

ParkBench Solution's Odin Webhook Integration

How to set up Odin Webhook with Phonism	3
How to create Users on Phonism with Odin	5
How to set up my Devices on Phonism	7
FAQ	10

How to set up Odin Webhook with Phonism

Requirements:

1. Have a Broadworks root-access level account with Odin (contact Park Bench solutions for details)
2. Have a Hierarchy account with Phonism (contact Phonism for details)

Instructions:

1. Log into your Odin root-access level account.
2. While on the dashboard, click on Settings.
 - a. Automatically should be located to the Webhook tab within Settings.
3. In the webhook tab of Settings, click on the Plus sign below My Account
4. A Pop-up will appear as displayed and several fields will need to be filled:

New Webhook Endpoint

Enabled
 Endpoint Enabled **A**

Name
Phonism Integration **B**

Url
https://app.phonism.com/api/v3/odin/webhooks **C**

Key
f1540b8cb47fccf9173064855ee6336b **D**

Custom Header
 Enable Custom Authorization Header **E**

Header Name
X-API-KEY **F**

Header Value
YOUR_PHONISM_API_KEY_GOES_HERE **G**

Events
 Send All Events **H**

Specific Events

- enterprise.enterpriseTrunk.create
- enterprise.enterpriseTrunk.delete
- enterprise.enterpriseTrunk.update
- enterprise.enterpriseTrunk.users.update

Cancel Save



- a. **Endpoint Enabled:** This field is always enabled when adding a new webhook, it enables odin to communicate with us.
- b. **Name:** This is to label what the webhook is about.
- c. **URL:** In order to tell odin where to communicate to us, fill it out with:
<https://app.phonism.com/api/v3/odin/webhooks>.
- d. **Key:** This is an auto-generated key that allows authenticity between Phonism and Odin.
- e. **Custom Header:** Enables custom authorization headers for different keys to different endpoints. Enable this to allow the next few fields to appear.
- f. **Header Name:** This is labeled information that needs to be sent when setting up the webhook. Enter X-API-KEY for the right label for Phonism.
- g. **Header Value:** Authorization key from Phonism goes here. It is available if you have an account on Phonism, but will not work with non-hierarchy accounts.
- h. **Events:** Uncheck "Send All Events" and check the following events to send to Phonism:
 - i. User.authentication.update
 - ii. User.create
 - iii. User.update
 - iv. User.delete
 - v. User.id.update
 - vi. Group.device.create
 - vii. Group.device.update
 - viii. Group.device.delete

How to create Users on Phonism with Odin

Requirements:

1. Have Odin's webhooks set up for Phonism (See Page 3 for more detail)

Instructions:

This can be done in two ways:

1. SINGLE ADD

1. Log in to your Odin Portal.
2. From the Dashboard, select the desired Group you wish the newly created user should be.
3. From this Group dashboard screen there should be a column called Users. Within that title, click on the plus button.
4. When the pop-up appears, there are fields that are required and optional depending on your needs.
 - a. This guide will only explain the required fields. If you have any concerns about the optional fields, then contact support for any details.
5. The required fields, as shown, are:

The screenshot shows a 'New User' form with the following fields:

- Required fields (labeled A-F):**
 - A: User ID
 - B: Last Name
 - C: First Name
 - D: CLID Last Name
 - E: CLID First Name
 - F: Password
- Optional fields:**
 - Username: microv-works.com
 - Password
 - Repeat Password

Buttons: Cancel, Save

- a. **User ID:** The User ID sets up the users credentials and along with password, can provide line registration for that given user.
 - b. **Last Name:** Users last name goes here.
 - c. **First Name:** Users first name goes here.
 - d. **CLID Last Name:** Autofilled when setting last name, indicates how other people look you up by caller ID.
 - e. **CLID First Name:** Autofilled when setting first name, indicates how other people look you up by caller ID.
 - f. **Password:** These two fields can be auto-generated or built within the users means.
6. Click Save and the user should be created in Odin and Phonism.
 - a. Log in to phonism under the hierarchy of the group company you were in Odin to verify.
 7. You should then be directed to the created user's profile, click on User Services within the Provisioning Column.
 8. Once on User Services, check the authentication to be enabled. Afterwards, you should receive confirmation that it is enabled.
 9. Click on your User's name in the navigation bar.
 10. You should then be directed back to the created user's profile, click on Addresses in the Provisioning Column.
 11. From there, you can set up the number for the user, the device that needs to be assigned to the user, and aliases for that user.

