



Skype  
for Business



# Advantages of Co-Existing PABX

# What is UC?

- Unified Communication已經是近年來的熱門話題，但甚麼是UC?
- UC是**所有個人通訊方式的整合**，融合了多種通訊，包括**語音**、**傳真**、**Email**、**即時訊息**、**會議**、及**視訊**等的方式。
- 簡單來說，就是把平常辦公室會用到的各種平台變成一個，讓用戶端方便使用也讓系統端便於管理
- **SFB與交換機整合也是其中的一環**

# 每天所使用的應用程式



# Microsoft 整合通訊



# Why should SFB integrate with PBX

- **VOIP可大幅降低國際通話費用**。員工出差在外地或國外，可透過行動裝置的APP抓取所需的交換機撥打外線，形成市內通話，有效節省長途或國際話費。
- 透過**總部統一控管撥號原則**，對於多點(multi-site)的擴充與調整會更有彈性。
- **行動辦公室**。不常在辦公室出現的員工可透過行動裝置的APP共振分機，客戶撥打公司電話仍可即時聯絡，不會遺漏重要訊息。

# Why should SFB integrate with PBX

- 可使用**軟體電話**取代既有話機，節省辦公空間及採購費用。
- 在員工熟悉Soft Phone後，再逐步導入UC的各項功能，提升**協同工作(Collaboration)**的能力。
- 透過**SFB的軟體視訊會議**系統，公司可任意搭配通過認證的硬體產品，對於視訊系統的建置有極大的彈性與可擴充性。



# Option of Co-Existing PABX

# Options for Co-Existing Solutions



## 1) Direct SIP Trunk

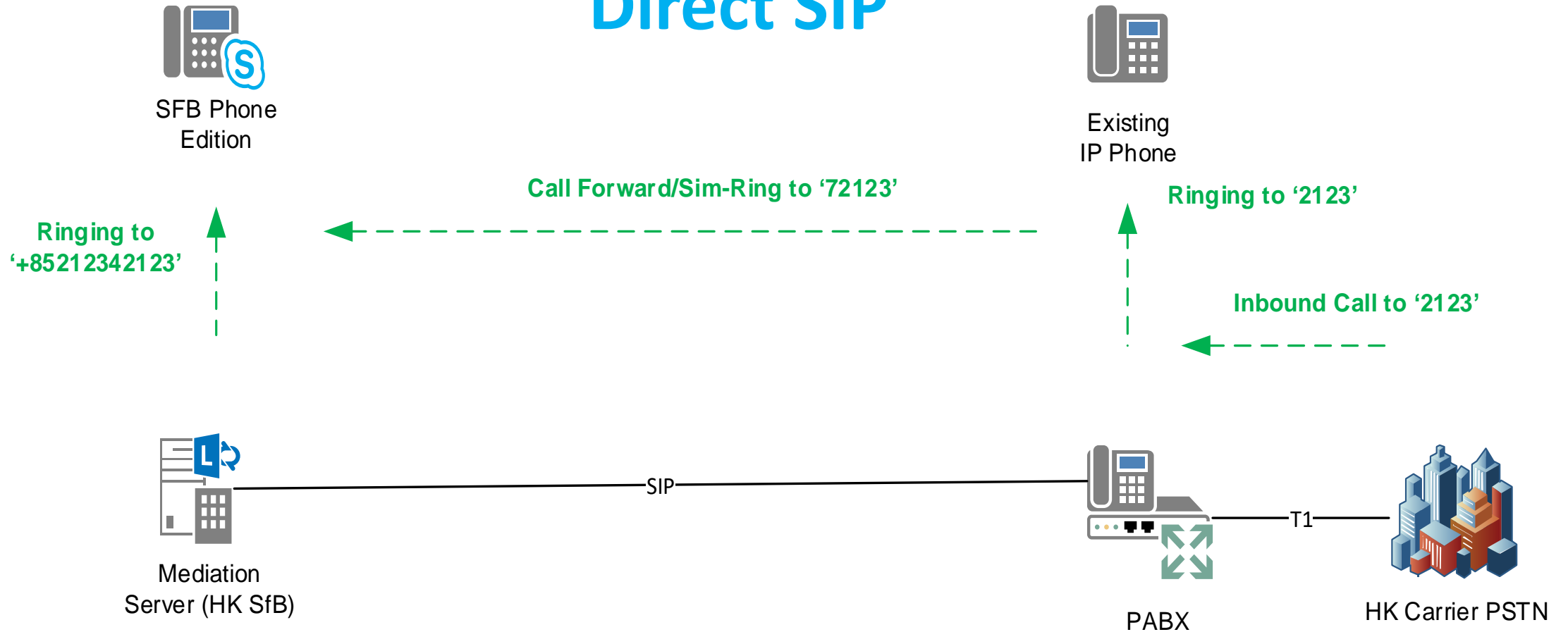
- SIP trunks connection between SFB and PBX

