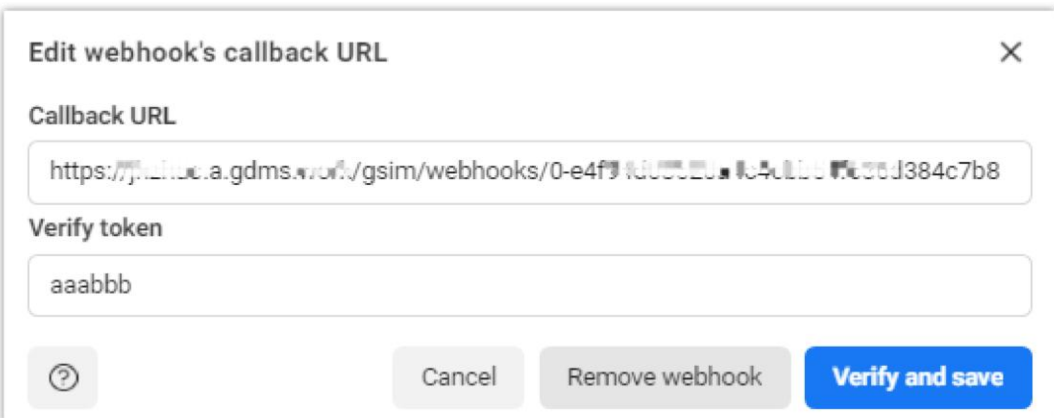
1. In Step NO.5, the user needs to copy the Web URL on the Wave client as the screenshot shows below:

2. Access the link again https://developers.facebook.com and access the user's App page. Go to "WhatsApp" → "Configuration", and click on the button "Edit":



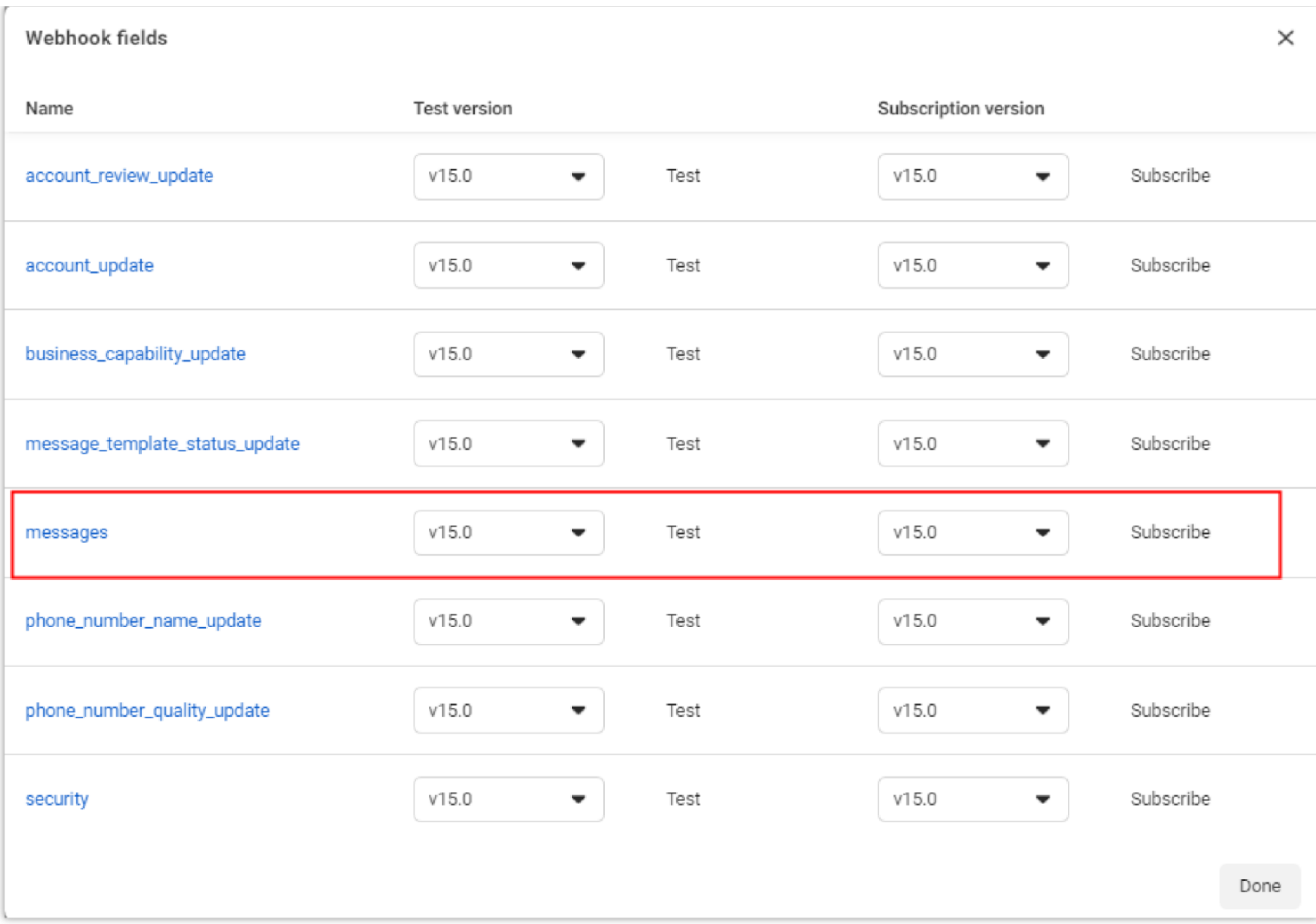
3. Paste the copied Webhook URL taken from Wave into the "Callback URL" field.

4. To verify the token, the user can enter a random letter or number, and then click the "Verify and save" button:



5. Click on the "Manage" button in the "Webhook fields" below the "Edit" button. Please see the screenshot above.

6. Click the "Subscribe" button next to the "messages" field and click "Done" button. Please see the screenshot below:



7. After the configurations are complete, the user can test the configuration by sending a WhatsApp message to the configured phone number to ensure that the user can receive the WhatsApp message on the Wave client, and make sure that the user can reply to it properly.

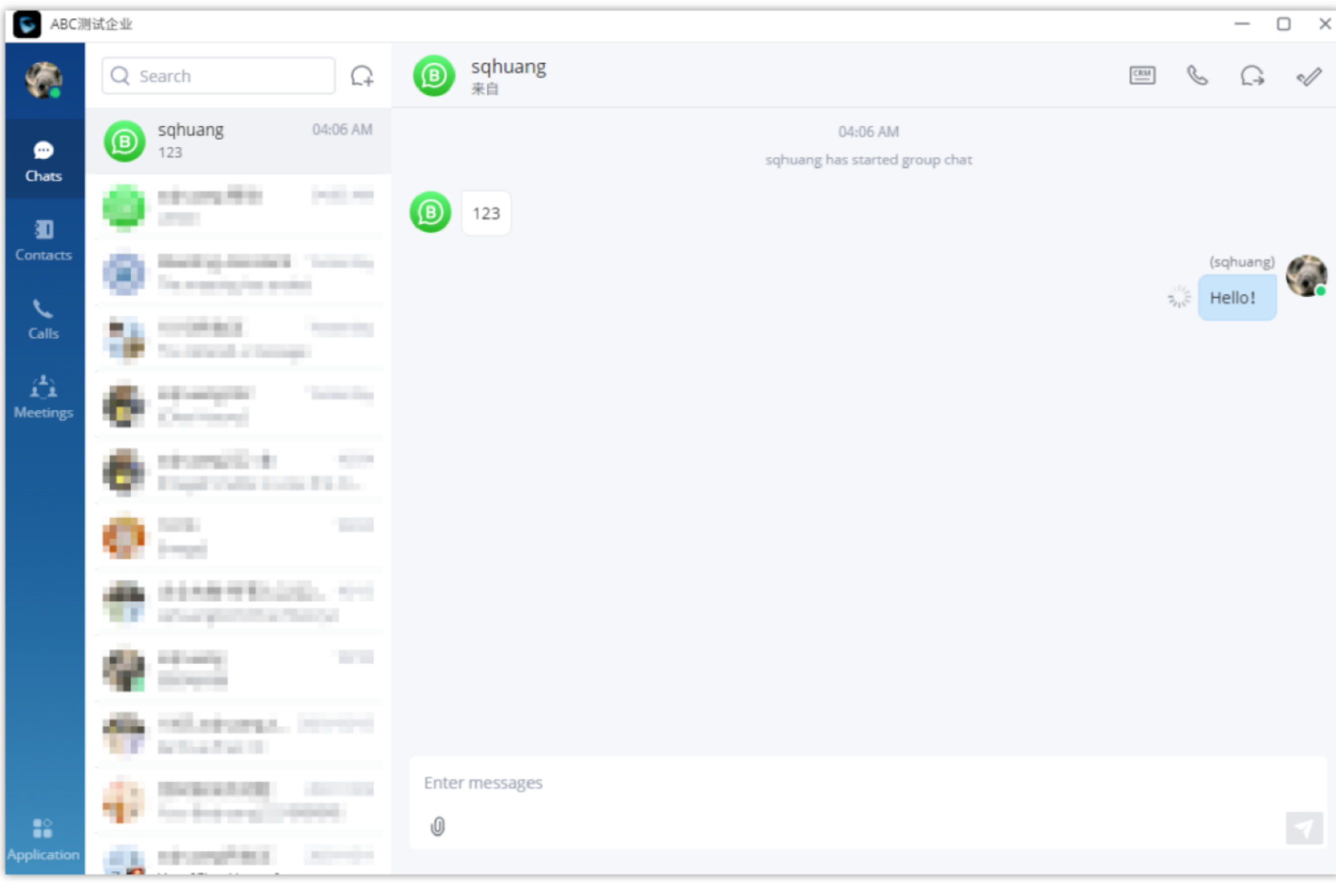
Note

WhatsApp requires that the webhook URL must be an address accessible via the public network and the address has a valid TLS/SSL certificate. The self-signed certificates are not supported. We recommend using the UCM RemoteConnect address for Wave login, such as https://xxxx.a.gdms.cloud, so that the generated webhook URL is valid.

Send/Receive WhatsApp Message on Wave Desktop

After the configurations are complete, the user can receive WhatsApp messages on the Wave client and reply to messages directly.

1. The user can see the WhatsApp messages in the Chat module of Wave Desktop, and the user can also see the unread message notifications. Please the screenshot below:



The user can send text and attachments in the chat window.

Options on the right upper corner of the chat window.

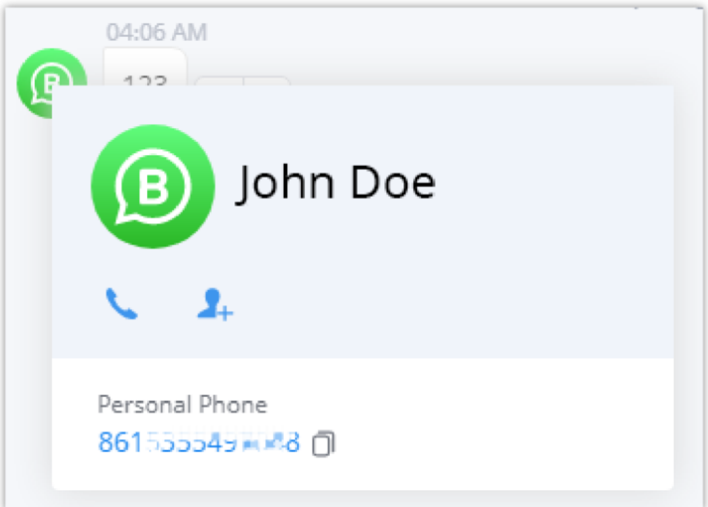
: the user can click this option to view the CRM contact corresponding to this phone number. This entrance can be seen only if the user has installed and logged into the CRM.

: The user can click this option to dial the corresponding WhatsApp account.

: The user can click this option to forward the session to another Wave client user. After forwarding the session, the user will exit this session, and the other Wave client user will continue chatting with this WhatsApp account user.

: The user can click this option to mark this session as processed, which means the WhatsApp account user's problem has been resolved, and the session will be deleted from the Wave client.

: The user can click the avatar image of the WhatsApp account user to view the phone number, and the user can dial this number or add it to the Personal Contacts.



Notes

- The Wave client user can only reply to a WhatsApp account user only after the WhatsApp account user has sent a message to the Wave client user. If the WhatsApp account user sent the message 24 hours before, the Wave client user cannot reply to that message.
- The user cannot start a new chat to a WhatsApp account user.

WhatsApp Chatbot Setup

Wave administrators can centrally configure WhatsApp Business accounts for multiple extension users, enabling seamless team collaboration and automated messaging through Chatbot.

For more information on configuring a Chatbot reply flow on Wave, see this guide:

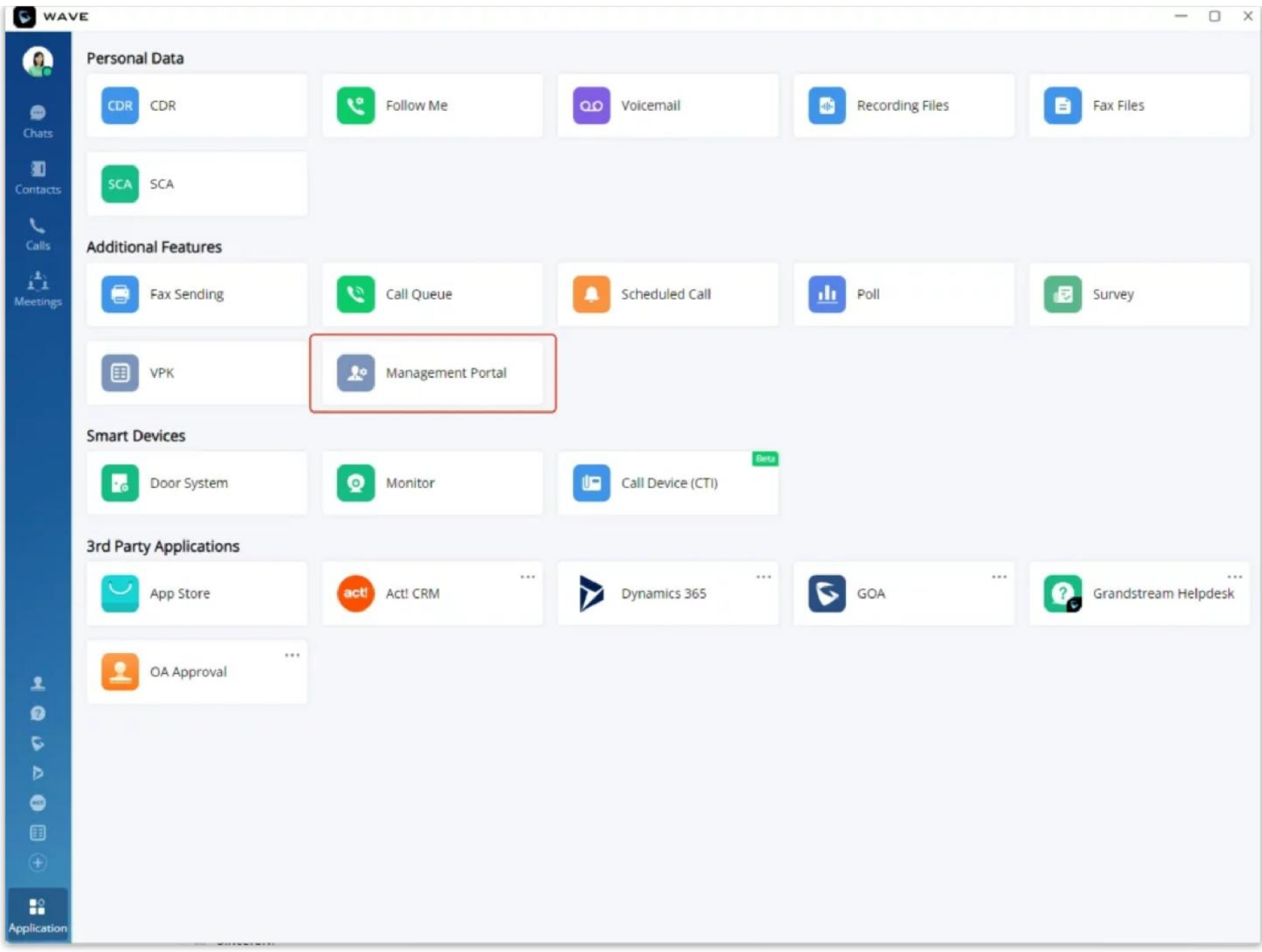
Live Chat Chatbot Admin Guide

Note:

Once configured by the administrator, other extension users can only view this configuration on the WhatsApp add-in of their Wave client. They cannot edit or modify it.

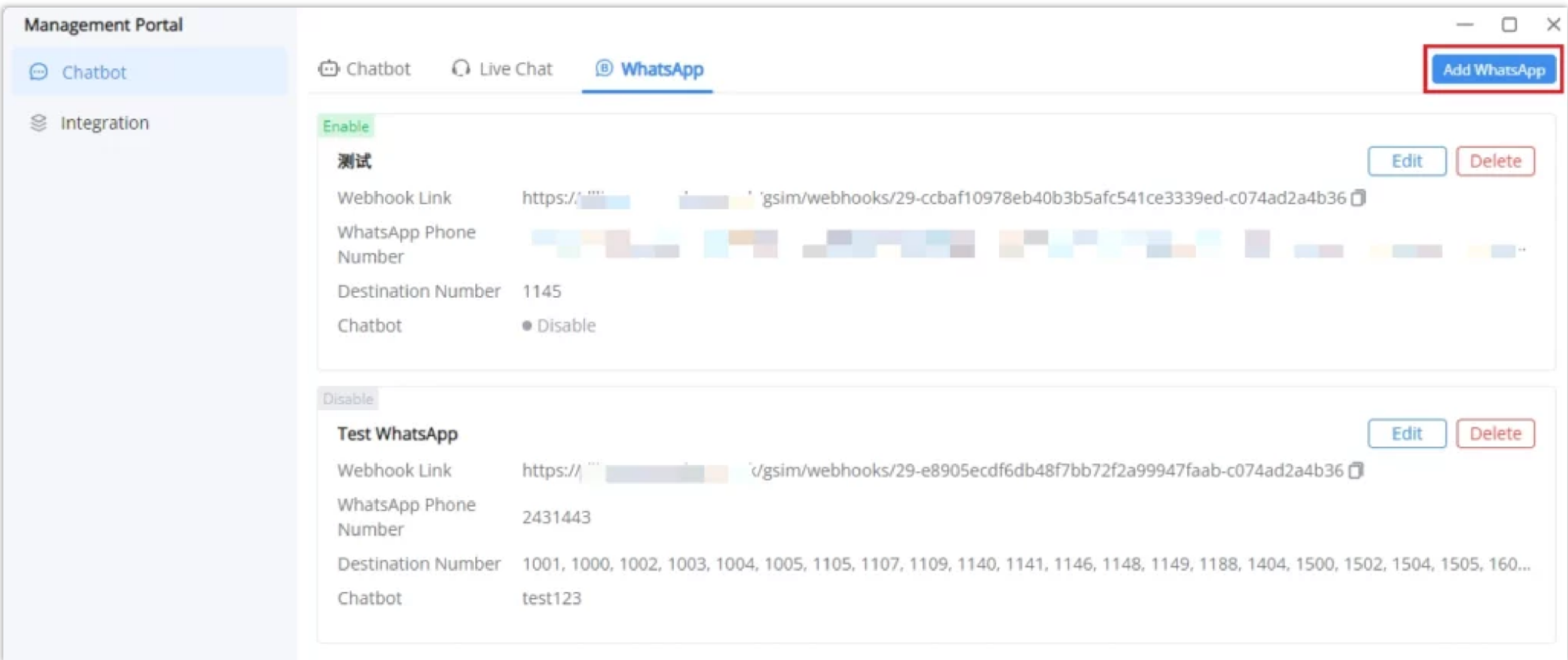
To configure WhatsApp for multiple users, follow these steps:

