Manage Links

About Call Links

A Cisco Jabber Guest call link allows anyone to *click-to-call* an endpoint in the enterprise without creating an account, setting a password, or otherwise authenticating.

The Cisco Jabber Guest web client or mobile client launches when a link is clicked. This process greatly simplifies how a user places a call; they simply click on the provided link. This process allows the user to easily place a video call to the destination associated with the link.

The Cisco Jabber Guest server checks to see if the link exists in the database when a call is placed using it. The following operational parameters for the call are taken from the database if the link exists:

- Destination endpoint
- Caller ID
- Called ID
- Time

The server checks the **Allow ad hoc links** setting if the link is not listed in the database. If ad hoc links are enabled, the server sends the call to Cisco Expressway or Cisco Unified Communications Manager using the string to the right of `/call/` as the route string. If the setting is disabled, the call is not routed unless the link exists in the database. Ad hoc links are enabled from Cisco Jabber Guest Administration.

Calls can be made to any Cisco Unified Communications Manager endpoint by dialing the directory number (DN). Calls also can be placed using a URI if URI dialing has been enabled.

Call Link Format

Call links are constructed in the following format:

`https://example-jabberc/call/DN or UserID@example.com`

The following table provides some examples of how links are constructed.

Table 1: Example link URLs

URL	Notes
`http://example-jabberc.com/call/janedoe@example.com`	URI links work only for endpoints with URI dialing enabled.
`http://example-jabberc.com/call/5309@example.com`	4-digit DNs work only for endpoints homed on the same cluster.
`http://example-jabberc.com/call/17011701@example.com`	8-digit DNs work for all endpoints on the same domain.

Note   The domain is optional. If it is supplied it must match the enterprise domain configured in Cisco Unified Communications Manager. If a domain is not supplied on an ad hoc link, the SIP domain (in **Settings** > **Call Control and Media**) for this server is used.

About Ad Hoc Call Links

Ad hoc links are disabled by default and are enabled from Cisco Jabber Guest Administration.

A call link is either an entry in the Cisco Jabber Guest Server database, or an ad hoc link that is not in the database.

Best Practices for Creating Links

Allow Time for Links to Replicate

When you create a click-to-call link on a Cisco Jabber Guest server that is a member of a cluster, you must allow a small amount of time before that link is active on all servers in the cluster. This applies whether you create the link by using Cisco Jabber Guest Administration or the link API. In both cases, the link information

replicates automatically to all other servers in the cluster. The amount of time required for replication varies depending on factors such as the network connection speed between the servers. Complete replication can occur within a second or may take several seconds.

If you deploy an application that creates links dynamically by using the link API and pushes them to the Cisco Jabber Guest client, we recommend that you factor this replication delay into your design. If a Cisco Jabber Guest user attempts to use a link that has not yet been replicated to the Cisco Jabber Guest server that handles the request, the attempt will fail.

Maximum Number of Call Links

There is no hard limit on the number of links that you can create on a Cisco Jabber Guest single server or cluster. We have tested with upwards of 25,000 links.

Create Link

Want to specify a time and date in which a link is active? For example, if your company is hiring, you can create a link that a candidate uses to call for an interview. You can specify that the link is active between 2:00 p.m. and 4:00 p.m. on the day of the interview.

Procedure

Step 1 From Cisco Jabber Guest Administration, click **Links**.

Step 2 Click **New**.

Step 3 Set the request path, which is the part of the link after `/call`. The request path must be unique:

- If you want the domain name or DN to appear, click the **Destination** drop-down arrow, and choose **Destination**.

- If you want a custom string to appear, click the **Destination** drop-down arrow, choose **Custom string**, and enter the string in the **Request path** field.

- If you want a random string to appear, click the **Destination** drop-down arrow, and choose **Random string**.

For more information, see Call Link Format.

Step 4 For **Destination**, do one of the following:

- Enter the DN or URI and domain name of the person who you want to call. For example, *1000@cisco.com* or *johndoe@cisco.com*.

- Enter the DN of the person who you want to call. For example, *1000*. The Cisco Jabber Guest server will populate the domain name by using the value in the **SIP domain** field (in **Settings** > **Call Control and Media**).

Important The destination must resolve to a DN or URI that is routable from Cisco Expressway-C and Cisco Unified Communications Manager.

Step 5 For **Display name**, enter the name to display on the client when a call is placed using this link. For example, if the link calls a help desk, enter Customer Support.

You can set a default display name for all links.

Step 6 For **Caller name**, enter the name to display on the destination endpoint in the enterprise. For example, if the link calls a physician's hotline, enter MD Hotline caller. If you do not enter a value, the caller name is *Jabber Guest*.

Step 7 For **Caller SIP alias**, enter the caller ID that you want to display on the destination endpoint in the enterprise. If you do not enter a value, the caller ID is the value in the **Default caller SIP alias** field.

The caller ID can only contain the following characters: A–Z, a–z, 0–9, hyphen (-), underscore (_), period (.), and plus sign (+).

Step 8 If the link calls a video conference bridge that requires a unique caller name, check **Append unique identifier to SIP alias**. A unique number is appended to the SIP alias. Each time the link is clicked, the number increments.

Step 9 For **State**, choose when the link is active.

Step 10 Click **Create**.

What to Do Next

If you chose start and end dates for any of the links that you created, you can Set Your Links to Automatically Delete, on page 5

Related Topics

Mapping Between Link Fields and SIP Headers

Create Multiple Links at the Same Time

You can create links in bulk by using the Cisco Jabber Guest API.

To download a sample application from the Cisco Jabber Guest API web page, click **Downloads** > **Jabber Guest Links Management Sample**.

Related Topics

Cisco Jabber Guest API

Request Path Cannot Be Changed After Link is Created

You cannot change the request path of a link after the link is created. For example, if the request path of a link reflects the link destination and the link destination changes, you must create a new link. You cannot update the request path to reflect the updated destination.

Set Default Display Name for Links

Complete this task to set a default display name for all links, including ad hoc links.

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Settings** > **Links**.

Step 2 For **Default display name**, enter the name to display on the client when calls are placed. If a **Display name** is set for an individual link, that name overrides the **Default display name**.

Step 3 Click **Update**.

Set Default Caller ID for Links

Complete this task to set a default caller ID for all links, including ad hoc links.

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Settings** > **Links**.

Step 2 For **Default caller SIP alias**, enter the caller ID that you want to display on the destination endpoint. If a **Caller SIP alias** is set for an individual link, that value overrides the **Default caller SIP alias**.
The caller ID can only contain the following characters: A–Z, a–z, 0–9, hyphen (-), underscore (_), period (.), and plus sign (+).

Step 3 Click **Update**.

Set Your Links to Automatically Delete

If you chose start and end dates for any of the links that you created, you can choose to automatically delete these links after the end date passes.

Procedure

Step 1 From Cisco Jabber Guest Administration, choose **Settings** > **Links**.

Step 2 For **Expired links deleted after *n* days**, choose how many days after the end date passes that you want to delete the links.
If you do not enter a value or if you enter a value of 0, expired links are kept in the database indefinitely.

Set Up Ad Hoc Links for Video Conference Bridges

A unique caller name is required to allow Cisco Jabber Guest callers into some video conference bridges. Complete this task to append a unique identifier to ad hoc links.

Procedure

Step 1	From Cisco Jabber Guest Administration, choose **Settings** > **Links**.
Step 2	Check **Append unique identifier to SIP alias for ad-hoc links**. A unique number is appended to the SIP alias. Each time the link is clicked, the number increments.
Step 3	Click **Update**.