

Atos Unify OpenScape Business

Interworking and Integration
with Microsoft Teams

July 2023



DISCLAIMER

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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.

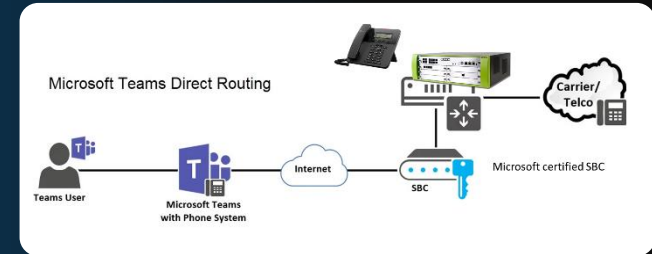
In case of questions or further information required please contact your Atos Unify Partner.

Microsoft Teams Connectivity

A comprehensive offer of interworking and integration options

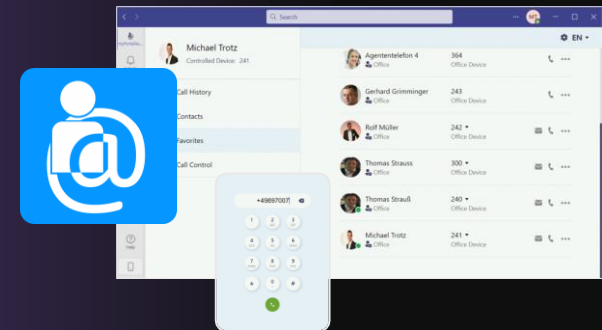
Interworking

- 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

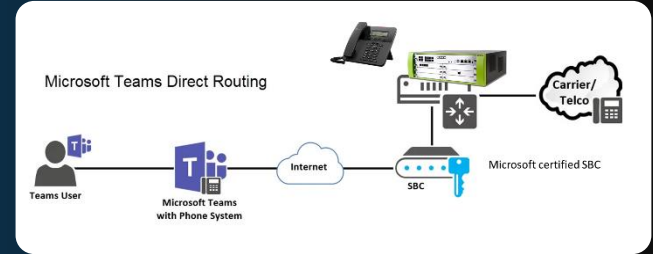


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OpenScape Business interworking option with MS Teams via Microsoft Direct Routing

Interworking

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 User can benefit...

Interworking

- **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)



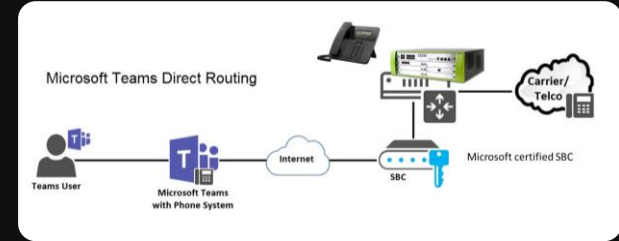
Interworking with Microsoft Teams (via MS Direct Routing)

Interworking – “trusted External User”

Interworking

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 X3-X8: up to 500 User / OSBiz S: up to 500 User
 - **Requires a chargeable Enterprise License or MS Phone System License / SBC (Licenses)**



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

Interworking

- **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)

Interworking

- ★ **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.