1. Go to the Application page and open the management portal.



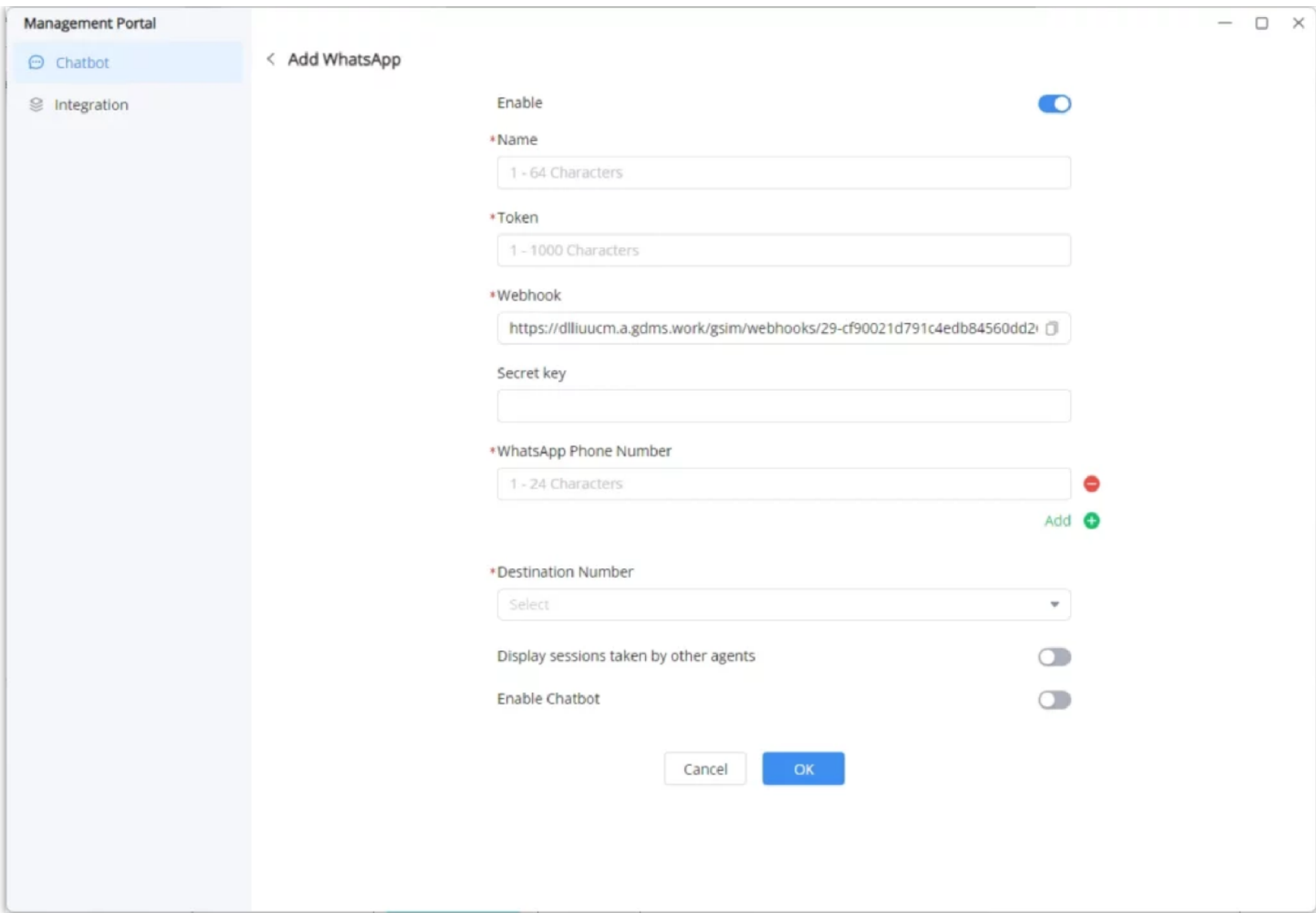
Wave Management Portal

2. From the Chatbot settings page, go to the WhatsApp tab and click Add WhatsApp.



Chatbot WhatsApp Tab

3. In this step, users can configure the settings shown in the table below.

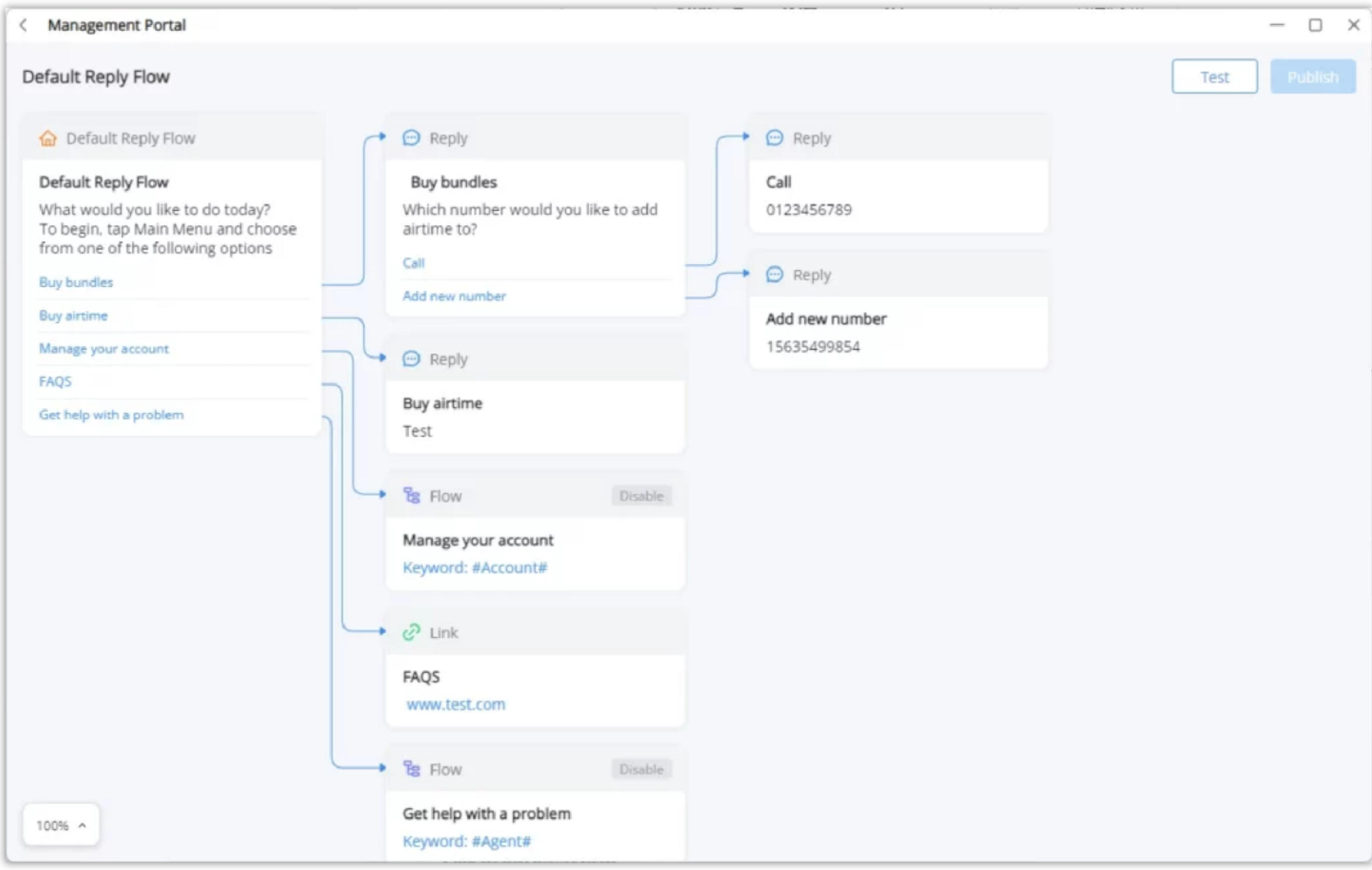


Add WhatsApp

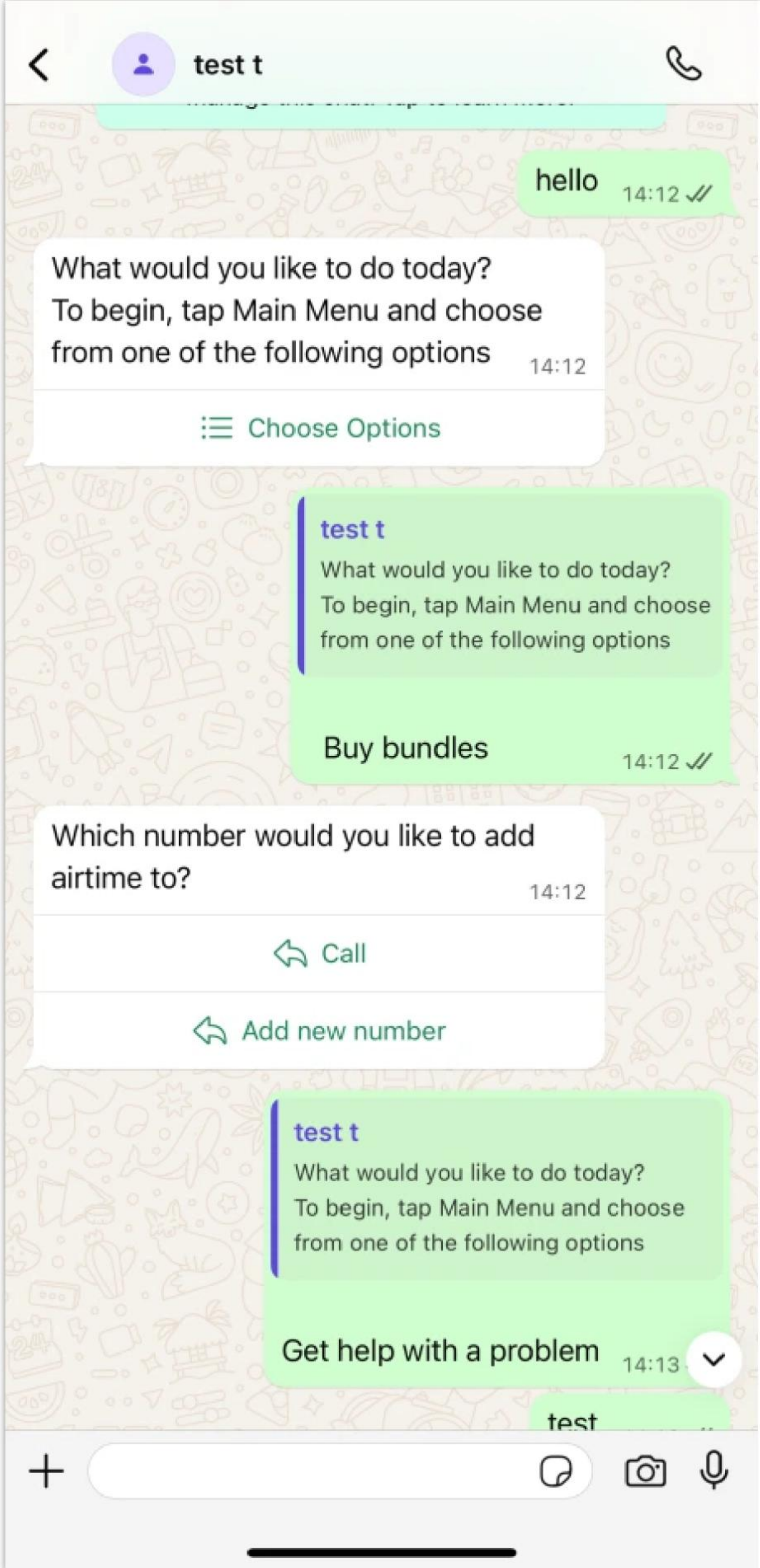
Enable	Toggle this option to activate the WhatsApp account. Once enabled, messages from this account will be received by the selected extension users.
Name	Enter the name of the WhatsApp business account.
Access Token	Paste the access token obtained during the WhatsApp setup process (see Step 4 in Phase 4 of this guide).
Webhook URL	Copy this URL and configure it on the WhatsApp administration page to enable message delivery.
Client Secret	(Optional) Enter the App Secret obtained during the WhatsApp setup (see Step 8 in Phase 1 of this guide).
WhatsApp Phone Number	Enter the Phone Number ID obtained during setup (see Step 7 in Phase 1 of this guide). Multiple phone numbers can be added, and messages received on any of them will be delivered to the Wave client.
Destination Number	Select the extension users who will receive WhatsApp messages. Multiple users can be selected.
Display Sessions Taken by Other Agents	When enabled, agents will only see WhatsApp sessions assigned to them or awaiting assignment. Sessions taken by others extensions will be hidden. Note: Administrators can view all sessions regardless of this setting.
Enable Chatbot	Activates the automated reply function.
Chatbot	When enabled, allows selection of an existing Chatbot to handle sessions.
Chatbot Mode	Once the Chatbot is enabled, choose one of the following modes:

	● Automatic Reception: All WhatsApp sessions are handled entirely by the Chatbot. No message notifications are sent to Wave extension users (agents) unless the visitor clicks “Transfer to Agent”. ● Chat Assistance: The Chatbot automatically replies to visitors while also notifying Wave extension users (agents) in real time, allowing them to take over the conversation at any time.
Transfer to Agent	Required only when the Chatbot is enabled in “Automatic Reception” mode. If the Chatbot cannot respond automatically, it sends a configured fallback message. When the visitor clicks “Transfer to Agent”, a notification is sent to the assigned agent.
After Hours Prompt	Allows setting different automatic replies for specific time periods (start time, end time). ● When the Chatbot is enabled, this message is only sent if the visitor clicks “Transfer to Agent” or sends a message the Chatbot cannot answer. ● When the Chatbot is disabled, this message automatically replies to the visitor’s first message during the defined time period.

4. The WhatsApp visitor will then see the corresponding buttons and process, as shown in the screenshots below, which illustrate the flow of the Chatbot on Wave and its appearance on WhatsApp.



Wave Chatbot Reply Flow



WhatsApp Visitor View

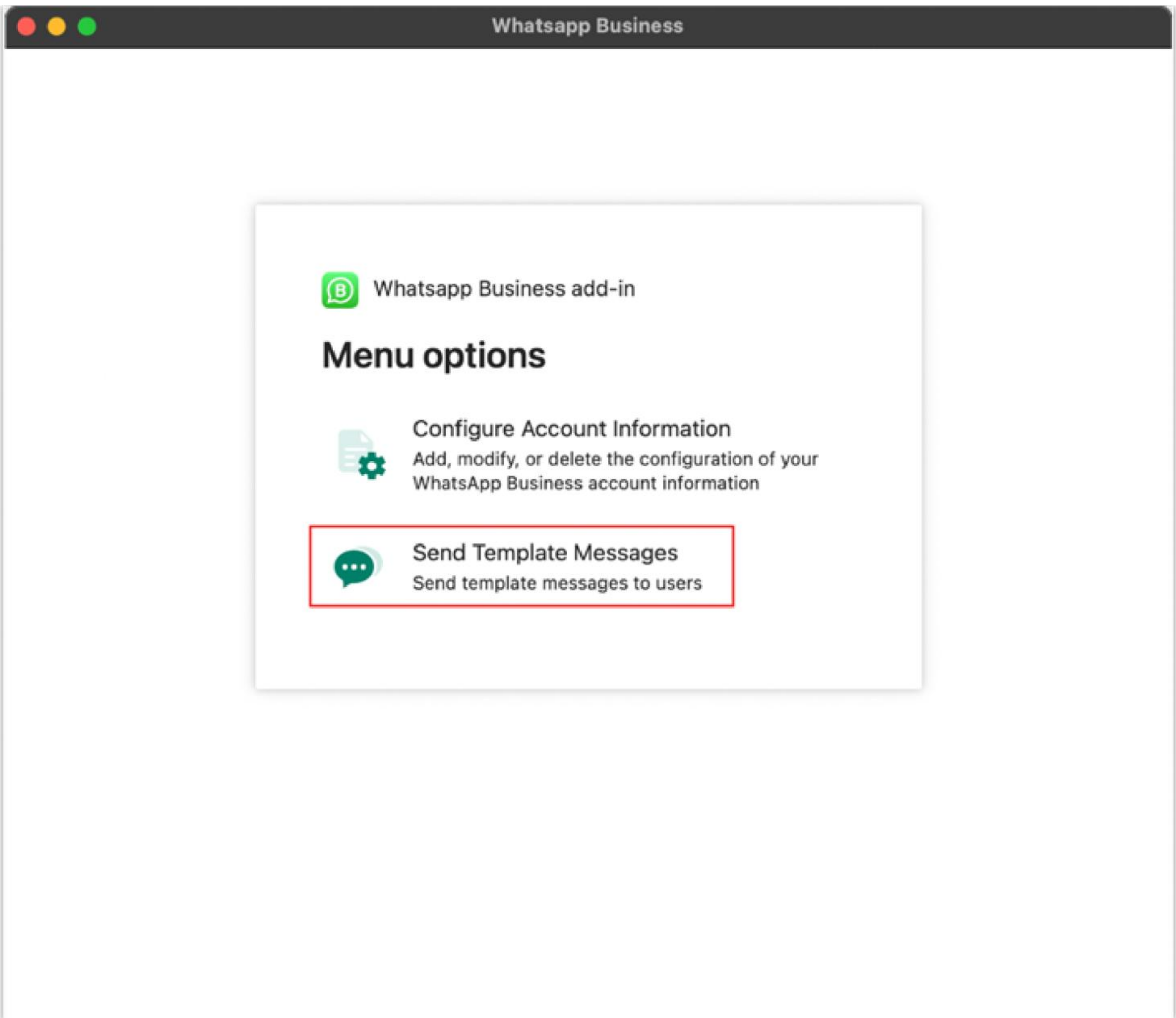
Send Template Messages

Users can pre-configure template messages which can be sent on-demand to specific recipients. Template messages are useful when the user wishes to send the same message to many recipients, e.g., marketing material. The messages can be created on the WhatsApp Business platform first, then they can sent through the WhatsApp Business Add-in.

Prerequisites: Users need to create a message template on the WhatsApp platform first. Please refer to the link below to learn more about creating message templates in WhatsApp:
(https://www.facebook.com/business/help/2055875911147364?id=2129163877102343)

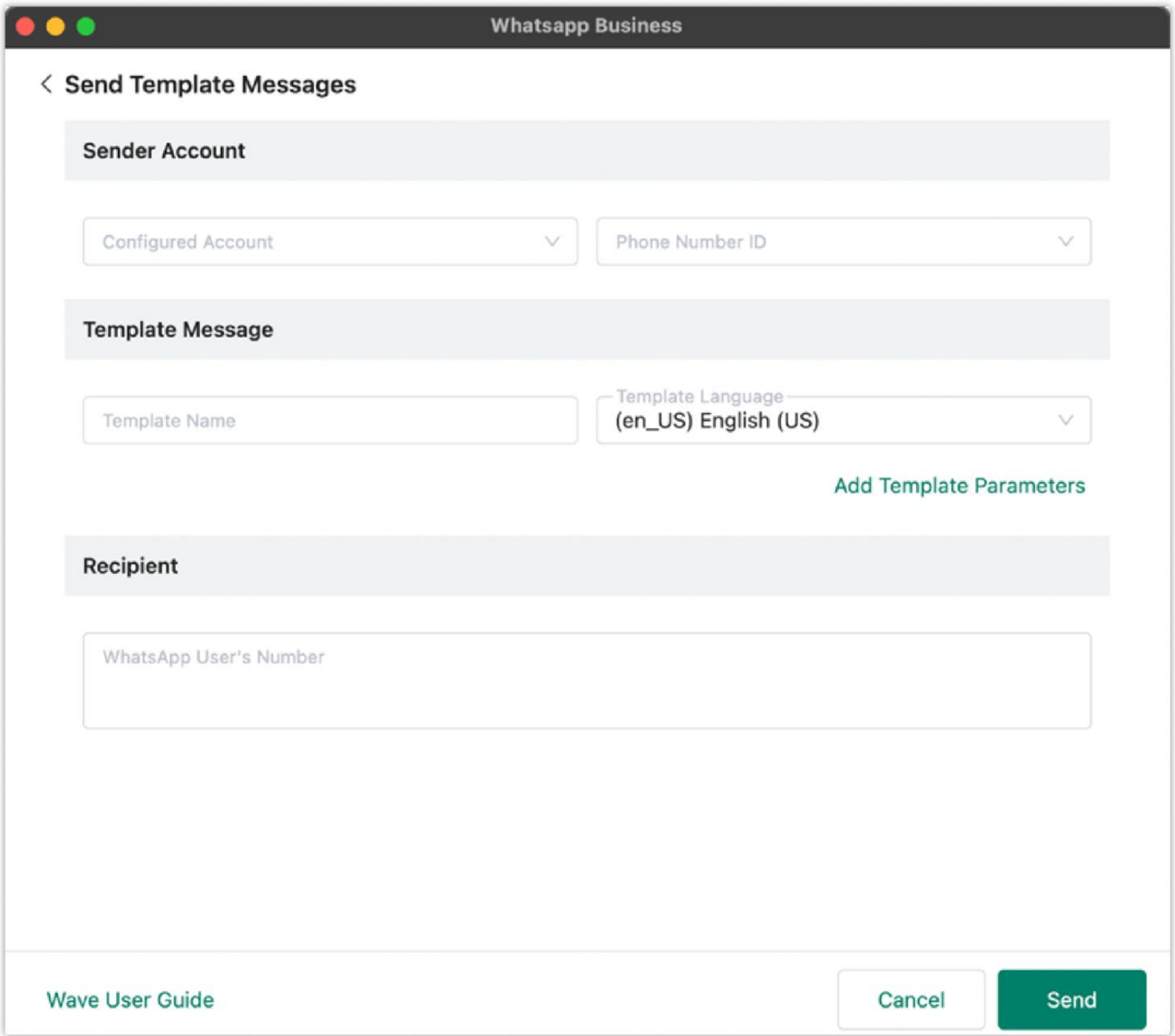
Steps:

1. Users can go to Wave’s WhatsApp add-in and click the option “Send Template Messages” as the screenshot shows below:



Send Template Messages Configuration

2. Users will see the “Send Template Messages” page:



Send Template Messages Configuration Page

Sender Account	
Configured Account	Select your configured WhatsApp account.

Phone Number ID	Select the phone number ID under this WhatsApp account
Template Message	
Template Name	Enter the name of your message template.
Template Language	Select the language of your message which you will send. It must be the language contained in the message template you selected, otherwise sending will fail.
Add Template Parameters	Only if the message template contains parameters, you need to add parameters of the corresponding type and enter values. Note: Please make sure to add according to the parameters in the message template, otherwise sending will fail.
Header Type	Support uploading pictures, videos, and files.
Body Type	Parameters in the message body: ● Support text, date, time, currency (up to 3 decimal places only) ● If the body contains multiple parameters, please add them in sequence.
Button Type	Only the URL of the "Visit Website" button is supported.
Recipient	
WhatsApp User's Number	Enter the phone number of Whatsapp user. It supports to enter and paste multiple numbers, and the multiple numbers are separated by space, enter, comma, or a semicolon.

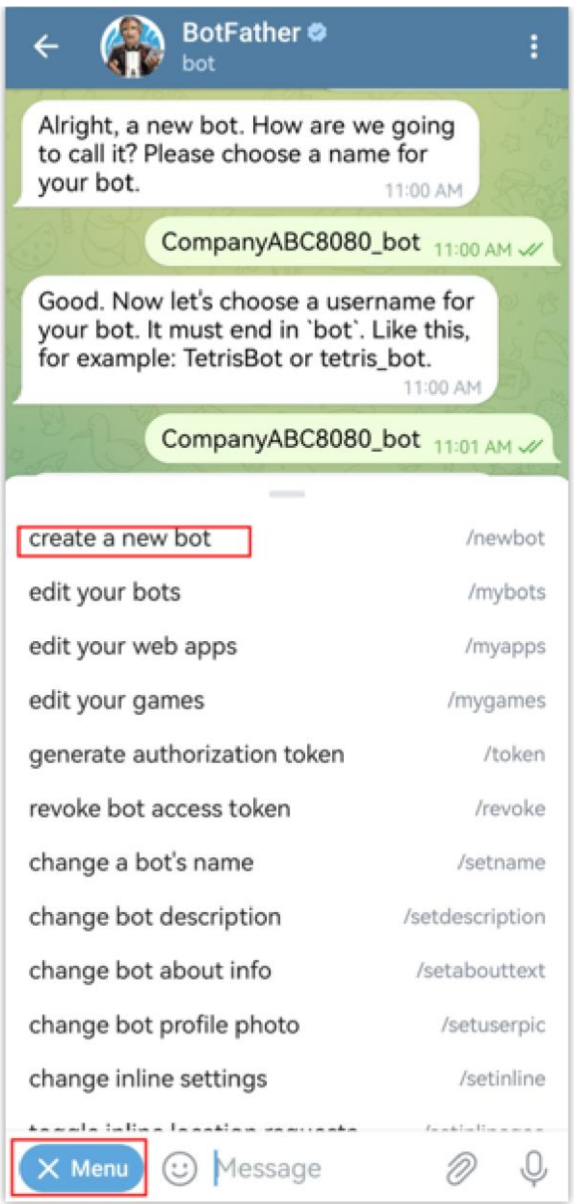
Telegram Add-in

Prerequisites

1. The UCM63xx device must have the UCMRC plan and use the UCMRC domain address to log in to the Wave Desktop client.
2. You must have a Telegram account.

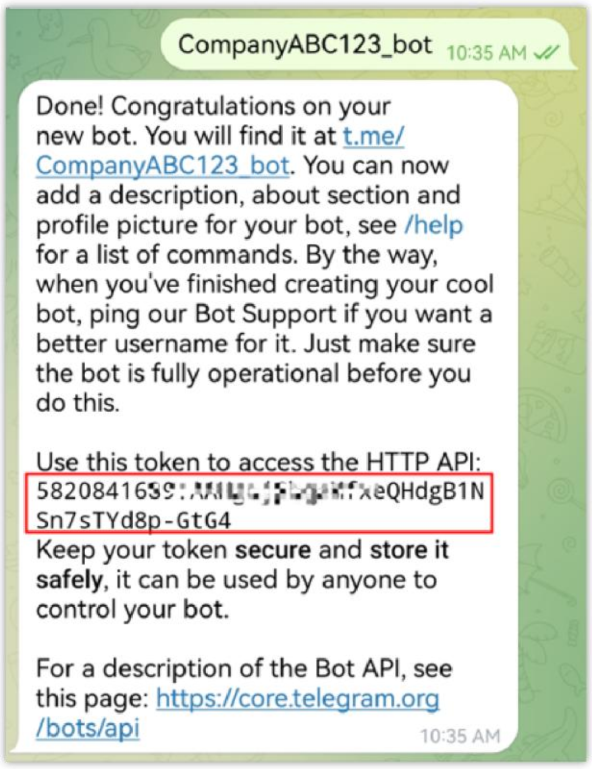
Obtain Telegram Bot Token

1. Search for BotFather in Telegram, enter */newbot* command on the chat interface, and enter your Bot Username according to the guidance. Please refer to the screenshot below:



Setup a Bot

2. After creating successfully, you can obtain your Bot Token. Please refer to the screenshot below:



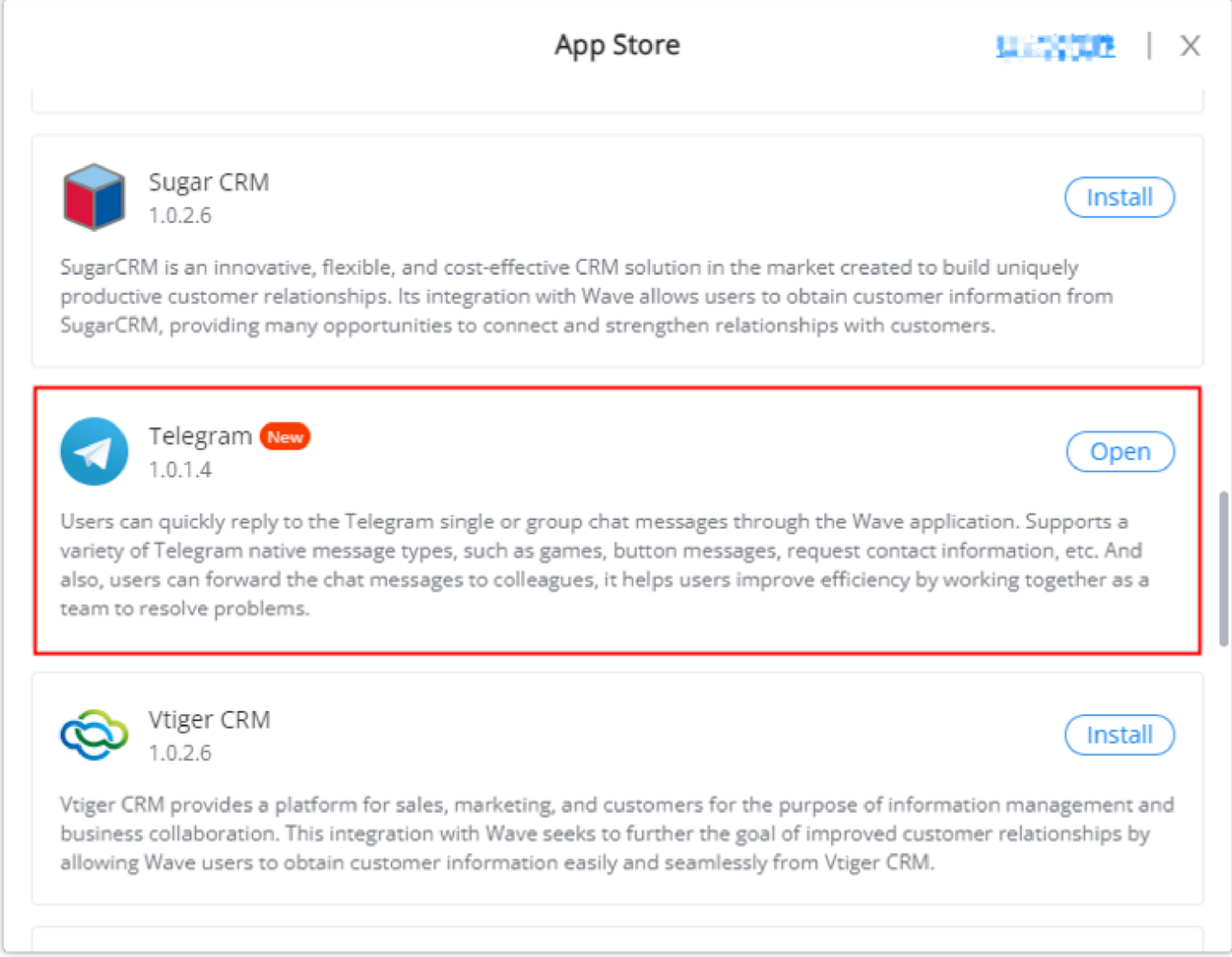
Bot Token

For more information, please refer to the link below:

https://telegram.org/faq#q-how-do-i-create-a-bot

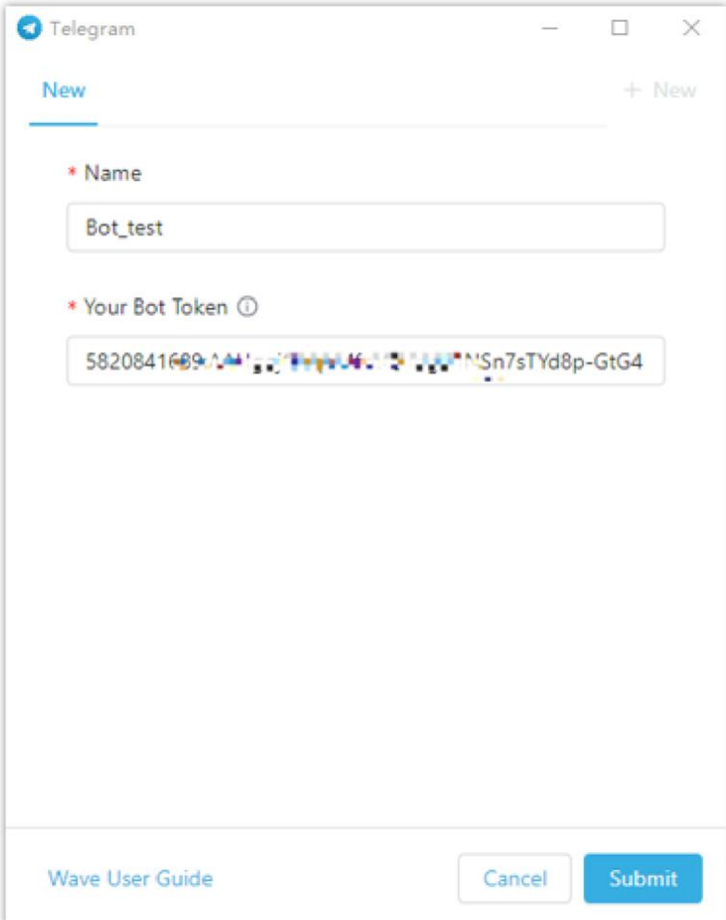
Configure Telegram on Wave

1. Install the "Telegram" add-in "Application" module of the Wave app:



App Store

2. After installation, you can access the configuration page below.



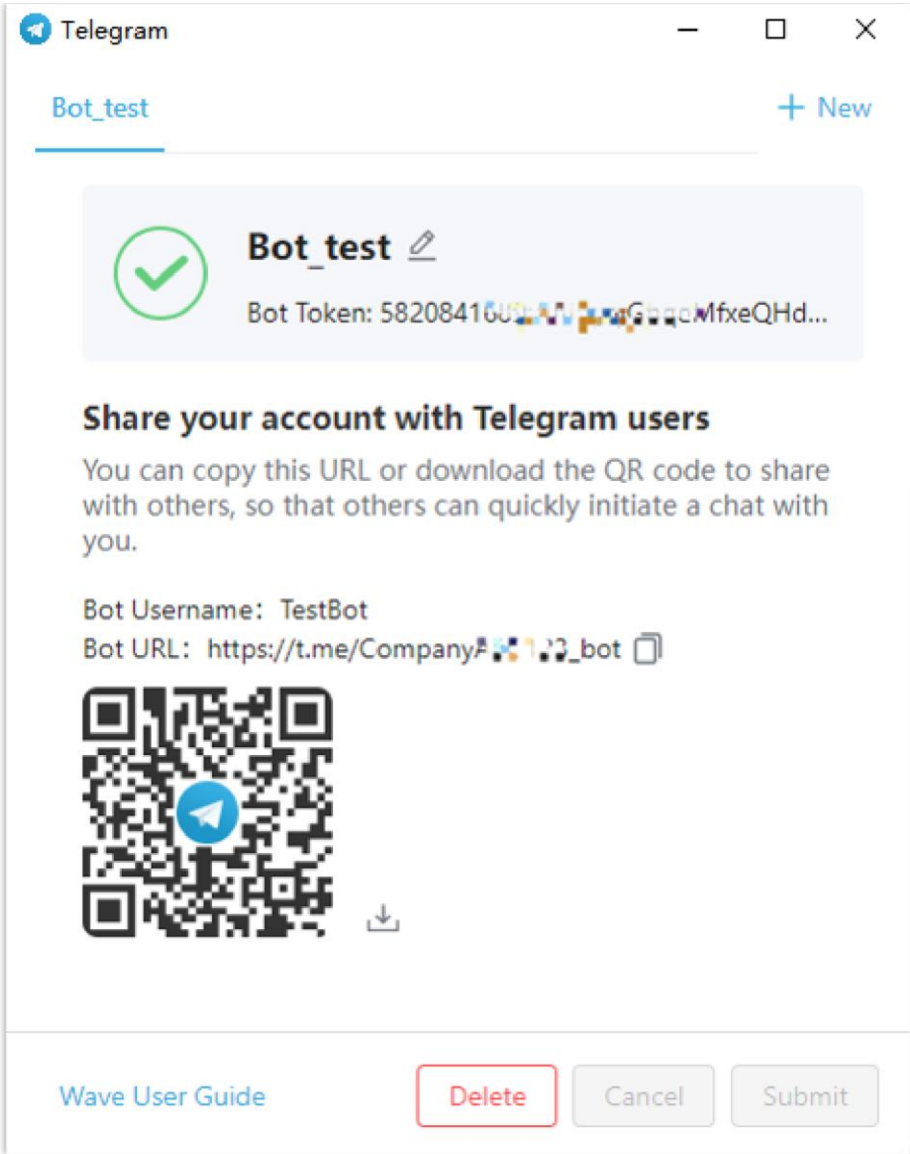
Configure Telegram Bot

- Name: You need to fill in your remark name. It will be displayed on the Telegram message interface.
- Your Bot Token: You need to fill in your Bot Token which you have obtained in previous steps.

