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Microsoft Skype for Business Deployment Guide

Call Monitoring

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Call Monitoring

A direct (or 1pcc) call is a call which is initiated from Skype for Business, Workspace Desktop Edition, or from outside of enterprise directly to the agent. Without special effort such calls are not visible to T-Server. For a proper distribution of calls to the call center agent, it is important to understand what communications are in progress on the agent device.

To support this monitoring, T-Server and Workspace Desktop Edition implement the following:

- T-Server uses Conversation-ID to distinguish a Genesys monitored conversation from a non-monitored conversation. This is done by adding special symbols into Conversation-ID generated by T-Server. Currently, it is the word "Genesys" in Conversation-ID.
- For every Extension DN configured in the Switch object, T-Server subscribes to notifications on a corresponding Lync user endpoint. For monitoring of direct calls, T-Server enables handling of voice calls on this endpoint. When two instances of the endpoint exist in the Lync Server 2013 environment, it uses forking and delivers a call to both endpoints—the real agent phone and the endpoint defined in T-Server.
- When T-Server receives a call with "Non-Genesys" Conversation-ID, it answers the call on the secondary created user endpoint. Then it originates a new conversation toward a user with an indication in Conversation-ID that this is a "Genesys monitored" conversation.
- When a desktop application receives a new conversation, it checks whether this is a Genesys-monitored conversation. If this is not-monitored conversation, the desktop ignores it. Otherwise, it should be handled according to the application logic (see [Emulated Ringing](#)).