OpenScape Business V3

Interworking and Integration with Microsoft Teams

July 2024
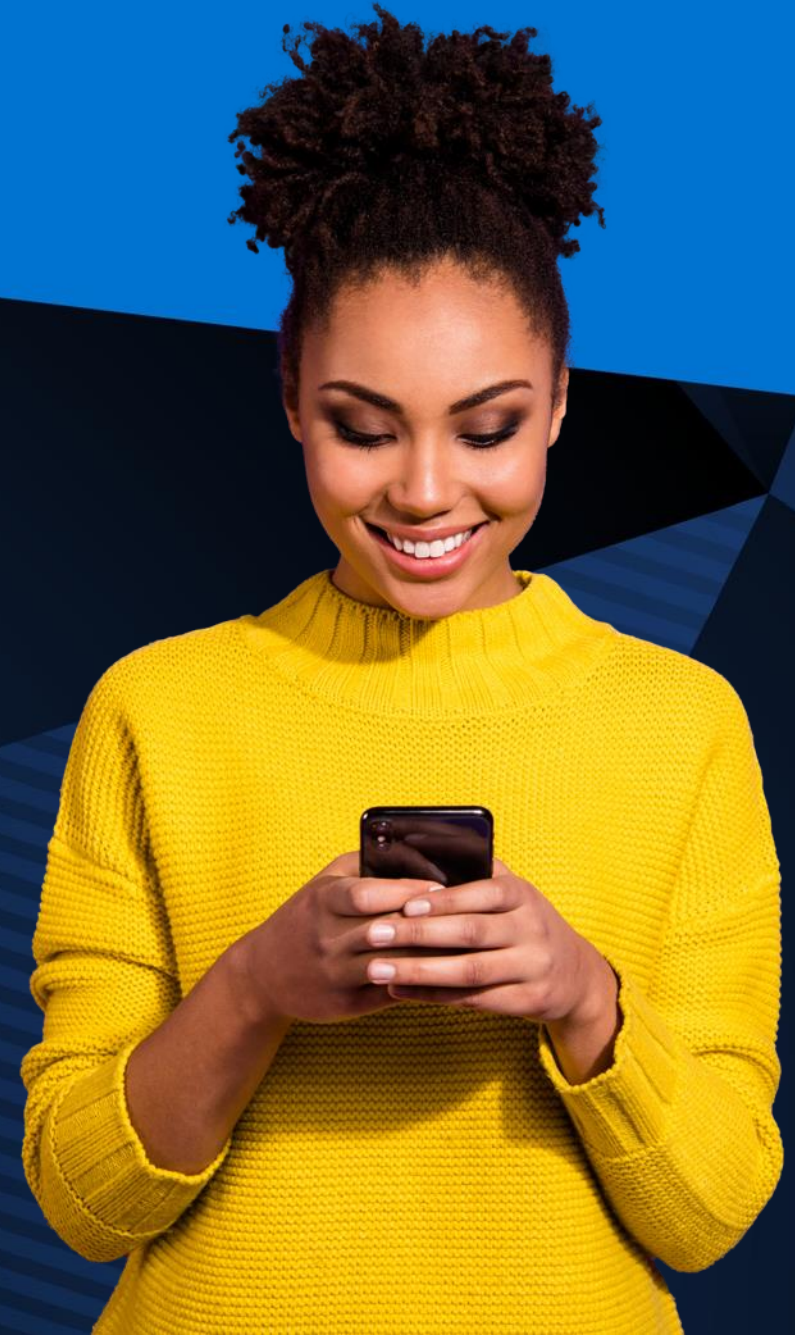
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The following slides are showing the interworking and integration principles including the values by using both different solution approaches. A certification for MS Direct Routing between OpenScape Business and a certified Audiocodes / Anynode SBC to connect to MS Teams has been done.
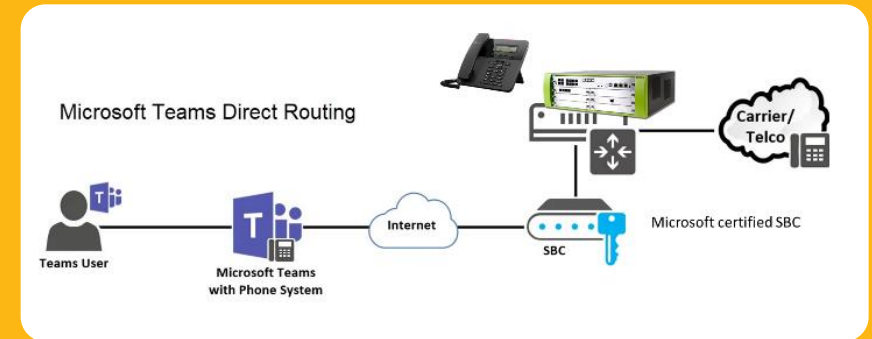
In case of questions or further information required please contact your Mitel Partner.

