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atos collaboration solutions

OpenScape Business

Interworking with MS Teams
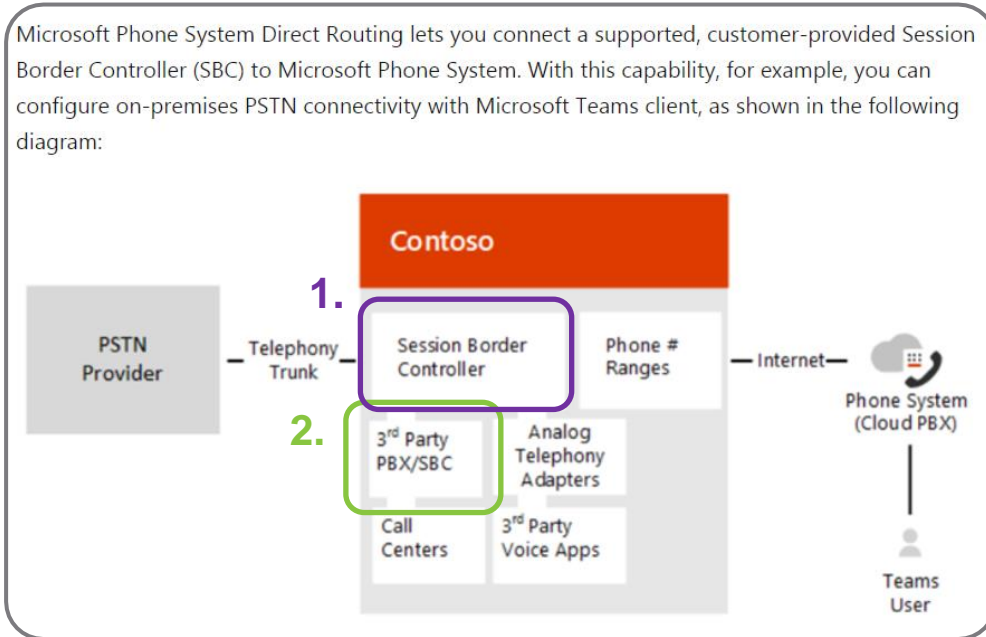
November 2019

OpenScape Business
Product Management

Disclaimer
The following slides are intended to use for a general information about interworking between OpenScape Business and Microsoft Teams. Due to 3rd party components (external SBC) a defined feature set can´t be confirmed or described. Statements are based on customer experience. In case of questions please contact: michael.trotz@atos.net

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OpenScape Business interworking option with MS Teams via Microsoft Direct Routing Plan

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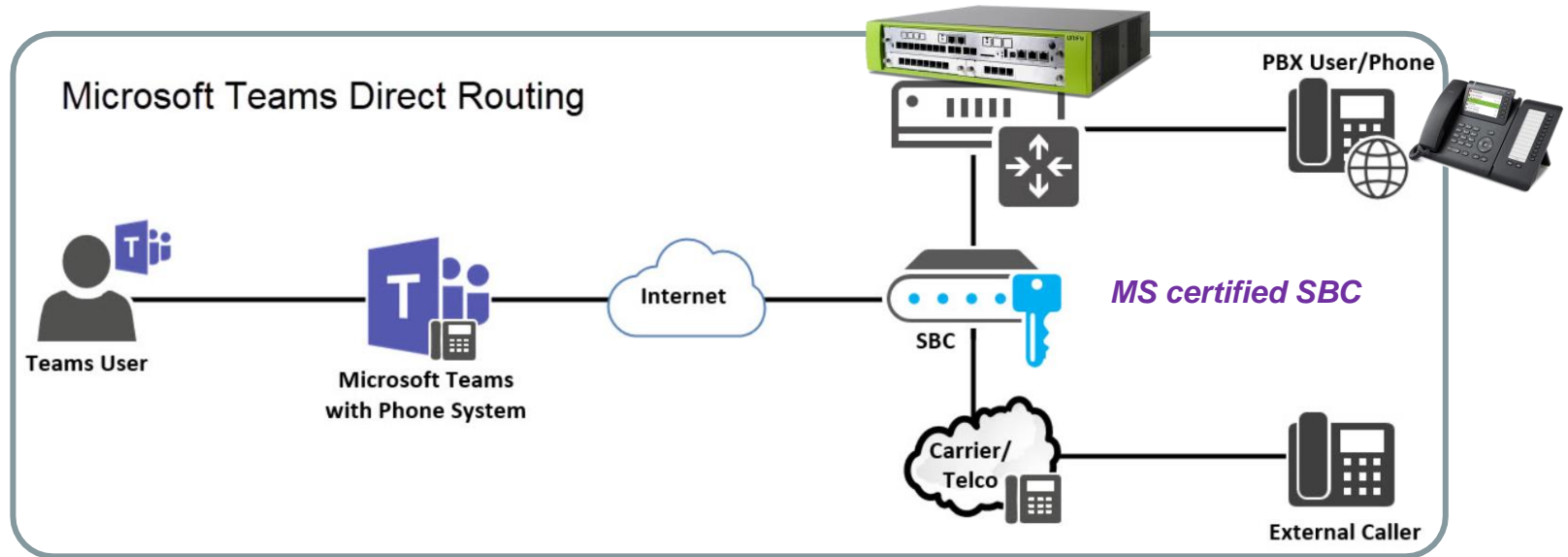
Microsoft now requires „Direct Routing" Plan which allows interworking to a Microsoft certified SBC (**1**)