## 2) SBC/Voice Gateway

- SBC voice gateway tie connecting all SFB and PBX



# Direct SIP



## Pros

- No hardware investment

## Cons:

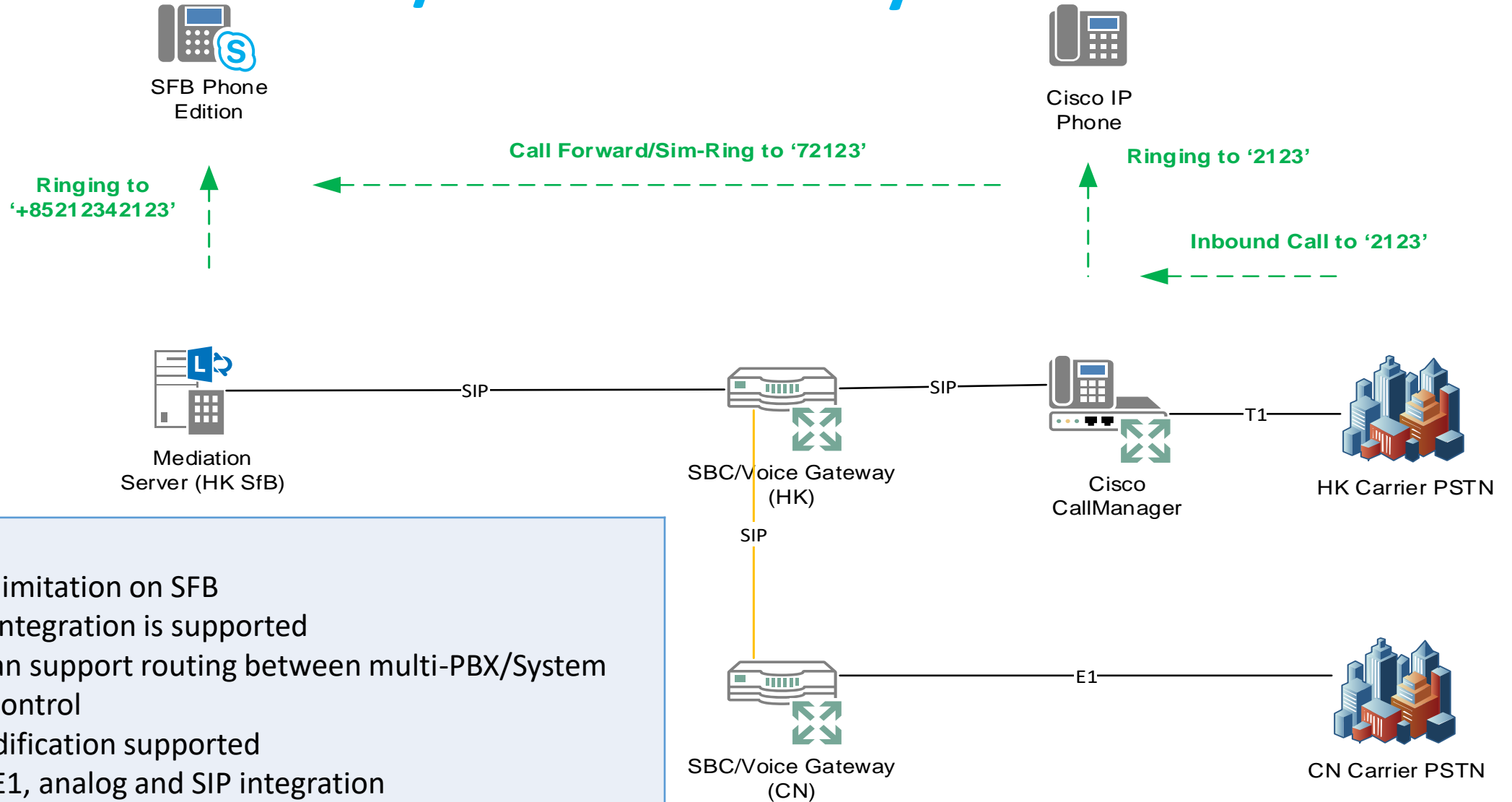
- Features limitation on SFB
- single server/PBX integration
- Only Support SIP