Microsoft Teams Connectivity

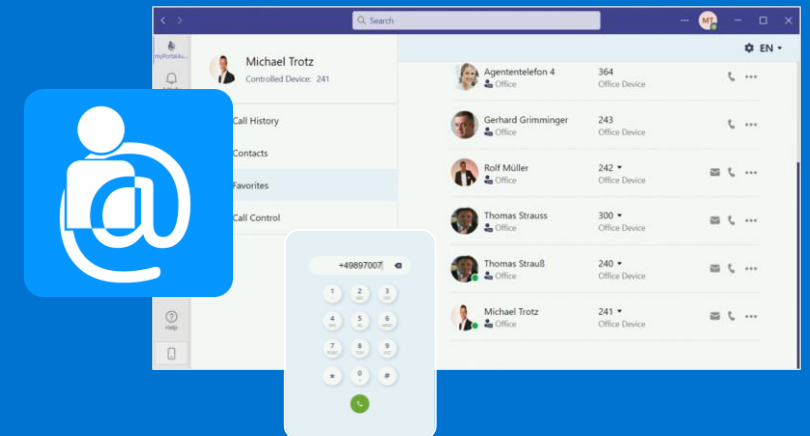## A comprehensive offer of interworking and integration options

Interworking

- ## MS Teams Direct Routing (enhanced)
  - Telephony directly out of the MS Teams Client
  - MS Teams User becomes a virtualized OSBiz User
  - Busy signaling on DSS Keys / UC Apps
  - One Number Service / parallel signalling
  - Microsoft- certified SBC required
  - MS Teams Phone System License and/or Enterprise license required

Integration

- ## myPortal for Teams (plugin)
  - MS Teams UI (CTI) Plugin to control a connected OpenScape Business Phone
  - Telephony and UC features available (Directory Access, Contact Search, Click to dial, Call Journal, etc.)
  - Plugin comes „free of charge" as an add-on value for the existing OSBiz UC / Groupware license / full UC power
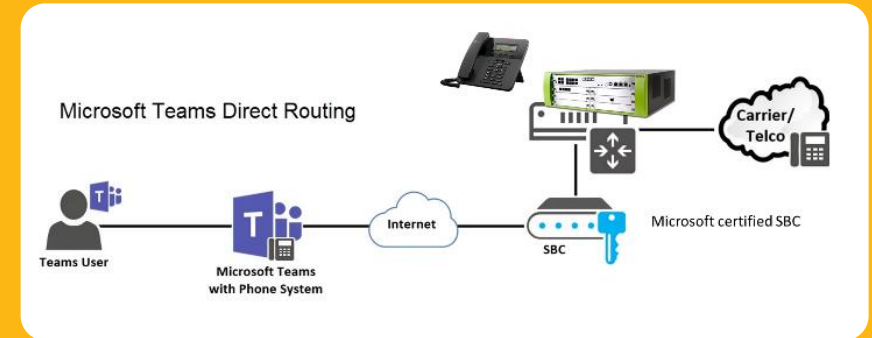 - **No** MS Teams Phone or Enterprise license required

Microsoft Teams Connectivity

A comprehensive offer of interworking and integration options

Interworking

- MS Teams Direct Routing (enhanced)

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Microsoft Teams Direct Routing

Teams User — Microsoft Teams with Phone System — Internet — SBC — Microsoft certified SBC — Carrier/Telco

