Skype for Business

DN Options

5/9/2025

DN Options

TServer section

agent-presence-map

Default Value: none
Valid Values: Any string
Changes Take Effect: On next login

Specifies the path to an XML file that provides the details of the availability and activity that is pushed to Skype for agents. If not specified, or the file is invalid, T-Server does not push presence.

aggregated-states

Default Value: No default value
Valid Values: A comma-separated list of `<composite state ID>:<aggregated state name>` pairs. For example, `1:OOS, 2:AVAILABLE, 3:INCALL, 4:OOS, 5:AVAILABLE, 6:INCALL, 7:OOS, 8:AVAILABLE`.
Changes Take Effect: Immediately

Specifies the available agent states in a comma-separated list. See the Presence feature.

allow-pass-through-calls

Default Value: all
Valid Values: none, all, iscc

Changes Take Effect: On next call topology change
Introduced: 8.5.001.32

Specifies whether T-Server creates calls where all participants are external, as follows:

- `all`: T-Server creates calls where all participants are external.
- `none`: T-Server blocks the creation of calls where all participants are external and will actively release those calls if they are found.
- `iscc`: T-Server allows calls to destinations connected via ISCC even if no participants remain locally.

calling-method

Default Value: dialout
Valid Values: dialout, b2b
Changes Take Effect: For the next call
Introduced: 8.5.001.63
Related Feature: Calling using Back-to-Back User Agent

If set to `dialout` or not configured, Dial Out from Conference will be used for dialing a call.

If set to `b2b`, the destination will be connected to the call by using the B2BUA method.

cpn

Default Value: No default value
Valid Values: SIP URI
Changes Take Effect: For the next call
Introduced: 8.5.001.63
Related Feature: Calling using Back-to-Back User Agent

If the destination matches the configured dialplan and the **calling-method** option is set to `b2b`, customized Caller ID information will be displayed on the destination party's screen. The Caller ID must be the SIP URI of an existing configured Endpoint (User Endpoint or Application Endpoint) that is allowed to make calls to the destination.

If the **cpn** option is not set, the Application-level option will be used. If the Application-level **cpn** option is not configured, the actual Application Endpoint identity will be used.

dial-plan-rule-<n>

Default Value: No default value
Valid Values: A string defining the dial plan pattern
Changes Take Effect: For the next call
Introduced: 8.5.001.63
Related Feature: Calling using Back-to-Back User Agent

Defines the dial plan pattern using any of the following:

- { } (braces)—the start and end of the variable area of the pattern
- D—any single digit
- S—any single case-insensitive character
- # (pound)—any number of digits
- * (asterisk)—any number of any characters

Examples:

Dial plan pattern	Description	Examples
+{DDDDDDDD}	Matches 8 digits with a '+' prefix	+12345678
+{69DDDDDD} +69{DDDDDD}	Matches 8 digits with a '+69' prefix	+69123456
+{DD812DDD}	Matches 8 digits with a '+' prefix and 812 in positions 4-6	+078129876; +008121234
{DD812#}	Matches a number with 812 in positions 3-5	
sip:{SSSS}@domain.com	Matches any SIP URI that belongs to domain.com with a user part containing exactly 4 characters	sip:andy@domain.com
sip:{SSSS}@{*}	Matches any SIP URI that contains exactly 4 characters in the user part	sip:andy@domain.com; sip:mike@domain01.uk.com
sip:{*}@domain02.uk.com	Matches the SIP URI of any user that belongs to domain02.uk.com	sip:123@domain02.uk.com; sip:alice321@domain02.uk.com;sip:987bob@domain02.uk sip:michael@domain02.uk.com
sip:{#}@domain02.uk.com	Matches any SIP URI that belongs to domain02.uk.com and contains only digits in the user part	sip:1234567@domain02.uk.com; sip:987@domain02.uk.com
tel:{#}	Matches any TEl URI that contains digits only	tel:012345; tel:987
tel:+{#}	Matches any TEl URI that with a '+' prefix followed by digits only	tel:+012345; tel:+987
sip:SSS{SSSS}@domain.com	Matches any SIP URI that belongs to domain.com and has a user part containing 'SSS' and 4 additional characters	sip:SSSabcd@domain.com; sip:sssdcba@domain.com;
sip:SSS{DDDD}@domain.com	Matches any SIP URI that belongs to domain.com and has a user part containing 'SSS' followed by 4 digits	sip:SSS1234@domain.com; sip:sss4321@domain.com;