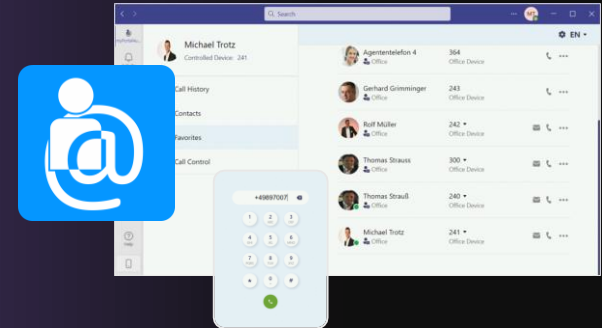


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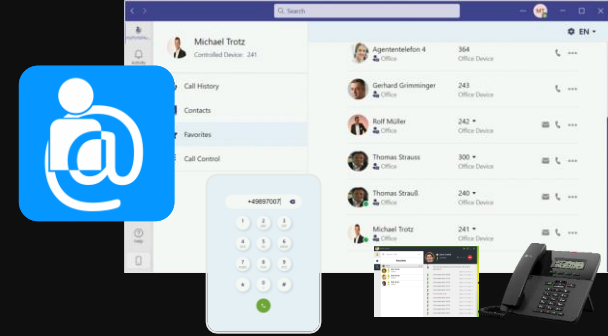
myPortal for Teams App / Plug-In

OpenScape Business CTI Telephony embedded in Microsoft Teams

Integration

The Key / Link to Microsoft Teams

- Access to most wanted OpenScape Business UC and telephony features embedded in Microsoft Teams, such as Call Journal, Directory Access, Favorites, Click to Dial, etc.
- CTI - Control of an OpenScape Business system device, desktop or soft client **directly out of MS Teams**
- **New V3 Hardware (Mainboard) required** / OpenScape Business S
- **Parallel usage** for e.g. with myPortal for Outlook to complement UC capabilities (Call Control, etc.)
- myPortal for Teams can be used for the Microsoft Teams Web and Desktop App
- **Further feature enhancements** are planned throughout 2023
- **No Enterprise and/or MS 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

