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Microsoft Skype for Business Deployment Guide

Managing T-Server and UCMA Connectors

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Deployment Summary

For this deployment, you must complete a number of configuration steps: some on Microsoft Skype for Business Server and some in the Genesys environment.

Genesys recommends the following deployment sequence:

1. Review **Prerequisites** that include system requirements and licensing.
2. **Provision** for UCMA Connectors. (Microsoft)
3. **Configure and install UCMA Connector(s)**. (Genesys)
4. Configure required **telephony objects**, including Switch objects and corresponding DN objects. (Genesys)
5. **Configure Skype for Business application endpoints** for Routing Points, External Routing Points, and conference services. (Microsoft)
6. **Create a pool of ready conference resources** that UCMS Connector will create at startup time. These resources guarantee that there are conference resources available for call handling. (Genesys)
7. **Configure Skype for Business user endpoints**. (Microsoft)
8. **Configure and install T-Server for Skype for Business**. (Genesys)
9. Configure and install SIP Server. Set up the multi-site (ISCC) connection to T-Server for Skype for Business. See the **Framework 8.1 SIP Server Deployment Guide** for details. (Genesys)
 - On the Connections tab of the SIP Server Application object, add an ISCC connection to T-Server.
10. Create a new PSTN Gateway using the Microsoft Skype for Business Topology Builder. Configure a trunk to provide connectivity with SIP Server. See details in Microsoft documentation:
<https://technet.microsoft.com/en-us/library/Gg425945.aspx>.
11. Define External Access policies, voice routes, and PSTN usage to be used for **remote treatments**. See details in Microsoft documentation:
[https://technet.microsoft.com/en-us/library/gg398272\(v=ocs.16\).aspx](https://technet.microsoft.com/en-us/library/gg398272(v=ocs.16).aspx).
12. Configure and install Genesys Media Server. (Genesys)
 - When integrated with SIP Server, the Genesys Media Server provides Real-Time Protocol (RTP) streaming for a variety of media services—treatments, conferences, call recording, and so on—using the Media Server Markup Language (MSML). See the **Genesys Media Server Deployment Guide** for details.
13. Deploy **Workspace Desktop Edition** for each agent. (Genesys)
14. Deploy **Workspace Plugin for Skype for Business** for each agent. (Genesys)
15. Implement **performance enhancements**.

Important

For additional information about configuring Skype for Business, consult the [Multimedia Connector for Skype for Business Configuration of Microsoft Skype for Business platform White Paper](#).