Net-Net® ASC
Web Services Samples Guide
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About This Guide

Overview

Audience

This guide is written for application developers and network administrators, and provides information about the Net-Net ASC WSDL/REST-based Web Services implementation.

For information about Net-Net system training, contact your Acme Packet sales representative directly or email support@acmepacket.com

Who is Acme Packet?

Acme Packet enables service providers to deliver trusted, first class interactive communications-voice, video and multimedia sessions-across IP network borders. Our family of Multiservice Security Gateways satisfy critical security, service assurance and regulatory requirements in cable and wireless networks.

Acme Packet, located in Bedford, MA, was established by networking industry veterans in August 2000. Acme Packet is public company that is traded on the NASDAQ stock exchange.

Technical Assistance

If you need technical assistance with Acme Packet products, you can obtain it on-line by going to https://support.acmepacket.com. With your customer identification number and password, you can access Acme Packet's on-line resources 24 hours a day. If you do not have the information required to access the site, send an email to tac@acmepacket.com requesting a login.

In the event that you are experiencing a critical service outage and require live assistance, you can contact the Acme Packet Technical Assistance Center emergency hotline:

- From the United States, Canada, and Mexico call: 1 866 226 3758
- From all other locations, call: +1 781 756 6920

Please note that a valid support/service contract with Acme Packet is required to obtain technical assistance.

Customer Questions, Comments, or Suggestions

Acme Packet is committed to providing our customers with reliable documentation. If you have any questions, comments, or suggestions regarding our documentation, please contact your Acme Packet customer support representative directly or email support@acmepacket.com.

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About Net-Net OS-E Documentation

The Net-Net OS-E references in this documentation apply to the Net-Net OS-E operating system software that is used for the following Acme Packet and third-party SBC products:

- Net-Net Application Session Controller (ASC)
- Net-Net OS-E Session Director (SD) Session Border Controller (SBC)
- Net-Net 2600 Session Director (SD) Session Border Controller (SBC)
- Third-party products that license and use Net-Net OS-E software on an OEM basis

Unless otherwise stated, references to Net-Net OS-E in this document apply to all of the Acme Packet and third-party vendor products that use Net-Net OS-E software.

The following documentation set supports the current release of the OS-E software.

- *Net-Net OS-E – USB Creation and Commissioning Instructions*
- *Net-Net OS-E – Virtual Machine Information Guide*
- *Net-Net OS-E – System Installation and Commissioning Guide*
- *Net-Net OS-E – Management Tools*
- *Net-Net OS-E – System Administration Guide*
- *Net-Net OS-E – Session Services Configuration Guide*
- *Net-Net OS-E – Objects and Properties Reference*
- *Net-Net OS-E – System Operations and Troubleshooting*
- *Net-Net ASC — Web Services SOAP/REST API*
- *Net-Net OS-E – Release Notes*

Revision History

This section contains a revision history for this document.

Date	Revision Number	Description
August 3, 2012	Revision 1.00	Initial release of the OS-E 3.6.0m5 software.

1 ASC Web Services Samples

Introduction

This chapter provides a list and brief description of sample applications created using the Net-Net ASC. Access these samples by clicking on the **Samples** link of the ASC homepage.

Acme Voice Message Manager Web Application

Broadcasts or drops voice messages to your contacts.

Platform JavaScript

ASC Custom Event Sources

When the web services client receives third-party call control events fromt he ASC, it sends email to a specified address.

Platform Google Android (Java)

ASC Dialer

The ASC initiates a call to a list of contacts using REST. Call hold, call transfer, call status, and disconnect are all supported.

Platform Google Android (Java)

ASC Status Checker

Polls a configured ASC for utilization statistics and allows the user to issue ICMP and SIP pings from the ASC using REST.

Platform Google Android (Java)

ASCServer Sample WAR

Using the ASC SDK JAR, this sample implements a basic service handling processEvent requests, getAuthSessionPolicy, and hosts a JSP capable of executing Call Control requests. This sample is an ant-based project that can be deployed without modification to JBoss, GlassFish, or Tomcat.

Platform Java

ASC Voice Message Manager

Records, broadcasts, or drops a message to selected contacts using REST.

Platform Google Android (Java); BlackBerry RIM (Java)

Banking Call Center

Simulates a call center application that manages call center agents. This web application works with the Banking Store application in the Adobe Flash section. When a user using the Banking Store application requires service, this application connects the user to the appropriate agent.

Platform IBM Websphere Community Edition (Java)

Banking Store

Provisions the user the ability to get connected with an appropriate call center agent who can service his banking service needs. This application works with the sample Banking Call Center web application in the Websphere Application Server Community Edition section and is an Adobe AIR application that runs on iOS devices.

Platform IBM Websphere

Call Monitor

Provisions the user the ability to silently monitor active calls, conference into active calls, record on-demand, and review active calls. Also provisions the user the ability to review previously recorded calls, whether recorded through session-policy or on-demand.

This sample is an Adobe AIR application that runs on iOS, Android, and Blackberry devices.

Platform Adobe Flash

Call Monitoring and Conferencing Web Application

Either conferences into a call or monitors calls and recordings.