myPortal for Teams Plugin

Access to most needed OSBiz telephony and UC features

Integration



Call History



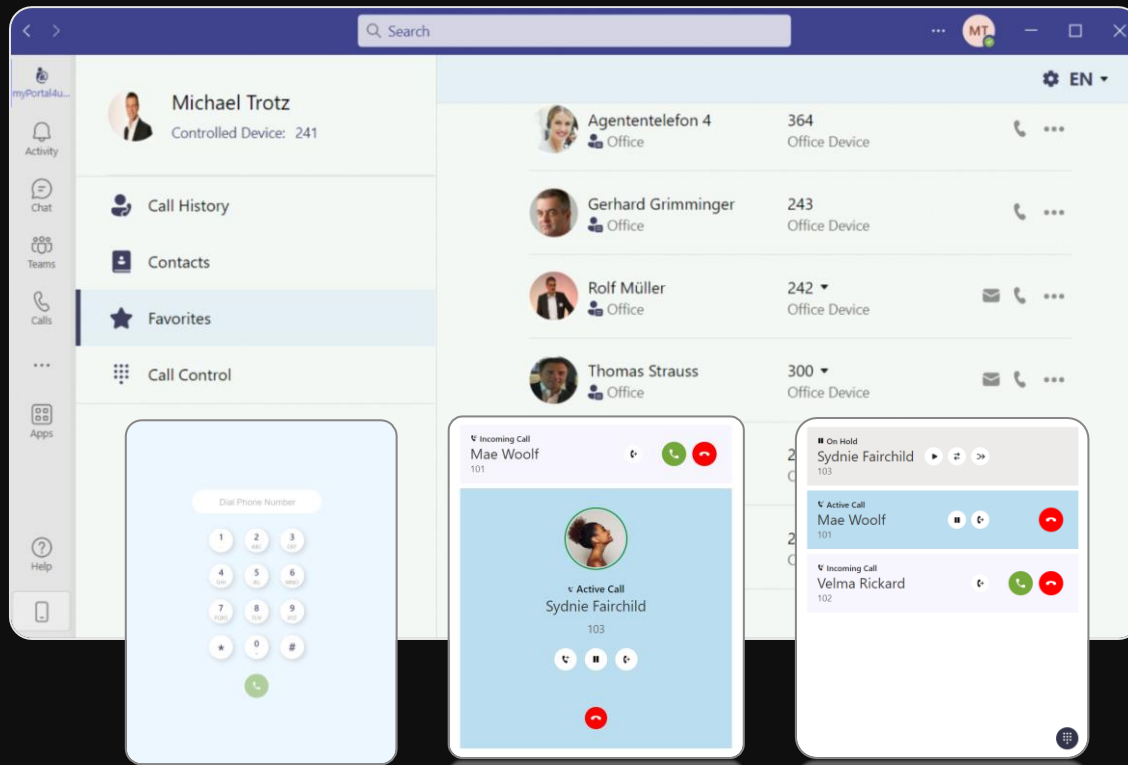
Contacts



Favorites



Call Control

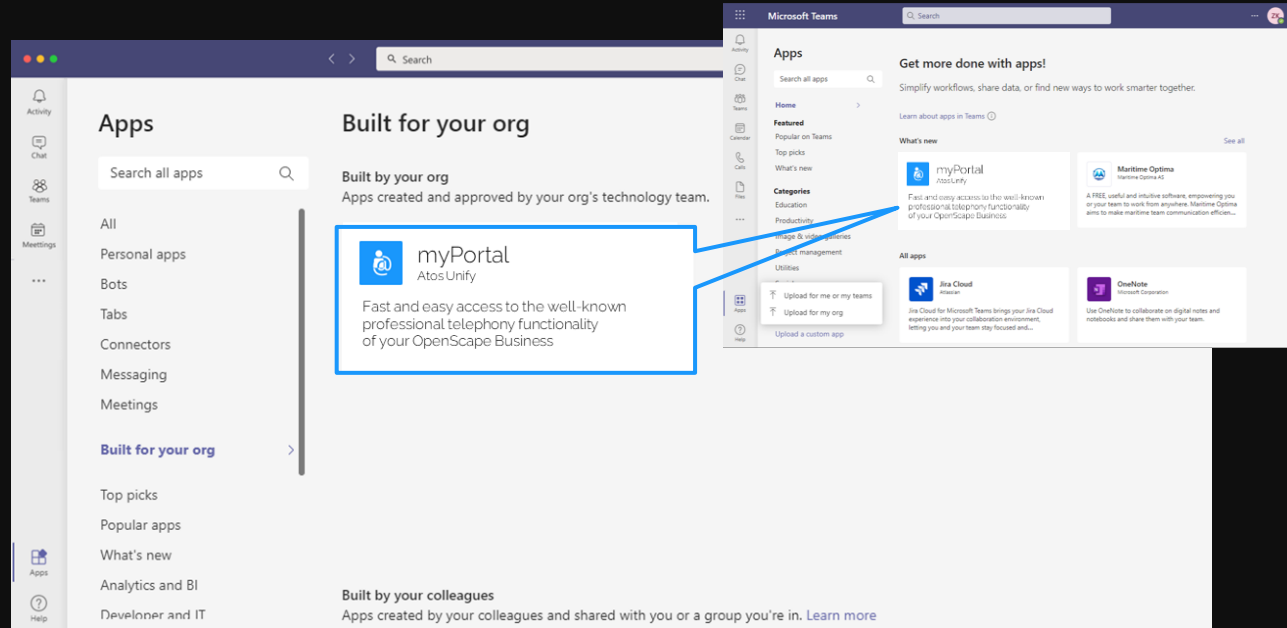


myPortal for Teams Apps

OpenScape Business telephony embedded in Microsoft Teams

Integration

- + 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

Integration

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

+ Access:

