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Microsoft Skype for Business Deployment Guide

Supported Media Types

Supported Media Types

T-Server supports the following media types:

- [Audio](#)
- [Instant Messaging \(IM\)](#)
- [Video](#)

Audio Calls

T-Server supports all general features, such as call origination, consultation calls, transfers, conferences, single-step operations, hold/retrieve operations (including ones originated from a Skype for Business Client), routing, merge operations. T-Server reports an audio call as a call with AttributeMediaType 0 (TMediaVoice). See the list of available features and requests in [Features](#) and [T-Library Functionality Support](#) sections.

T-Server does not support the following for audio calls:

- 3pcc Answer operation and initiation of a consultation call for a consultation call
- 1pcc single-step operations

T-Server uses TMuteOn/Off to execute switching between supervision modes only.

For more information, see [Using Workspace Plugin for Skype for Business](#).

IM Calls

T-Server reports an IM call as a separate T-Library call with AttributeMediaType 5.

T-Server supports a limited number of call operations. An IM call can be initiated:

- As an inbound call from a customer via a distributed device (Routing Point)
- As an internal 3pcc call initiated by a TMakeCall request
- As an internal 1pcc call initiated by a Skype for Business Client

Important

To originate a 3pcc IM call, the desktop must add the Extension key **chat=true** to the request.

T-Server supports a limited set of T-Requests for IM calls:

- Routing IM calls from a Routing Point to an agent or another distribution device

- Transferring IM calls from one agent to another by using TSingleStepTransfer requests
- Establishing a conference with another agent by using TSingleStepConference requests

T-Server provides the ability to create a consultation call by using a 3pcc TMakeCall request.

When an IM conference is created, the IM MCU records the first 40 seconds of the IM Conference, and replays the messages back to the participants that join within that 40-second timeframe. This is done to facilitate the conference startup timeframe where users may join at different times but have a reasonable expectation to be treated as joining at the same time as other users. After the 40 seconds that precede the beginning of the IM conference, there is no buffer. It is assumed that new participants will only be concerned with what occurs after they actually join the conference.

Warning

Skype for Business Server releases an unused IM session after 10 minutes of inactivity. This is the default behavior which cannot be overridden on the Genesys T-Server and UCMA Connector for Skype for Business side. Contact the Skype for Business vendor for details.

For more information, see [Using Workspace Plugin for Skype for Business](#).

Limitations

T-Server does not support the following for IM calls:

- TInitiateTransfer and TInitiateConference requests
- Merge of main and consultation IM calls
- IM consultation call for an audio call
- Supervision
- No-Answer Supervision
- 1pcc operations (except call origination)
- 3pcc Answer
- Historical reporting

Video Calls

T-Server reports a video call as a call with AttributeMediaType 0 (TMediaVoice). No T-Library message or attribute is reported to indicate a Video stream presence and, therefore, there is no way to distinguish between an Audio only call and an Audio/Video call.

Important

Video is available only in a Skype for Business environment, and not with Lync 2013.

For more information, see [Using Workspace Plugin for Skype for Business](#).

Supported Media Escalations

- Escalation between IM call and audio call
- Escalation between audio call and video call

Escalation Between IM Call and Audio Call

T-Server supports escalation operations from an IM call to an audio call and de-escalation from an audio call to an IM call. During escalation T-Server creates a new separate call object with a new Connection ID. A new call inherits a Conversation ID from the parent call. However, T-Server does not set up the main-consultation relationship between the escalated call and the new call. When an audio call is placed on hold, the held party cannot receive instant messages.

Important

- There is no unique event reported by T-Server to indicate that an escalation scenario has occurred. The only way, in T-Server events, to identify calls that are related to an escalation scenario is by the **Conversation-ID** extension key. All those calls will have the same **Conversation-ID**. See [Attribute Extensions](#) for more information.
- When a consultation call is initiated from an escalated call with voice and IM sessions, an IM conference is created in which messages from the customer are received by all participants, but IMs from agents are not seen by the customer. IMs are seen by all remaining participants after the transfer or conference is completed.

Limitations

- TReleaseCall for an escalated IM call releases the whole conversation (IM and audio calls).

Escalation Between Audio Call and Video Call

T-Server supports escalation operations from an audio call to a video and de-escalation from a video call to an audio call. If the customer wants to add video, Multimedia Connector for Skype for Business does not generate and send a second EventQueued/EventRouteRequest for the new media. After the agent accepts the video, the underlying call stays the same.

Handling User Data

Starting with release 8.5.000.87, user data can be propagated from an original call into an escalated call in media escalation scenarios. The escalation-user-data option enables this feature and provides backward compatibility.

Capacity Rules

Since T-Server for Skype for Business supports calls with different media types, business rules used for routing may be such that an agent busy on an IM call should be considered available to receive a voice or video call and vice versa. In such cases, it is important to configure and use capacity rules as described in the [Genesys 8.1 Resource Capacity Planning Guide](#).

Limitations

In an environment where the same agent handles Skype for Business calls and e-Services interactions, whenever the agent has no Skype IM call, the Skype for Business channel will be considered to have capacity for Chat type interactions and Chat interactions may be routed to the agent even if the agent is not ready on the Chat channel.

Non-supported Media (T-Server Limitation)

- T-Server does not support screen sharing and file transfers. These operations, however, are available in the Microsoft Skype for Business client. They do not interfere with T-Server activity.