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

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
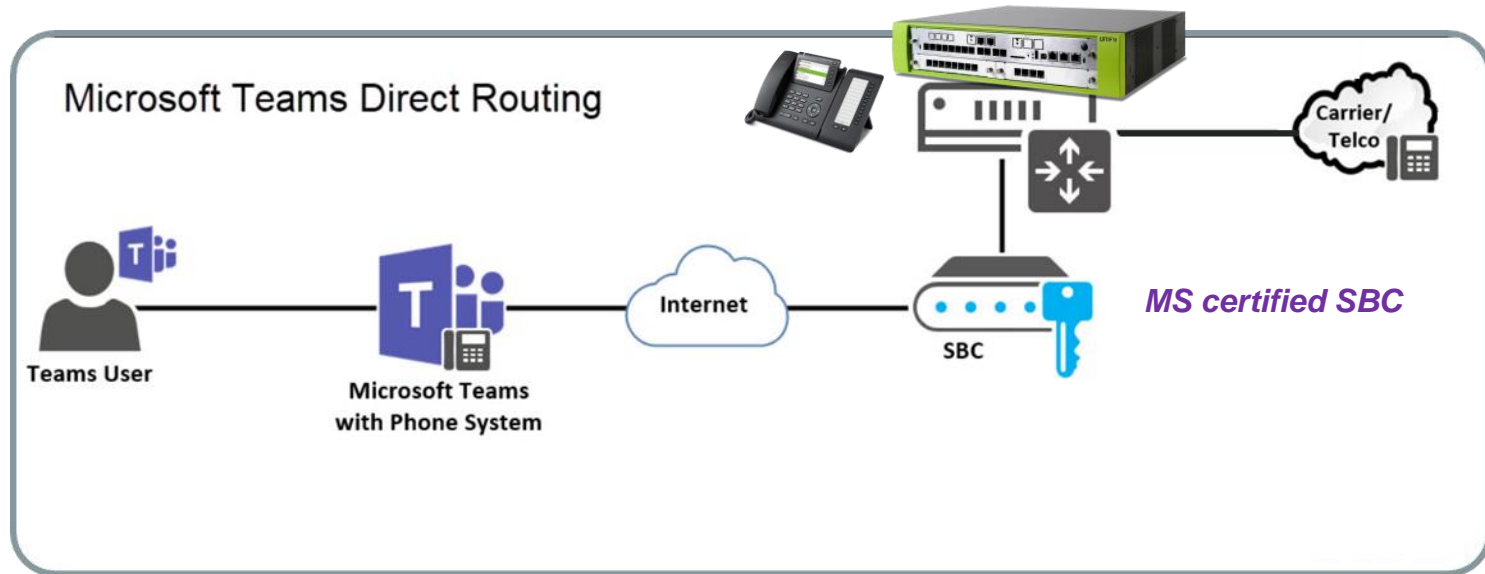
Telephony Interworking with MS Teams (1)
ITSP / PSTN connection via Microsoft certified SBC

Microsoft Teams Direct Routing

Teams User — Microsoft Teams with Phone System — Internet — SBC — *MS certified SBC* — PBX User/Phone — Carrier/Telco — External Caller

https://docs.microsoft.com/en-us/microsoftteams/direct-routing-border-controllers

Telephony Interworking with MS Teams (2)
ITSP / PSTN connection via OpenScape Business

Microsoft Teams Direct Routing

Teams User

Microsoft Teams with Phone System

Internet

SBC

MS certified SBC

Carrier/ Telco

https://docs.microsoft.com/en-us/microsoftteams/direct-routing-border-controllers