Note

You must use the UCMRC domain address for login, otherwise the configuration will be failed.

3. After creating successfully, you can copy the Bot link or download the QR code and send it to Telegram contacts, so that they can click the link or scan the QR code to send messages to your Bot through the Telegram App:



Bot Information

Reply to Telegram Messages on Wave

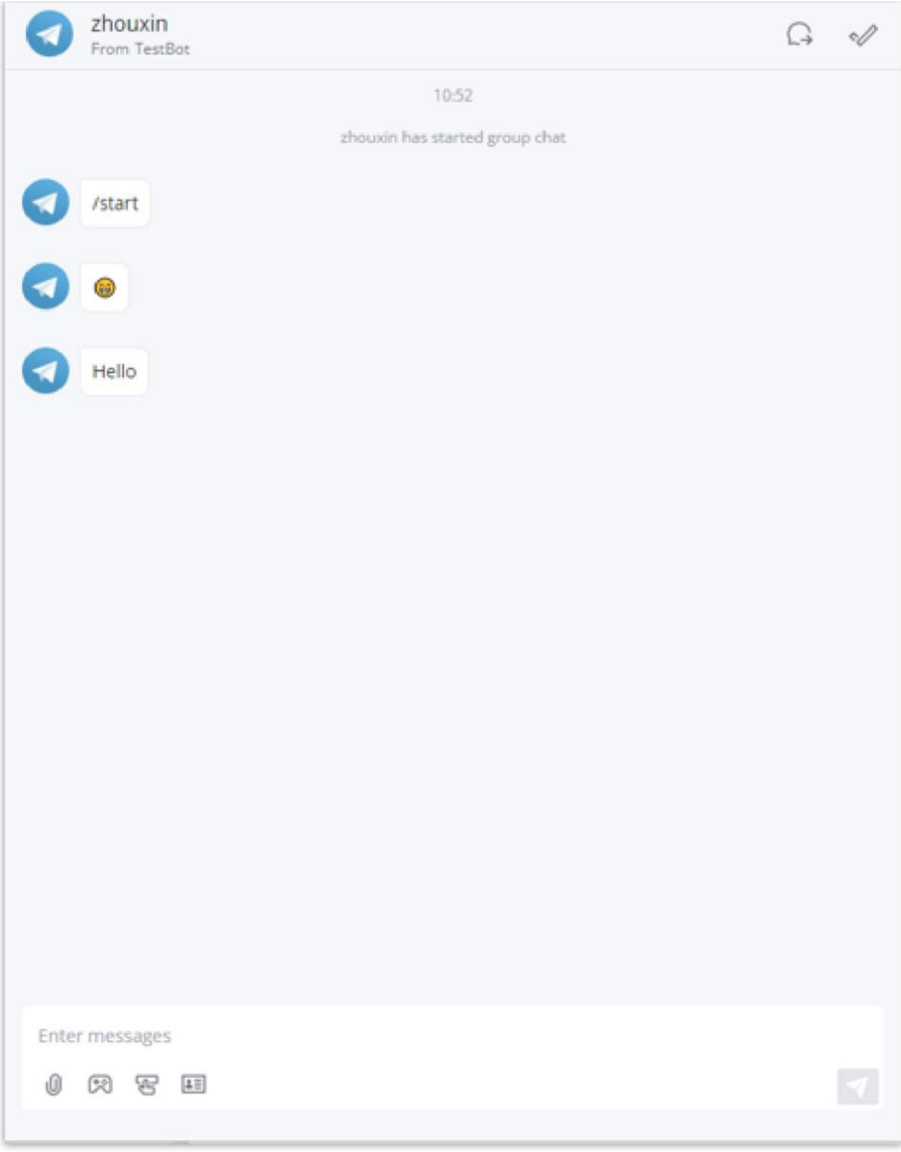
When your Bot receives a single or group chat message, it can be viewed, and you can reply to it in the Wave Desktop client.

Note

If you want to receive group chat messages, you need to:

- Add your Bot to the group chat. When adding a group member, you can search for the Bot name to add it or click the Bot details and click the "Add to Group or Channel" button to add it to the group.
- Your Bot can only receive certain messages by default. If you want to receive all messages from the group chat, you need to turn off the privacy mode of your Bot or use your Bot as the admin of the group. Please refer to the instructions in the section "Turn off the Privacy Mode of Telegram Bot".

1. Receive Telegram messages on Wave:



Telegram Messages

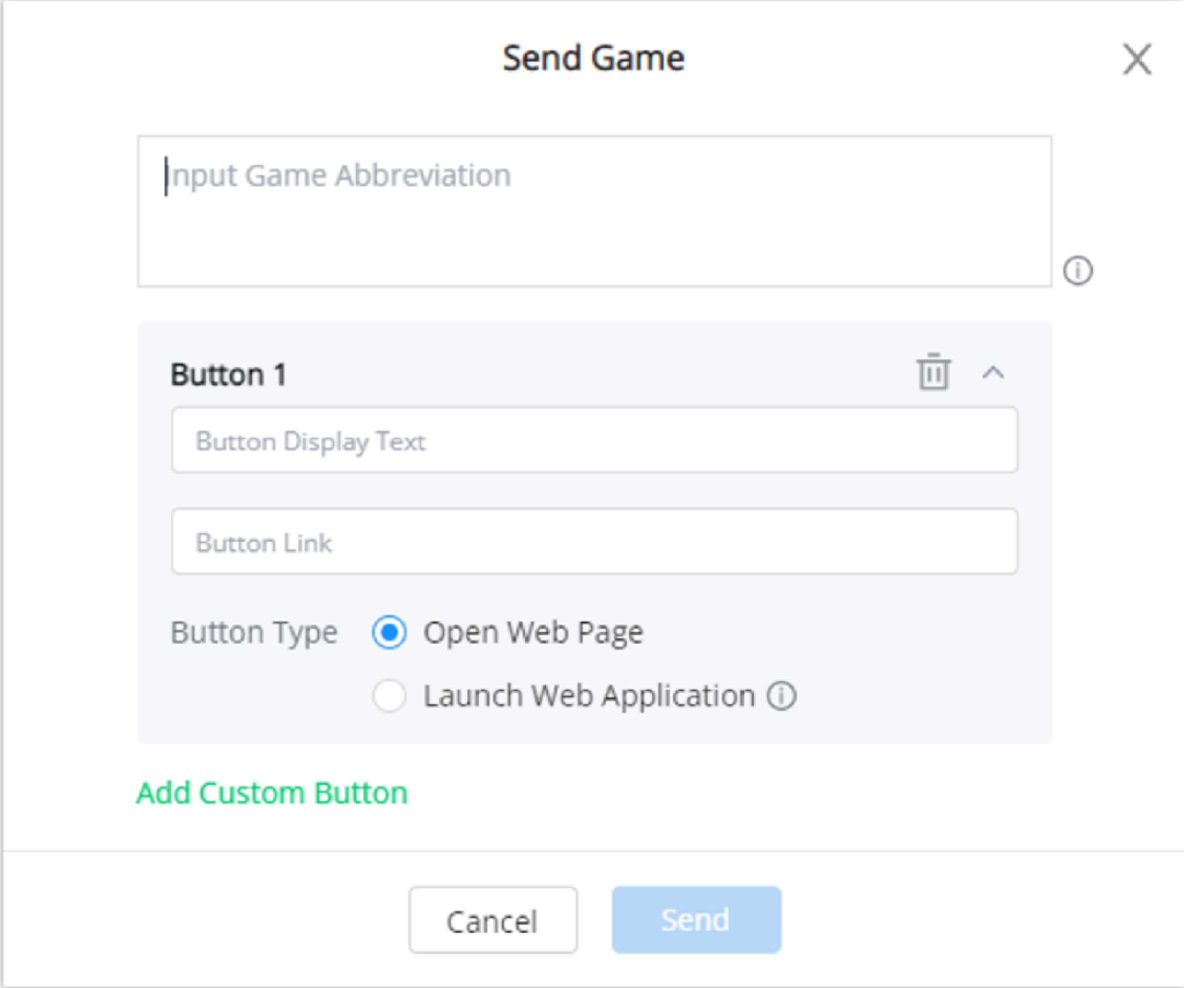
Options on the right upper corner of the chat window.

: The user can click this option to forward the session to another Wave client user. After forwarding the session, the user will exit this session, and the other Wave client user will continue chatting with this WhatsApp account user.

: The user can click this option to mark this session as processed, which means the WhatsApp account user's problem has been resolved, and the session will be deleted from the Wave client.

: You can send local files, pictures, and videos.
: You can send games that have been created under your Bot.
: You can send specific messages with buttons.
: You can request the user information or geographic location of the other party (Group chat does not support this feature).

2. Send games:



Send Game

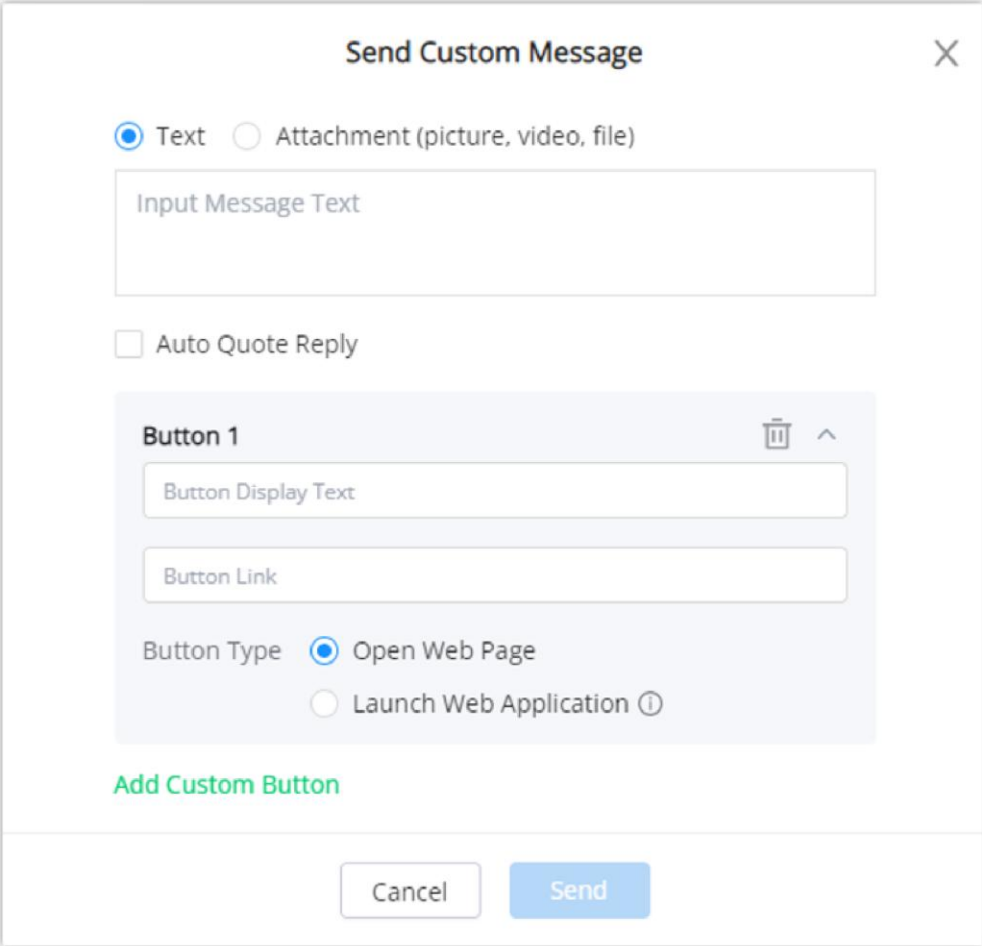
- Game Abbreviation: You need to enter the game abbreviation in your Bot. You can go to your BotFather and enter the command /mygames to search for it. You can refer to the following manual to create games: https://core.telegram.org/bots/games
- Add Custom Buttons: You can add multiple buttons.

Button Display Text	The other party receives this message and at the same time sees the button display text.
Button Link	Click this button to open the link address.
Button Type	There are 2 types: • Open Web Page: Use your browser to pen a link address. • Launch Web Application: The page of this link will be displayed in a pop-up window on Telegram.

The message received by the other party is similar to the message in the following screenshot:

Telegram Game

3. Send specific messages with buttons:

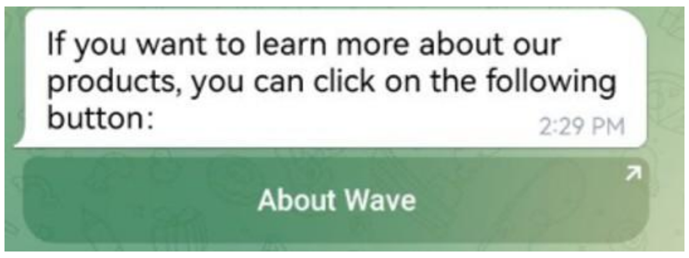


Send Custom Message Using Specific Buttons

- Text or Attachment: You can enter text messages or upload pictures, videos, or files. Attachments cannot exceed the maximum file size supported by Telegram.
- Auto Quote Reply: After this option is selected, the other party will automatically quote and reply to the message in the input box when the chat interface is opened.
- Add Custom Buttons: You can add multiple buttons. If you have selected the option "Auto Quote Reply", you cannot add custom buttons.

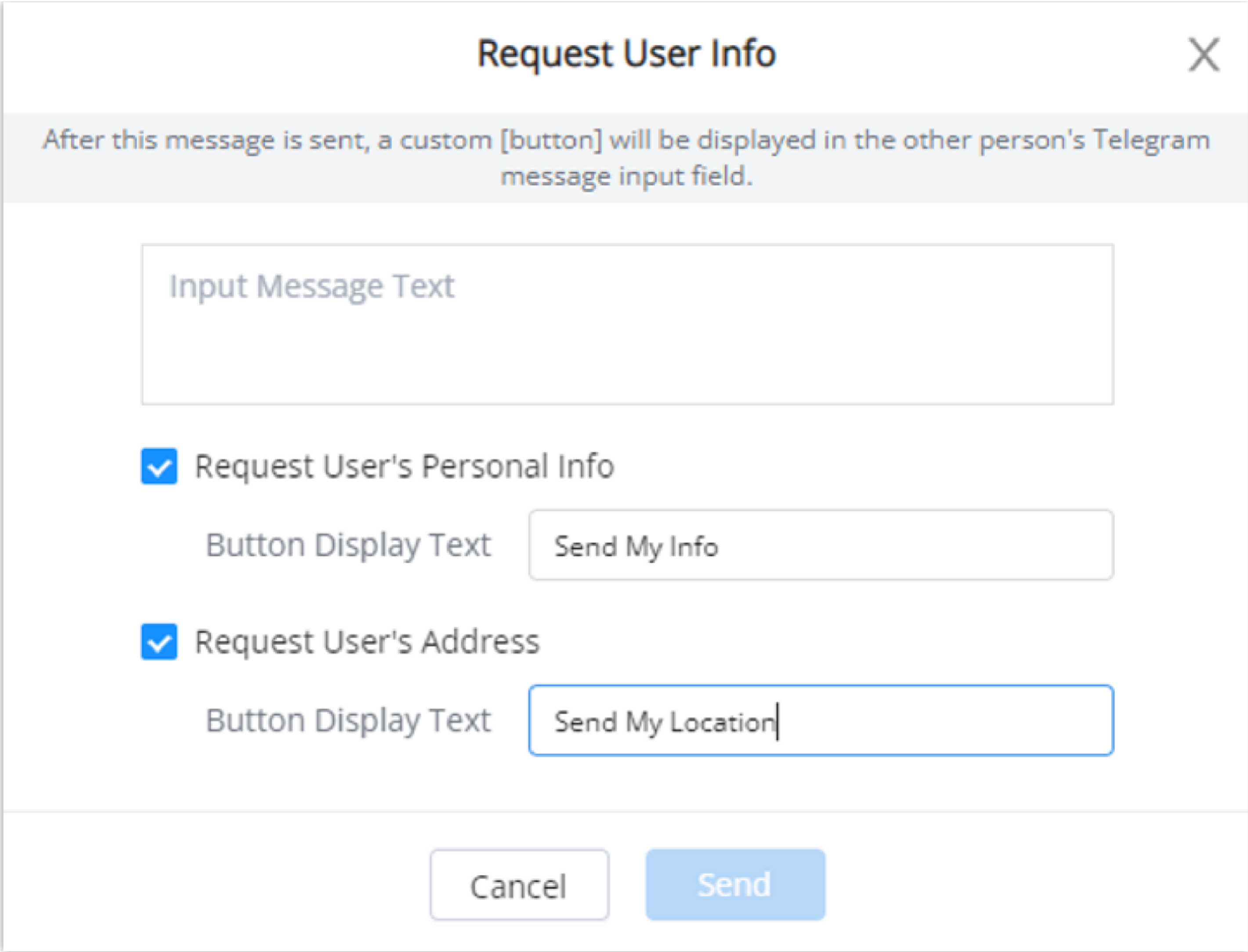
Button Display Text	The other party receives this message and at the same time sees the button display text.
Button Link	Click this button to open the link address.
Button Type	There are 2 types: • Open Web Page: Use your browser to pen a link address. • Launch Web Application: The page of this link will be displayed in a pop-up window on Telegram.

The message received by the other party is similar to the message in the following screenshot:



Template Message

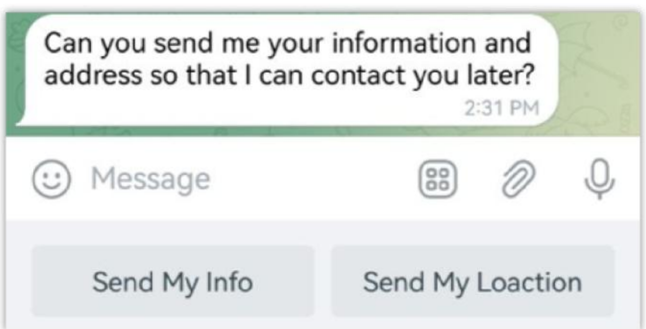
4. Request user information:



Request User Info

- Text: You can enter the text message contents.
- Request User Information: After the option is selected, you can fill in the button display text such as "Send My Info", and the button "Send My Info" will appear below the input box of the other party. If the other party clicks this button, it will send Telegram user information to the chat box.
- Request User Location: After the option is selected, you can fill in the button display text such as "Send My Location", and the button "Send My Location" will appear below the input box of the other party. If the other party clicks this button, it will send the current location information to the chat box.

The message received by the other party is similar to the message in the following screenshot:



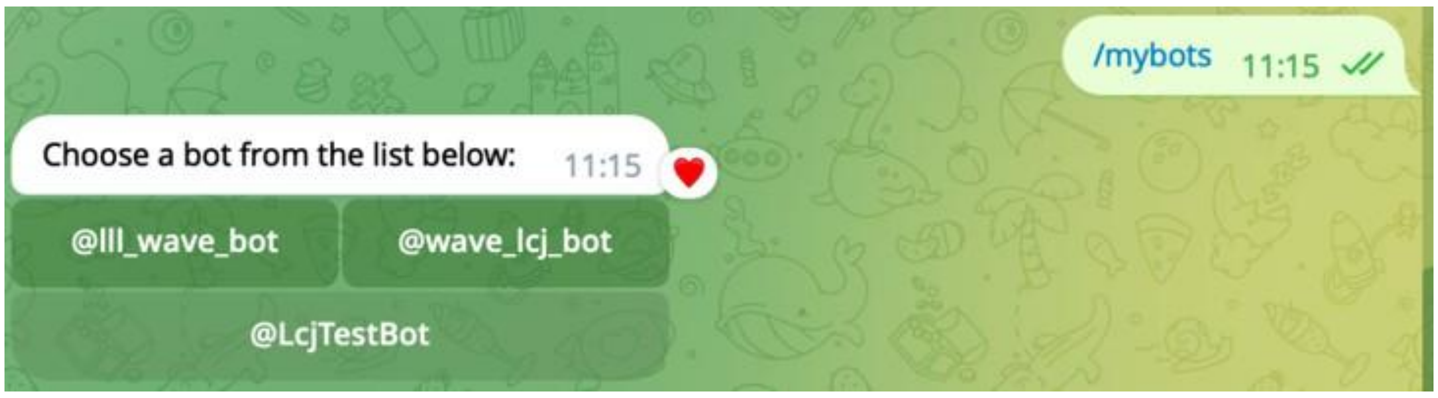
Information Request

Turn Off Privacy Mode of Telegram Bot

By default, all bots added to groups run in Privacy Mode and only see relevant messages and commands (Please refer to the Privacy Mode Instructions).

