GENESYS

Microsoft Skype for Business Deployment Guide

Handling Direct Calls

5/7/2025

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Direct calls are calls that are dialed directly to DNs, without being initiated from T-Server or passing through a Routing Point. To provide CTI support for direct calls, T-Server uses Skype for Business call forking functionality. On startup, T-Server requests a Connector to subscribe to all registered users and create endpoints for each of them. When a call arrives at a registered user, Skype for Business Server forks the call to all users' endpoints, including the Connector's endpoint. T-Server delivers the conversation ID of the forked call to Workspace Desktop in AttributeExtensions of EventRinging. The Workspace Plugin ignores inbound calls without appropriate conversation IDs and answers that call leg passed via Connector.

For calls initiated directly from the Skype for Business client, this entails a number of sometimes undesirable consequences, such as:

- Double toasts

- Blocked application sharing

- Direct calls appearing as conference

- Calls appearing to come from internal T-Server resources rather than the actual caller

- Exchange server could report rejected forked call legs as missed calls

To avoid such artifacts at times when a user is not logged in as a Genesys agent or is logged in but also uses a Skype for Business client window running in parallel mode, starting with version 8.5.001.23, T-Server provides the ability to configure how direct internal or inbound calls are handled. This feature enables users who use Workspace rarely or not at all to disable direct call handling at one of the following levels:

- On agent logout

- According to DN configuration

T-Server can be configured to take no action if:

- A destination DN is configured accordingly

- A destination has no logged-in agent

The following scenarios are processed and reported in the usual way:

- A call that passes through a Routing Point

- A call initiated using 3pcc by a Workspace Desktop agent

Using parallel and suppressed modes

Since the handling of direct calls by Genesys might cause undesirable effects on a Skype for Business client GUI when the Workspace plugin is running in a incompatible mode, the plugin can be configured to override the setting of handle-direct-calls in T-Server when it is started with a Skype for

Business client in parallel mode. The required minimum versions are 8.5.001.65 for T-Server and 8.5.001.01 for the Workspace Plugin.
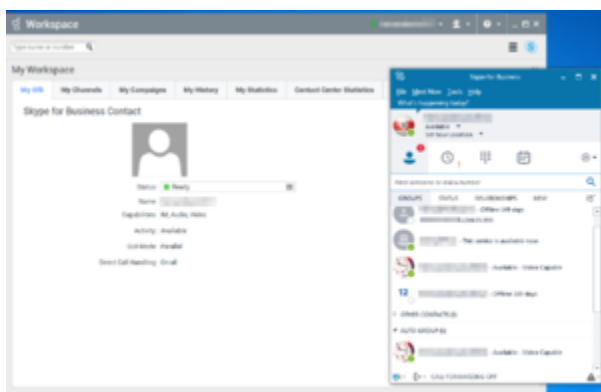
Parallel mode

In order for the Workspace Plugin to force T-Server to disable the handling of direct calls for its DN, the Workspace configuration option **interaction-workspace/lync.notify-startup-mode** must be set to `true`. In this case, the Workspace Plugin analyzes information about the handle-direct-calls setting received from T-Server at the time of registration and, if it detects that it is running with a Skype for Business client in parallel mode and the T-Server setting is other than `false`, it sends a request to T-Server to override its configuration option setting.
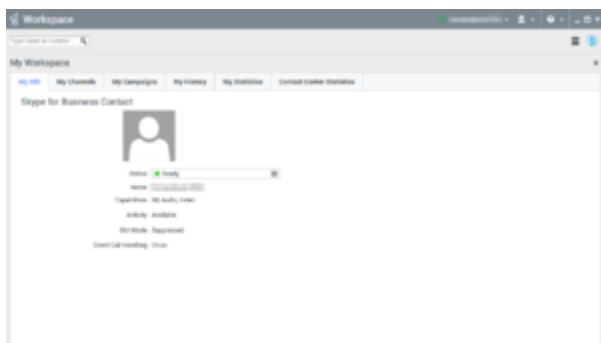
Suppressed mode

Affects pre-8.5.001.65 only—When the Workspace Plugin uses a Skype for Business client in suppressed mode, it does not override the T-Server setting for **handle-direct-calls**. In this case, if **handle-direct-calls** is set to `false`, any incoming direct call can neither be answered nor rejected by the agent, but the agent can hear its alerting sound. Such a combination of settings should only be used in call centers where the business model excludes direct calls to agents.

From release 8.5.001.65—When the Workspace Plugin uses a Skype for Business client in suppressed mode, it overrides a `false` setting for **handle-direct-calls** in T-Server. You can also specify the media of the direct calls you want to handle by defining the new handle-direct-calls-media option. You can choose to handle audio/video (`av`), instant messaging (`im`) or all.

Notes on handle-direct-calls-media

- **handle-direct-calls-media** can be set on the Application and the device level.
- The plug-in also locks the mode of **handle-direct-calls-media** by the same request that locks **handle-**

direct-calls.

- An overridden direct call handling setting persists as long as WDE is connected to T-Server.

Presence Processing

If direct call handling is disabled for an agent, T-Server maps presence information to DND status and reports it for that agent. T-Server reads presence mapping if it is configured for the DN or for an agent in the appropriate profile. If the presence profile is not configured for an agent, T-Server uses the default availability range configured at the Application level by the default-availability-range option in the **[TServer]** section.

Because presence mapping and presence pushing are incompatible features, T-Server disables presence pushing for all DNs where direct call handling is disabled. Do not configure presence pushing in the presence profiles of these DNs.

Configuring direct call handling

In the T-Server for Skype for Business application, configure the following options:

- handle-direct-calls
- handle-direct-calls-media (from release 8.5.001.65)
- default-availability-range

To enable the feature for a particular DN, specify the handle-direct-calls option for that DN. The DN-level setting takes precedence over the Application-level setting.

Feature Limitations

- Skype for Business call statistics differ significantly from Genesys reporting for DNs that operate in non-suppression mode. Genesys does not monitor some direct calls.
- T-Server does not support side-by-side Skype for Business client configuration because of several deficiencies identified in Skype for Business clients while working with multiple audio/video devices.
- For calls routed to a destination with disabled direct call handling, alternate routing in case of no answer is disabled.