2. BULK ADD

1. Log in to the Odin Portal.
2. From the Dashboard, select the desired Group you wish the newly created user to reside.
3. In the desired Group's Dashboard, there should be a column called Users. Within that title, click on the Branch Tree button.
 - a. If you are unsure what it looks like, move your mouse over the button and wait until it describes what the button is.
4. From there you can add multiple Users based on what it asks for each question.
 - a. Follow the single add instructions within the Odin wizard if you are unsure what you need to do for bulk add.
 - b. After everything is set and you submit it, verify by logging into Phonism and looking at Users within the domain named after the group.

How to set up my Devices on Phonism

Requirements:

1. Have the Odin webhooks set up (See Page 3 for more details)

Instructions:

This can be done in two ways:

1. SINGLE ADD

1. Log into your Odin Portal
2. From the Dashboard, select the desired Group you wish to add the device to.
3. From the desired Group Dashboard, click on Devices in the Provisioning Column.
4. Once navigated to, click on the plus button in the Devices title and a dialog should pop-up.
5. From this dialog, search for the Phonism Specific template and click on it to reveal some fields.
6. As shown, these fields are required to be filled out:
 - a. **Device Name:** The Device name is a label that distinguishes what the device is to the user.
 - b. **Credentials:** Credentials are based on the User's own Credentials. Keep Use Identity/Device Profile Type Credentials selected.

New Device ✕

Phonism_template (Edit)

Required Optional

A Device Name

B Credentials Use Identity/Device Profile Type Credentials Use Custom Credentials

Cancel

- c. **Mac Address:** This helps phonism create the device completely, enter your phone's mac address here.

New Device ✕

Phonism_template [\(Edit\)](#)

Required Optional

Protocol	SIP 2.0 ▼
Host Name/IP Address	<input type="text"/>
Port	<input type="text"/>
Transport	UDP ▼
C MAC Address	<input type="text"/>
Serial Number	<input type="text"/>
Description	<input type="text"/>
Outbound Proxy Server	<input type="text"/>
STUN Server	<input type="text"/>
Physical Location	<input type="text"/>

7. Click Save and both Odin and Phonism should create the Device entry
- Log into Phonism and navigate to the desired tenant that the group is made off of to verify whether the phone was created or not.

2. BULK ADD

- Log into your Odin Portal.
- From the Dashboard, Click on Bulk Provisioning in the Provisioning Column.
- Now on the Bulk Provisioning page, click on Create User.
- From this point on you can add as many devices as you do as users.
 - NOTE:** As described on Page 5, you can also add users in Odin's Wizard.

Phonism

- b. Follow the single add instructions if you are unsure of what you need to do with Bulk Add.
- c. After everything is set based and submitted, you can then log into Phonism to verify the additional devices and users that were created based on the desired Group you have chosen.

FAQ

Q: How does Odin talk to Phonism?

A: The odin platform sends webhook events to Phonism over https using a unique API key for your Phonism account. These events are described in section “[How to set up Odin Webhook with Phonism](#)” above.

Q: Who is the source of truth of the data between the odin and Phonism?

A: Odin is the source of truth of the data for the following: Users, Devices, SIP Authentication credentials.

Q: What happens if I delete a device on Phonism that was created by odin.

A: The device will be removed from the Phonism interface, but will still exist in the odin/broadworks database. To recreate that device on Phonism, simply edit the device and save it in the odin interface and it will be re-created in Phonism.

Q: How can I make it easier to set up my devices with Phonism?

A: You can set up hierarchy templates. These are templates that exist at the Enterprise level or above. Here are some of the recommended template parameters that should be configured based on experience:

- 1. Cisco best practices: Proxy server, Provisioning interval, and Line enabled per line**
- 2. Yealink best practices: Server Host, Line Active to enabled, Server port, and Transport Type.**
- 3. Polycom best practices: Line 1 SIP Server Address, Port, and Transport Type.**

Q: Why are my phones that were created by the webhooks set to Unknown Model in Phonism?

A: Phonism auto-detects the brand, model and software version of the device the first time the device communicates with us. Once the device type is auto-detected, Phonism auto-generates the appropriate configuration files for the device and serves those files to it.