TxCallVerify

Authenticated ISD/STD calls for Skype for Business

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Microsoft Skype for Business users, who have enterprise voice enabled, can dial IST/STD numbers if their voice policy allows them to do so. But this enablement does not ensure that only authenticated users make use of this feature.
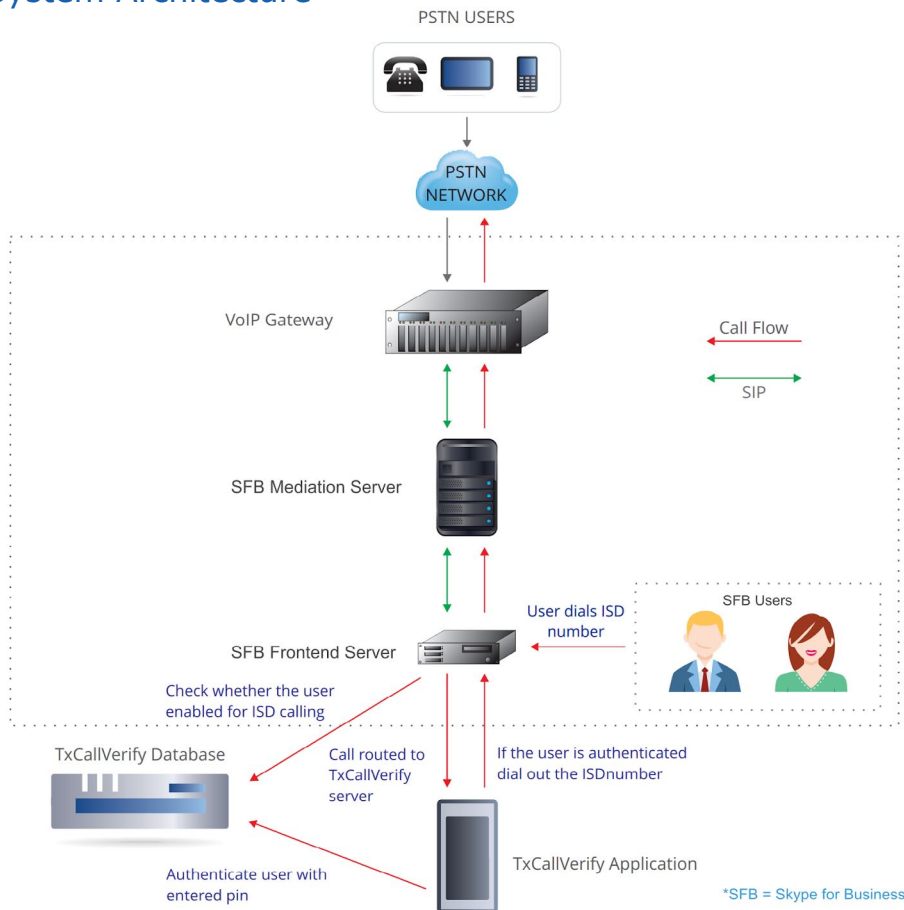
For Example: The user logs in to the phone and makes PSTN calls. The user may walk away from the desk to attend meetings or on break. During this interval only the user's presence is changed to "Away" and the phone is not locked and does not stop the unauthorized users from using the PSTN facility.

TxCallVerify is an application developed to facilitate the ISD/STD calling feature of Skype for Business users through authentication. This application is intended for the organizations that need to allow the PSTN calling facility to its Skype for Business enabled users through authentication. This integrates natively with Skype for Business taking advantage of all the features available.

TxCallVerify supports two modes of authentication

1. PIN based authentication
2. Presence/PIN based authentication

System Architecture

PSTN USERS

PSTN NETWORK

VoIP Gateway

Call Flow

SIP

SFB Mediation Server

SFB Frontend Server

User dials ISD number

SFB Users

Check whether the user enabled for ISD calling

TxCallVerify Database

Call routed to TxCallVerify server

If the user is authenticated dial out the ISDnumber

Authenticate user with entered pin

TxCallVerify Application

*SFB = Skype for Business

Highlights

- Authenticate callers for PSTN calling
- Define business rules of usage
- Easy management through web interface
- Native integration with SFB
- Detailed CDR for reporting

PIN based authentication

In this mode, the callers have to call TxCallVerify application and enter the PIN in order to use ISD/STD calling feature.

Presence/PIN based authentication

In this mode, depending on the presence of the caller, he will be redirected to TxCallVerify automatically for authentication. If the user's presence is Busy/Online the caller will not be prompted for authentication. In all the other status, if the caller dials ISD/STD number will be redirected to TxCallVerify and he will be prompted for entering the password. If authentication is successful, the caller will be able to dial ISD/STD numbers.

PIN based authentication

- Web interface for administrators to enable\disable ISD dialing feature.
- Web interface for administrators to set pin for enabled users.
- Enabled users can set\Update pin using TxCallVerify application.
- Authentication through unique PIN assigned to users.
- Allows only authenticated callers to use PSTN dialing feature.
- Enable/disable PIN authentication depending on the presence of the Lync user.
- Detailed CDR's for reporting/monitoring purpose using web interface.
- Block ISD/STD feature after working hours or on holidays for a specified set of Lync users.

System Requirements

- **Server** : 2 physical servers (with redundancy)
- **Specifications** : Dual Intel Xeon 8 core with 2.4 GHz,
  32 GB RAM, 300 GB X 3 HDD
- **Operating System** (Minimum version) :
  Windows Server 2016

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Telenetix established in the year 2004 is a Customer experience and Universal Communications technology company. Our focus has been in having a unique corporate culture that starts with our mission statements Curiosity, Passion, Commitment and Openness. Creating innovative solutions that solve our customer problems and help them to grow their business is our primary goal and we work towards achieving it with our expertise.

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