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Microsoft Skype for Business Deployment Guide

Emulated Ringing

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Emulated Ringing

Microsoft UCMA does not provide the notification about the transition of an endpoint into alerting state. So, a straightforward UCMA approach does not allow notifying T-Client and providing corresponding attached data, when a call is delivered to the agent endpoint.

To address this issue, T-Server emulates EventRinging as soon as an invitation for a new conversation is sent to an agent. Emulation creates a race condition, between alerting phone and EventRinging on the desktop.

To resolve the race condition, the desktop application implements the following logic:

- If EventRinging arrives first at the desktop:
 - Stores value Conversation-ID from the AttributeExtensions of EventRinging.
 - Waits for a new conversation with Conversation-ID matching the Conversation-ID extension key in EventRinging.
 - Shows toast (screen pop) with call attributes and user data attached when a call reaches the destination.
- If a call arrives first at the desktop:
 - If this conversation should be handled (for example, as defined in "monitoring of direct calls"), the desktop stores the Conversation-ID in its memory.
 - Waits for EventRinging with Conversation-ID in the AttributeExtensions matching the Conversation-ID of a new Skype conversation.
 - When arrived, shows toast (screen pop) with attached data.