OpenScape Business Interworking with MS Teams

via Microsoft Teams Direct Routing

Microsoft Phone System Direct Routing lets you connect a supported, customer-provided Session Border Controller (SBC) to Microsoft Phone System. With this capability, for example, you can configure on-premises PSTN connectivity with Microsoft Teams client, as shown in the following diagram:
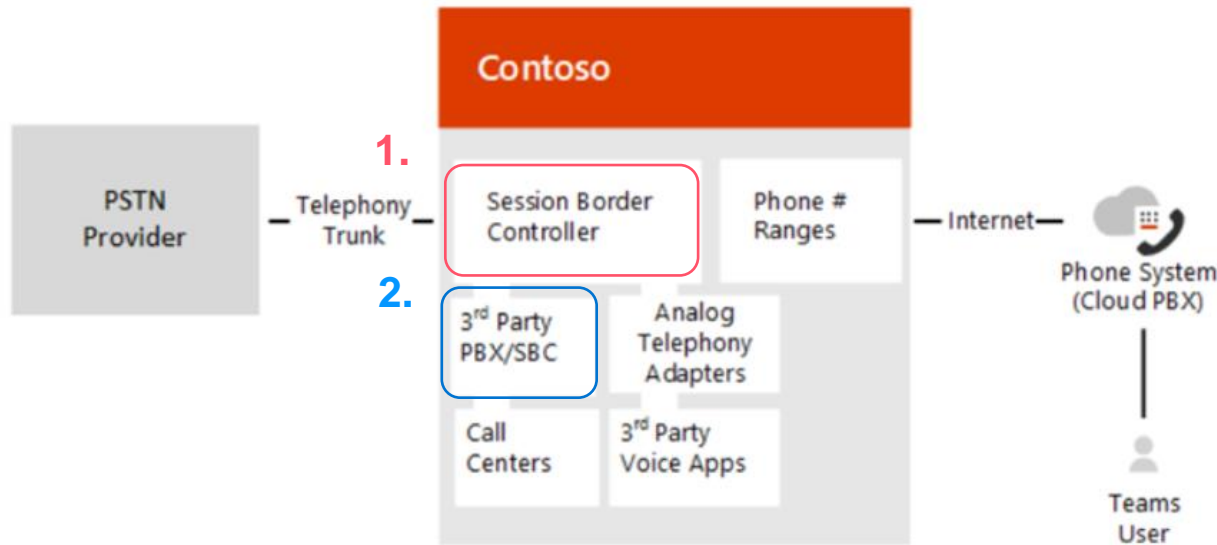
Microsoft has changed their interworking options for MS Teams compared to Skype for Business

Microsoft now requires „Direct Routing" Plan which allows interworking to a Microsoft certified SBC (**1**)

OpenScape Business offers native SIP trunking capabilities to connect to such a Microsoft certified SBC (**2**)

OpenScape Business has been certified with MS Teams and a certified Audiocodes / Anynode SBC

Source and Screenshot taken from https://docs.microsoft.com/en-us/microsoftteams/direct-routing-plan
Certified Microsoft SBCs: https://docs.microsoft.com/en-us/microsoftteams/direct-routing-border-controllers

Interworking with Microsoft Teams

How Microsoft Teams Users can benefit

Powerful: OpenScape Business provide powerful telephony features on top of MS Teams Collaboration
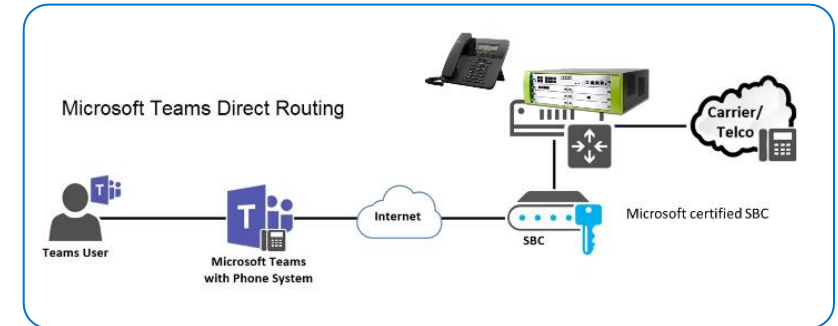
Connecting: Phone calls and features (like forwarding, consult, etc.) between OpenScape Business and Teams (vice versa) possible

Redundancy: OpenScape Business can be act as an „on-prem" gateway for MS Teams with no further needed MS Calling Plan (MS as a Carrier)

Complements: OpenScape Business complements MS Teams with additional values like Attendant Console, Contact Center, etc.

Flexibility: The customer can decide, whether to choose OpenScape Business as the preferred UC App or MS Teams (depends on the use case)
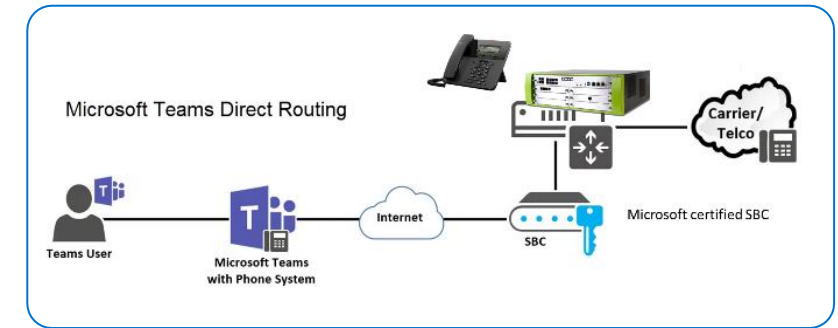
Microsoft Teams Direct Routing

Teams User

Microsoft Teams
with Phone System

Internet

SBC

Microsoft certified SBC

Carrier/
Telco

Interworking – "trusted External User"

