

Jabra integration and support for headset gestures

The softphone embedded in Puzzel's agent application supports Jabra headset gestures in both Google Chrome and Microsoft Edge, with the following features:

- Answering calls
- Hanging up calls
- Adjusting volume

Note

The mute-button on devices do not trigger a Puzzel action, like putting the caller on hold.

By recommendation from Jabra, Puzzel have developed and tested the integration with the following devices:

- Jabra Engage 75 (dect)
- Jabra Engage 50 (Cord)
- Jabra Evolve 75 (bluetooth)
- Jabra Evolve 40 (cord)

... but is likely to work on other devices as well.

In order for the integration to work, two software must be installed on the agent's PC:

1. Jabra Chrome Extension
2. Jabra Chrome Host

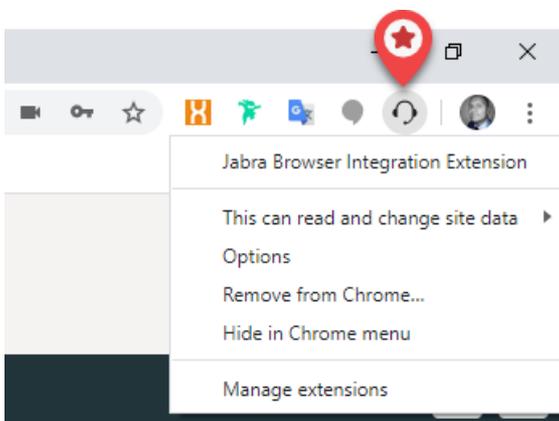
Note that the user needs access to download and install software on the PC.

Installing Jabra Chrome Extension

The **Jabra Chrome Extension** is downloaded directly from the Chrome browser. You can search for "Jabra Browser Integration Extension" in the Chrome Web Store, or follow this link:

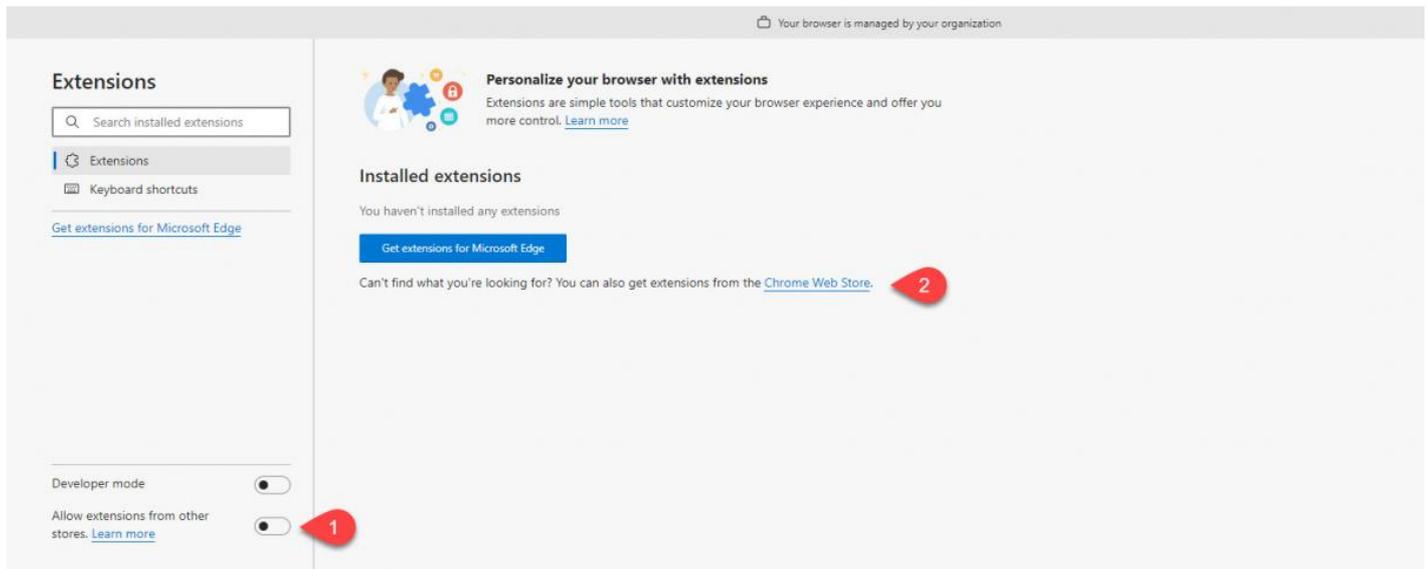
<https://chrome.google.com/webstore/detail/jabra-browser-integration/okpeabepajdgiepelmhkfhkjlhmfma>

When added/installed you should see a headset icon in the browsers upper right area.



If you are using the Microsoft Edge browser, you can install the same extension from Chrome Web Store, but need to allow extensions from other stores, in Edge. When in Edge, go to this address "<edge://extensions/>", and click on the following two

elements:



Then search for "Jabra Browser Integration Extension" choose "Add to Chrome" and confirm when you are asked to add "Jabra Browser Integration Extension" to Microsoft Edge.

Installing Jabra Chrome Host

The **Jabra Chrome Host** is used for device management and handles the communication between the agents headset and the Chrome browser. It is downloaded from Jabra's developer site:

<https://developer.jabra.com/luceneSearch/search?criteria=jabra+chromehost>

Choose and install the correct version of the chrome host, based on if you are using a Windows or Mac PC:

Search Results

<p> Jabra Chromehost for Windows v2.1.0 [MSI] 11/25/2021 Jabra Chromehost for Windows v2.1.0</p>	
<p> Jabra Chromehost for Mac v2.1.1 [DMG] 11/25/2021 Jabra Chromehost for Mac v2.1.1</p>	
<p> Jabra SDK for Browsers 08/11/2022 communicate with the headset from Javascript, you need to deploy two packages on the agent's client computers: Browser extension for Chrome Jabra ChromeHost helper application for headset communication. Operating systems supported: Windows 64 bit, Windows 8.1 or newer Windows 32 bit, Windows 8.1 or</p>	

Information from Jabra

Data transferred depends on the functions called in the Jabra library, but in general the only data being transferred are events signalling state changes, and possibly values of the settings in the headset. Jabra state that they do not use information like device serial numbers in the current components.

Also, when initialising the Chrome Host, it will make an Internet connection to the Jabra backend to check for updates to their communication protocols etc. This means that the Chrome Host may download some files (stored in the user's local profile directory of the operating system.) But these will not identify the user or the headset in any way.

Note

Puzzel is supporting the integration, but is not responsible for software developed and provided by a third party.