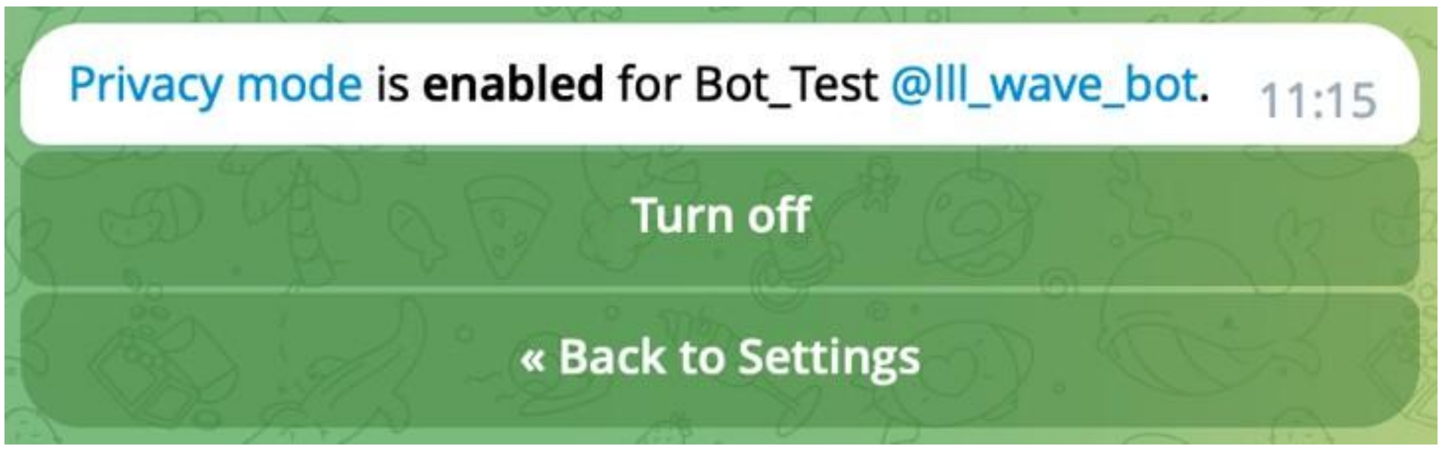
Steps:

1. In the BotFather private chat, select */mybots* from the menu, and select the Bot you want to set up:



List of Bots

2. Click Bot Settings → Group Privacy, and click the "Turn off" button to turn off the privacy mode of Telegram Bot.



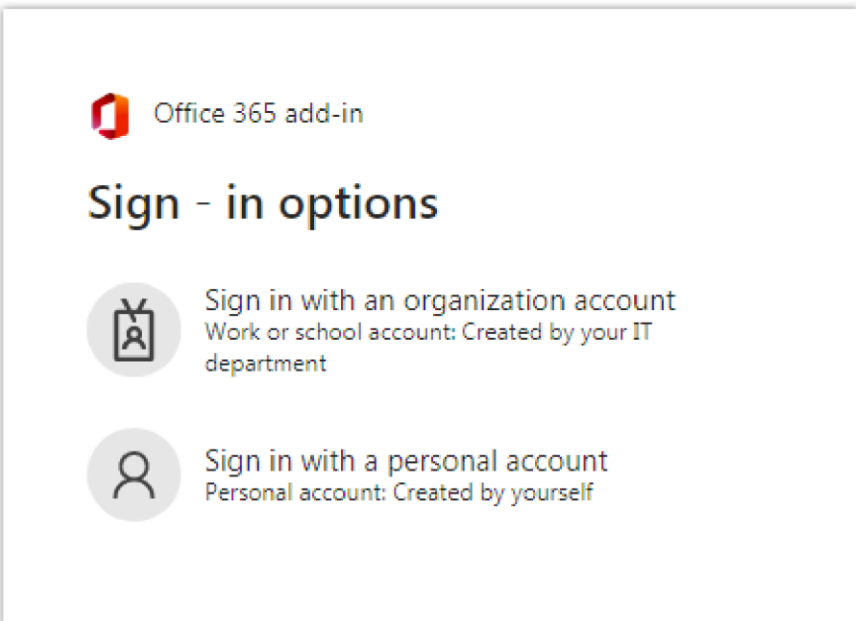
Telegram Privacy Mode

Office 365 Add-in

Users can install Office 365 add-in on the Wave Desktop application, users can send the documents in Office 365 on the Wave chat window, and users can edit the documents with other chat members together online. Users can also manage the documents in Office 365 through the Wave Desktop application.

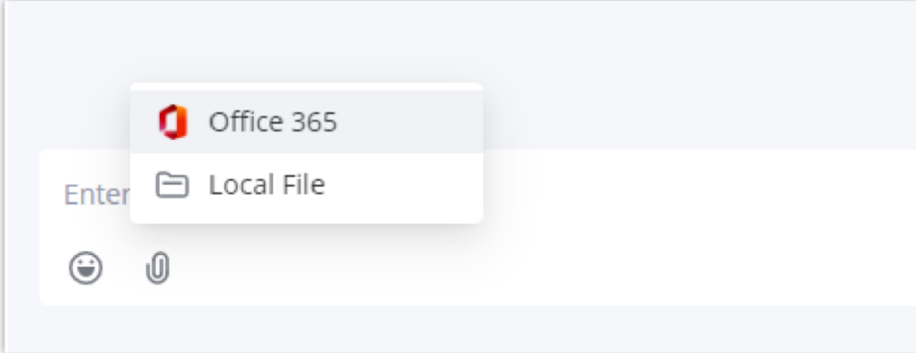
How to Use Office 365 Add-in on Wave Desktop App

1. The user needs to install the Office 365 add-in in the "Application" module on the Wave Desktop app and log in to the Office 365 account before using the service. The user can log in to the Office 365 add-in with a personal account or enterprise account.
   Note: If the user wants to log in to the Office 365 add-in with the enterprise account, the user needs to obtain the "Application (client) ID" and enable the related permissions before using it.
2. Click on the "Send" button to send a WhatsApp template message to the recipient immediately.

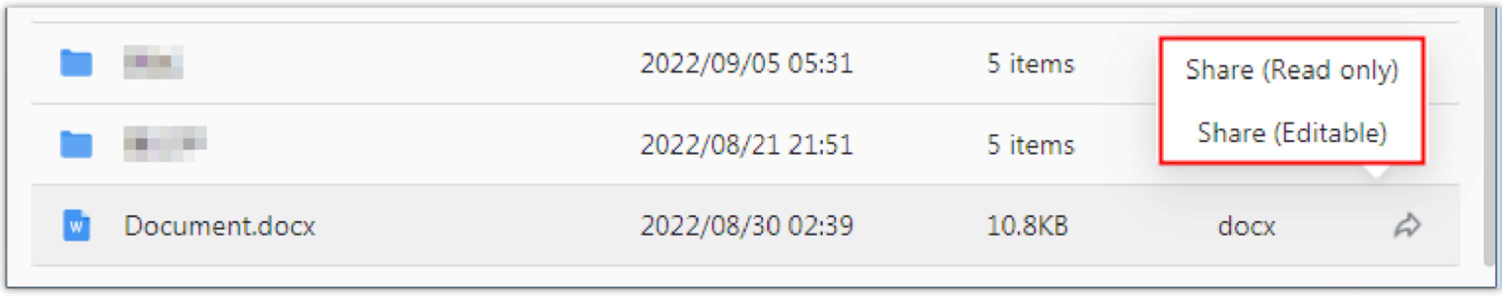


Office 365 Sign in

3. After installation, the user can see the Office 365 add-in on the chat window and select files by clicking the option in the screenshot below:

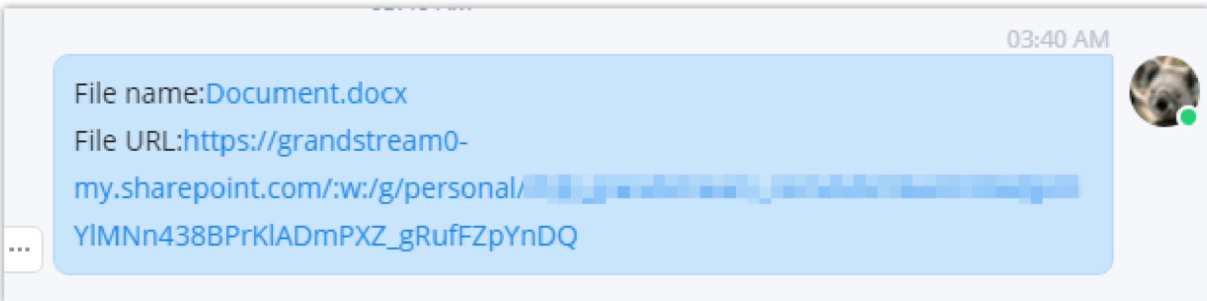


Office 365 Application



Select Documents

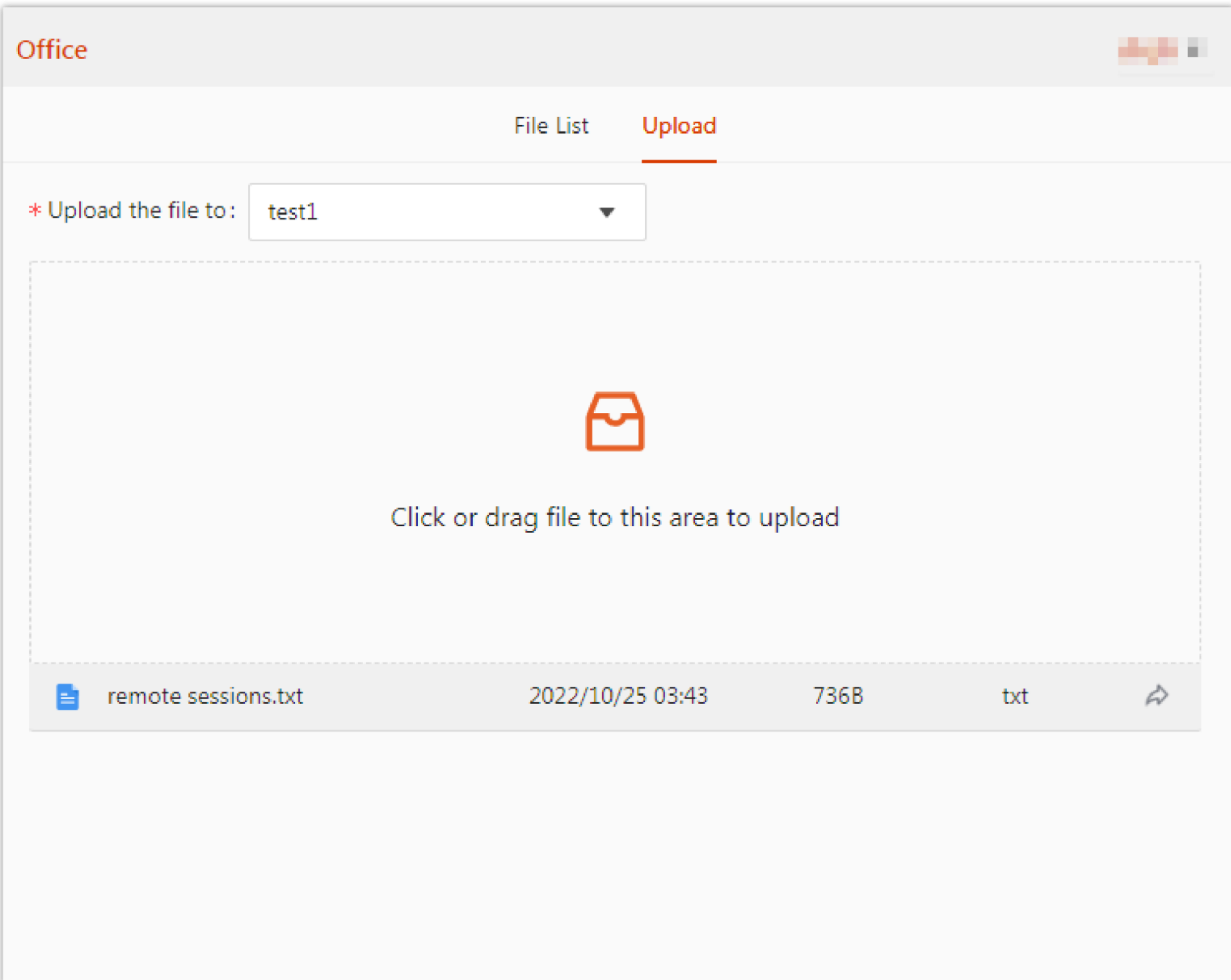
After sending the file, the user will see the file name and file URL as the screenshot shows below:



File Shared

After sharing the file, it allows members to read only or edit. If the file owner selects to allow editing the file, other members can click the file URL to access the file and edit the file.

On the Office 365 add-in page, the user can also upload files as the screenshot shows below:



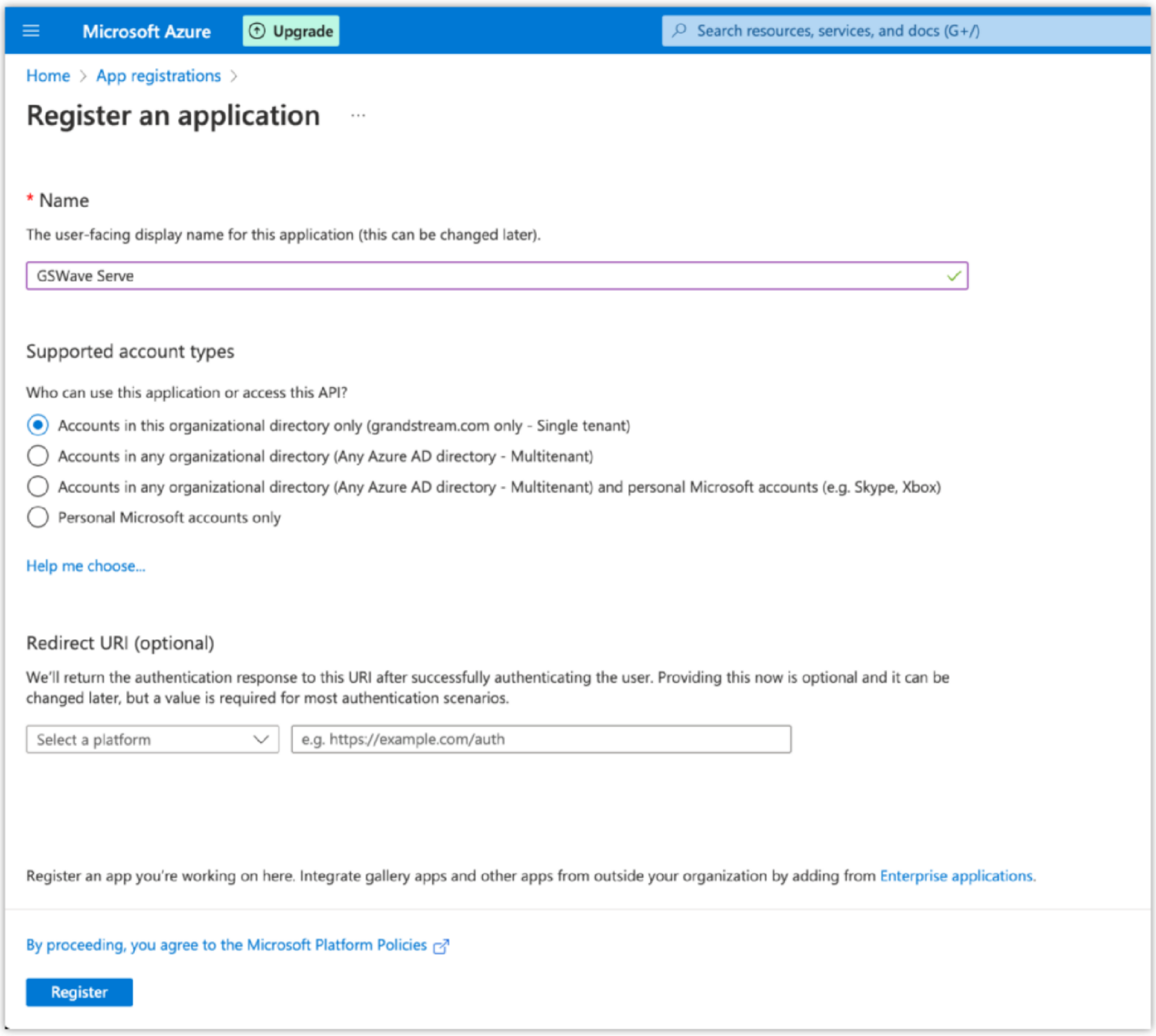
Upload File

After uploading a file, the file will be displayed under the uploading area, and the user can click the button to share it immediately.

Assign Account Permissions in Office 365

The steps below are required only if the user logs in to the Office 365 add-in with the enterprise account:

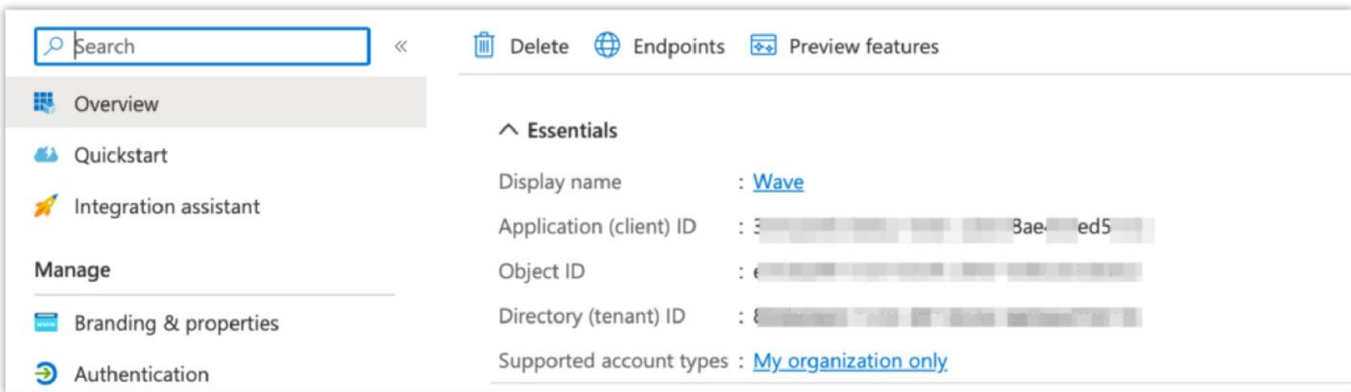
1. Go to the Microsoft Azure App Registrations page using your Microsoft Office 365 Online account, i.e. “Azure services” → “App registrations”.
2. Click on “New registration” and complete the app information. Please refer to the screenshot below:
   - “Name” – enter the app’s name, e.g. “Wave for Office 365”.
   - “Supported account types” – leave default or update based on your needs.
   - “Redirect URI (optional)” – select “Single-page application”. For the redirect URI enter http://localhost:3000”. For the Redirect URI enter http://localhost:8000.
   - Click “Register” to proceed with the app registration.



Office 365 Application Registration

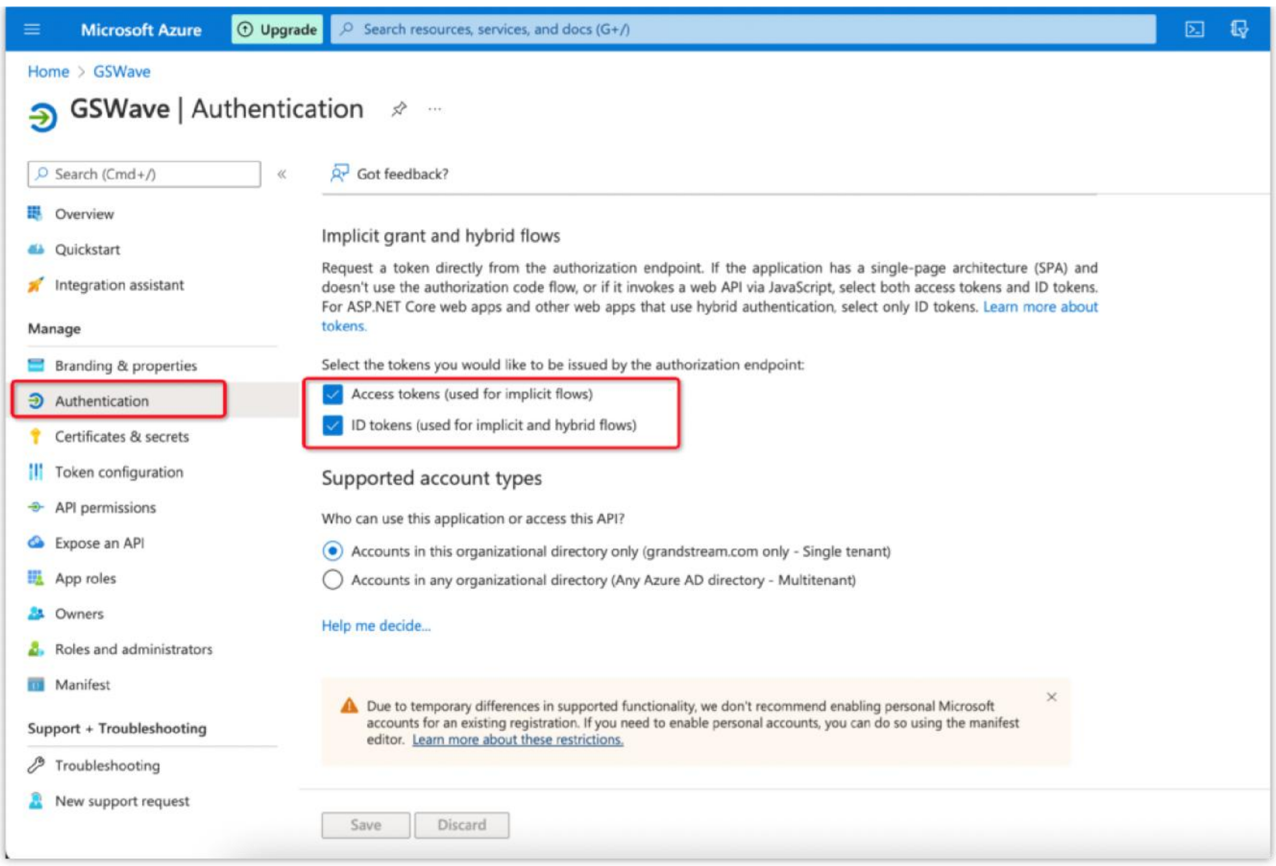
3. In the app “Overview” page, note the values of these fields for configuring Wave Office 365 add-in later:

- “Application (client) ID”.



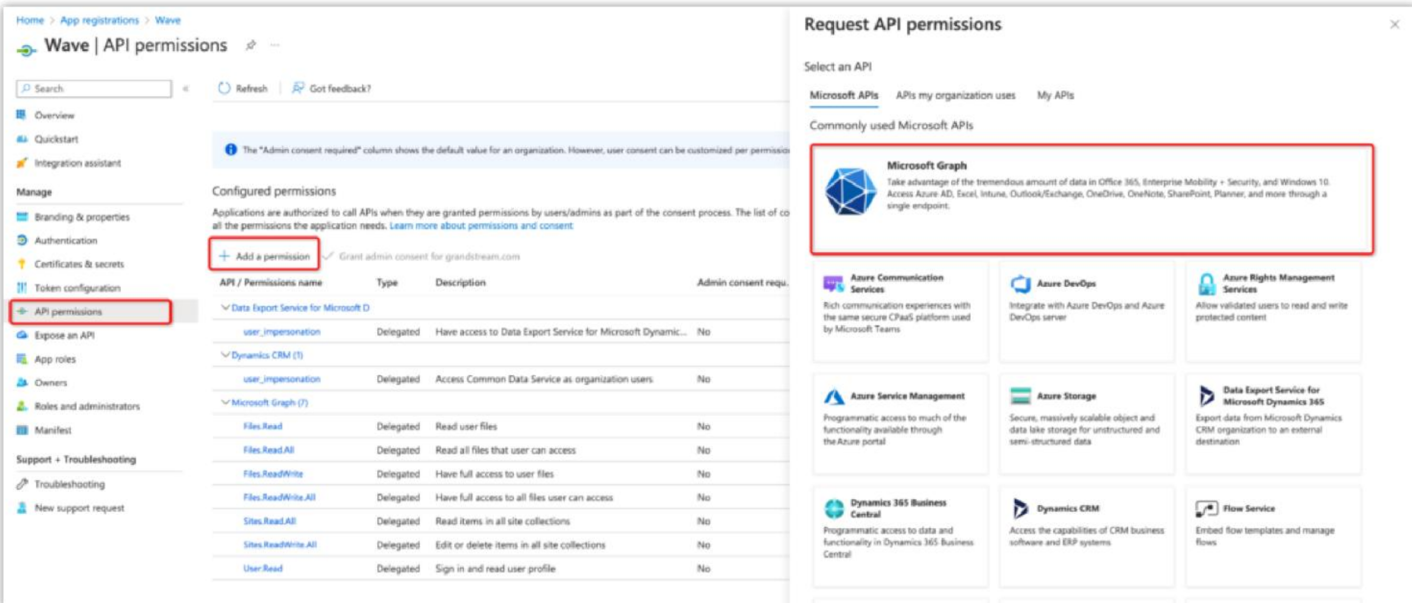
Application Created

4. On the “Authentication” → “Implicit grant and hybrid flows” page, the user needs to enable the options “Access tokens (used for implicit flows)” and “ID tokens (used for implicit and hybrid flows)”. Please refer to the screenshot below:



Application Authentication Settings

5. To add the required permissions to access the Microsoft Office 365 Online information, click on "API permissions" → "Add a permission" → "Microsoft Graph".



API Permissions

6. Enable the "Files.Read Files.Read.All Files.ReadWrite Files.ReadWrite.All Sites.Read.All Sites.ReadWrite.All" permissions and click on "Add permissions".

7. Wait for about 10 minutes for the app changes to become available.

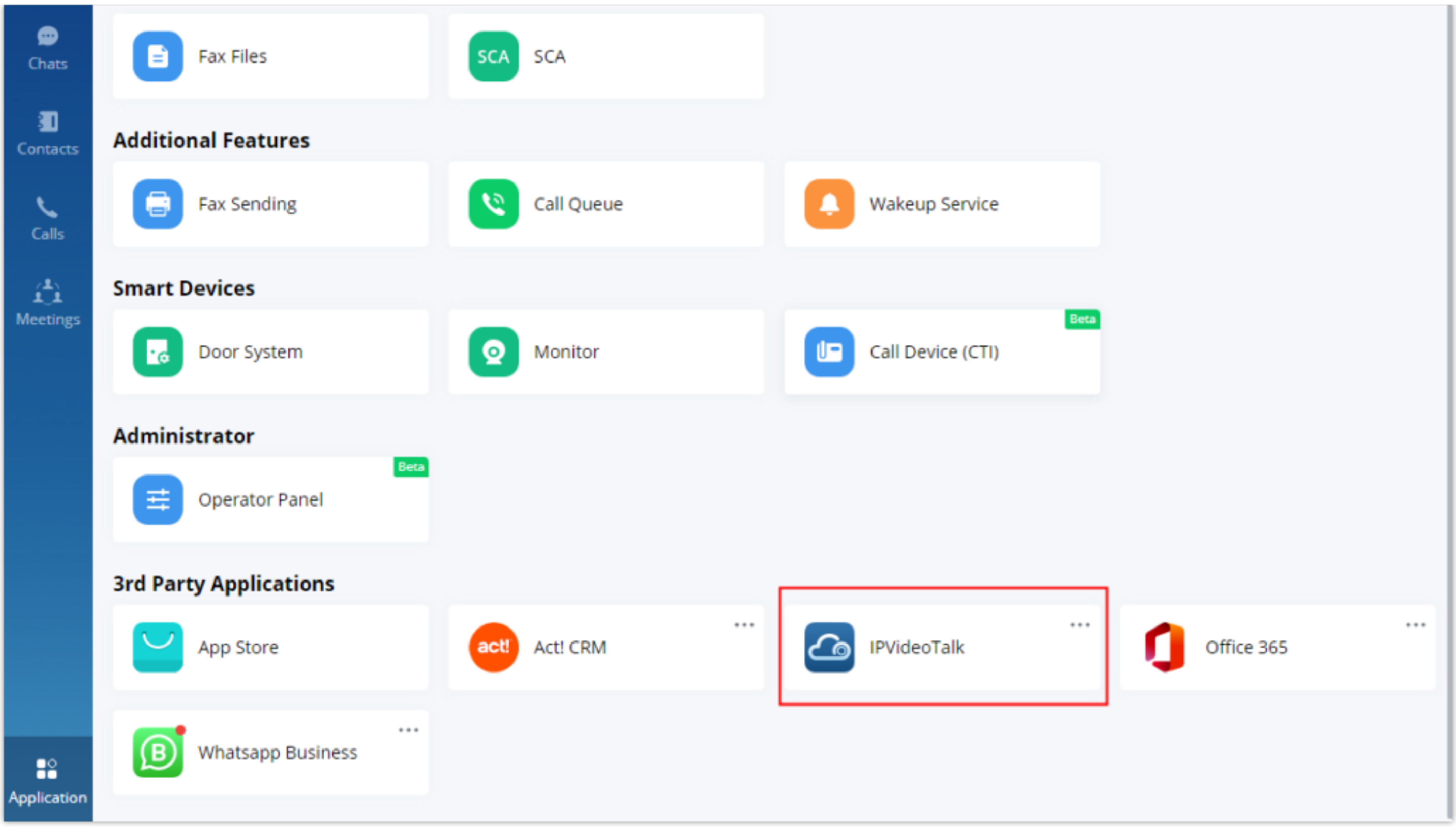
IPVideoTalk Add-in

IPVideoTalk service supports online meetings of up to thousands of participants and supports online webinar meetings. The user can click the link http://www.ipvideotalk.com/ to learn more details.

