### imagicle<sup>\*</sup>

# Call Analytics in a MS Direct Routing architecture

Imagicle UCX Cloud Suite for Microsoft Teams supports Imagicle Call Analytics (any version) by documenting external PSTN calls and MS-Teams to local PBX calls passing through MS Direct Routing or Operator Connect SBC.

Please note that MS-Teams to MS-Teams internal calls can't be currently documented.

#### Requirements

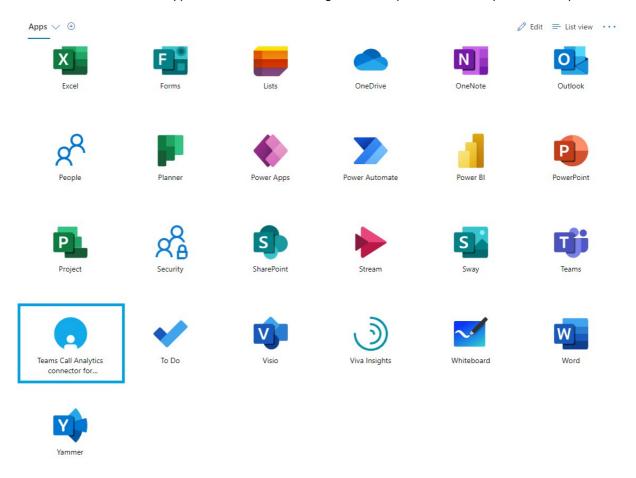
- Please make sure that Imagicle UCCS has been already cloud authenticated, by following this procedure.
- Please make sure that MS-Teams users' list has been provisioned from <u>Azure AD</u>, including the UPN (SIP URI) in each First Extension Number or Extension Number Alias field.
- Some European countries provide call accounting data with partially hidden PSTN numbers, as per local privacy regulations. Check here for more details.

#### **Procedure**

Please contact Imagicle Presales or Advanced Services team to schedule a preliminary session, where you'll be asked to provide a <u>Tenant Administrator user's credentials</u> and the <u>Direct Routing/OpConnect SBCs Public FQDN</u>, reachable from Internet.

During the session, Imagicle is going to generate a token and create an Imagicle Call Analytics connector to authorize CDRs retrieval from MS-Teams Cloud.

To double check proper connector enablement, you can connect to <a href="https://myapplications.microsoft.com/">https://myapplications.microsoft.com/</a> with Tenant Admin credentials. The list of available applications should include Imagicle Call Analytics Connector, as per below sample:



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### **Imagicle Cloud CDRs Enablement**

Imagicle now needs to configure the CDRs connector in own Cloud and add the Direct Routing/OpConnect SBCs data into Imagicle UCX Cloud Suite instance.

For this purpose, we need the following data:

- Public FQDN of each Direct Routing or OpConnect SBC in use for PSTN breakout.
- If same SBCs are used to provide PSTN access to an additional, local PBX, then Imagicle Call Analytics can also document internal calls between local PBX and MS-Teams. For this purpose, Imagicle needs to know the numbering plan in use in the local PBX, to properly distinguish MS-Teams calls against local PBX calls.

Please allows up to 2-3 days to enable the CDR connector on Imagicle Cloud.