



# OpenScape Business MS Skype for Business Interworking

Michael Trotz,  
Product Manager@UNIFY



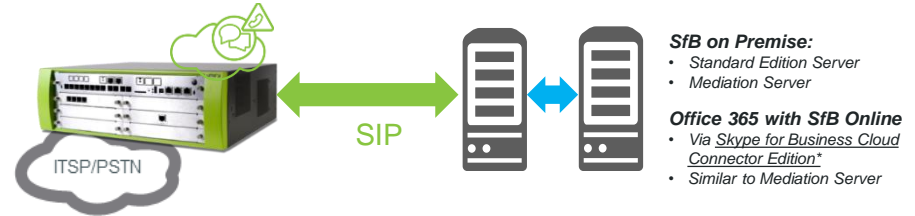
# Interworking with Skype for Business

## Providing Telephony Connectivity from OSBiz to SfB

- **Voice Interworking** with existing Skype for Business environments
  - OSBiz „networked“ with SfB „on-premise“
  - Also supporting Office 365 with Skype for Business Online (via SfB Cloud Connector\*)

**Adding important and powerful Telephony Features** to a pure „Collaboration“ focused Skype for Business Solution

- SfB Client is connected like a Mobility Extension



*For Multilocation environments and/or customers just want to „close“ their telephony gaps*

# Interworking with Skype for Business

## Use Cases and Scenarios - Overview

1. Call from OSBiz to SfB and vice versa
2. Outbound Call from „standalone“ SfB User and vice versa
3. Outbound Call via ONE Number Service (MULAP Group)
4. Inbound Call – OSBiz User + SfB User – Parallel Ringing
5. SfB User: Consultation, Transfer and Call Forwarding (terminated in SfB)

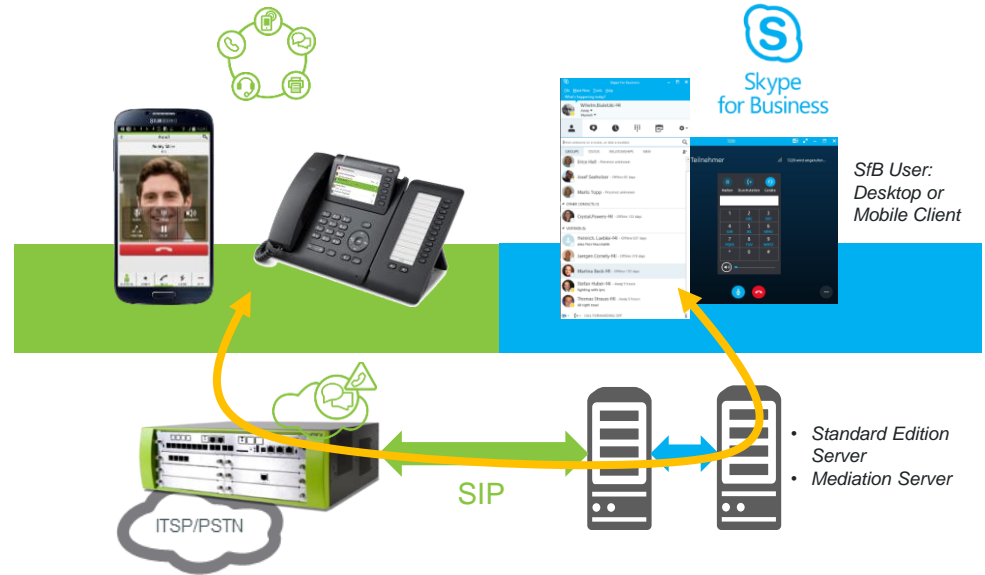


*Including **Busy Lamp Indication** for OSBiz Users and **eMail Notification** for SfB Users for missed calls*

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## 1) Scenario: Call from OSBiz to SfB and vice versa