Enhanced OpenScape Business V3 interworking with Microsoft Teams

- OpenScape Business delivers powerful telephony features on top of Microsoft Teams Collaboration

- On top of the "regular" approach the following additional features can be offered with "trusted External User":

    - Each MS Teams User becomes a Mobility User within OSBiz
    - Same feature set as known from Skype for Business
    - Integration into OpenScape Business Call Management
    - Busy Lamp Indication (DSS key / UC application)
    - Parallel Ringing (MULAP) – One Number Service
    - OSBiz X1-X8: up to 150 User / OSBiz S: up to 200 User
    - Requires a chargeable Enterprise License or MS Phone System License / SBC (Licenses)

Microsoft Teams Direct Routing

Teams User — Microsoft Teams with Phone System — Internet — SBC — Microsoft certified SBC — Carrier/Telco

OpenScape Business has been successfully certified with MS Teams via "MS Direct Routing" (AudioCodes , Anynode SBC). Further information:

https://wiki.unify.com/wiki/OpenScape_Business#MS_Teams_Interworking

Requires the following OpenScape Business Licenses to connect to SBC / MS Teams
- OpenScape Business Networking license
- OpenScape Business IP User license
- Valid OpenScape Business Software Support

Interworking with Microsoft Teams (via MS Direct Routing)

Feature Interaction

- **Codecs**
  any calling devices must be configured to offer at least a G.711 codec

- **Basic Call**
  Teams Phone System doesn't provide name information. Display names may be converted by OpenScape Business via directory entries (e.g. Global Directory import).

- **Call Hold/Retrieve**
  The OpenScape Business feature held call is not to displayed on Teams Client and vice versa.

- **Consultation**
  A consultation call of Teams client claims another native SIP Trunk line.

- **Class of Service**
  External calls of Teams Clients via the native SIP trunk are restricted by Denied List 1.

- **Call Forward / Call Transfer**
  The forwarded-to or transferred-to party's display won't show that the call had been forwarded or transferred, when the call is forwarded or transferred from the OpenScape Business to the Teams domain and vice versa. A forwarded or transferred call of a Teams client stays active in a trombone connection until the forwarded call is released.

- **Conference**
  There is no conference display indication on OpenScape Business user's phone who has been invited to a Teams conference. On the other hand, at the Teams client there will be no conference indication display when participating in a conference started in OpenScape Business.

- **Busy signaling / Presence**
  No busy signaling in OpenScape Business if Teams Client is busy and vice versa.

- **Parallel signaling**
  Group call with external target or add ext to a group (*81)

Interworking with Microsoft Teams (via MS Direct Routing)

Enhanced Feature Interaction (via trusted external user)

Basic Call
Teams Phone System doesn't provide name information. Display names may be converted by OpenScape Business via directory entries (e.g. Global Directory import). Name support via MS Teams Client User assignment.

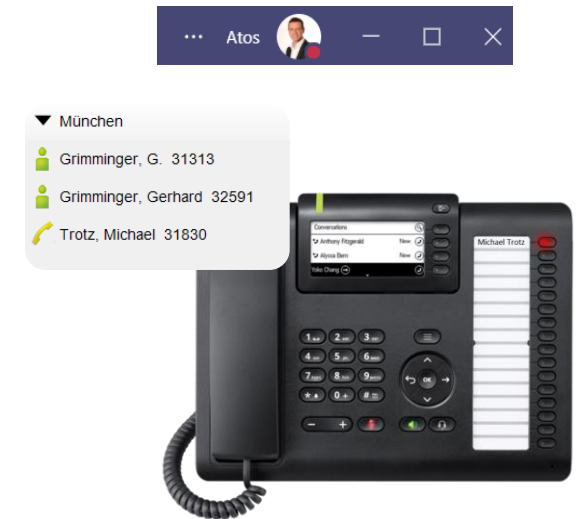## Busy signaling for telephone/voice calls
Voice Call busy signaling in OpenScape Business via MS Teams Client User assignment
(DSS Key, LED, CFB, UC applications, …).

Parallel Signaling/ Group Call
Group Call (MULAP) between OSBiz User and "virtual" OSBiz MS Teams User

Class of Service
External calls of MS Teams Clients are restricted by User assigned COS list.