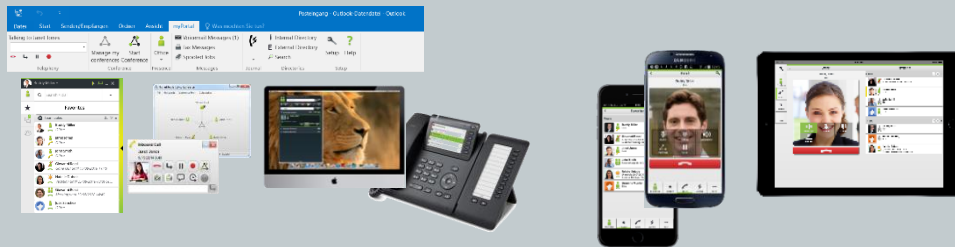# Customer experience: Successful configurations in combination with MS Teams

- OpenScape Business has been successfully networked via 3rd party SBC by using native SIP trunking (OpenScape Business Networking license needed)

- OpenScape Business has been successfully networked by terminating ITSP provider to OpenScape Business and route calls to 3rd party SBC and further on to MS Teams (via native SIP)

- **Please note:** In all above mentioned scenarios a basic call between OpenScape Business – 3rd party SBC – MS Teams has been established successfully.

- **Please note:** Interworking with MS Teams and Microsoft certified SBC can be seen as a regular SIP interconnection to a 3rd party PBX/Application. A confirmed feature set can´t be given due to 3rd party components (SBC, etc.).

OpenScape Business + Circuit
The better choice. Stronger and better together

OpenScape Business

Circuit

MS Outlook Integration, Clients for Windows and Apple, Contact Center, Attendant

myPortal to go App for iOS and Android

Circuit empowers **OpenScape Business** with collaboration capabilitites: Video, Screenshare & mobile Apps supporting all networks

OpenScape Business S
Software-based, virtualized, "hosted" in a private or public Datacenter

OpenScape Business X - Models

Cloud

Powerful Voice and UC capabilities combined with **Cloud collaboration** services
OpenScape Business Telephony Connector **combines** the **best of both worlds**

Circuit supports your digital workplace

Circuit is the intelligent smart enterprise collaboration solution for the digital workplace – today and in the future.

Circuit improves teamwork by combining audio, video, messaging, screen and content sharing in to a single experience

For more information about Circuit please contact your UNIFY Partner Manager

circuit by unify

OpenScape Business + Circuit Connector
Combines **powerful** and **proven** telephony + CTI and collaboration

V2R5

Make Call

Accept Call

End call / reject call

V2R6

DTMF Support

Call Hold / Retrieve

Unattendant Call Transfer

Call Forwarding

Consultation Call

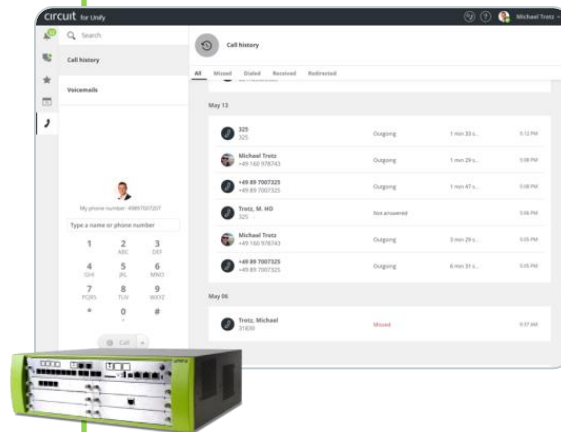Supervised Transfer

Swap Call

V2R7

Conference Call / Merge Call

Seamless Call Swipe (Pull / Push)

Busy in a conversation

Circuit Wizard Improvements

Continuous Enhancements in further versions

OpenScape Business + Circuit provides the following benefits for **Customers** and **Partners:**

1 OpenScape Business provides **very powerful voice and UC** to fulfill many different and various communication needs from SMB Customers

2 … by adding Circuit, Customers will get **powerful Cloud Collaboration Services & mobile communication services** – better together

3 Customize the solution to individual needs of any single user - **pure voice, UC, up to full collaboration & mobile communication or a combination**

4 Provides **great Upsell and additional business opportunities** for Partner´s installed OpenScape Business base and for their new customers

5 Create a Circuit Tenant to **easily add collaboration, virtual meeting, video & unlimited mobile communication** to your OpenScape Business

6 **Great advantage at an attractive pricing:** Telephony Connector is available up from Circuit Team license, no HW needed (no OSBiz licenses for pure Circuit Client use)