

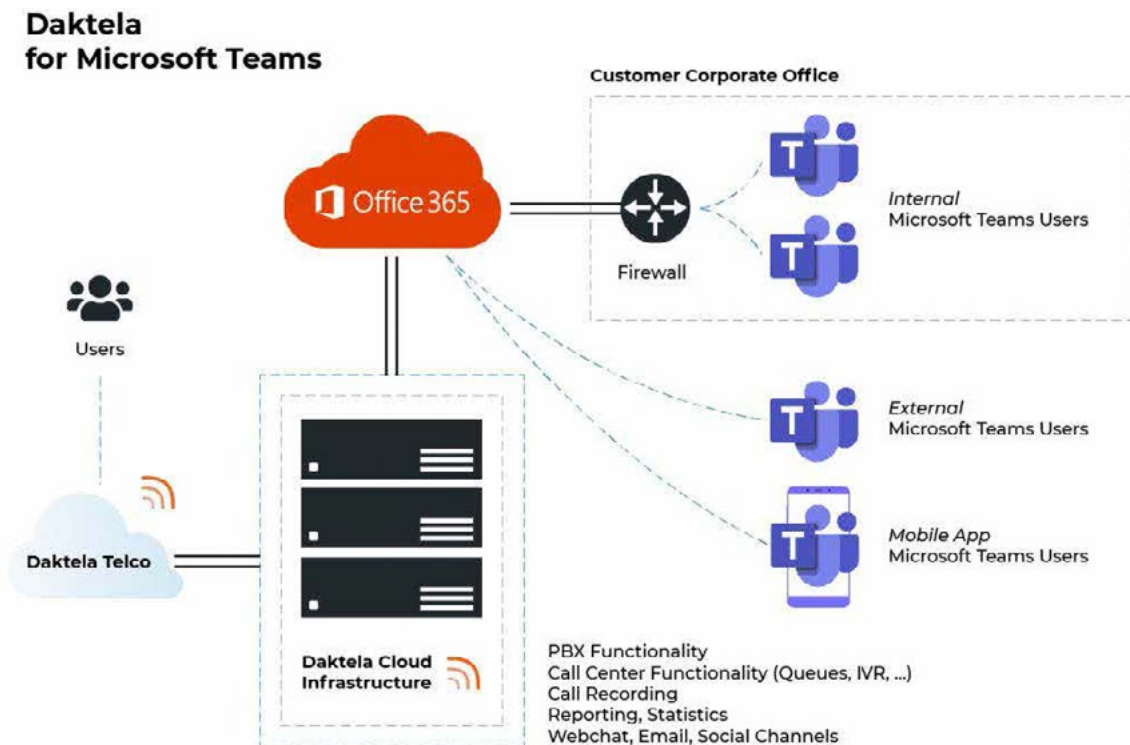
Daktela for Microsoft Teams Requirement Document

Daktela for Microsoft Teams Integration enables to assign internal Daktela phone extension to Microsoft Teams user. Teams user can then make outbound calls to public telephone network or receive calls. We can allow to assign Microsoft Teams extension to any backoffice user or contact center user in Daktela.

There are several requirements on customer side which are needed to properly configure this integration. This document is intended to list and describe all of them.

Daktela for Microsoft Teams Topology

This picture shows the network topology of Microsoft Teams (Office 365), Customer office infrastructure, external/home users and Daktela Cloud infrastructure which is hosting the certified SBC. Microsoft Teams has the ability to configure Direct Routing which enables Teams Users to call the external public phone network using certified Daktela SBC server.



Teams administrator rights and knowledge

Teams Administrator access rights are needed for the configuration of this integration with Microsoft Direct Routing. Further decent knowledge of Microsoft Teams Administration is required including PowerShell. If you don't have this knowledge we strongly recommend to ask for assistance with the configuration some certified Microsoft partner. Daktela can recommend you the Microsoft partner if needed.

Microsoft Licenses

This integration requires to enable Teams Direct Routing functionality which enables to route calls to the Daktela certified SBC device. Customer have to make sure that users with this functionality have "Microsoft Phone System License". Not all Teams users need such license only those which require to have this integration enabled. Microsoft have broad range of license portfolio and it is recommended to discuss the license requirements with Microsoft license distribution.

For example customer can have Office 365 E1 or E3 license with Phone System add-on or Office 365 Small Business Basic/Standard/Premium with Microsoft 365 Business Voice without a Calling plan plus Phone System license or Office 365 E5 license which has Phone System license included already.