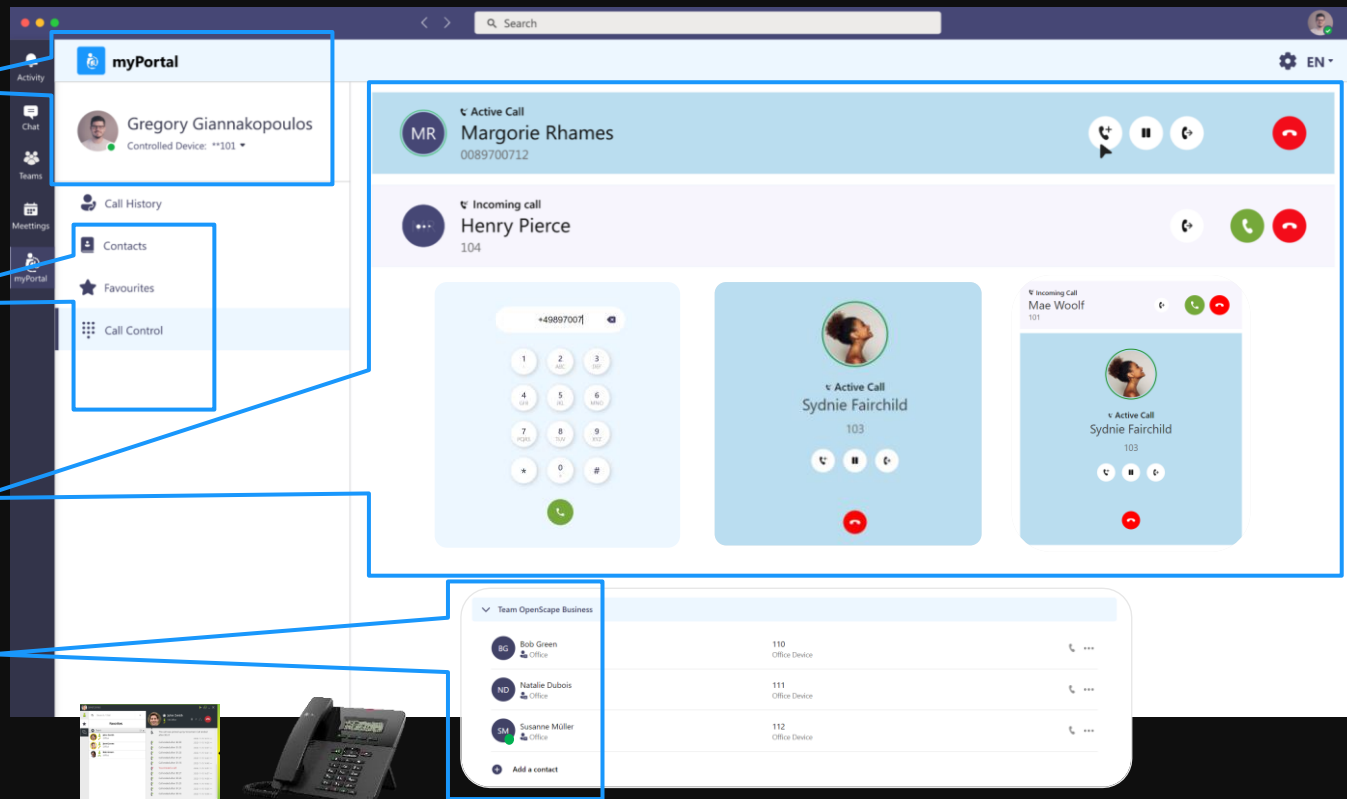
- Call Journal
- Contacts
- Favorites
- Call Control
- Dial Pad

+ 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

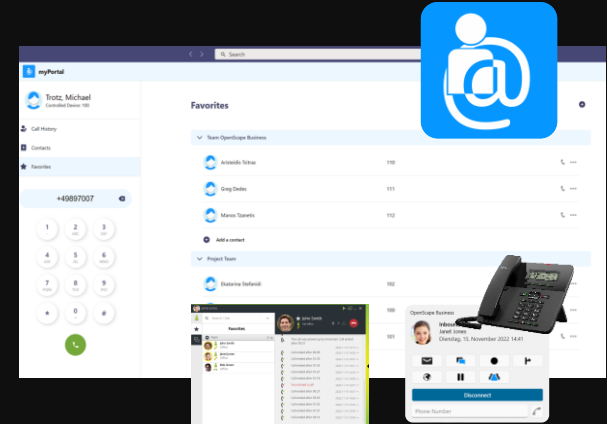


Integration with Microsoft Teams

How Microsoft Teams User can benefit...

Integration

- **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!

For further information please contact your Atos Unify Partner

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