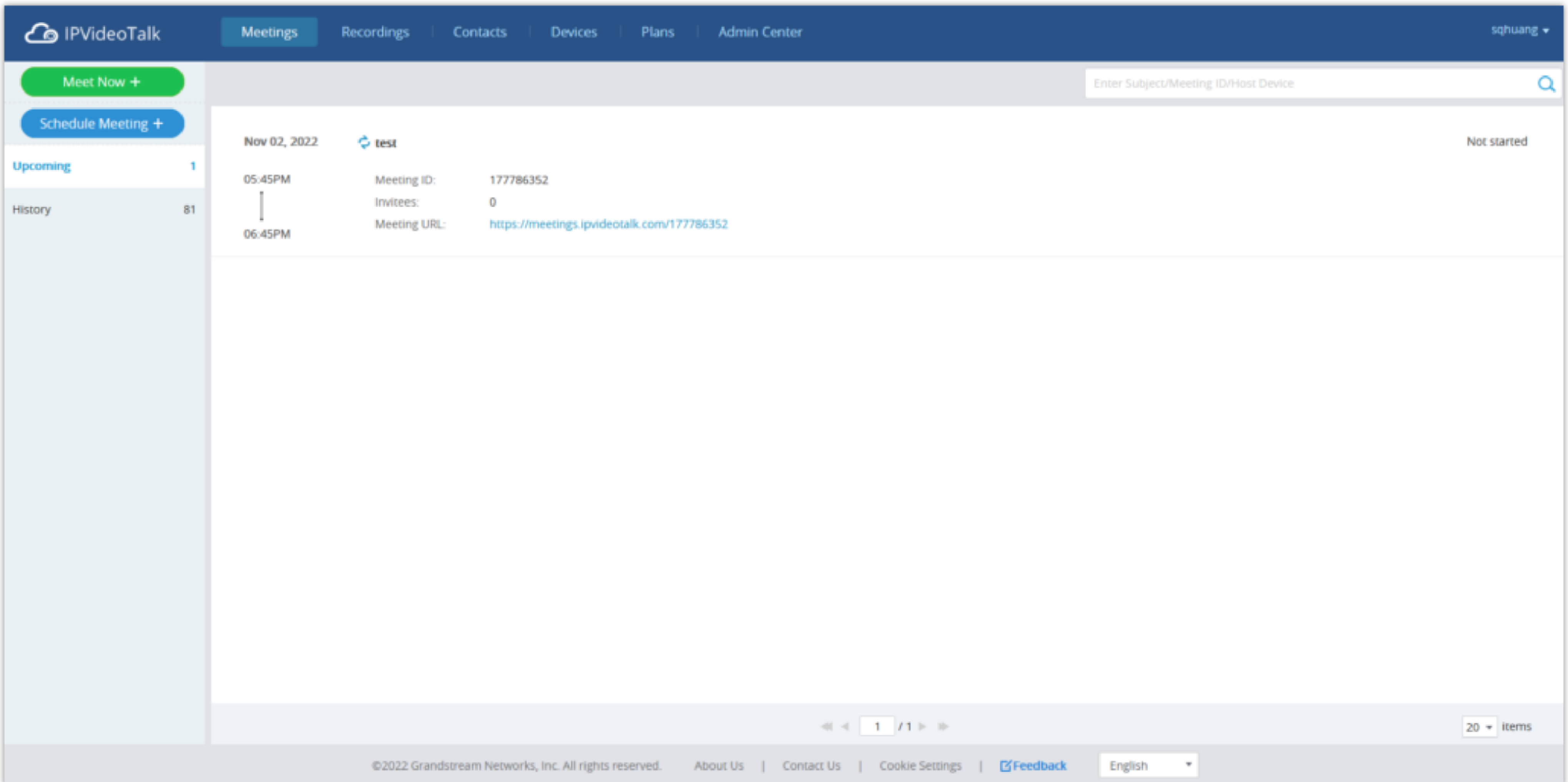
If the user already has the IPVideoTalk account, the user can install the IPVideoTalk add-in on the Wave Desktop application, and quickly access the IPVideoTalk meeting management platform to schedule meetings or start instant meetings.

1. After installation, the user needs to log in to the IPVideoTalk add-in with the IPVideoTalk account username and password.

2. After login, the user can click the "IPVideoTalk" icon in the "Application" module to access the IPVideoTalk meeting management platform directly. Please refer to the screenshot below:



IPVideoTalk Plug in



IPVideoTalk Meetings

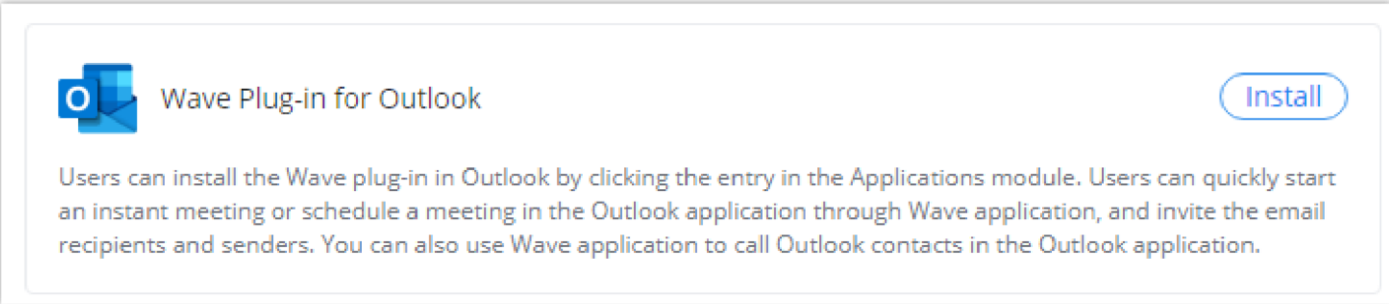
Wave Add-in on Outlook

Users can install the Wave add-in on Outlook so that users can quickly start meetings or schedule meetings.

Prerequisites:

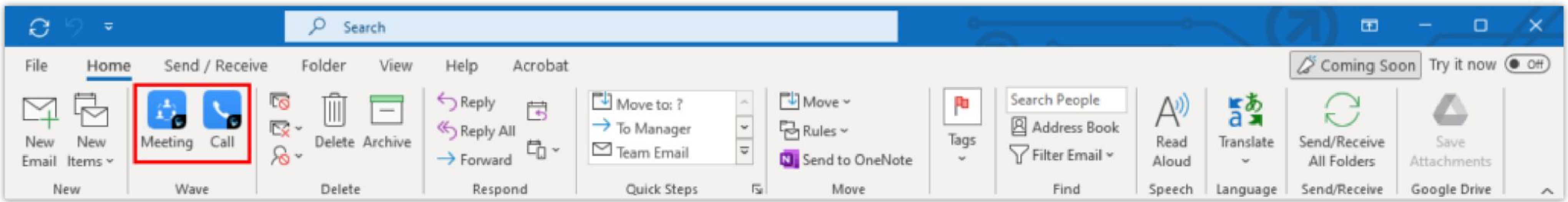
- Users must install Wave Desktop application 1.19.x or a later version for login.
- Users must use Outlook from one of the following Microsoft Office versions: 2003, 2007, 2010, 2013, 2016, 2019, and 2021.

1. Users can download the “Wave Plug-in for Outlook” add-in in the “Application” module on the Wave Desktop application. After clicking the “Install” button, the user will be redirected to download the add-in through the browser, and the add-in can be regarded as an installation file, the user can click the installation file to install the add-in to Outlook.

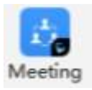


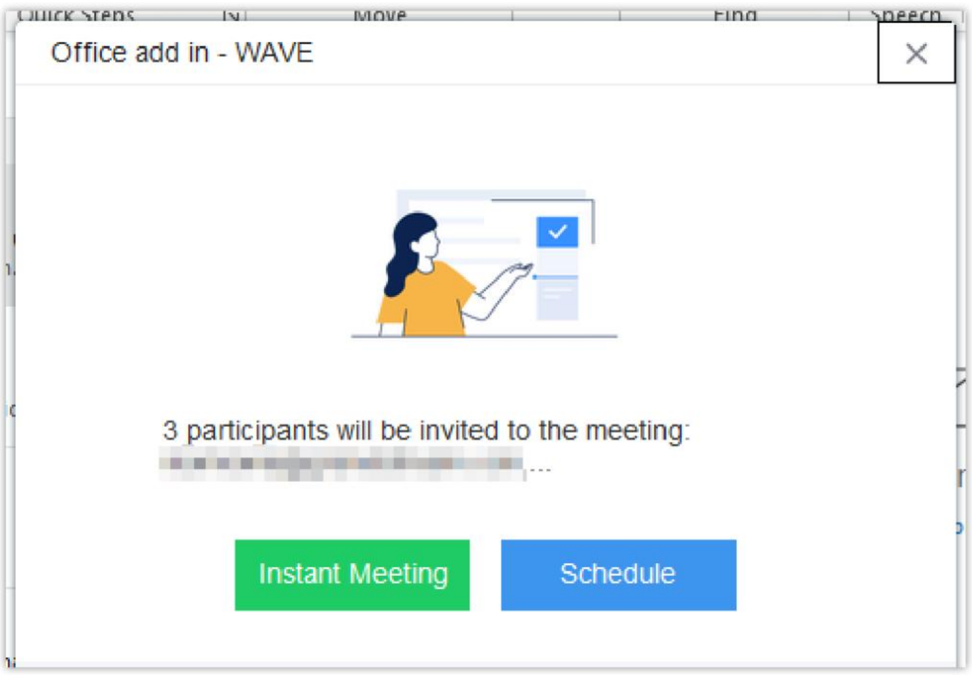
Wave Plug in for Outlook

2. After installing the add-in to Outlook, the user can see the “Meeting” button and “Call” button for the Wave Desktop application inside Outlook.



Outlook Ribbon Menu

The user can click the button  , select the meeting type between “Instant Meeting” and “Schedule”, and access the meeting creation interface of the Wave Desktop application. The email contacts will be carried as the meeting invitees automatically.



Office Add in Wave

The user can click the “Call” button to dial the number of the Outlook contact. If there is no number for the Outlook contact, the Wave Desktop application will use the email of the contact to query the number in the Wave Contacts for dialing.

Wave H5 Add-in on Google Chrome

The Wave H5 add-in on Google Chrome is a soft terminal of the Wave application and users can use the Wave application through the add-in on any page.

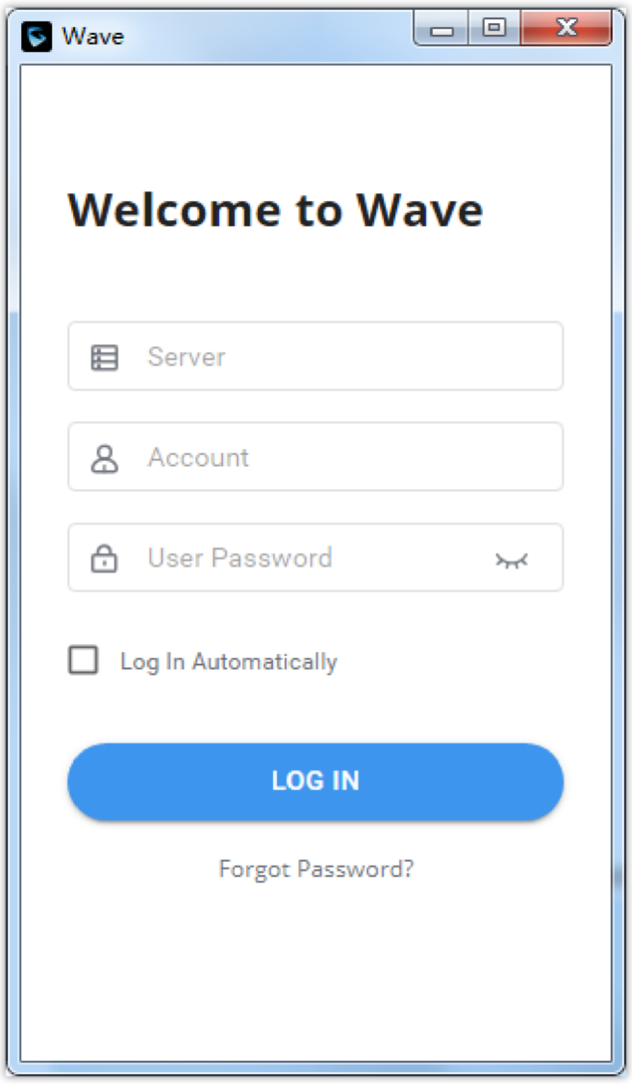
> Note
>
> Please refer to the following Chrome Web Store link to download Wave H5 Chrome plug-in: https://chrome.google.com/webstore/detail/grandstream-wave-for-chro/gjddlbmkbmjhhdhkhldpkdelbefkilkk

Steps:

1. Users can find and install the Wave H5 add-in in the "Chrome web store".
2. Log in to the Wave account.

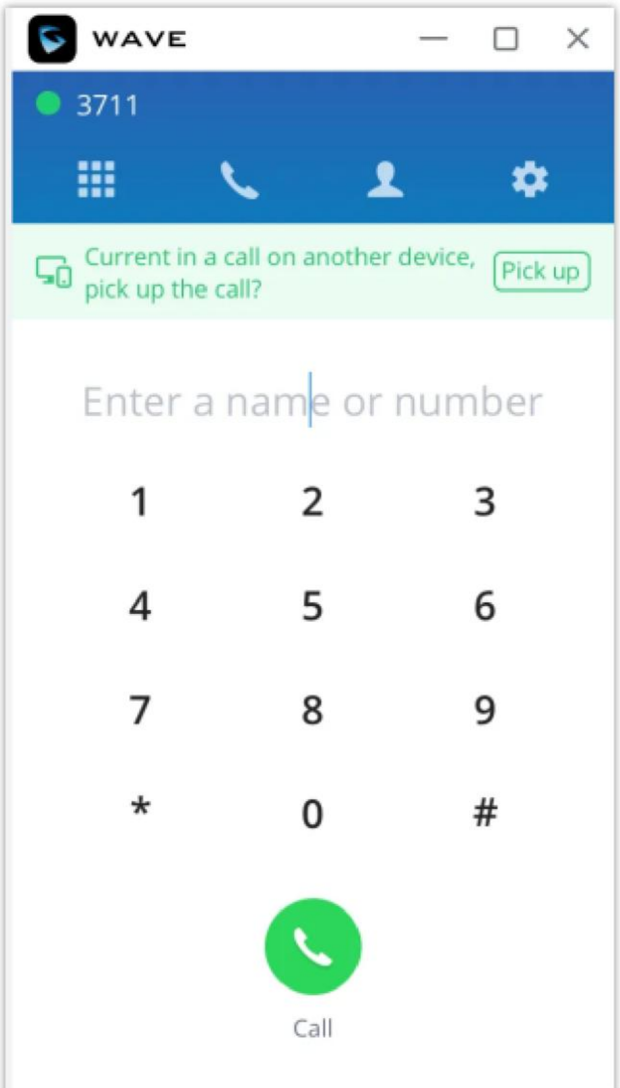
Note

The user cannot log in to the Wave H5 add-in and Wave Web/Desktop client at the same time. If the user logs in to the Wave H5 add-in, the same Wave account in the Wave Desktop client or Web client will be logged out automatically.



Wave H5 Login Page

3. After logging in, the user will see the Wave interface as shown below:

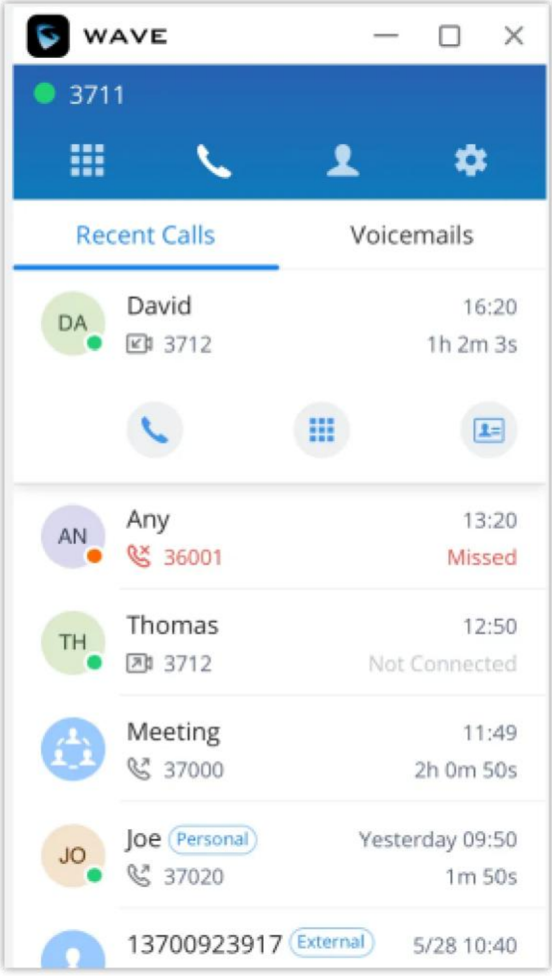


Pick up Call

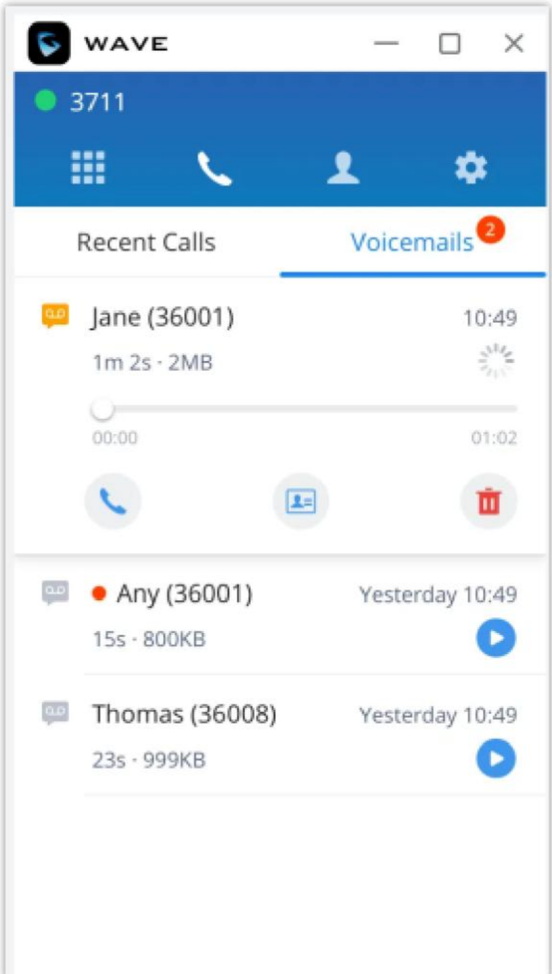
Dial Panel: Users can quickly dial any number. Users can enter the number to search for the contact or enter the name to search for the contact.

Recent Calls & Voicemails: Users can callback or view the contact details on the "Recent Calls" page.

It supports the "Call Flip" feature. Users can enter the call flip feature code to switch the call on another client to the local Wave H5 add-in client or click the call flip button to switch it immediately.

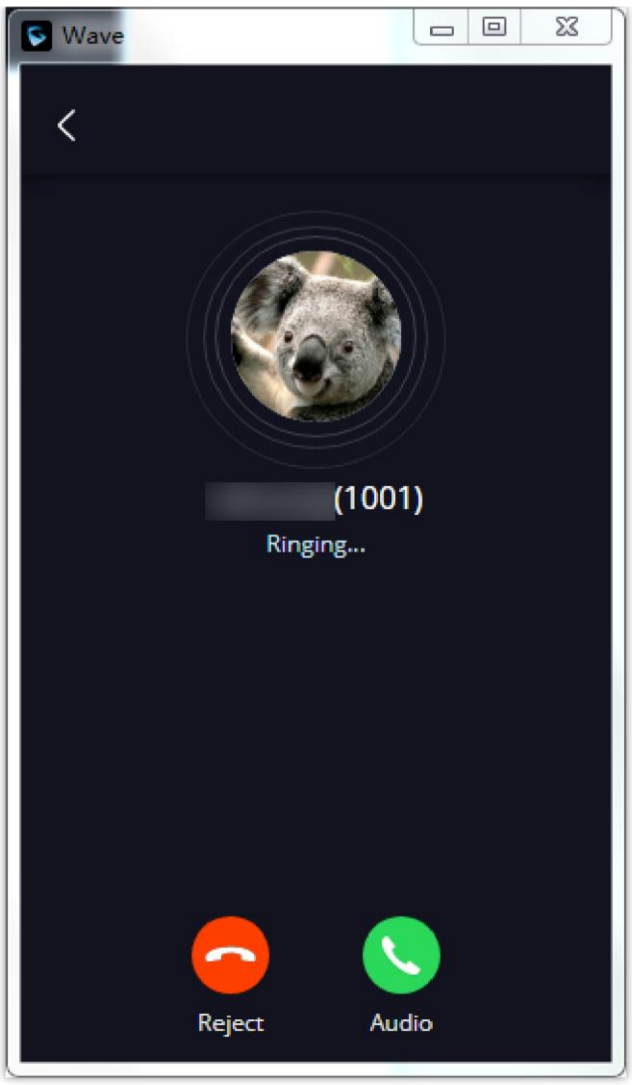


Recent Calls



Voicemail

Please refer to the following screenshot for the incoming call window.

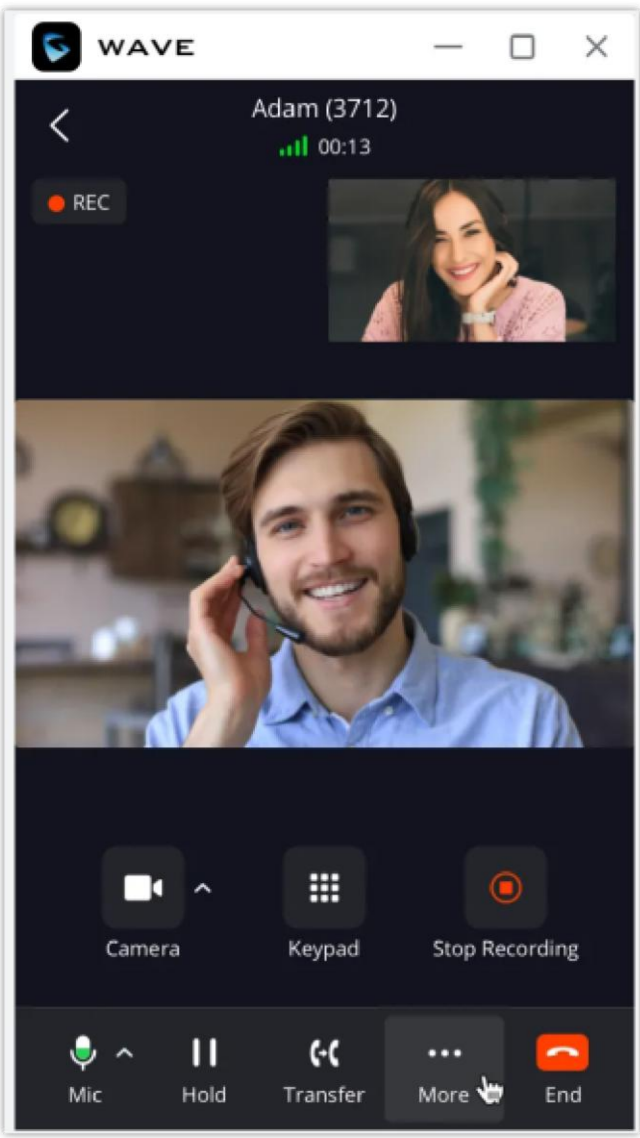


Ongoing Audio Call

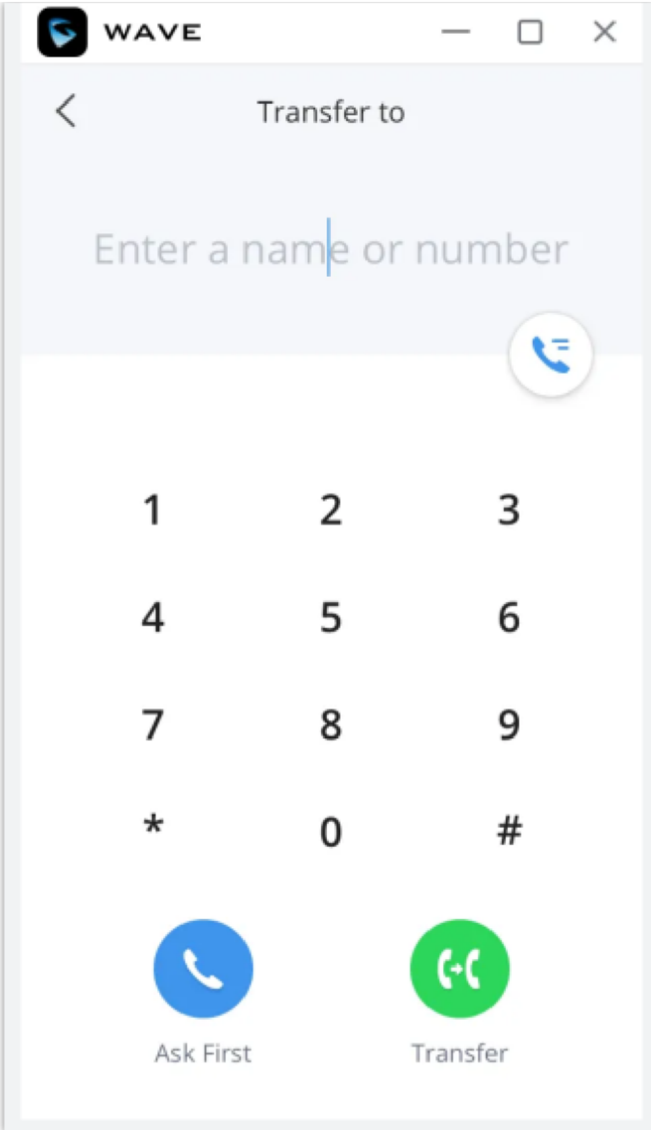
Note

This add-in does not support the meeting function. If the user wants to join into a meeting through the Wave H5 add-in client, the user will join the meeting as a P2P call.

