



MS TEAMS INTEROPERABILITY AND FEDERATION SERVICES

NextPlane's ConverseCloud provides a secure hub for all your internal and external federations, enabling communication across dissimilar Unified Communications (UC) and Team Collaboration (TC) platforms. ConverseCloud accelerates and facilitates real-time business communication, in turn increasing user productivity and reducing costs. The service delivers interoperability across 30 different UC and TC platforms, providing seamless integration of chat, presence, file sharing, rich text, emojis, and other core collaboration functions.

ConverseCloud Overview

NextPlane ConverseCloud acts as a universal federation and interoperability hub between Unified Communication (UC) and Team Collaboration (TC) platforms. As a result, you can easily establish interoperability between your internal UC and TC platforms, or federate them externally with your customers, partners, or suppliers, regardless of their underlying platform.

As a universal hub, ConverseCloud performs a transformation of XMPP, SIP, and API-based protocols as well as the conversion between different formats of encapsulated text messages for the platforms such as Microsoft Skype for Business (S4B), Cisco Jabber, Slack and Microsoft Teams.

ConverseCloud enables users to add external contacts, see presence and status, exchange messages, participate in teams, channels and spaces, send rich text and emoji reactions, and share files with other UC or team collaboration platforms, inside or outside of the enterprise, regardless of their underlying platforms.





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For IM, some translation is also necessary for the contents of IM messages to take into account each vendor's support for plain text, rich text, and other embedded content.

For Presence, the translation requires handling competing standards for the format of Presence information (often called a Presence Document). ConverseCloud also performs translation to and from all of the UC vendor's supported Presence Document formats including standard formats such as PIDF, XPIDF, and XCAP as well as proprietary formats such as Microsoft Enhanced Presence.

NextPlane views accurate presence states as the foundation for any real-time collaboration. As a result, ConverseCloud also performs semantic translation for Presence states within a Presence Document. It does the mapping in case there is no one-to-one equivalent of the specific presence state on the platforms talking to each other.

After it terminates and decapsulates the message from each platform, ConverseCloud determines the routing destinations and re-assembles each message based on what is expected by the target UC or TC platform of the message. For most federations, ConverseCloud routes the messages based on the domain of the destination address.

ConverseCloud uses TLS (transport layer security) for all SIP and XMPP signaling as well as for API based communication between federating our supported UC and TC platforms.

NextPlane MS Teams to Legacy UC Interoperability and Federation Service

NextPlane ConverseCloud interoperability and Federation Service enables IM and Presence connectivity between Microsoft Teams with any legacy UC Platform, such as Cisco Jabber.

Microsoft Teams to Legacy UC Interoperability and Federation Service is a TLS-based server-to-server federation service. To enable the service, the MS Teams admins need to enable the "external access" feature on their Microsoft Teams tenants.

	Presence	Chat
Cisco Jabber	✓	✓
Cisco Unified Communications Manager IM & Presence Service	✓	✓
Cisco WebEx Messenger	✓	✓
BroadSoft UC-One®	✓	✓
IBM Sametime 8.5.x	✓	✓
IBM Sametime 9.x	✓	✓
IBM Sametime 10.0	✓	✓
Refinitive Eikon Messenger	✓	✓
CME Pivot	✓	✓
Unify Circuit	✓	✓
Avaya Aura	✓	✓
Fuze	✓	✓



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NextPlane MS Teams to Team Collaboration Interoperability and Federation Service

NextPlane ConverseCloud MS Team Federation Service provides a completely new approach for internal and external federations. It utilizes the Microsoft Team's APIs to provide a richer end-user collaboration experience for both ends of the federation.

As a result, MS Teams users can search and add external contacts (non-MS teams contacts), share presence and status, see the federated users' profile, exchange messages, invite external contacts to participate in Microsoft Teams channels, send rich text and emojis, and share files with disparate collaboration platforms inside or outside of the enterprise.

