



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Microsoft Skype for Business Deployment Guide

Handling Pass-Through Calls

5/8/2025

# Handling Pass-Through Calls

There are several situations in which a call can end up in a configuration where there are no longer any T-Server controlled participants involved, and therefore the call is no longer visible to Genesys and is also no longer under CTI control. Starting with release 8.5.001.32, by using the **allow-pass-through-calls** option, T-Server can be configured to monitor situations such as these and, if possible, prevent them.

There are two main scenarios that could transform a call under Genesys CTI control to a call that Genesys CTI cannot access:

- The last Genesys CTI-controlled participant (Agent) leaves a conference session with three or more parties.
- Genesys CTI-controlled participant (Agent) performs a transfer or routing operation that leads to creating a call topology that does not have Genesys CTI control.

A call is considered to be *not controlled by Genesys CTI* when the participants in the call are external. This means that the participants are not in the list of DNs configured for this T-Server. When T-Server is configured to not allow pass-through calls, T-Server for Skype for Business will validate the call topology after handling CTI events that may have changed the call configuration. If T-Server finds that the call can no longer be controlled by CTI, it will release the call.

T-Server will also reject any CTI request that would create a call topology that does not remain under CTI control, and displays error messages as follows:

- For RequestCompleteTransfer, error 98: Cannot Complete Transfer
- For RequestSingleStepTransfer, error 1148: Privilege violation on called device
- For RequestRouteCall, error 705: Prohibited Route Call To External

## ISCC calls

When T-Server is operating in an environment where it is connected to SIP Server using Inter-Server Call Control (ISCC), T-Server can be configured to continue handling multi-site calls to DNs controlled by SIP Server, even if no locally monitored participants stay in the call. The `iscc` value of the **allow-pass-through-calls** option enables this behavior.

## Configuring Pass-Through Calls Handling

In the T-Server for Skype for Business application, configure the `allow-pass-through-calls` option at the Application level.

To enable the feature for a particular DN, specify the `allow-pass-through-calls` option for that DN. The DN-level setting takes precedence over the Application-level setting.

### Feature Limitations

T-Server cannot distinguish between external users behind the SIP trunk and unmonitored internal Skype for Business users. These users are counted as external call participants.