# Ribbon Connect
# Direct Routing as a Service

# Advanced Call Handling Scenarios

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# Teams User Setup Guide

Ribbon Connect Direct Routing as a Service

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## 1   Introduction

This document covers advanced calling scenarios between the PBX and Teams or Skype for Business. It is intended for Telephony Engineers with experience of advanced SIP call handling scenarios.

These scenarios are subject to change over time as the Microsoft interfaces evolve, and we will always strive to provide the best user experience within the limitations imposed by Microsoft.

## 2   Caller ID Name Presentation

When a call is made from the PBX into a standard softphone or SIP phone it is expected that as well as the Caller's number being displayed the Caller's name is also displayed if available. Many PBXs modify the Caller's name to add information such as the name of the queue the call was routed through. It is desirable to have this information passed to the Microsoft client.

| Feature | Skype for Business | Teams |
|---|---|---|
| Caller ID Name | Supported<br><br>If the Caller ID number matches a Skype for Business contact, then the contact name is shown.<br><br>Otherwise, both the Caller ID name and number are shown | Not Supported<br><br>If the Caller ID number matches a Teams contact, then the contact name is shown.<br><br>Otherwise, only the number is shown.  The Caller's name is currently blocked by the Teams Direct Routing interface. |

## 3   Calls on Hold

The PBX is not aware when calls are placed on hold, so any custom hold music will not be played to the caller.

## 4   Multi Party Calls

| Feature | Skype for Business | Teams |
|---|---|---|
| Call from PBX to Microsoft Add Additional Microsoft User | Not Supported | Supported |
| Call from PBX to Microsoft Add Additional PBX User | Not Supported | Available using Microsoft Audio Conferencing License<br>▪ Calls will originate from a Microsoft conferencing number and are not routed through the PBX<br>▪ Extension numbers cannot be dialed |
| Call from Microsoft to PBX Add Additional Microsoft User | Not Supported | Supported |
| Call from Microsoft to PBX Add Additional PBX User | Not Supported | Available using Microsoft Audio Conferencing License<br>▪ Calls will originate from a Microsoft conferencing number and are not routed through the PBX<br>▪ Extension numbers cannot be dialed |

## 5   Call Transfers

### 5.1   PBX Supports REFER

| Feature | Skype for Business | Teams |
|---|---|---|
| Call from PBX to Microsoft Blind Transfer to Microsoft | Supported[1] | Supported[1] |
| Call from PBX to Microsoft Consultative Transfer to Microsoft | Supported[1] | Supported[1] |
| Call from PBX to Microsoft Blind Transfer to PBX | Supported | Supported |
| Call from PBX to Microsoft Consultative Transfer to PBX | Supported[2] | Supported[3] |
| Call from Microsoft to PBX Blind Transfer to Microsoft | Supported[1] | Supported[1] |
| Call from Microsoft to PBX Consultative Transfer to Microsoft | Supported[2,4] | Supported[2] |
| Call from Microsoft to PBX Blind Transfer to PBX | Supported | Supported |
| Call from Microsoft to PBX Consultative Transfer to PBX | Supported[2] | Supported[3] |

[1]   PBX is not aware of transfer
[2]   This is not a true consultative transfer: the consult is one call, then that call hangs up and the original call is blind transferred.
[3]   This is not a true consultative transfer: the consult is one call, then whilst that call is still in progress the original call is blind transferred.
      The recipient should have call waiting enabled on the PBX to avoid the transfer going to their voicemail.
[4]   CLI of transfer is the transferrer CLI, not the caller CLI

## 5.2  PBX Does Not Support REFER (bridge mode)

| Feature | Skype for Business | Teams |
|---|---|---|
| Call from PBX to Microsoft Blind Transfer to Microsoft | Supported | Supported |
| Call from PBX to Microsoft Consultative Transfer to Microsoft | Supported[2] | Supported[2] |
| Call from PBX to Microsoft Blind Transfer to PBX | Supported[4] | Supported |
| Call from PBX to Microsoft Consultative Transfer to PBX | Supported[2,4] | Supported[3] |
| Call from Microsoft to PBX Blind Transfer to Microsoft | Supported | Supported |
| Call from Microsoft to PBX Consultative Transfer to Microsoft | Supported[2] | Supported |
| Call from Microsoft to PBX Blind Transfer to PBX | Supported[4] | Supported |
| Call from Microsoft to PBX Consultative Transfer to PBX | Supported[4] | Supported[3] |

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[4]  CLI of transfer is the transferrer CLI, not the caller CLI

## 5.3  Double Transfers

| Feature | Skype for Business | Teams |
|---|---|---|
| Call from PBX to Microsoft<br>▪ Transferred to Microsoft<br>▪ Transferred to Microsoft one or more additional times | Supported | Supported |
| Call from PBX to Microsoft<br>▪ Transferred to Microsoft<br>▪ Transferred to PSTN | Supported | Not Supported<br><br>Teams does not provide the transferrer's identity in this scenario so a PBX call cannot be authorized |

# 6  Teams Call Forwarding

Call forwarding and 'Also Ring' to other Teams users is supported.

Support for Call forwarding and 'Also Ring' to PBX numbers is not officially supported as the functionality depends on the PBX capability and configuration. into Teams from the PSTN then have a user transfer the call back out to a PSTN number