# Direct SIP (con'd)

All enterprise voice features in SFB are supported except below issues:

- Analog devices connected to FXS ports do not support Hold/Resume. To do so, the FXS port needs to be controlled by a Cisco PBX.
- No Ringback is heard when call is forwarded from a Lync Endpoint to a PSTN Endpoint. This can be corrected by allowing 183 without SDP on the outbound dial-peers to Lync, but this will result in no ring back on regular inbound calls.
- Call Park on Lync Client fails. Lync Client drops the call as the Gateway responds with "a=sendrecv" to an INVITE from Lync to place the call on hold. This is documented under case number CSCuo44538 with Cisco Support
- As the Gateway overrides the progress indicator from Lync Sever, PSTN calling party does not hear IVR when the Lync called party is set to simultaneous ring an IVR number with Early Media.
- Call Hold & Transfer on Analog Endpoints fails with the recommended dial peer configuration on the ISR
- Supported version: Cisco Unified Communications Manager UCM 9.1.2-12900-1

# SBC/Voice Gateway



## Pros

- No features limitation on SFB
- Multi-party integration is supported
- Single SBC can support routing between multi-PBX/System
- Central call control
- Number modification supported
- Support T1/E1, analog and SIP integration

## Cons

- Hardware investment is needed

# SBC/Voice Gateway (con'd)

- All enterprise voice features in SFB are supported between co-exist with PABX:
  - Call answer/initiate
  - Call delegation and call on-behalf
  - Call forwarding and Simultaneous ringing
  - Call hold/retrieve
  - Call transfer (blind, consult, and mobile)
  - Caller ID
  - Music on hold/Ringback
  - Call Park
  - DTMF signal transfer

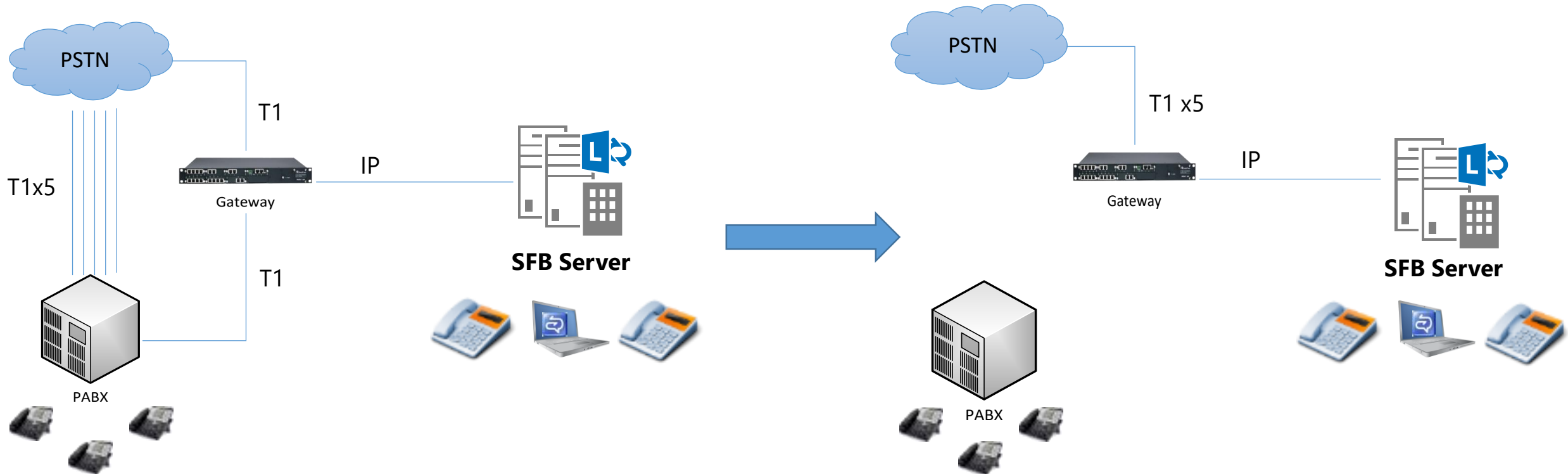
# 與交換機共存的目的



- 掌握是否移轉到SFB的選擇權，共存是移轉(migration)的過程
- 在移轉後，僅保留SFB，所有與交換機連結的trunk和設備都會被切斷
- 在切斷與交換機的連線後，所有的語音設備都會被SFB管理

# Migration

- 逐步移轉可以減低營運的衝擊
- 在移轉之前,使用者的教育訓練必須先完成



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