NextPlane ConverseCloud MS Teams Federation Service supports connectivity to major Team Collaboration platforms such as Webex Teams and Slack.

The ConverseCloud MS Teams Federation Service requires creating ConverseCloud Federation Agent bots to act as proxies for external contacts. To generate the Federation Agent bots the MS teams admins upload the list of external contact into ConverseCloud Management Portal, and to link the Federation Agent bots via the Organization App Catalog to your MS Teams instance.

This requires registering an Azure application named NextPlane MS Team Federation Management into your Azure AD. This application will link the Agent bots (proxying the federated contacts) into your organization app catalog so your MS Teams users can search and add their non-MS Teams colleagues.

	Presence	User Profiles	Chat	Channels Spaces	Rich Text/Emojis	File Sharing
Cisco WebEx Teams	✓	✓	✓	✓	✓	✓
Slack	🔒	🔒	🔒	🔒	🔒	🔒
Google G-Suite Hangouts Chat	🕒	🕒	🕒	🕒	🕒	🕒
Zoom Meetings & Chat	🕒	🕒	🕒	🕒	🕒	🕒
Facebook Workplace	🕒	🕒	🕒	🕒	🕒	🕒
Symphony Secure Collaboration	🕒	🕒	🕒	🕒	🕒	🕒

✓ Generally Available
🔒 Private Preview
🕒 Coming Soon



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MS Teams End-user Managed Federation

NextPlane ConverseCloud MS Team End-user Federation Service is a new approach to team collaboration interoperability. It allows end-users to provision their federations on an individual basis with little or no help from IT.

NextPlane ConverseCloud MS Team End-user Federation Service allows MS Teams users to search and add external contacts (i.e., non-MS teams contacts), share presence and status, exchange messages, invite external contacts to participate in Microsoft Teams channels, send rich text and emojis, and share files with disparate collaboration platforms inside or outside of the enterprise.

This option requires MS Teams end-users to add the NextPlane ConverseCloud App, which is available on the Microsoft Teams Public App Catalog, to their MS Teams clients.

Once MS Teams users install ConverseCloud App, they can add their external colleagues by typing their email address on the MS teams search bar. They only need to install the ConverseCloud App once, and they can add as many external contacts as they like.

This option requires enabling sideloading option for Custom Apps.

	Presence	User Profiles	Chat	Channels Spaces	Rich Text/Emojis	File Sharing
Cisco Jabber	✓	✓	●	●	✓	→
Cisco Unified Communications Manager IM & Presence Service	✓	✓	●	●	✓	→
Cisco WebEx Messenger	✓	✓	●	●	✓	→
BroadSoft UC-One®	✓	✓	●	●	✓	→
IBM Sametime 8.5.x	✓	✓	●	●	✓	→
IBM Sametime 9.x	✓	✓	●	●	✓	→
IBM Sametime 10.0	✓	✓	●	●	✓	→
Refinitive Eikon Messenger	✓	✓	●	●	✓	→
CME Pivot	✓	✓	●	●	✓	→
Unify Circuit	✓	✓	●	●	✓	→

Generally Available
 Private Preview
 Coming Soon
 One Way



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	Presence	User Profiles	Chat	Channels Spaces	Rich Text/Emojis	File Sharing
Avaya Aura	✓	✓	●	●	✓	→
Fuze	✓	✓	●	●	✓	→
Cisco WebEx Teams	🔒	🔒	🔒	🔒	🔒	🔒
Slack	🔒	🔒	🔒	🔒	🔒	🔒
Google G-Suite Hangouts Chat	🕒	🕒	🕒	🕒	🕒	🕒
Zoom Meetings & Chat	🕒	🕒	🕒	🕒	🕒	🕒
Facebook Workplace	🕒	🕒	🕒	🕒	🕒	🕒
Symphony Secure Collaboration	🕒	🕒	🕒	🕒	🕒	🕒

✓ Generally Available
 🔒 Private Preview
 🕒 Coming Soon
 → One Way