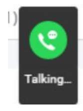
Calling Interface: The calling interface includes the following features: Multiple lines, audio/video calls, blind/attended transfer, and call hold, which are the same as the features on the Wave Desktop client.



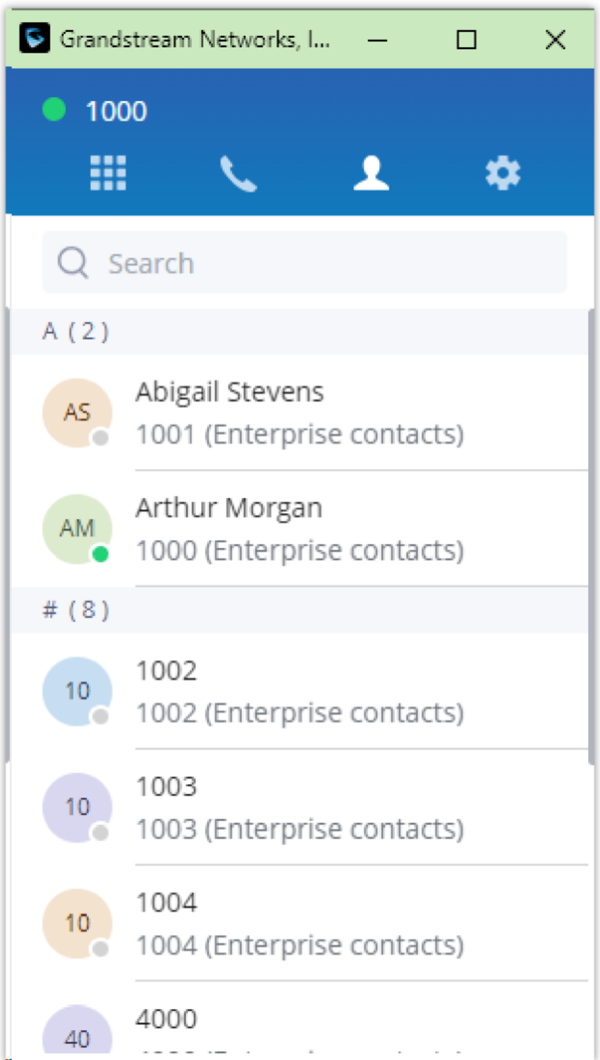
Ongoing Video Call



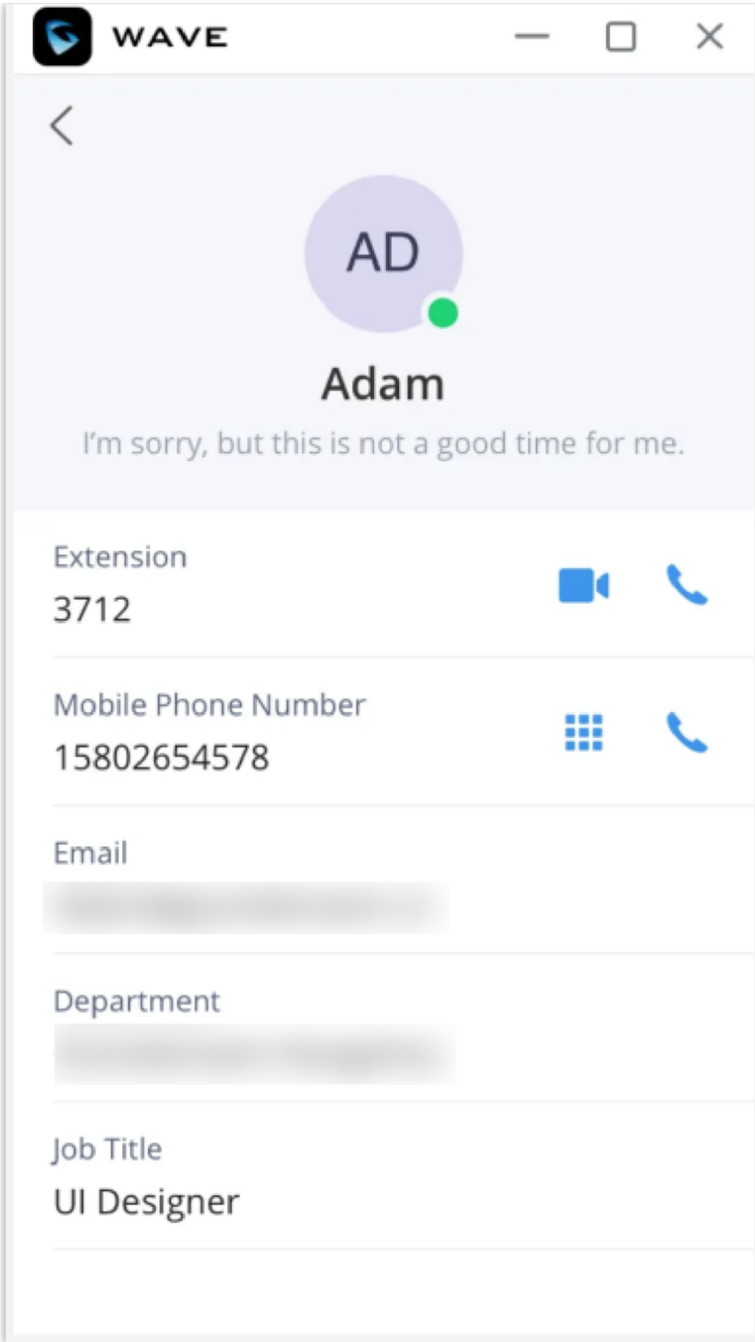
Dial Numpad

If the user minimizes the calling interface, the user will see: 

Contacts: All contacts in the Contacts module will be displayed (displayed in tiled mode). Users can view the contact details.



Contact List

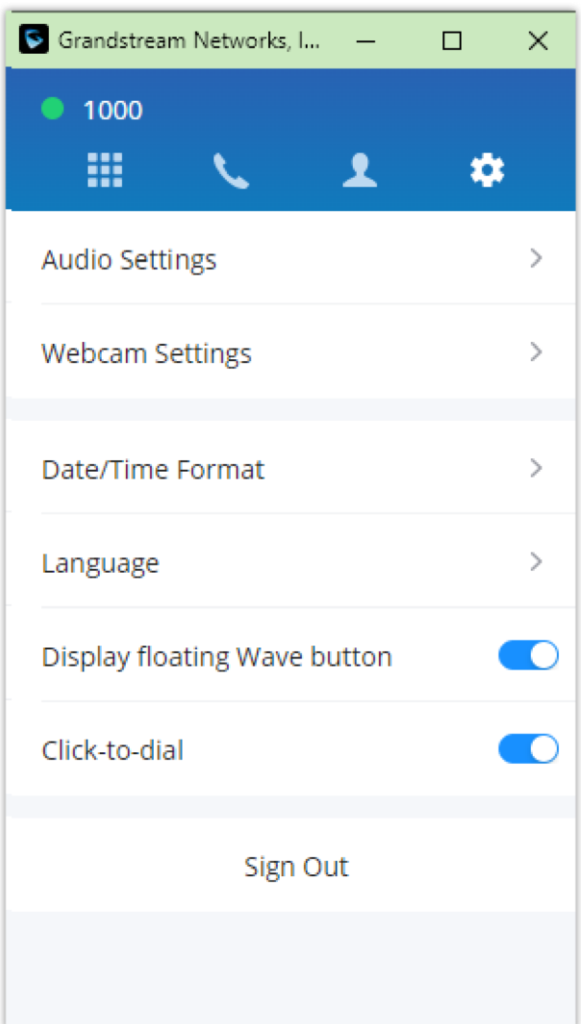


Contact Page

Settings:

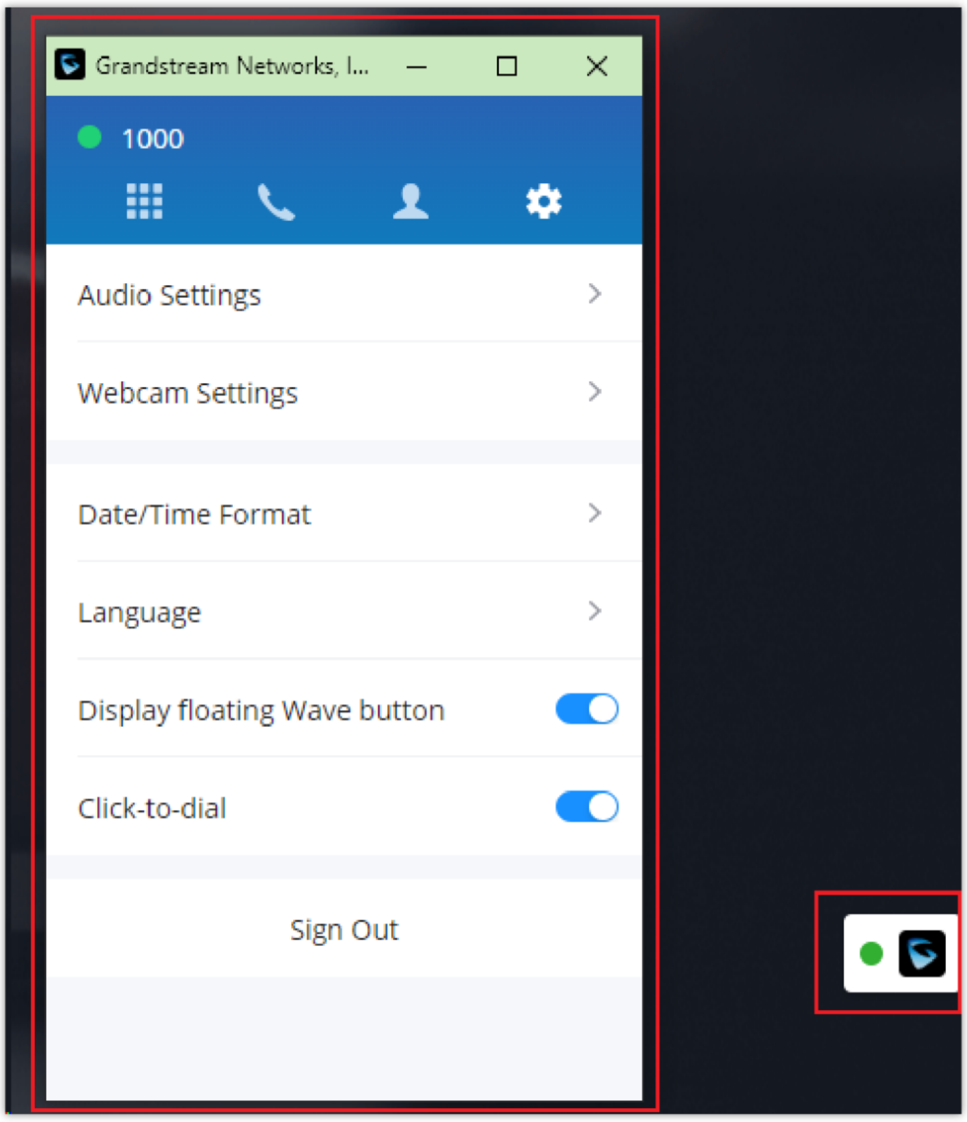
Users can set the audio and video devices, set date/time format, set languages (the default setting is using the current language of the browser), set the floating window of the Wave client (There is a quick access entrance on the browser. Users can click the button to display the Wave client window), set click-2-dial feature (If this option is enabled, the numbers on the Chrome browser can be dialed through the Wave client. The user can move the cursor to the number and the user can see the Wave calling entrance for clicking), and set to log out of the account.

Please refer to the screenshots below:



Settings

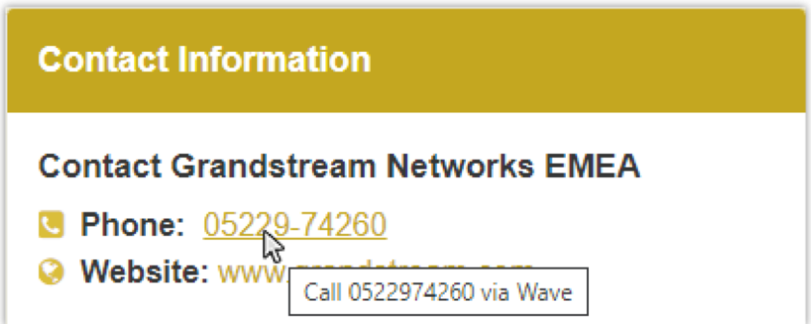
If the floating window of the Wave client is enabled, the user can see the Wave client as the screenshot shows below:



Wave H5 Window Floating Button

If the user enables the click-2-dial feature:

The user can see the Wave call entrance on the Chrome browser if the user moves the cursor to the number. Please see the screenshot below:



OfficeRnD Hybrid Work Add-in

OfficeRnD Hybrid Work is an easy desk booking software that boosts employee collaboration and adapts your space for hybrid work. Employees can quickly find and book desks and meeting rooms, and see real-time availability of desks and spaces on the office map.

Note

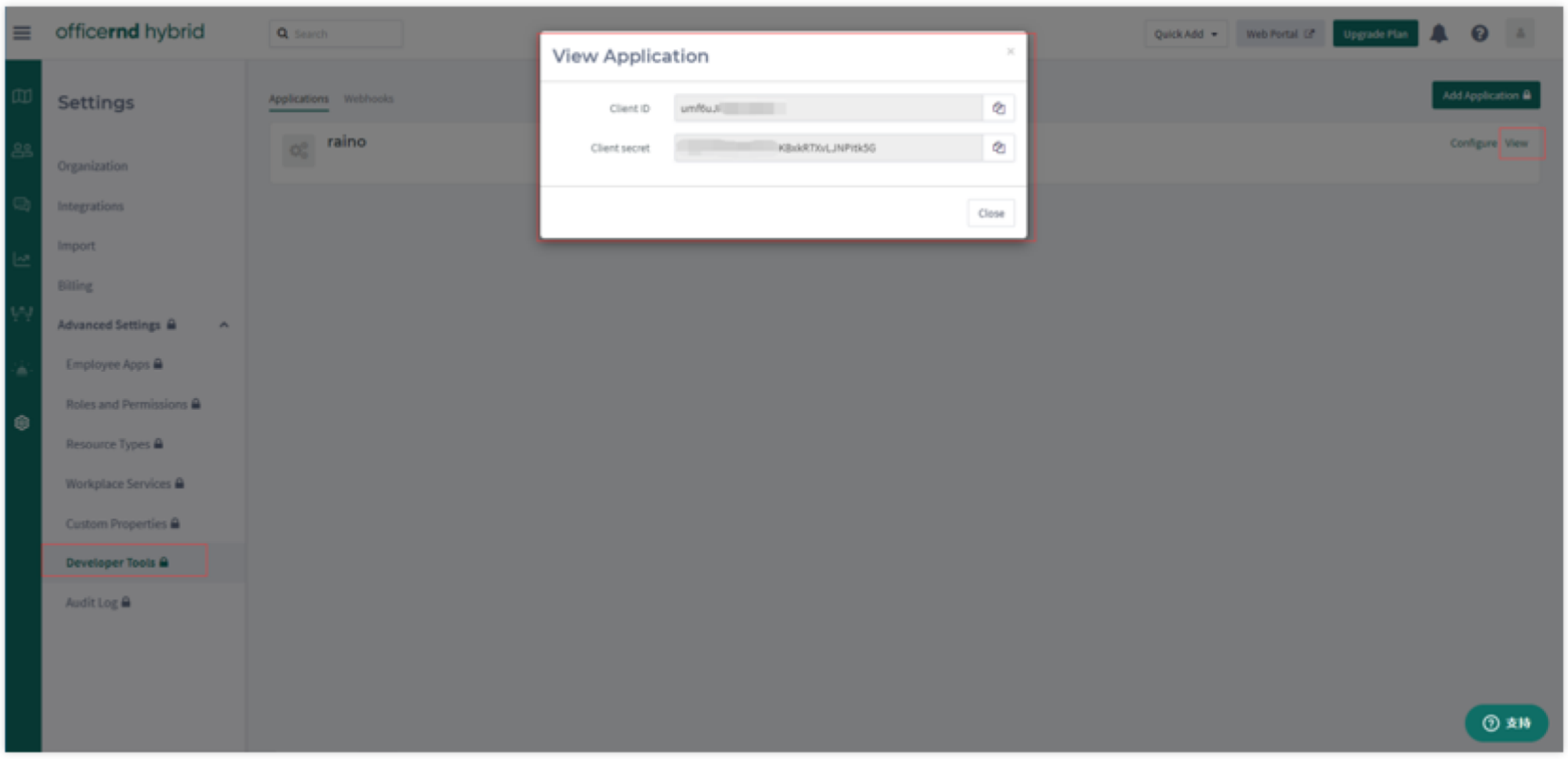
For this integration to be configured and function properly, please ensure that your software versions are the following:

- UCM6300 Series device firmware version 1.0.27.X or higher
- Wave Desktop version 1.27.X or higher

For Admins

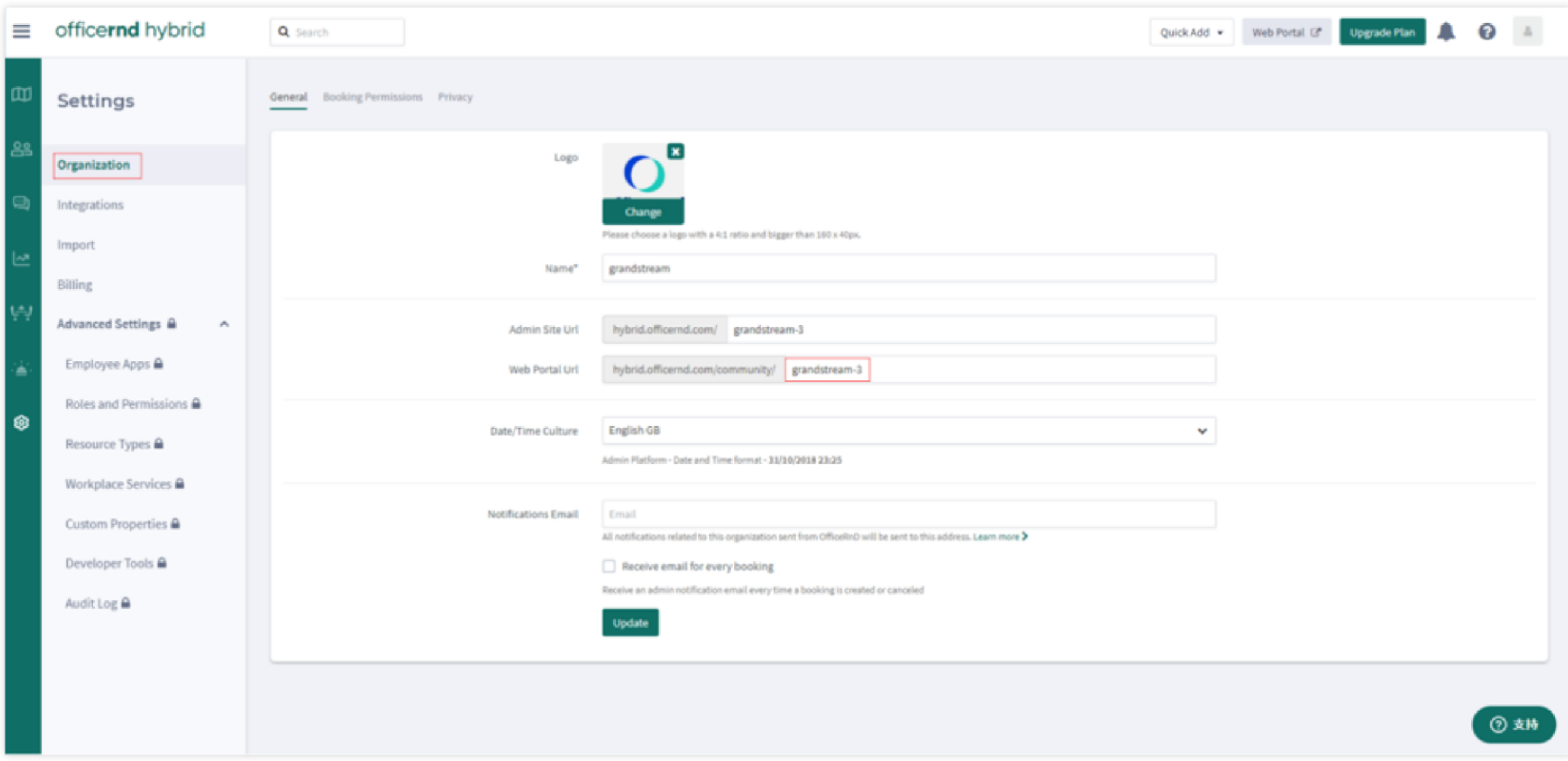
Step 1: Get OfficeRnD Application Information

1. OfficeRnD Hybrid administrator logs in to the management platform and adds Application in Settings → Development Tools. After adding successfully, you can get the Client ID and Client secret.



View Application ID and Secret

2. Get the organization name in Settings → Organization



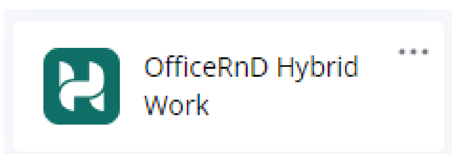
OfficeRnD Hybrid Organization Portal URL Configuration

Note

An enterprise needs to register an OfficeRnD Hybrid account first, add Office Maps and add employees, etc. For more details, please refer to https://help.officernd.com/hc/en-us/sections/4407780899474-Getting-Started

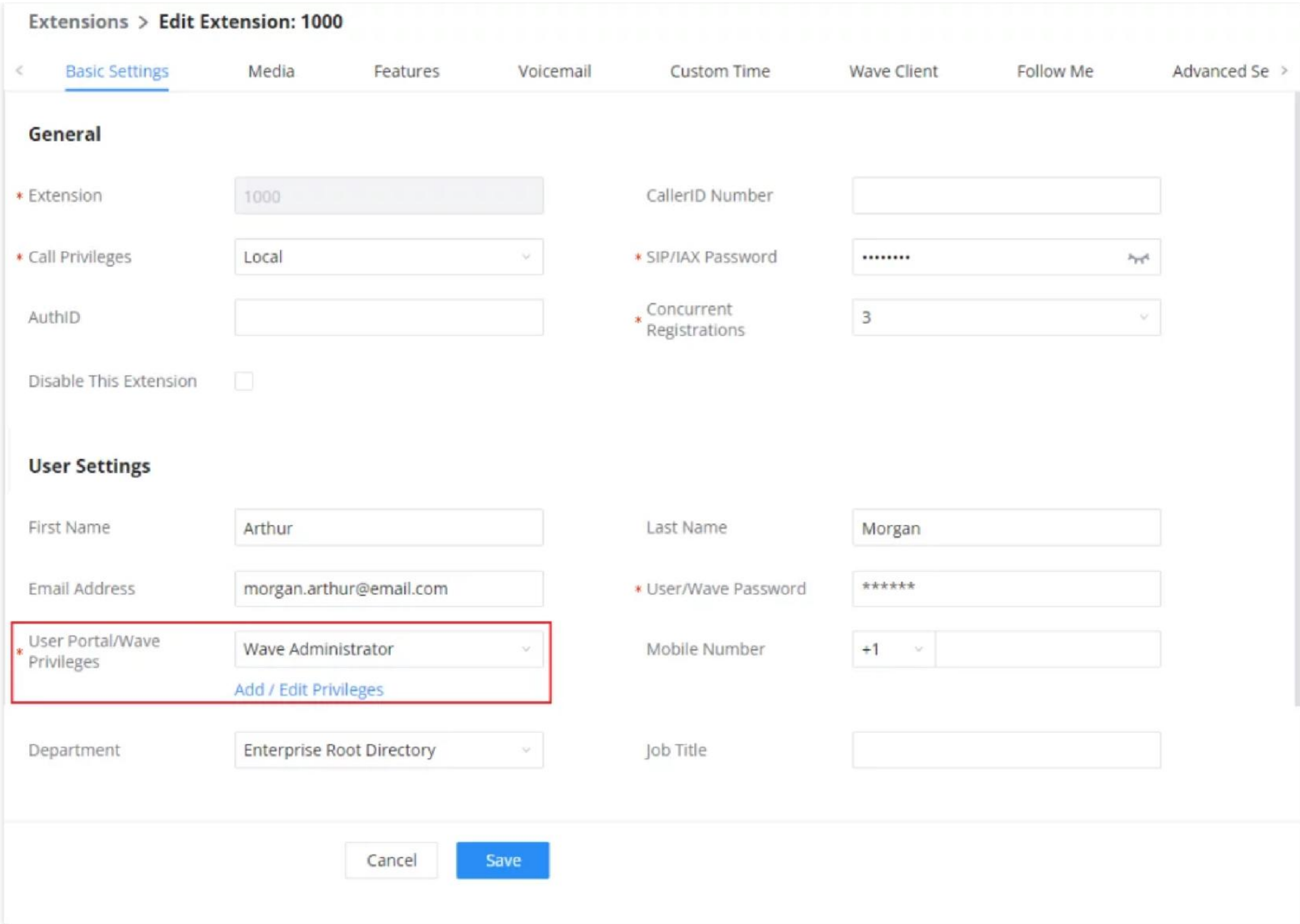
Step 2: Wave administrator configures OfficeRnD application information