Microsoft Teams Connectivity

A comprehensive offer of interworking and integration options

Integration

- **myPortal for Teams (plugin)**
  - MS Teams UI (CTI) Plugin to control a connected OpenScape Business Phone
  - Telephony and UC features available (Directory Access, Contact Search, Click to dial, Call Journal, etc.)
  - Plugin comes „free of charge" as an add-on value for the existing OSBiz UC / Groupware license / full UC power
  - **No** MS Teams Phone or Enterprise license required

myPortal for Teams App/Plugin
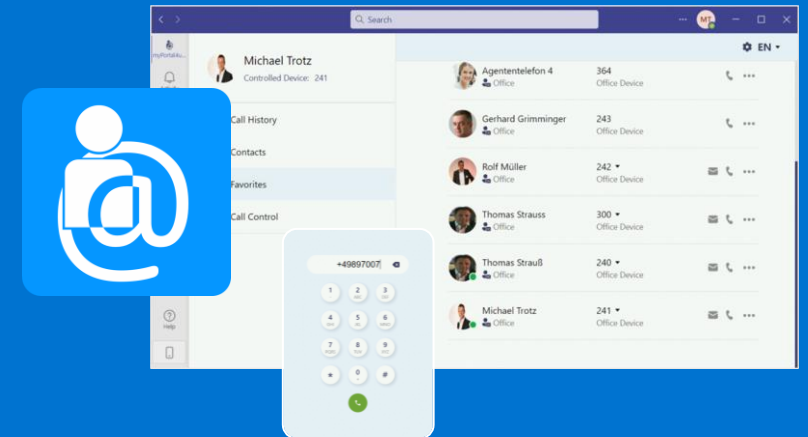
Embedded telephony and UC features within Microsoft Teams

The Key / Link to Microsoft Teams

- OpenScape Business telephony integrated in MS Teams

- CTI - Control of an OSBiz device directly out of MS Teams

- New GUI Layout incl. Dial Pad and Click to dial functionality

- OpenScape Business Call Control (Consultation, Toggle, Transfer, hold, etc.)

- Access to OpenScape Business Directories, Contacts and Contact Search

- Access to OpenScape Business Call Journal incl. Click to dial

- Access to Favorites incl. Number selection, Presence Management

- Parallel usage for e.g. with other OpenScape Business UC Clients for full UC capabilities

- Further Plug-In feature enhancements are planned

- No Enterprise or MS Teams Phone System License required
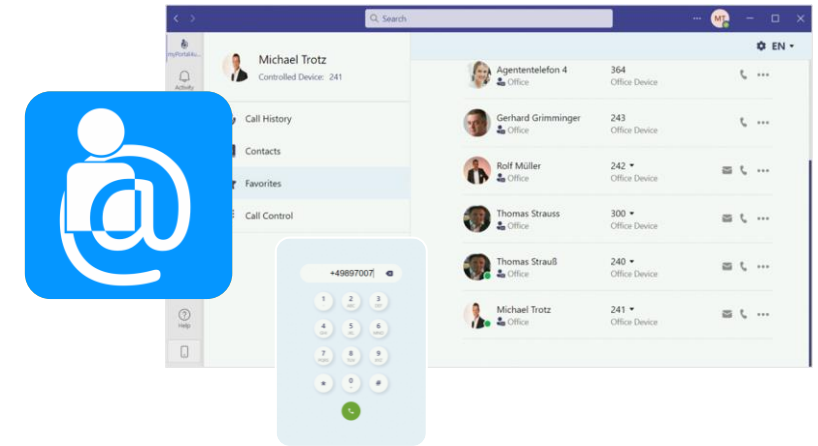
Requires the following OpenScape Business Licenses:
- OpenScape Business TDM/IP User License
- OpenScape Business UC User / Groupware
- Valid OpenScape Business Software Support

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myPortal for Teams Plugin visuals