Platform JavaScript

Call Reminder

Supports scheduling and making calls at scheduled time.

Platform JavaScript

Call Transfer Web Application

Either transfers or conferences calls during the duration or a session.

Platform JavaScript

Click-to-Call Internet Explorer Toolbar

Enables call control on phone numbers in any web page displayed in Microsoft Internet Explorer.

Platform JavaScript with BestToolbars Toolbar Studio

Configuration Wizard Sample

Executes a configuration template using ASC web services and a Java Swing user interface.

Platform NetBeans (Java)

Emergency Call Example

Records and sends messages to groups via a GWT/GXT web application. For each person in a group, multiple phone numbers are tried in succession.

Platform Google Web Tookit/GXT (Java)

Event Processor EJB

Demonstrates the use of EJB 3.1 to implement an event processor. The event processor uses the new dynamic event service registration to hook itself into the ASC event system and uses simple *plugin* jars to process the received events from the ASC. A sample *plugin* jar is included in the project. The project builds an Enterprise Application Resource (EAR) that can be deployed on a J2EE container that implements EJB 3.1. Servers that support this sample are Glassfish (3.x) and JBOSS (6 and 7).

Platform Java

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Mobile Dialer

An embedded Adobe Flex-based dialer that allows inbound and outbound calls from the web application, as well as the ability to redirect calls from an external number to the Mobile Dialer app. This sample also features conference and transfer capabilities.

Platform Adobe Flash

NetBeans Call Control Sample

This is a NetBeans project containing a Swing user interface using ASC RESTful web services to execute third-party call control.

Platform NetBeans (Java)

NetBeans Web Services Sample

This is a NetBeans project containing a web application that processes both processEvent and getAuthSessionPolicy callouts from the ASC.

Platform NetBeans (Java)

Outlook Click to Call Toolbar

This is an Outlook add-on that recognizes phone numbers from senders. You can then press a button to execute a click-to-call action to that selected phone number.

Platform Microsoft .NET (Outlook 2007 or Outlook 2010)

Pet Store Post Dial

Demonstrates a retail web site communicating with an IVR. On a specific page, a customer can click a button to initiate a call with customer support. The web application appends post-dial digits dialed into the IVR after the call is established. The customer is immediately directed to the appropriate representative skipping several levels of IVR menus.

Platform IBM WebSphere Community Edition (Java)

Pet Store Rendezvous

Demonstrates a retail web site communicating with an IVR. On a specific page, a customer can click a button to initiate a call with customer support. Provides a notification to multiple agents with matching expertise of a customer requiring service. One of the matched agents answers the call.

Platform IBM WebSphere Community Edition (Java)

PIN Reset

The ASC plays pre-recorded files as prompts and sends events for DTMF tones to an application. This sample walks you through a script for resetting a PIN number for an account.

Platform NetBeans (Java)

Pre-Call Authorization

Demonstrates the ASC's pre-call authorization by requiring a pin to use the click to call action. Enter the from and to phone numbers in the form. The application calls the "from" number and asks for a PIN before proceeding to make the call.

Platform Java

RCSE

Externally manages video streaming, forking, and chat roulette via a java-based set of web applications.

Platform Java

Request Proxy/Event Demultiplexing Client

Demonstrates sending web service requests to the WSDemux service while handling synchronous request responses and asynchronous events.

Platform Microsoft .NET

Request Proxy/Event Demultiplexing Service

Demonstrates the ASC handling web service requests and supporting the demultiplexing of processEvent notifications to the appropriate client endpoint.

Platform Microsoft .NET

RTP Status Example

A GWT/GXT web application that creates a simple RTP status monitoring tool. It uses a GWT CometD library to do cross-domain script-tag injection for gathering statistics.

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Platform Google Web Tookit/GXT (Java)

Simple Flex Based Embedded Dialer

Demonstrates an embedded flex-based dialer that allows the user to place an audio call to any phone number via the ASC.

Platform Adobe Flash

Simple Flex Based Embedded Phone

Demonstrates an embedded flex-based phone that can call a pre-defined customer support number via the ASC. Supports bi-directional audio and incoming video directly in the browser.

Platform Adobe Flash

Simultaneous Ring Example

Uses a directory, LDAP or in memory, to manage simultaneous ringing phones in an attempt to locate an individual and give them the option to handle the call. There is a GWT/GXT management user interface that lets you view active calls, as well as determine what happens when a call is created and what simultaneous calls would be constructed for it.

Platform Google Web Toolkit/GXT (Java)

soapUI Sample REST Project

Illustrates a project created for testing the REST call control methods using a soapUI web services test suite.

Platform Soap UI

Voice Message Manager

Rcords a message on the ASC and sends that message to a single person or group in a contact list.

Platform RIM Blackberry (Java), Google Android (Java), JavaScript, Apple Objective C

WCF Interface Sample Client

Sends web services requests to an ASC and processes their responses using WCF classes.

Platform Microsoft .NET

Web Phone Example

Creates a fully web-based dialer via a GWT/GXT web application. Flash components are utilized to manage the browser-based media.

Platform Google GWT/GXT web application (Java)

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