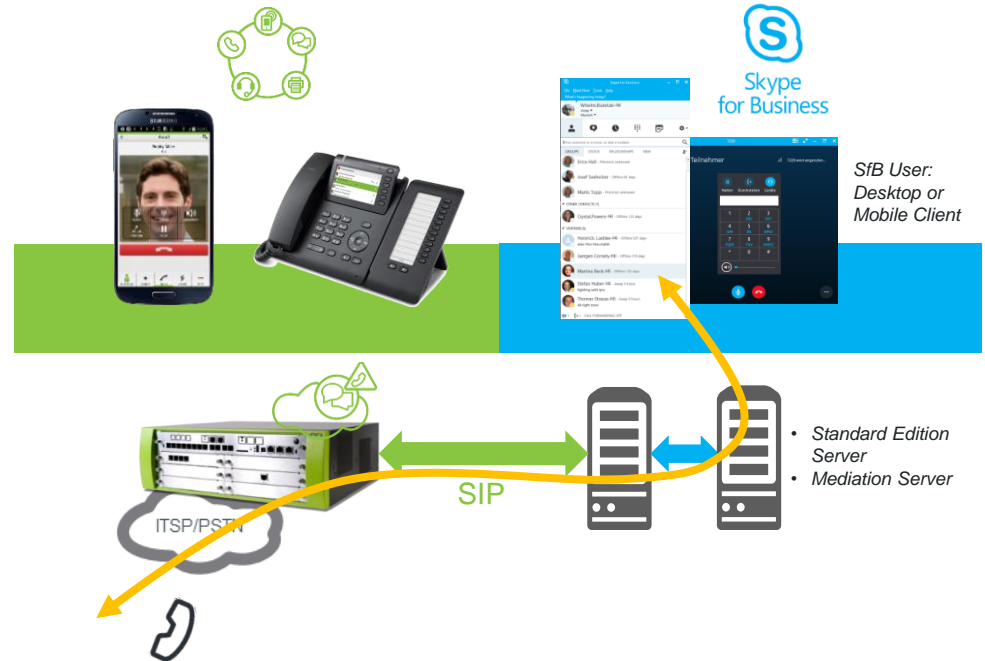
- Voice Call from any OpenScape Business Device to SfB User and vice versa
- SfB User can be reached via his configured Extension Number in OSBiz
- Just dial the short numbers and proceed Calls real quick



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## 2) Scenario: Outbound Call from „standalone“ SfB User and vice versa

- Outbound voice Call from a „standalone“ SfB User and vice versa
- Via OSBiz „Gateway“ to Central Office (ITSP / PSTN)
- SfB User's Phone Number configured in OSBiz



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## 3) Scenario: Outbound Call via One Number Service

- Outbound voice Call from the **SfB User (+ OSBiz User)** in a „**MULAP**“ Group to the external Caller / Destination
- One Number Service - a **single number is shown** to the external caller



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## 4) Scenario: Inbound Call One Number Service – Parallel Ringing

- Inbound voice Call via OSBiz to the **SfB User + OSBiz User** (in a „MULAP“ Group)
- Group Call / **Parallel Ringing** of both Users (OSBiz+SfB User)
- A single Number to dial for external Callers
- **Can be expanded** to even more Users in „MULAP“ Group





# Interworking with Skype for Business

## 5) Scenario: Consultation, Transfer and Call Forwarding

- OpenScape Business supports the following Features for an SfB User\*:
  - Consult
  - Transfer (Blind or Supervised)
  - Call Forwarding
- Music on Hold from Skype for Business during Consultation
- Call Control Services are terminated in SfB Infrastructure



\*Second SIP Channel may required depends on the scenario



# Interworking with Skype for Business 1

## Prerequisites

- Interworking with SfB requires a Project Specific Release. Please get in contact with your local Unify Channel Account Manager
- Skype for Business Server 2015 (Mediation Server + Standard Edition Server „on-premise“) or Office 365 – SfB „online“ environments (via Microsoft Skype for Business Cloud Connector)
- For OpenScape Business IP User + Trunk Licenses are needed
  - IP User license required per Skype for Business User (new Profile : SfB User Template)
  - Trunk Licenses for Interworking between OSBiz and SfB (Mediation Server / SfB Cloud Connector). Quantity depends on how many Calls should be proceed in parallel between OSBiz and SfB. Calls in Consult Mode need further OSBiz Trunk Licenses

# Interworking with Skype for Business 2

## Prerequisites

- For Microsoft Skype for Business, please check required Licenses (Server and CAL-Plus Licenses) with the SfB Integration Partner of the Customer
- SfB Interworking is only provided for OpenScape Business systems which are under valid Software Support
- A detailed technical description of how to configure OpenScape Business - Skype for Business Interworking incl. possible Use Cases, prerequisites and restrictions can be found here:  
[http://wiki.unify.com/wiki/OpenScape\\_Business#MS\\_Skype\\_for\\_Business\\_Interworking](http://wiki.unify.com/wiki/OpenScape_Business#MS_Skype_for_Business_Interworking)

**Disclaimer:**

*Skype Branding, Pictures and Icons in this document might be under copyright of Microsoft. The Skype for Business examples in this document give a rough overview of needed components in a basic setup. For detailed information and needed Software and Hardware requirements for Microsoft Skype for Business, licenses resp. license bundles and administration of Microsoft Skype for Business please contact Microsoft or your Microsoft Integration Partner.*

**Please note:**

*Unify offers voice interworking capabilities with Microsoft Skype for Business with a technical description of how to configure the OpenScape Business. Microsoft Skype for Business is a 3<sup>rd</sup> party product. Therefore UNIFY doesn't deliver any administration for Skype for Business. This is up to the responsibility of the Microsoft Integration Partner.*