1. Install the add-in “OfficeRnD Hybrid Work” on Wave Desktop



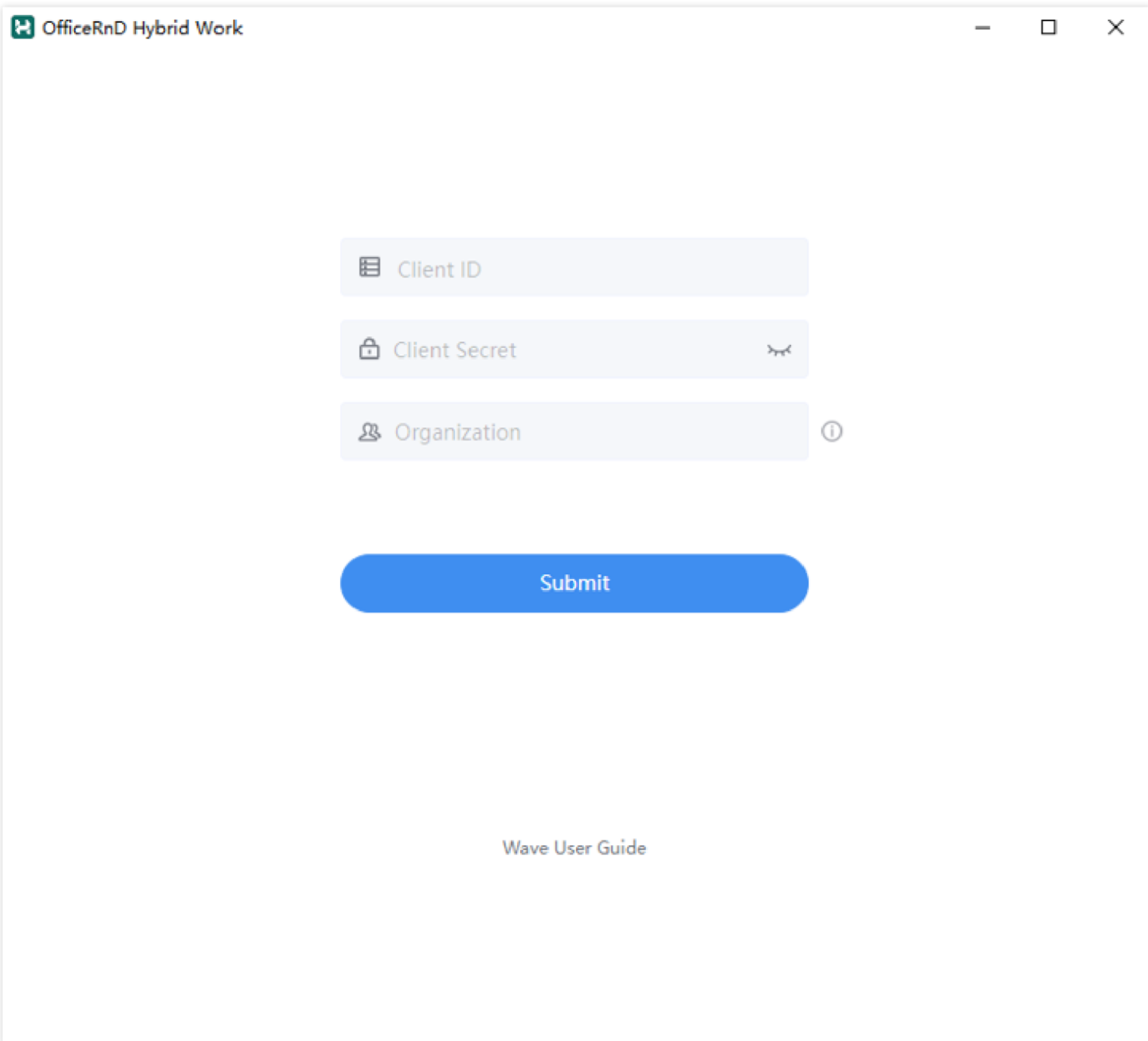
OfficeRnD Hybrid Work

2. The current extension user has Wave administrator privileges. On the UCM management platform, set an extension user as “Wave Administrator”, as shown below:



Extension Basic Settings

3. Wave administrator opens the add-in “OfficeRnD Hybrid Work” and configures the following parameters:



OfficeRnD Hybrid Work Login Page

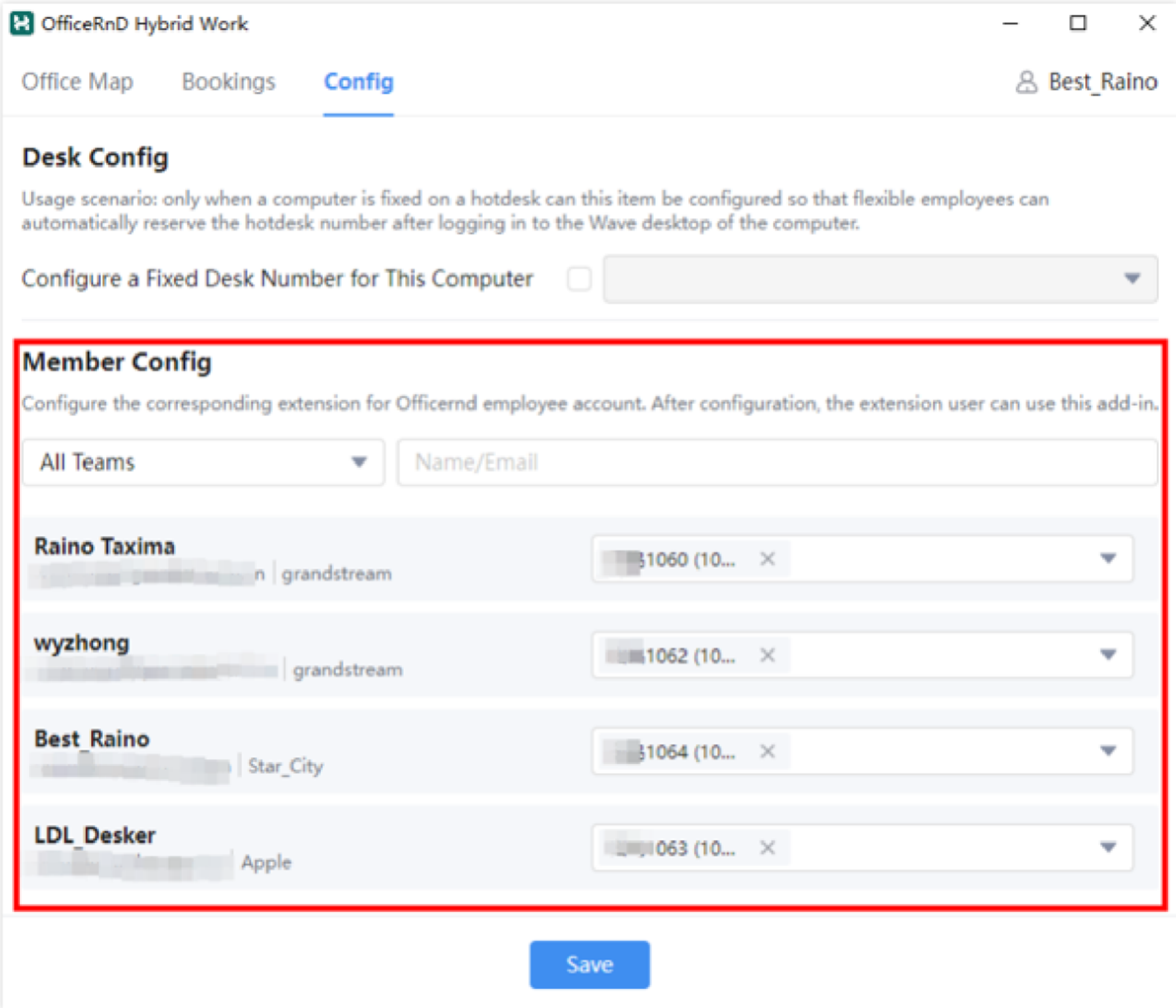
Client ID	Fill in the Client ID obtained from step 1.
Client Secret	Fill in the Client Secret obtained from step 1.

Organization	Fill in the Organization Name obtained from step 1

Note

A UCM server can only be configured with one OfficeRnD organization

Step 3: Configure OfficeRnD accounts for Wave users



OfficeRnD Hybrid Work Config

1. Wave administrator configures corresponding extension users for each OfficeRnD account, and selects one or more extension users from the local UCM server.
2. Then these extension users can start using this plugin, otherwise, they can't use it.

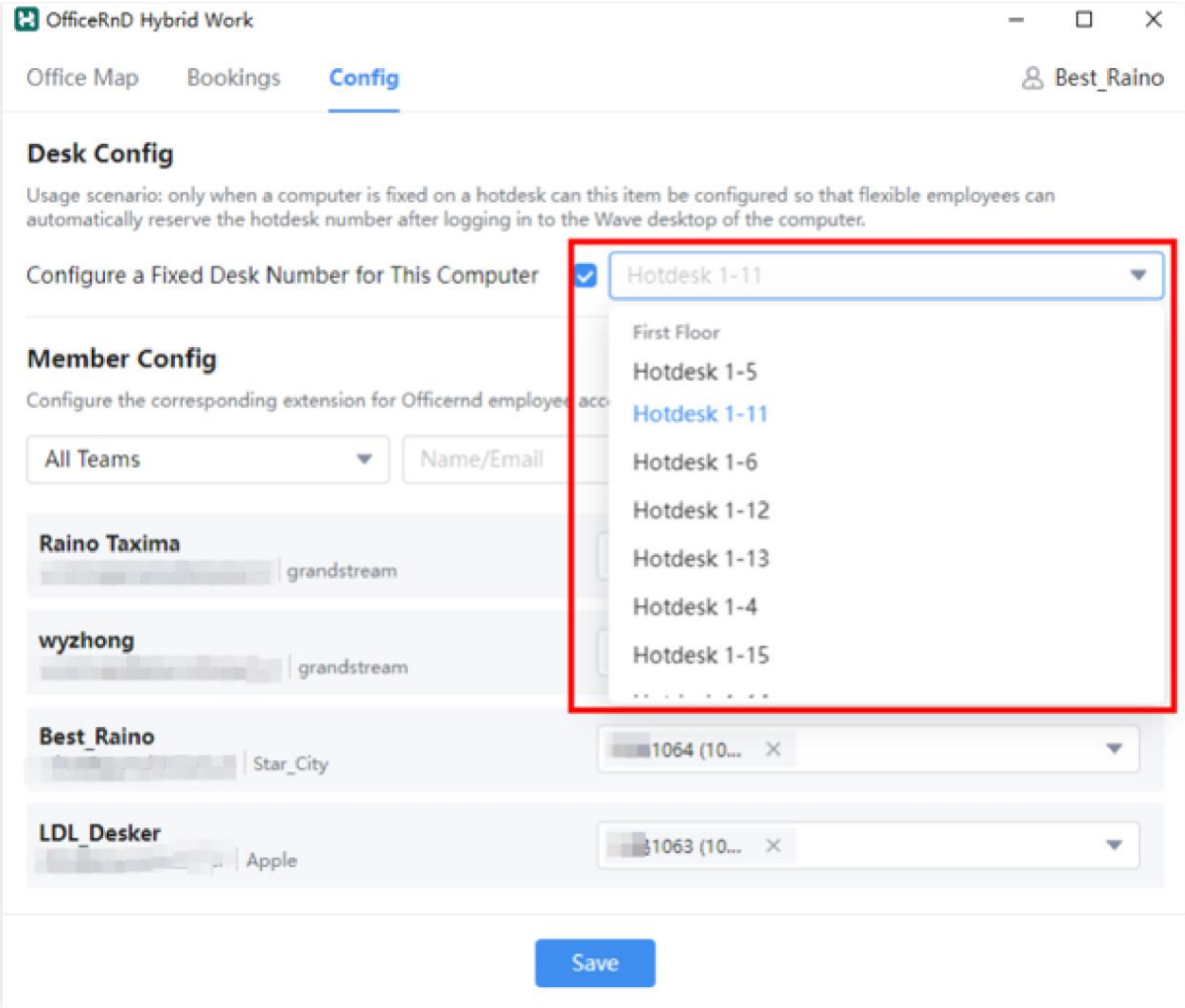
Note

You need to add employee accounts in OfficeRnD Hybrid. You can create one account per department or one account per employee.

Configure a fixed desk (Optional)

If there is an office computer at this hotdesk, employees can automatically book this hotdesk by using the computer at this hotdesk.

1. First, the administrator needs to log into Wave Desktop on the computer of this hotdesk and configure the hotdesk number.



OfficeRnD Hybrid Work Desk Configuration

2. After the configuration is complete, once an employee logs in to the Wave Desktop, the desktop will be automatically booked using his account. If the hotdesk is already booked during the current time period, an error message will be displayed.

For Employees

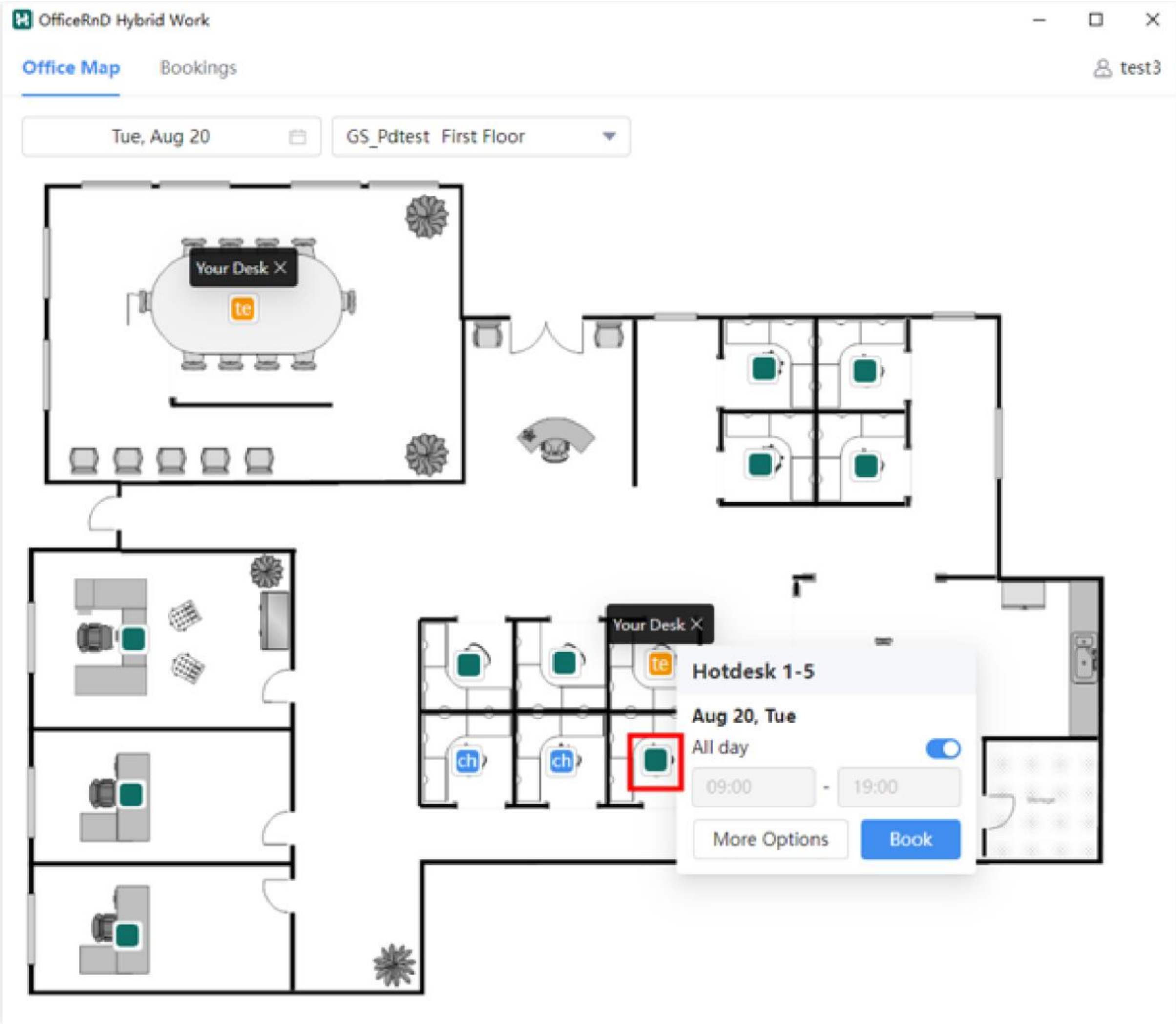
Prerequisites

1. Your extension has been assigned to an OfficeRnD account by the Wave administrator.
2. Installing add-in "OfficeRnD Hybrid Work" of Wave Desktop.

Book a Desk/Meeting Room From the Office Map

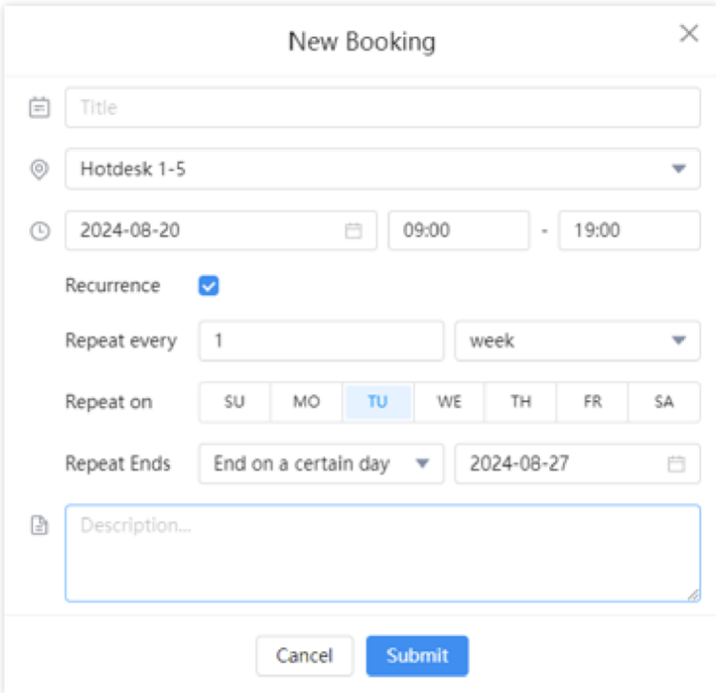
1. Log into your Wave Desktop and add-in "OfficeRnD Hybrid Work".
2. From the Office map, click on an occupied resource (mark green) and set your booking hours (or make an all-day booking):

> **Note**
>
> You can zoom in and out on the map.



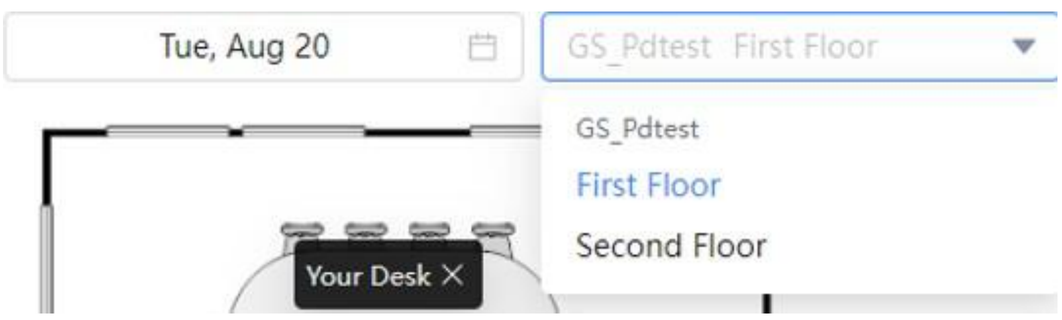
OfficeRnD Hybrid Work Office Map

3. Click More Options to set the title, recurring bookings and description.



OfficeRnD Hybrid Work New Booking

4. The office map filters let you filter by date and floor. You can see the desks booked by the team and the available desks.

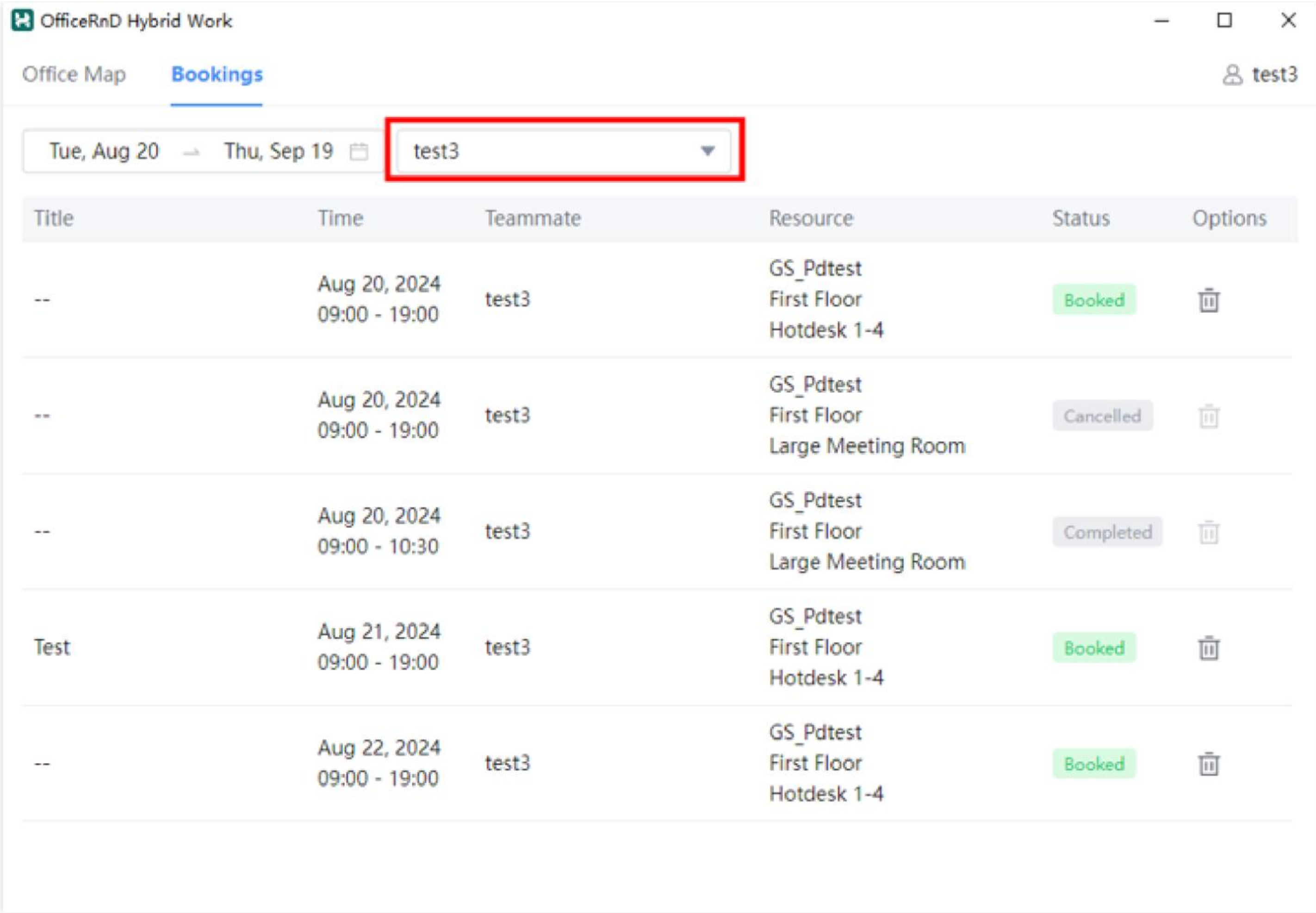


Choose The Floor

View My or Team's Bookings

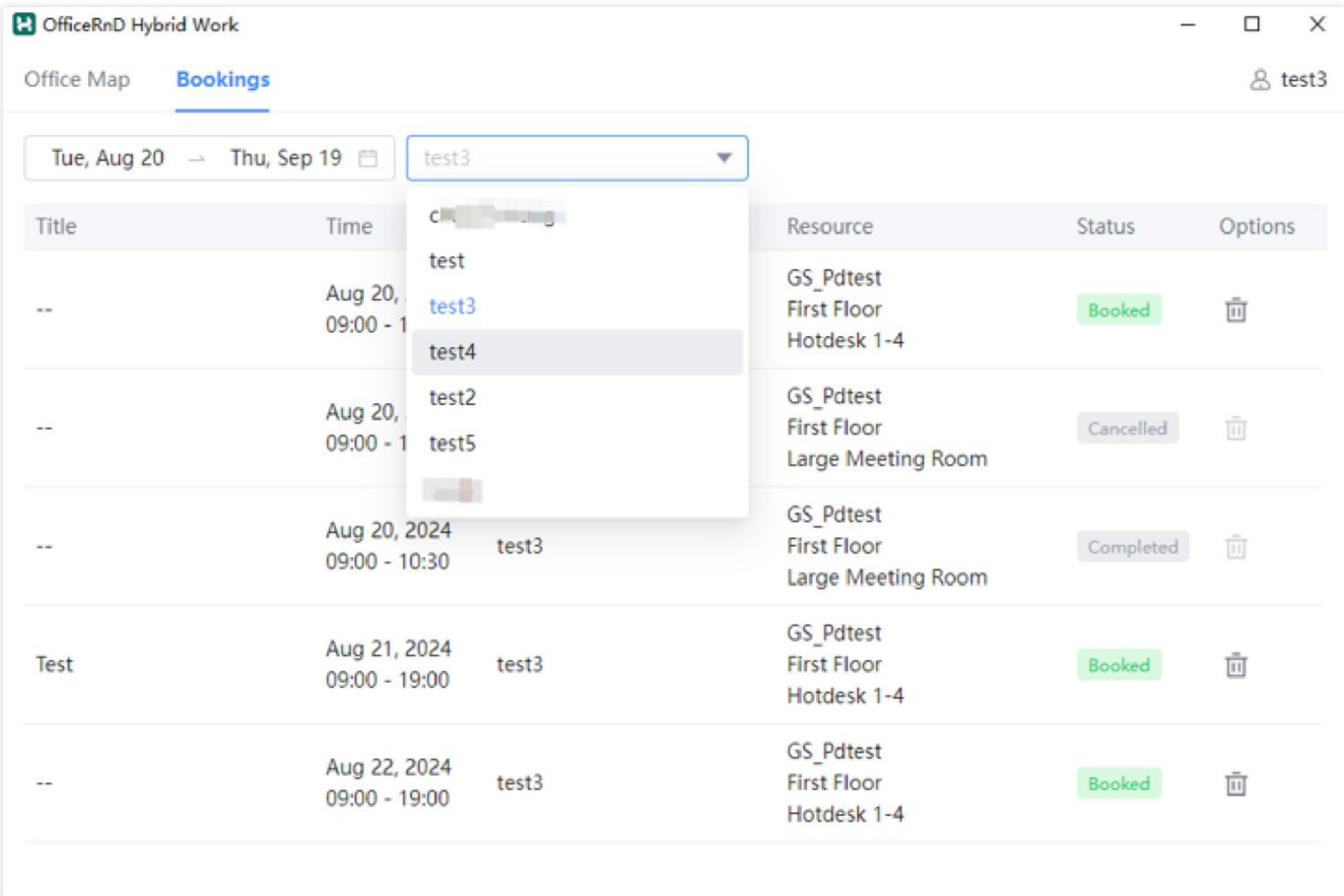
1. Log into your Wave desktop and go to the "OfficeRnD Hybrid Work" add-in.