force-call-cleanup

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

If this option is set to `true` and the DN is disabled in the Configuration Database, T-Server will clean up any calls on the DN, and all of the calls on the DN will be dropped.

After the cleanup process has been completed and all calls on the DN are dropped, Genesys recommends that you remove the option from the DN Annex tab or set it to `false`.

handle-direct-calls

Default Value: true
Valid Values: true, false, on-login
Changes Take Effect: T-Server changes subscription and call processing when the last active party is released on a DN. If there is no call on a DN, changes take effect immediately.
Introduced: 8.5.001.23

Specifies the mode of internal call handling for a DN.

- `true`: T-Server handles all internal calls targeting this DN.
- `false`: T-Server does not handle internal calls targeting this DN.
- `on-login`: T-Server handles internal calls only when an agent is logged in.

Note: For agents operating in regular (non-suppressed) mode, Genesys recommends setting this option to `false` on their DNs.

handle-direct-calls-media

Default Value: all
Valid Values: all, iv, im
Changes Take Effect: For next call
Introduced: 8.5.001.65

Specifies the media, in a comma-separated list of valid values, that will be monitored when direct call monitoring is activated:

- `av`—T-Server must handle all direct AV calls targeting this DN.
- `im`—T-Server must handle all direct IM calls that target this DN.
- `all`—T-Server must handle all direct calls that target this DN.

The option will affect devices of type ACD Position and Extension. The DN-level option value overrides the application-level option if defined. In turn, the effect of TPrivateService (8802) prevails over all configuration settings.

map-presence-to-dnd

Default Value: false
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether to map the DND presence states to T-Server. If set to `true`, T-Server maps the presence availability state to events EventDNDOn and EventDNDOff. If set to `false`, T-Server ignores any value configured in the option agent-presence-map and does not push presence to Skype.

presence-availability-range

Default Value: 3000-6000
Valid Values: A list of ranges or single values between 0 and 18500, with the ranges denoted by their end values separated by a hyphen, and the ranges and values separated by a comma. For example: 3500-6000,7500,8000-9000,12500-13000. A single range can also be used. For example: 3500-6000.
Changes Take Effect: Immediately

Specifies the ranges of availability that T-Server maps to the DND Off state if presence mapping is activated. Any value that is configured outside of any of the listed ranges is mapped to the DND On state. Transition from one state to another generates the corresponding events EventDNDOn and EventDNDOff.

record

Default Value: No default value
Valid Values: source, destination, disabled
Changes Take Effect: Immediately

Instructs T-Server whether to initiate recording of calls arriving at this Routing Point or Extension and when to end such recording:

- `source`: T-Server initiates remote recording of a call on a DN as soon as it is established on a device regardless of the call type. The remote recording is performed until an originator of the call is present on the call.
- `destination`: T-Server initiates remote recording of a call on a DN as soon as it is established on a device regardless of the call type. The remote recording is performed until the party on this device is present on the call.
- `disabled`: T-Server does not initiate recording for an established call by default.

This option defines the default behavior for a particular DN. This is applicable only to destinations that are monitored by T-Server. This can be overridden by specifying the key **record** in AttributeExtensions of TRouteCall or by a TPrivateService from a client, registered on that DN.

service-type

Default Value: No default value
Valid Values: dialplan, presence-profile
Changes Take Effect: For the next call

Specifies the configured service for the DN.