Access to most needed OSBiz telephony and UC features

Call History
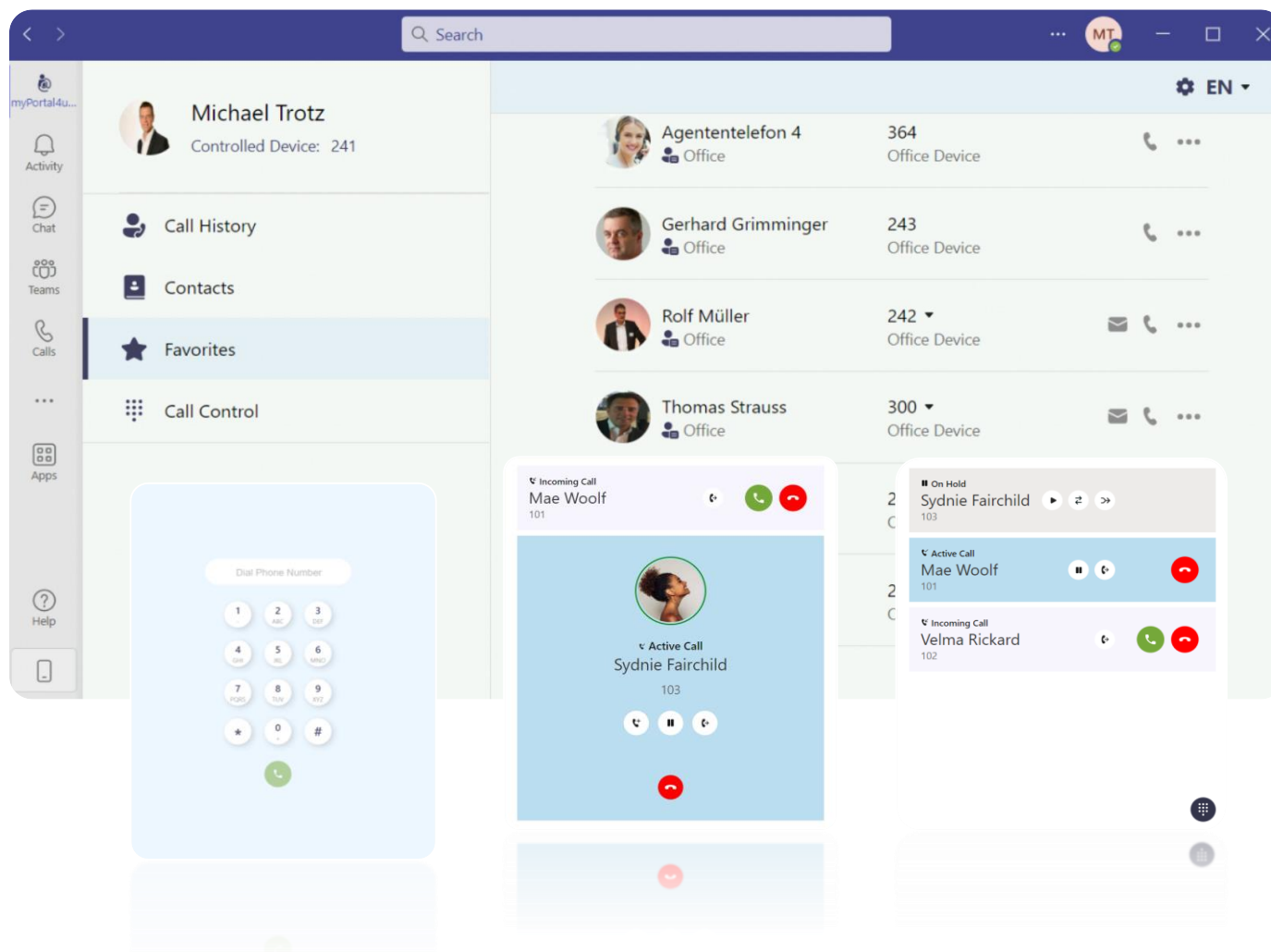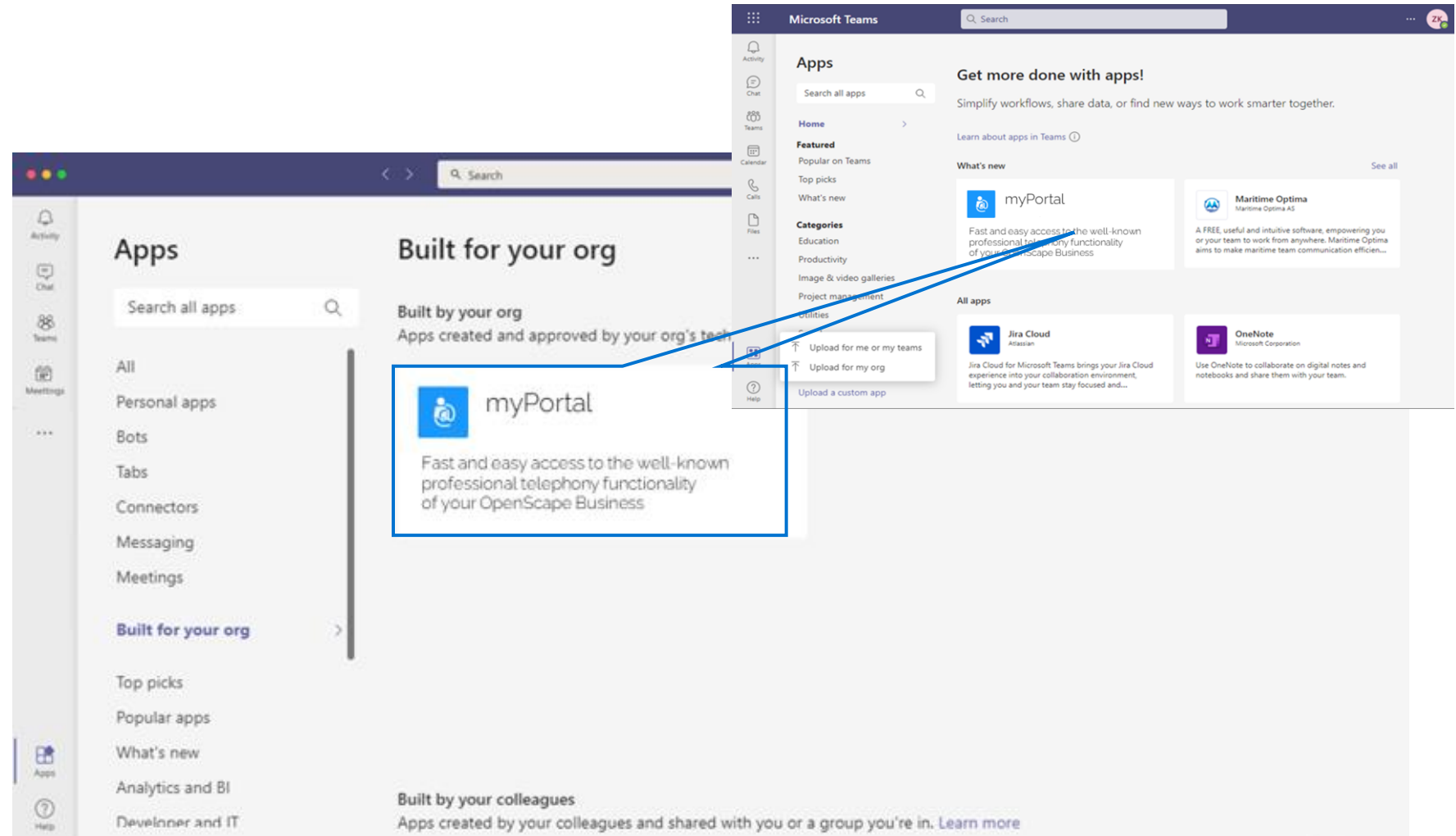
Contacts