2. Click the Bookings tab to view my booking list:



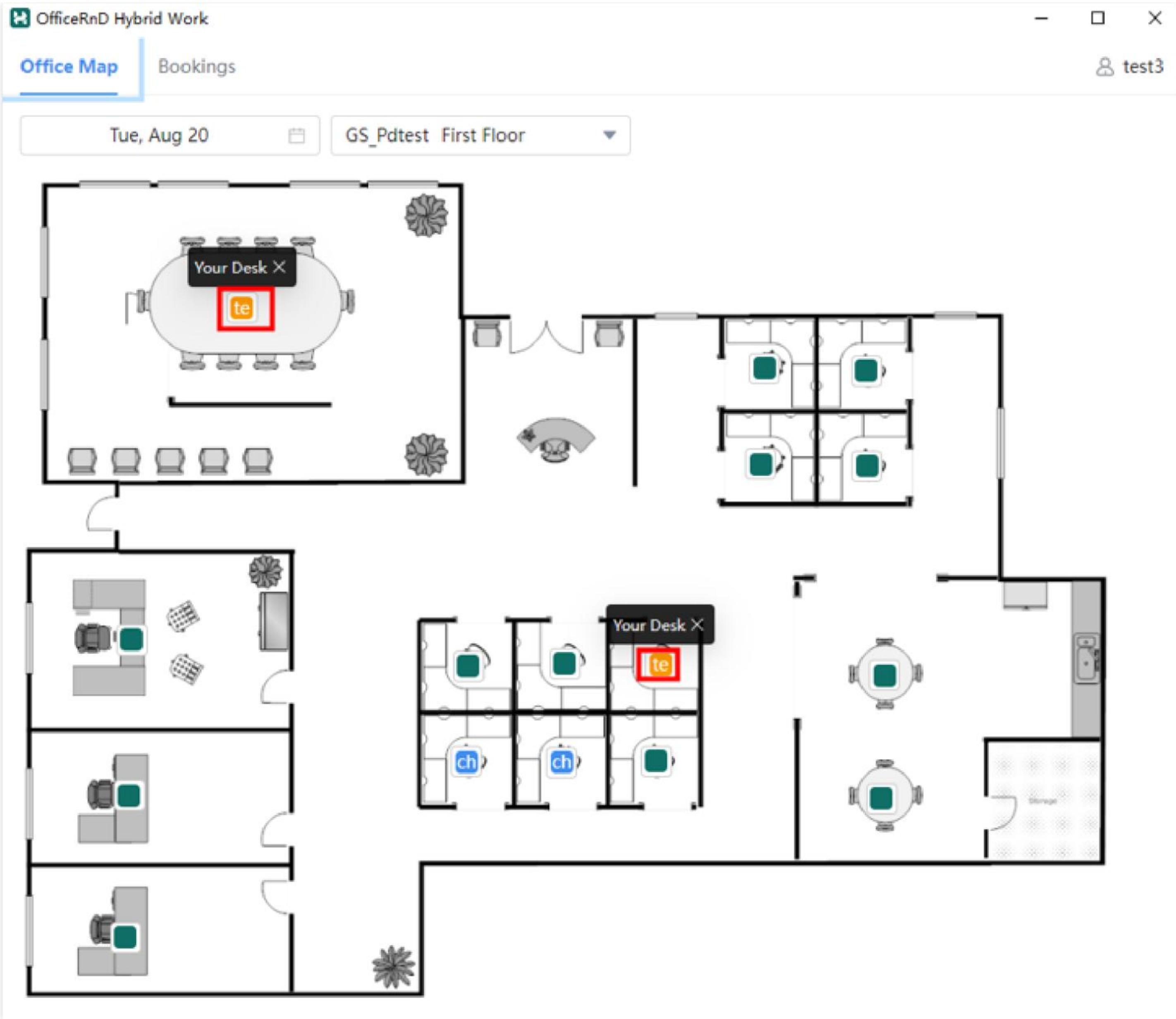
OfficeRnD Hybrid Work Bookings

3. Search for other team members to display their booking list:



Team Members Bookings

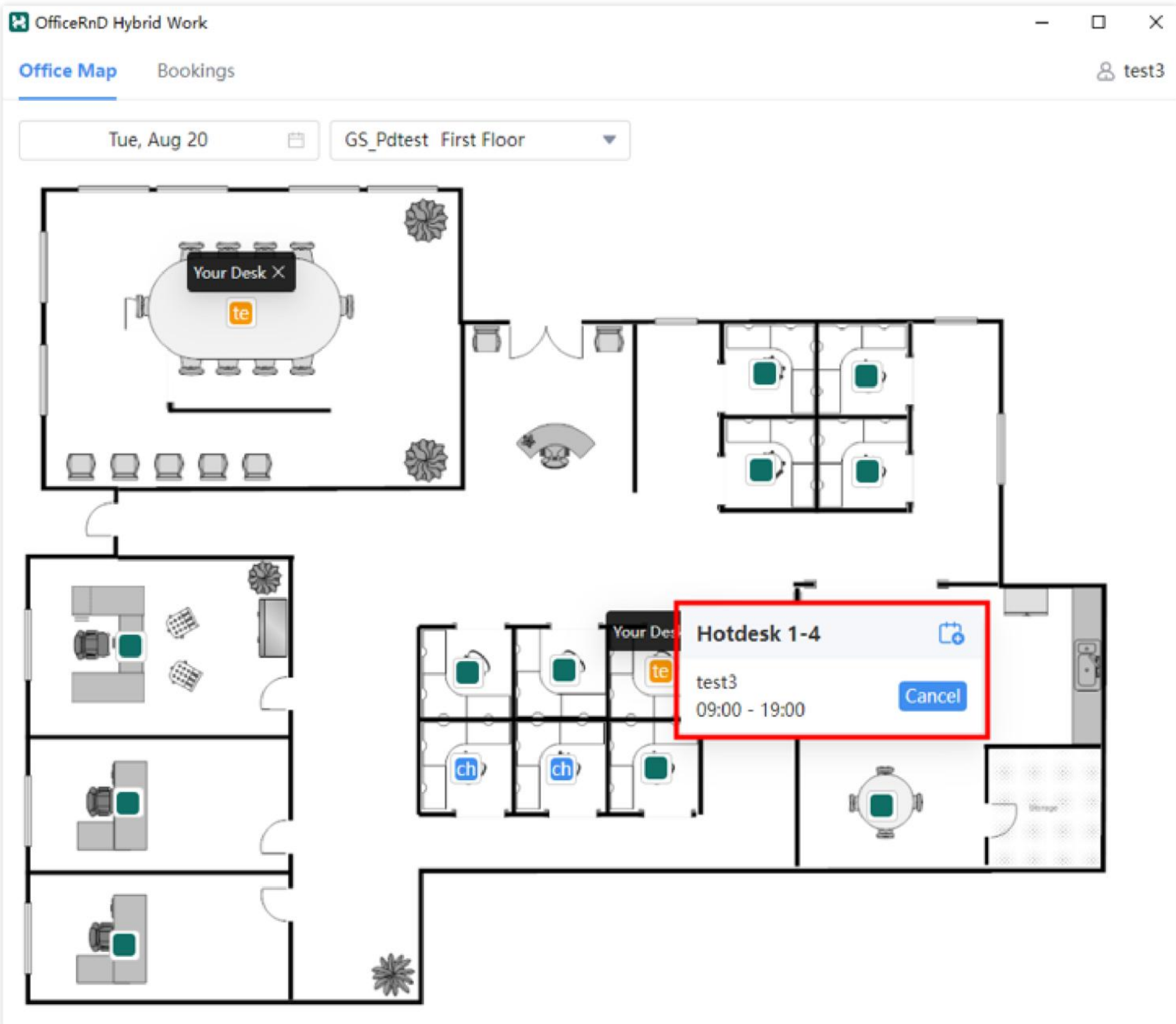
4. In the office map, I can also view my booking:



Office Map View

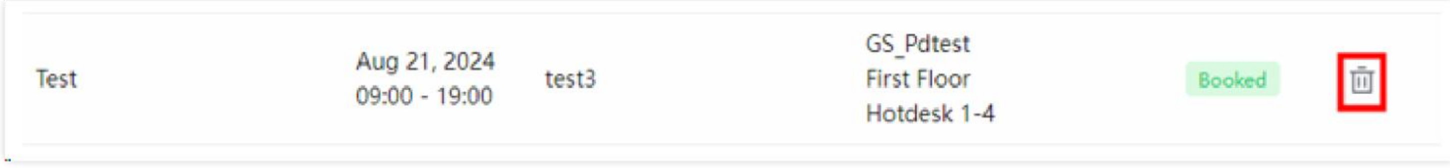
Cancel My Booking

1. You can cancel your booking on the map



Cancel Booking

2. You can also cancel your booking on the booking list:



Delete Booking

Note

Completed bookings cannot be cancelled.

Zoho Desk

Login

The Zoho Desk system server is a cloud server, and it has been deployed in different regions of the world. The regional servers are as follows:

- US: https://accounts.zoho.com
- CN: https://accounts.zoho.com.cn
- EU: https://accounts.zoho.eu
- IN: https://accounts.zoho.in
- AU: https://accounts.zoho.com.au

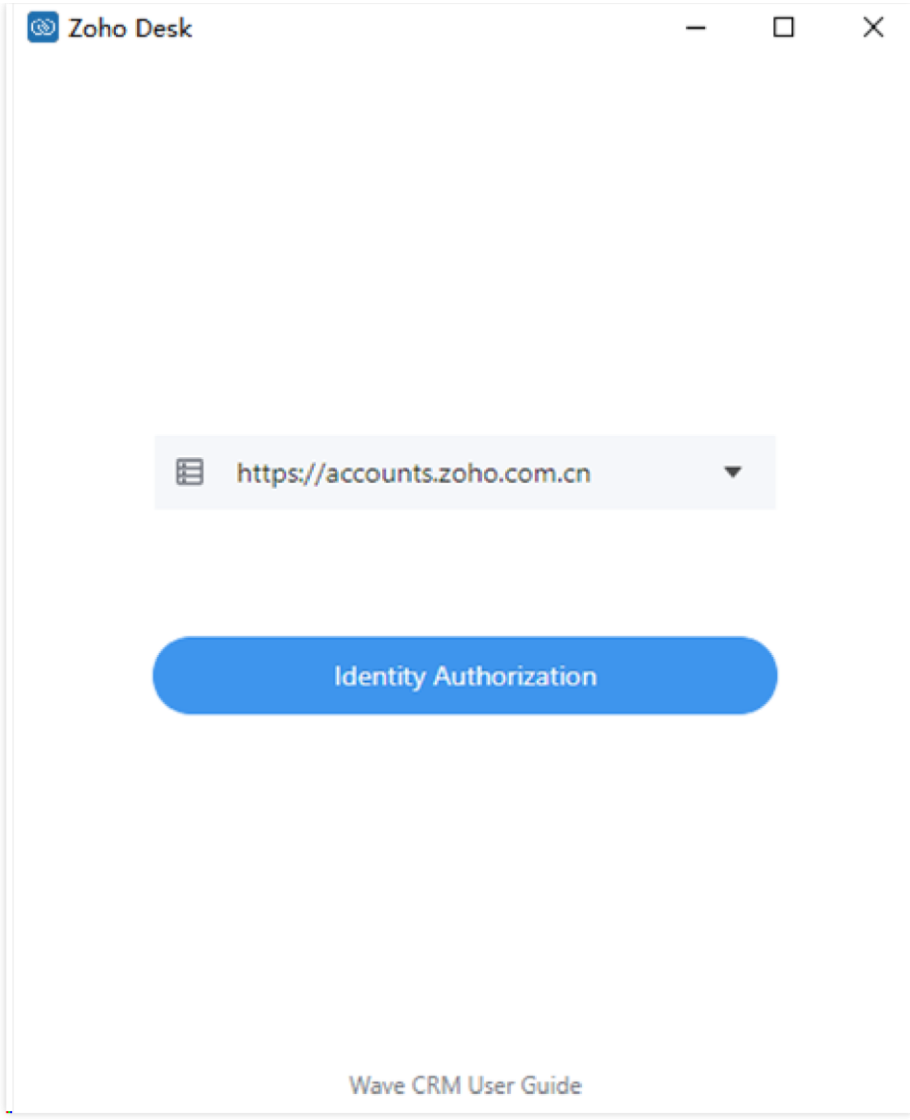
The servers in different regions are independent, but the functional flows are the same.

This document introduces the Zoho Desk system based on the China regional server. The only difference between each regional server is the domain name address suffix.

Log Into Zoho Desk System through Wave Application

The user can click to install and open Zoho Desk Add-in in the “App Store” in the Wave application and proceed to verify the identity.

1. The user needs to select the preferred Desk server address and click on the “Identity Authorization” button to access the identity verification interface.

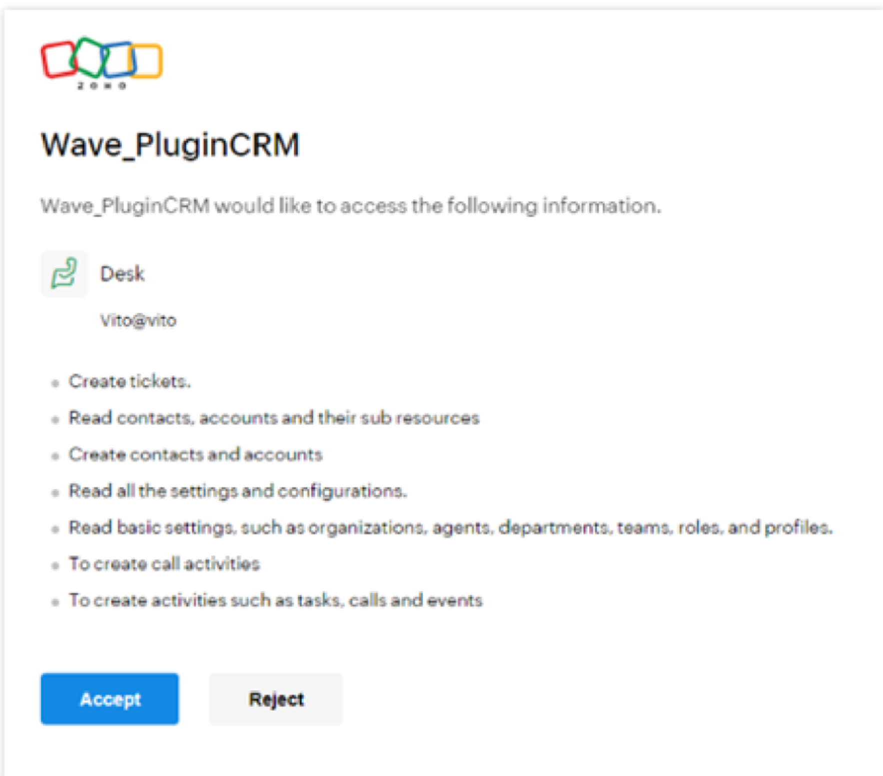


Zoho Desk Login Page

1. Login to the Zoho Desk system

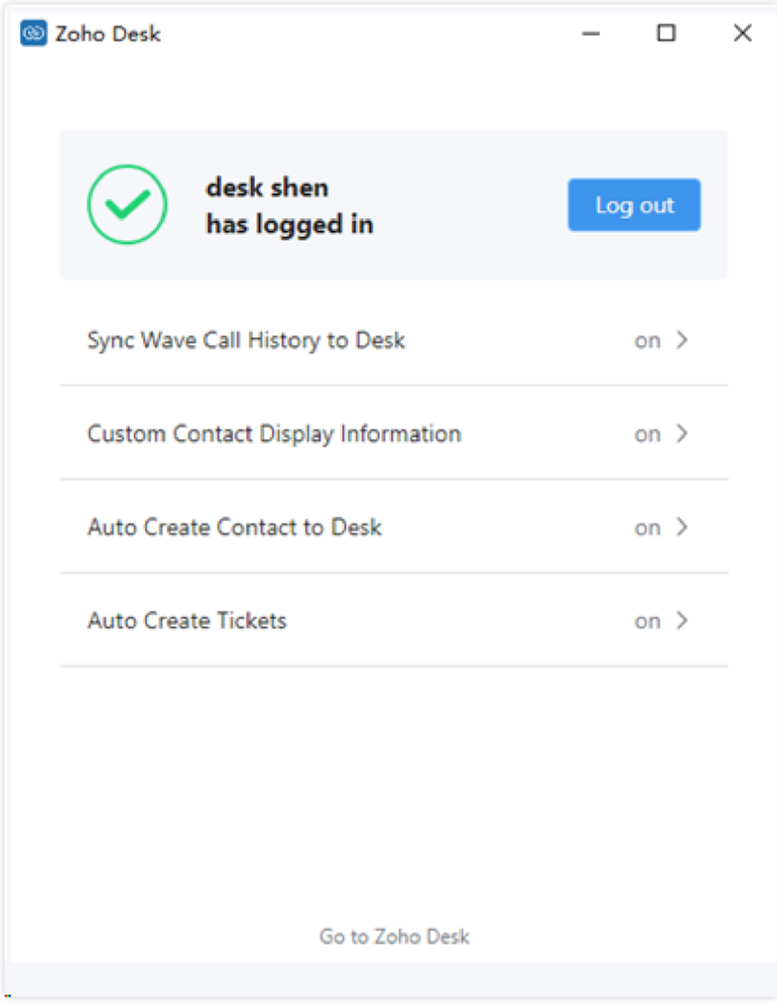
Desk Server Address	• US: https://accounts.zoho.com • CN: https://accounts.zoho.com.cn (China regional server) • EU: https://accounts.zoho.eu • IN: https://accounts.zoho.in • AU: https://accounts.zoho.com.au

2. The user will be directed to the identity authorization interface. If the user has not logged in to the Zoho Desk system yet, the user needs to log in to the system first, and then click on the “Accept” button, so that the Wave application will synchronize the user information in the Zoho Desk system.



3. When the identity authorization process is complete, the user can go back to the Wave application → App Store → Zoho Desk add-in, and click on the “Log In” button, then the Wave application will obtain the user’s identity information in the Zoho Desk system for login purpose. If the user

wants to switch servers during the login process, the user can click on the "Switch Server" button to authenticate identity again.

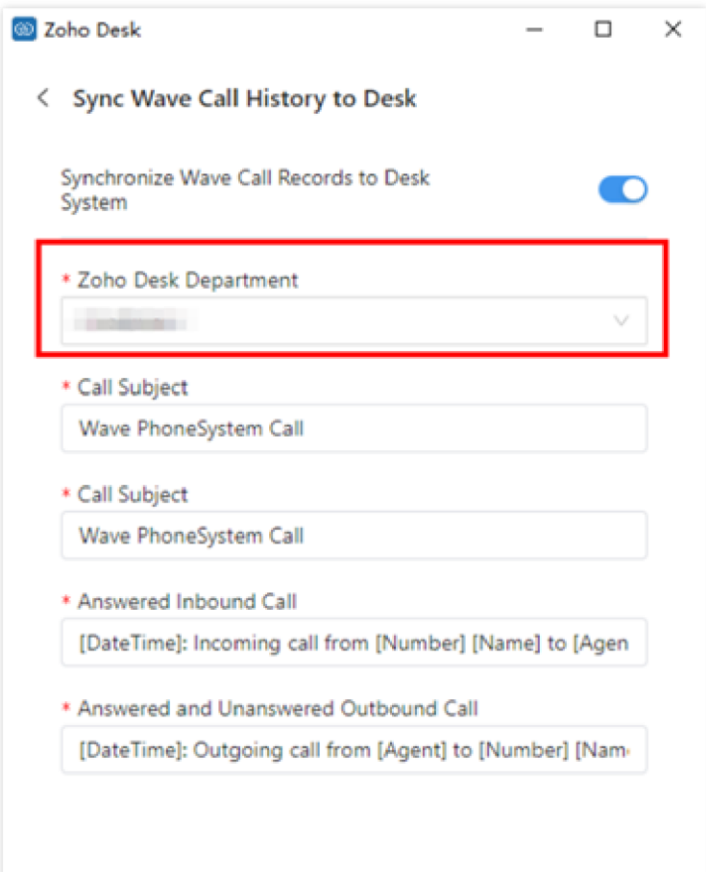


Note

Only the Zoho Desk users who have already purchased the corresponding services can use the Wave application to access the Zoho Desk system. If the Zoho Desk plan has expired, and the user cannot access to the Zoho Desk system through the Wave application, please contact the Zoho Desk system administrator to obtain the plan.

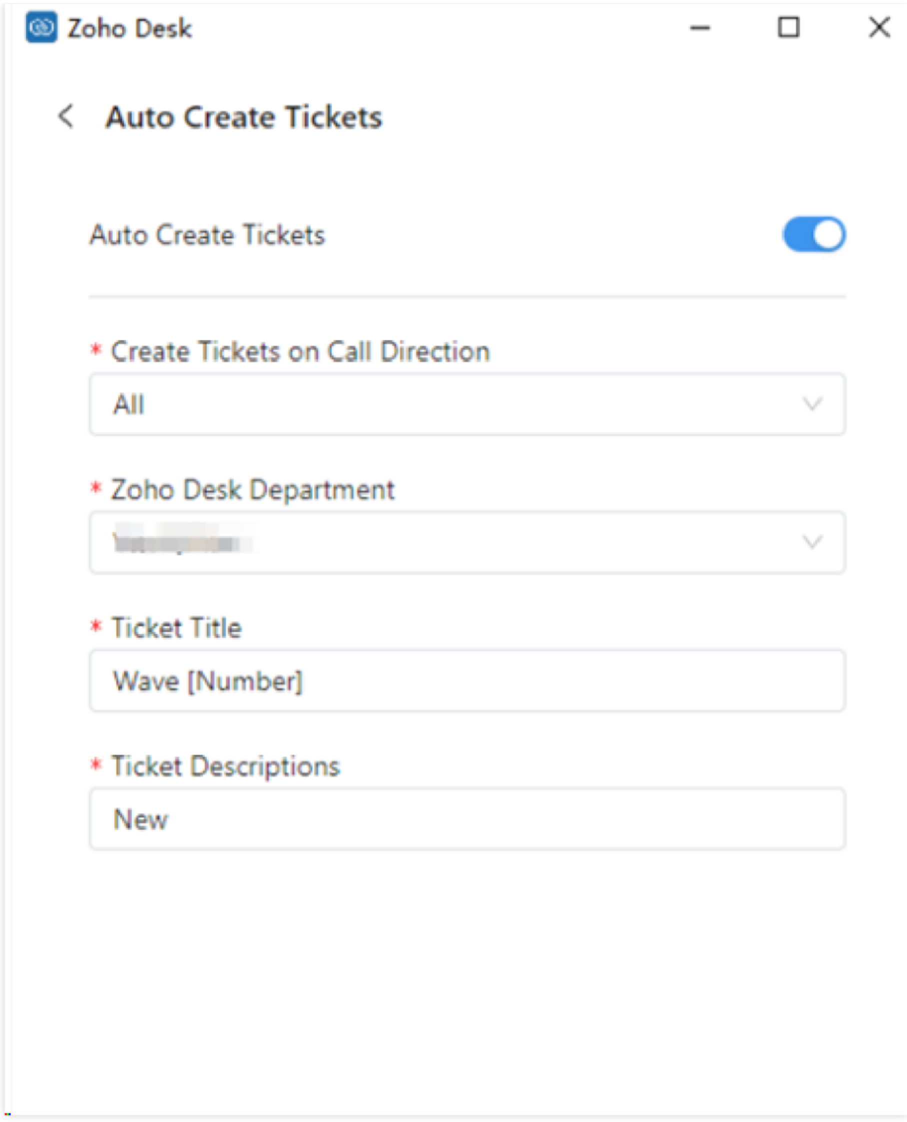
Sync Call History to Desk

The function is the same as Zoho CRM, with one more field: select department, that is the department where the call history is saved.



Zoho Desk Automatic Ticket Creation

The user can enable automatic ticket creation when a call is emitted or received.



Auto Create Tickets

Auto Create Tickets	Toggle on/off ticket creation
Create Tickets on Call Direction	Choose what call direction to create tickets for. • All (including outgoing calls and incoming calls. This is the default setting. • Outgoing calls (including unconnected calls) • Incoming calls (including unconnected calls)
Zoho Desk Department	Select the department on which the tickets will be created. (Only required for Zoho Desk plugin)
Ticket Title	Enter the ticket title. The default is "Wave [The number of the other party]".
Ticket Description	Enter the ticket description. The default setting is "New".

Customize Contact Display Information

The user can customize the contact display when a call is received. Please refer to the table below which contains the parameters.

The parameters must be enclosed in brackets []

Parameter Name (Case Sensitive)	Description
[Number]	The number of the other party (including the caller number of the incoming call and the callee number of the outgoing call)
[Agent]	The extension number of the agent (i.e., 1000)

[AgentFirstName]	The first name of the agent. (i.e., John)
[AgentLastName]	The last name of the agent (i.e., Doe)
[AgentEmail]	The configured email of the agent (i.e., D.John@mycompany.com

Auto Create Tickets to Zoho Desk

The user can set automatic ticket creation in the configuration page. Please refer to the table below which explains the different parameters found on the configuration page.

Auto Create Tickets	Toggle on/off ticket creating
Create Tickets On Call Direction	Choose what call direction to create tickets for. • All (including outgoing calls and incoming calls. This is the default setting. • Outgoing calls (including unconnected calls) • Incoming calls (including unconnected calls)
Zoho Desk Subdomain	Enter the subdomain which had been created on Zoho Desk.
Zoho Desk Email Address	Enter the email address.
Zoho Desk API Token	Enter the API token.
Ticket Title	Enter the ticket title. By default the title is: “Wave [Contact Number]”.
Ticket Description	Enter the ticket description. By default, the description is “New”.