User's Experience

Cloudflare Firewall

*m = Master credentials are required.
*e = Email required on user's BroadSoft profile.
*c = Certificates exchange required.

STEP 1 (IDENTIFY PROVIDER) ——POST——
/api/access/services/ztp

←——————————RESPONSE——

List of available login options for the given userId/domain.

1. Email Address Reverse Lookup *m *e
2. Phone Number Reverse Lookup *m
3. Office 365 Email Reverse Lookup *m *e
4. OneLogin Email Reverse Lookup *m *e
5. SAML *m *e *c
6. **BroadSoft**: System, Enterprise/Provider, Group and **User**
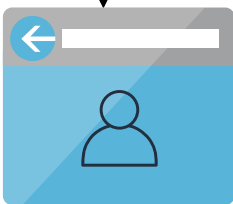
STEP 2 (REQUEST USER'S PROFILE) ——POST
/api/access/services/idp/broadsoft
/com.broadsoft.xsi-actions/v2.0/user/<userId>/profile

←——————————RESPONSE——

Password Reset Available *m *e

SUCCESS

STEP 3 (CONNECT FIREBASE SOCKET)
wss://*.firebaseio.com/*

Proxy Provider Requests ————————GET, PUT, *——

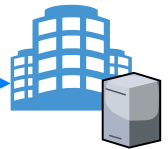/api/dialer/services/gateway/*
/com.broadsoft.xsi-actions/*

Redirect/Access

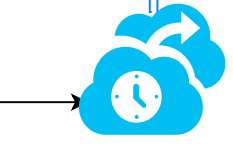3rd Party Applets & Integrations ——GET, PUT, *——

Ecosystem

——PROXY——→
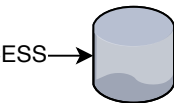/com.broadsoft.xsi-*

Service Provider's
XSI Host

Dedicated Server

——SUCCESS——→ Start/Maintain **XSI-Events**

←—SUCCESS—→ Local Database Sync
userId to uniqueId

——SUCCESS——→ **Firebase DB**

USER REQUIREMENTS

1. Web Browser w/ JavaScript
2. High Speed Internet

MASTER CREDENTIALS

1. Password reset automation
2. SSO/Reverse-lookups
3. Enterprise level subscriptions for full BLF

SECURITY

1. Host IP hidden by Cloudflare firewall
2. Provider configuration stays server-side
3. XSI-Actions utilize the JSESSIONID after login

DEFAULT XSI-EVENTS MAINTAINED

1. Advanced Call
2. Do Not Disturb
3. Call Center Queue
4. Call Center Agent Monitoring
5. Voice Mail Message Summary
6. Call Forwarding Always
7. Remote Office
8. Call Center Monitoring
9. CommPilot Express

SYSTEM REQUIREMENTS

1. BroadWorks SP 17.2 or later

* User-level XSI-Event subscription credentials are hashed and stored on the server.