Favorites

Call Control

myPortal for Teams App

+ Customized myPortal for Teams App needs to be generated within the OSBiz Management and the appropriate Wizard

+ App can be distributed to the organization via "Manage Apps" within the MS Teams Admin Console

+ Requires Teams Administrator Role given via the Azure Admin Portal

+ Microsoft and it´s 3rd party app integrations into MS Teams requires valid SSL certificates (for MS Teams Desktop App)

myPortal for Teams App

Access to most wanted OpenScape Business telephony and UC features

+ New GUI layout incl. login screen, device and language selection

+ Access:
  - Call Journal
  - Contacts
  - Favorites
  - Call Control
  - Dial Pad

+ Call Control features for basic and multiple calls
  - Accept/Reject/Consult
  - Transfer, Toggle, etc.
  - Hold/Retrieve, etc.

+ Favorites Handling in Groups incl. Presence and Call Status

+ CTI Control for Desktop and Soft Clientssuch as myPortal @work
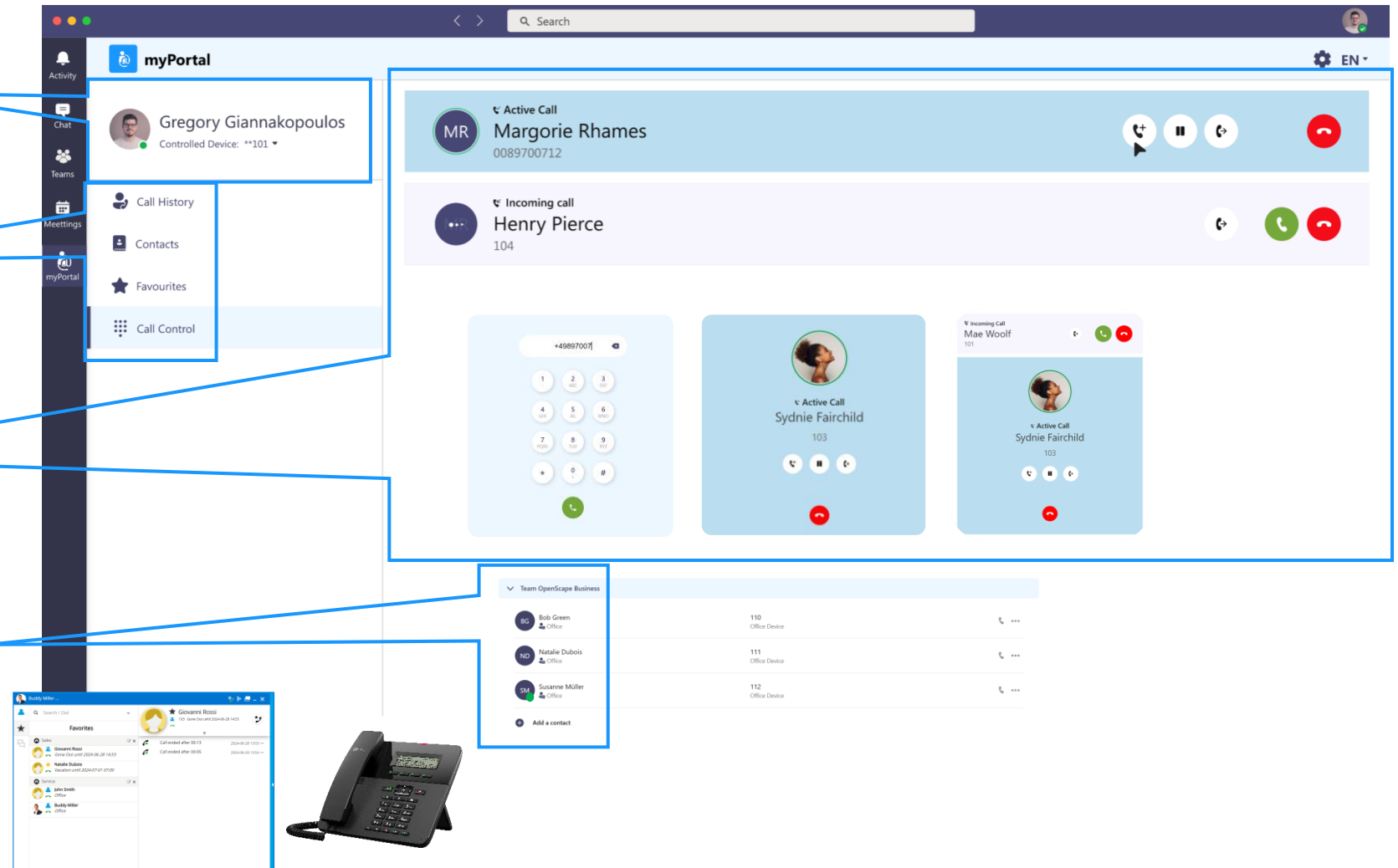
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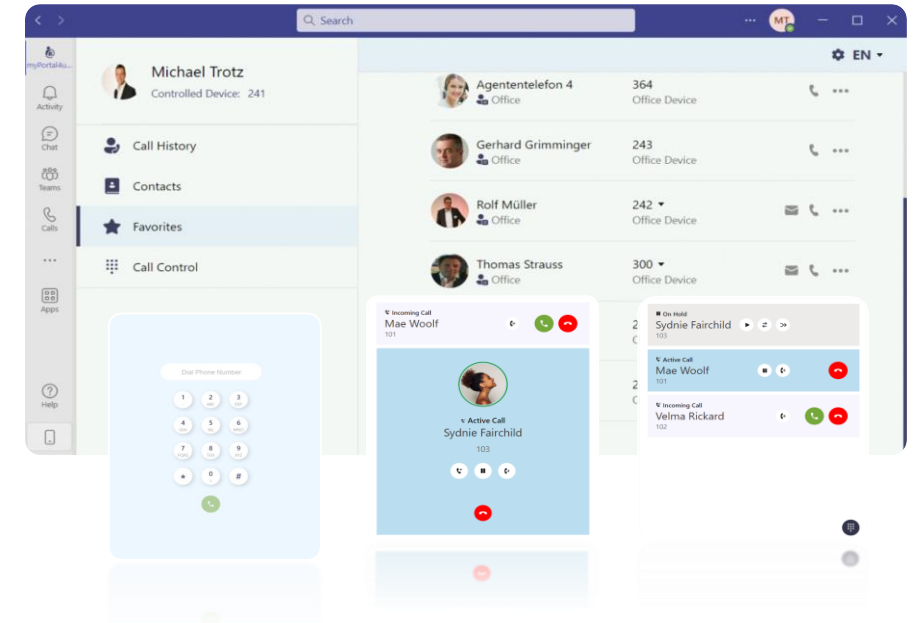
How Microsoft Teams Users can benefit

Powerful: Customers can use MS Teams for collaboration and OpenScape Business for powerful telephony and UC services

Protection: Customers can keep their existing OpenScape Business phone system of trust and therefore leverage their investment

Flexibility: Customers can keep their well known SIP Provider of choice or choose their preferred one

Complements: OpenScape Business complements MS Teams with additional values such as Attendant Console, Contact Center, etc.

Attractive: myPortal for Teams can already be used without the need of a MS Phone System and/or Enterprise license. Cost efficient way to provide powerful and well known telephony services within Microsoft Teams

Thank You!