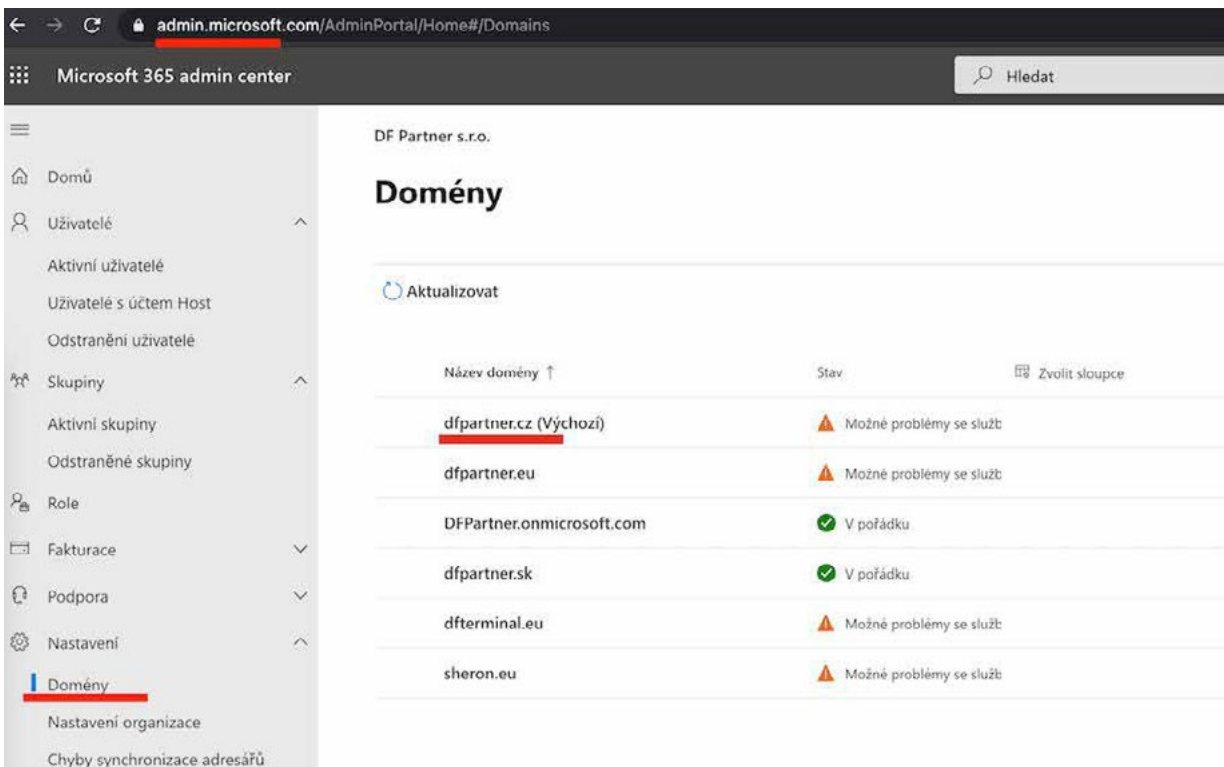
Official documentation

Microsoft official documentation for configuring Direct Routing is available here: <https://docs.microsoft.com/en-us/microsoftteams/direct-routing-connect-the-sbc>

Office 365 Domain and DNS configuration

First step is to find out your official office 365 domain name. You can find this information by logging to your Teams admin portal at <https://admin.microsoft.com> and click on Domains. In the example on the picture it is "dfpartner.cz". You then need to go to your DNS system and create a new A record for your Office365 teams domain prefixed with "sbc". This record needs to point to Daktela certified SBC device

IP address 52.178.64.16. In our example the new record will look like this: sbc.dfpartner.cz A 52.178.64.16



The screenshot shows the Microsoft 365 Admin Center interface for "DF Partner s.r.o." in the "Domény" (Domains) section. A table lists the configured domains and their status:

Název domény ↑	Stav	Zvolit sloupce
<u>dfpartner.cz</u> (Výchozí)	Možné problémy se službami	
dfpartner.eu	Možné problémy se službami	
DFPartner.onmicrosoft.com	V pořádku	
dfpartner.sk	V pořádku	
dfterminal.eu	Možné problémy se službami	
sheron.eu	Možné problémy se službami	

Creating Certificate Signing Request (CSR)

Communication between Microsoft Teams and Daktela certified SBC device is encrypted to provide secure communication. For this we need to import proper SSL certificate to the SBC device. Customers need to provide following information for CSR:

Company name:

Town/City:

District:

State:

Administrative email address:

Administrative phone number:

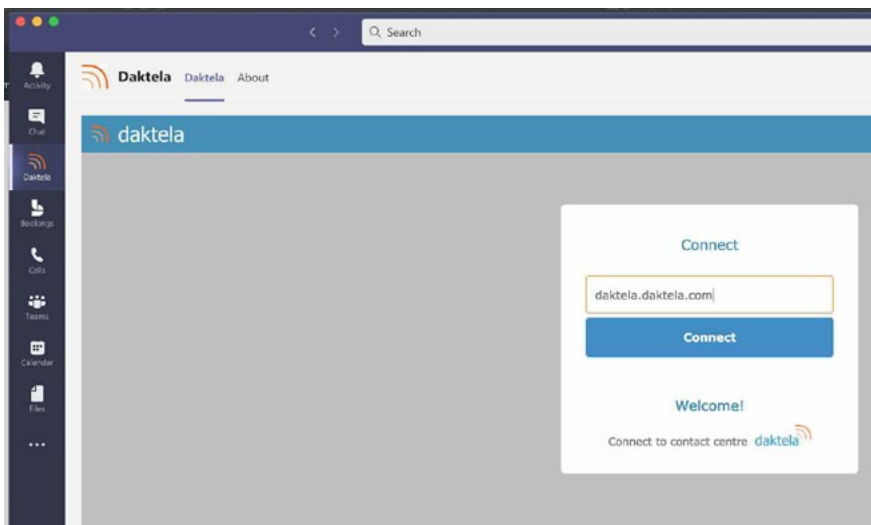
Name and Surname of Managing Director / chairman or member of the board of directors:

The above information needs to be provided to Daktela which will generate and prepare CSR with certified CA. Customers will be sent authorization email which they need to click and authorize. The authorization email can be sent to admin@office365domain.com or administrator@ or hostmaster@ or postmaster@ or webmaster@ email address. **Customers have to make sure this email address is working and accessible before CSR is generated.**

Daktela Widget in Microsoft Teams client

Daktela developed a Microsoft Teams widget which enables Daktela interface right within Teams client. In the meantime Daktela Widget for Microsoft Teams Client is not available in the official Microsoft Store and has to be installed manually.

- Login to Microsoft Teams as admin rights at <https://admin.teams.microsoft.com/policies/manage-apps>
- Download Daktela for Microsoft Teams App at http://www.daktela.com/downloads/Daktela_MS_Teams_6.0.zip
- Teams Apps -> Manage Apps -> Upload and browse for "Daktela for Microsoft Teams.zip"
- Run Microsoft Teams client (as admin or normal user) -> Find app and choose Daktela and install it
- Move/Rearrange the Daktela app on the left menu to the desired position
- You will need to enter the daktela pbx hostname the first time, this hostname is then remembered



Example: Configuration of Direct routing in Microsoft Teams

This is an example of commands you need to run in PowerShell with Teams administrator rights.

- Prepare the domain name (**\$domenaOffice365**) - eg. sbc.daktela.com or sbc.dfpartner.com
- Ask Daktela Support for the TLS port number (**\$portTLS**)

;; Establishes a Skype for Business Online Remote PowerShell session

```
$session = New-CsOnlineSession -OverrideAdminDomain
```

```
$domenaOffice365.onmicrosoft.com
```

```
Import-PSSession $session
```

```
Set-CsIPPhonePolicy -EnableDeviceUpdate $false
```

;; Creating SIP trunk in Microsoft Teams to Daktela SBC

```
New-CsOnlinePSTNGateway -Fqdn sbc. $domenaOffice365 -SipSignalingPort
```

```
$portTLS
```

```
-MaxConcurrentSessions 200 -Enabled $true
```

;; List of commands for enabling Microsoft Teams user for the Direct Routing

;; Make sure configured user has been assigned with PhoneSystem license or similar

;; In our example the user is michal.hajek@daktela.com with extension number 200

```
Grant-CsTeamsCallingPolicy -PolicyName Tag:AllowCalling -Identity
```

```
michal.hajek@daktela.com
```

```
Set-CsOnlinePstnUsage -Identity Global -Usage @{Add="All"}
```

```
New-CsOnlineVoiceRoute -Identity "All" -NumberPattern ".*"
```

```
-OnlinePstnGatewayList sbc. $domenaOffice365 -Priority 0 -OnlinePstnUsages
```

```
"All"
```

```
Set-CsUser -Identity michal.hajek@daktela.com -EnterpriseVoiceEnabled $true
```

```
-HostedVoiceMail $true -OnPremLineURI tel:200
```

Daktela for Microsoft Teams Requirements Order Form

- **Customer needs to send Daktela:**

Office365 Domain Name:

DNS A record for sbc.domainname.com created:

Administrative email address for CSR authorization (see formats):

Company name:

Town/City:

District:

State:

Administrative phone number:

Name and Surname of Managing Director / chairman or member of the board of directors:

- **Daktela needs to send customer**

Daktela SBC TLS Port number: