



# Mida Deployment Guide

Mida C<sup>3</sup> - Cloud Contact Center  
For Microsoft Teams

Document Version: 1.1

 Solution certified for  
**Microsoft Teams**

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## Document Information

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1.0	01/09/2021	First approved version of this manual	-	3.1.0
1.2	22/04/2022	Minor review	Add Multi-Tenants section	3.1.5

## Table of Contents

- 1. Introduction ..... 3
  - 1.1 Legal Statements ..... 3
  - 1.2 Preface ..... 3
  - 1.3 Audience ..... 4
  - 1.4 Notations ..... 4
  - 1.5 Operations Flow ..... 4
- 2. Deploying Mida C<sup>3</sup> – Cloud Contact Center via Azure Marketplace ..... 6
  - 2.1 Azure Marketplace ..... 6
  - 2.2 Basic ..... 7
  - 2.3 Disks ..... 9
  - 2.4 Networking ..... 11
  - 2.5 Management ..... 13
- 3. License application & install updates ..... 17
  - 3.1 License Request and Setup ..... 17
  - 3.2 Preference settings ..... 19
  - 3.3 Update a new release ..... 20
- 4. Configure SBC ..... 24
  - 4.1 Configurations – Ribbon SBC SWe Lite ..... 25
  - 4.2 Connect Mida C<sup>3</sup> - Cloud Contact Center and PSTN to Ribbon SBC SWe Lite ..... 26
- 5. Multi-tenant systems: add tenants ..... 38

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# 1. Introduction

## 1.1 Legal Statements

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Mida Platform

© 2022/2025 Mida Solutions, All rights reserved.

Mida C<sup>3</sup> - Cloud Contact Center for Microsoft Teams

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## 1.2 Preface

This document is part of the official documentation of Mida Solutions products and details functionalities, user interface, options, and working modes in detail. The system allows the user to configure all system functions using a simple and intuitive WEB interface. Please refer to the reference table for a complete list of documents relevant to system configuration.

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### 1.3 Audience

The present document addresses both end-users and system administrators of the products.

### 1.4 Notations



This document highlights, where possible, the main parameters and operations through **bold** or *italics* text and all parts that might be critical during system configuration or use. Critical parts are also marked with the Warning symbol reported here on the left.

### 1.5 Operations Flow

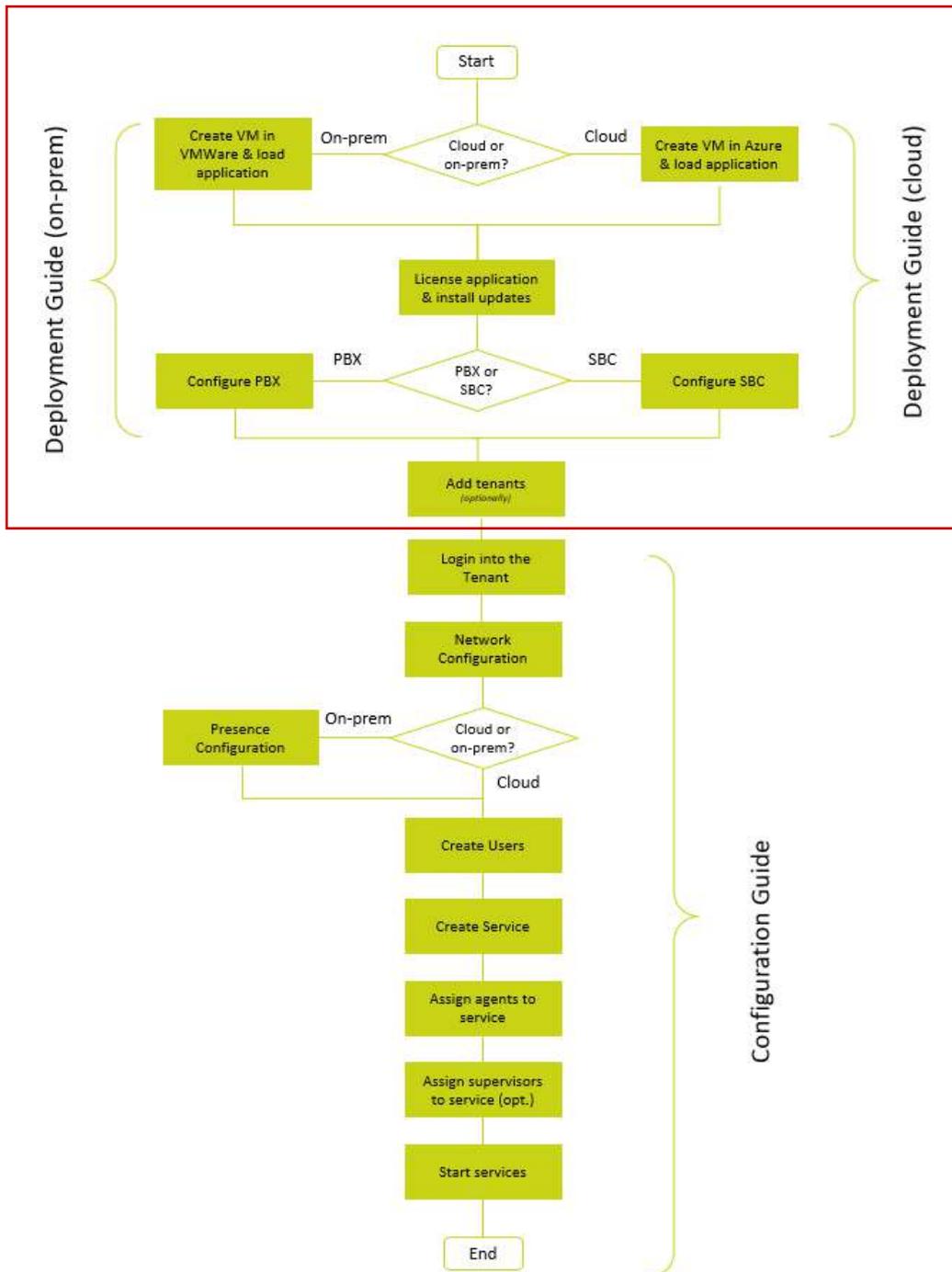
The flow chart represented below gives a step-by-step view of the actions required to complete set up Mida C<sup>3</sup> – Cloud Contact Center. This guide covers the initial part of the deployment, including the following logical steps:

- Creation of the VM in MS Azure
- Deployment of the C<sup>3</sup> – Cloud Contact Center image onto the VM
- Licensing of C<sup>3</sup> – Cloud Contact Center
- Installation of any required application update (may not be required)
- Configuration of the SBC

The second part, which covers the full configuration of the application, is detailed in another manual (see [Mida C<sup>3</sup> – Configuration Guide - Azure](#))

The flow chart will be visible at various points along with this manual, to inform which step is being described.

This Guide is intended to help you deploy Mida Solutions’ applications. Please be aware that in order to use Mida’s products you should also complete the instructions included in the [Configuration Guide](#) of the product you purchased.



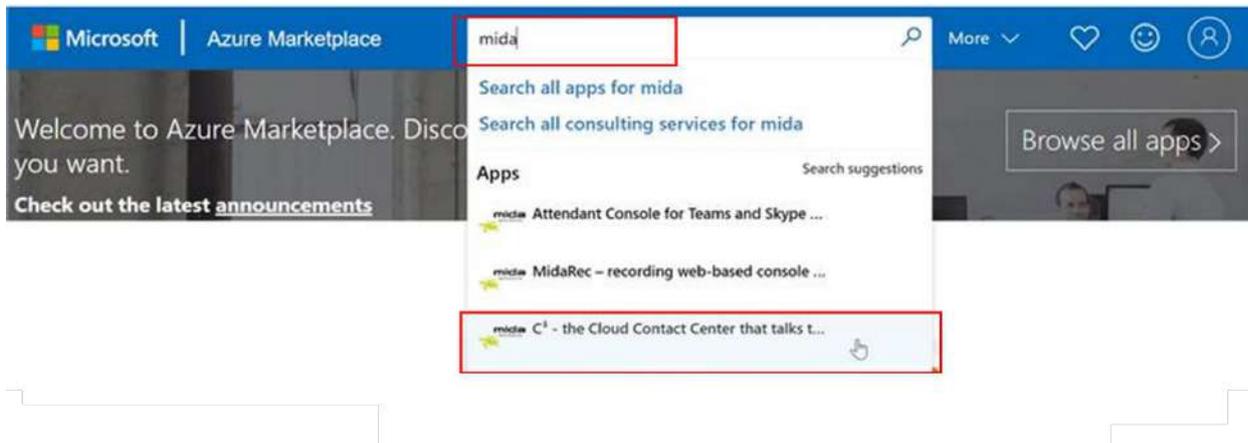
## 2. Deploying Mida C<sup>3</sup> – Cloud Contact Center via Azure Marketplace

Deploying Mida C<sup>3</sup> – Cloud Contact Center via Azure Marketplace is very simple as it comes almost entirely pre-configured.

Follow the next steps to complete the deployment successfully.

### 2.1 Azure Marketplace

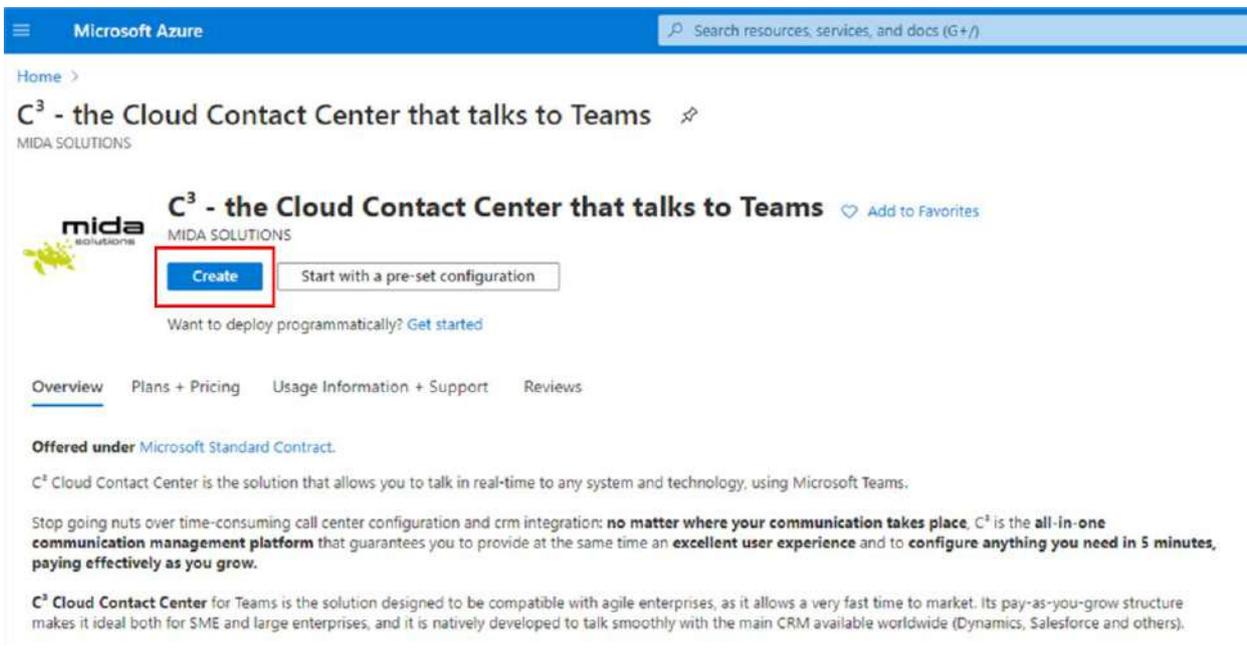
1. Access the [Azure Marketplace](#);
2. In the menu on the top, search for **Mida C<sup>3</sup> – Cloud Contact Center**



3. Click on **Mida C<sup>3</sup> – the Cloud Contact Center that talks to Teams**,
4. Click on **Get it now** and then on continue



5. Click on **Create**;



The screenshot shows the Microsoft Azure portal interface. At the top, there is a search bar and a navigation menu. Below that, the page title is "C³ - the Cloud Contact Center that talks to Teams" by MIDA SOLUTIONS. A prominent blue "Create" button is highlighted with a red rectangular box. To its right is a button labeled "Start with a pre-set configuration". Below these buttons, there are navigation tabs for "Overview", "Plans + Pricing", "Usage Information + Support", and "Reviews". The "Overview" tab is selected. The main content area contains text describing the solution, including a note about the Microsoft Standard Contract and a brief overview of the C³ Cloud Contact Center's capabilities.

The procedure will guide you through the steps required to create your virtual machine in Microsoft Azure and install Mida C<sup>3</sup> - Cloud Contact Center. The display will show a window with several tabs: each tab is a step forward in the deployment process, as detailed in the next Sections.



**Note:** the whole procedure assumes you can create a Virtual Machine in Microsoft Azure: this usually requires some form of contract to be signed with Microsoft.

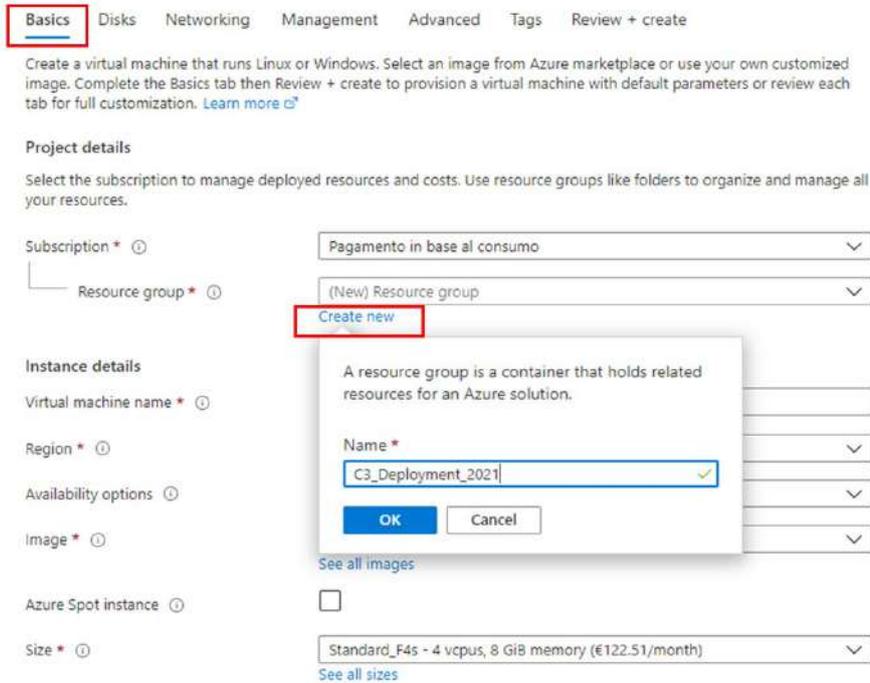
## 2.2 Basic

In the **Basic** tab, configure the fields as:

- a. **Resource group:** select the desired resource group or create a new group (as in the figure below);

Home > C<sup>3</sup> - the Cloud Contact Center that talks to Teams >

## Create a virtual machine



The screenshot shows the 'Create a virtual machine' wizard in the Azure portal. The 'Basics' tab is active. A modal dialog is open for creating a new resource group, with the name 'C3\_Deployment\_2021' entered. The background form shows fields for Subscription, Resource group, Instance details (Virtual machine name, Region, Availability options, Image, Azure Spot instance), and Size.

- b. **Virtual machine name:** insert your preferred name (in the figure below “C<sup>3</sup>-Deployment”);
- c. **Region:** select your Country area
- d. **Size:** this field should be automatically set to the minimum required size for the C<sup>3</sup> – Cloud Contact Center to work. The table below gives further information about the VM specifications based on the requirements of the contact center in terms of agents and channels. In case of doubts, please contact [support@midasolutions.com](mailto:support@midasolutions.com) to verify the best size for your needs.

VM configuration	Max number of simultaneously logged agents + supervisors	Max number of channels
F2S (2vCPU, 4GB RAM, 160GB vHDD)	200	150
F4S (4vCPU, 8GB RAM, 320GB vHDD)	400	300
F8S (8vCPU, 16GB RAM, 640GB vHDD)	800	600

- e. **Authentication type:** select **Password** and insert the desired credentials.

Leave the other field by default.

Home > C3 - the Cloud Contact Center that talks to Teams >

## Create a virtual machine

Basics Disks Networking Management Advanced Tags Review + create

Create a virtual machine that runs Linux or Windows. Select an image from Azure marketplace or use your own customized image. Complete the Basics tab then Review + create to provision a virtual machine with default parameters or review each tab for full customization. [Learn more](#) >

**Project details**  
Select the subscription to manage deployed resources and costs. Use resource groups like folders to organize and manage all your resources.

Subscription \*   
Resource group \*   
[Create new](#)

**Instance details**

Virtual machine name \*   
Region \*   
Availability options   
Image \*   
[See all images](#)  
Azure Spot instance   
Size \*   
[See all sizes](#)

**Administrator account**

Authentication type  SSH public key  Password  
Username \*   
Password \*   
Confirm password \*

**Inbound port rules**  
Select which virtual machine network ports are accessible from the public internet. You can specify more limited or granular network access on the Networking tab.

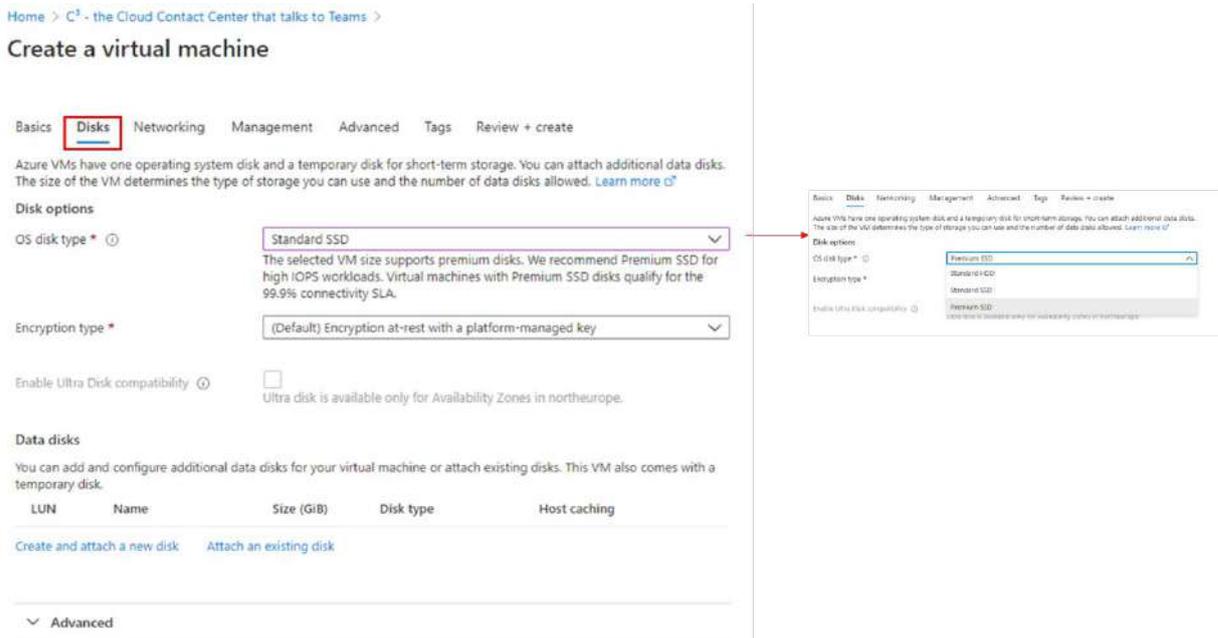
Public inbound ports \*  None  Allow selected ports  
Select inbound ports \*

**Warning:** This will allow all IP addresses to access your virtual machine. This is only recommended for testing. Use the Advanced controls in the Networking tab to create rules to limit inbound traffic to known IP addresses.



## 2.3 Disks

1. Proceed by clicking on **Next: Disks** and select the desired **OS disk type**. No other settings are required.



**Note:** this step creates a minimal disk that is good enough for PoC or trial purposes, but would not be sufficient for a fully operational system. The table below provides the guidelines for sizing the disk based on the number of channels and users. Please refer to your Mida Solutions reference person if you have any doubt about its interpretation or if your requirements are not included.

VM configuration	Max number of simultaneously logged agents + supervisors	Max number of channels
2vCPU, 4GB RAM, 160GB vHDD	200	150
4vCPU, 8GB RAM, 320GB vHDD	400	300
8vCPU, 16GB RAM, 640GB vHDD	800	600

If you would also deploy Mida Recorder, the disk size should be selected based on the traffic volume and retention period. As a rule of thumb, 1 Erlang of traffic under an average usage (8 busy hours/day) requires about 8 Gbyte of storage every month (30 days). You may try to use this rule to size the additional disk required by the recorder, but it's strongly suggested that you consult your Mida Solutions reference person to get advice.

To compute the required disk size, follow these steps:

- Determine the peak Erlang rate **E** of your network. This value is used to license the recorder, so it should be available from the license itself or by contacting your Mida Solutions representative
- Determine the number of busy hours **BH** for your network. This is the number of hours where you expect to have traffic to be recorded
- Determine the retention period **RP** for the recorded calls, i.e. how long such calls must be kept in the Recorder's storage

- Compute the required storage (in GB) using the following formula:

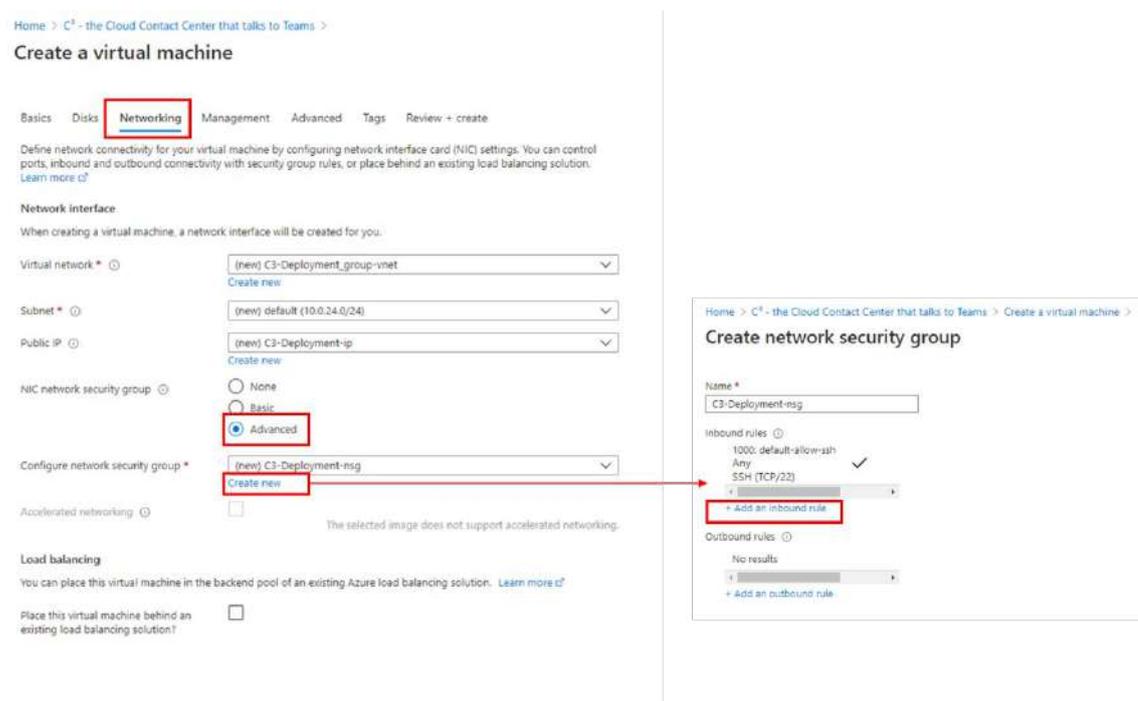
$$S = \frac{E \times BH \times RP \times 34560}{1024 \times 1024}$$

2. Proceed by clicking on **Next: Networking**;

## 2.4 Networking

In the **Networking** tab:

- Virtual network:** select the desired virtual network from the dropdown menu;
- NIC network security group:** select advanced and create a new security group.  
The network security group allows defining which network ports should be opened. You will have to configure them as detailed below.  
To start, click **Create new** in the **Configure network security group** option.

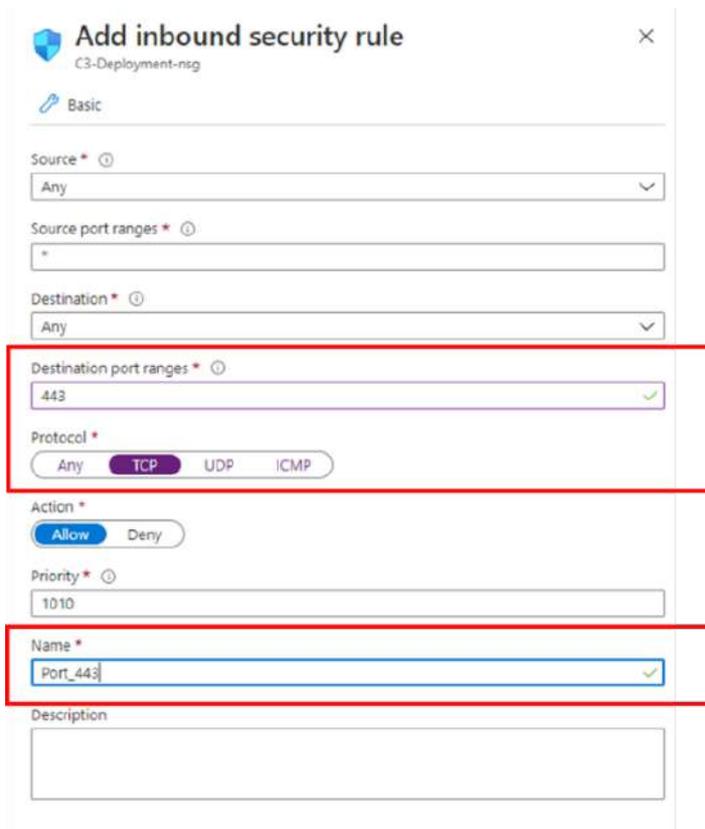


The screenshot shows the 'Create a virtual machine' page in the Azure portal, specifically the 'Networking' tab. The 'NIC network security group' is set to 'Advanced', and the 'Configure network security group' dropdown is set to '(new) C3-Deployment-nsg'. A red box highlights the 'Advanced' radio button and the 'Create new' link. A red arrow points from the 'Create new' link to the 'Create network security group' page, which shows the 'Add an inbound rule' button highlighted with a red box.

To add the inbound security rules, click on **Add an inbound rule** and, in the **Add inbound security rule** section insert the **Destination port ranges**, select the **Protocol** and give the new port the desired **Name**. Do this for all the ports listed in the table below.

Ports to be opened are:

- 443/tcp,
- 80/tcp,
- 4573/tcp,
- 5060/tcp,
- 10000-20000/udp,
- 161/udp, 5060/udp,
- 5038/tcp,
- 3535/tcp,
- 3536/tcp.



**Add inbound security rule**  
C3-Deployment-nsg

Basic

Source \*

Source port ranges \*

Destination \*

Destination port ranges \*

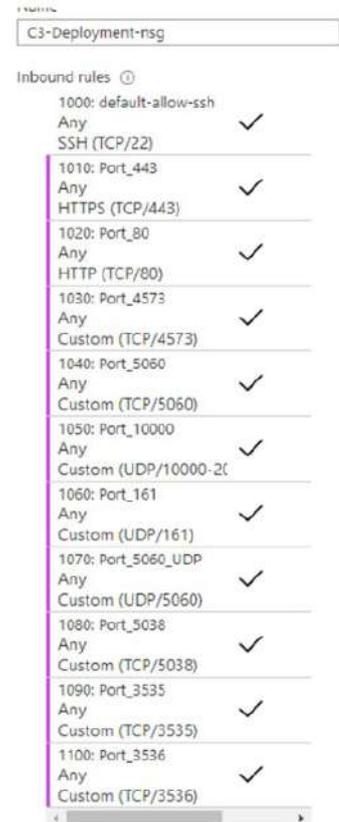
Protocol \*  Any  TCP  UDP  ICMP

Action \*  Allow  Deny

Priority \*

Name \*

Description



C3-Deployment-nsg

Inbound rules

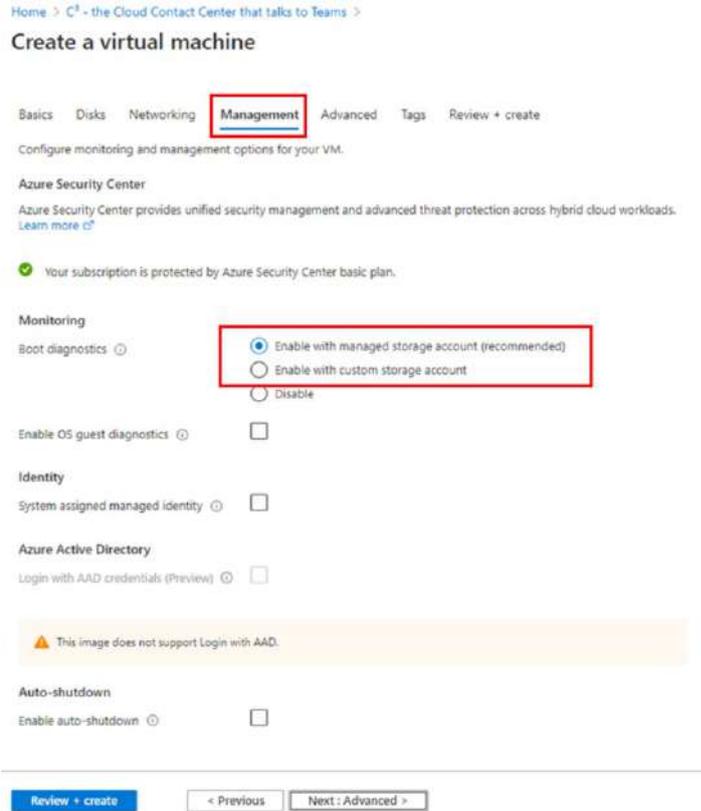
1000: default-allow-ssh	Any	SSH (TCP/22)	✓
1010: Port_443	Any	HTTPS (TCP/443)	✓
1020: Port_80	Any	HTTP (TCP/80)	✓
1030: Port_4573	Any	Custom (TCP/4573)	✓
1040: Port_5060	Any	Custom (TCP/5060)	✓
1050: Port_10000	Any	Custom (UDP/10000-20000)	✓
1060: Port_161	Any	Custom (UDP/161)	✓
1070: Port_5060_UDP	Any	Custom (UDP/5060)	✓
1080: Port_5038	Any	Custom (TCP/5038)	✓
1090: Port_3535	Any	Custom (TCP/3535)	✓
1100: Port_3536	Any	Custom (TCP/3536)	✓

Once completed, the opened port list should look as shown in the picture on the right.

If the configuration is completed, click **OK** and then **Next: Management**.

## 2.5 Management

1. In the **Management** tab, just select the desired **Boot diagnostic**



Home > C<sup>3</sup> - the Cloud Contact Center that talks to Teams >

### Create a virtual machine

Basics Disks Networking **Management** Advanced Tags Review + create

Configure monitoring and management options for your VM.

#### Azure Security Center

Azure Security Center provides unified security management and advanced threat protection across hybrid cloud workloads.  
[Learn more](#)

✔ Your subscription is protected by Azure Security Center basic plan.

#### Monitoring

Boot diagnostics   Enable with managed storage account (recommended)  
 Enable with custom storage account  
 Disable

Enable OS guest diagnostics

#### Identity

System assigned managed identity

#### Azure Active Directory

Login with AAD credentials (Preview)

⚠ This image does not support Login with AAD.

#### Auto-shutdown

Enable auto-shutdown

[Review + create](#) < Previous Next: Advanced >

2. Click on **Review + create** once complete.
3. In the **Review + create** page, review all Virtual Machine details and click on **Create** to proceed with the Virtual Machine deployment.

Home > C<sup>3</sup> - the Cloud Contact Center that talks to Teams >

### Create a virtual machine

Validation passed

Basics | Disks | Networking | Management | Advanced | Tags | **Review + create**

**PRODUCT DETAILS**

C<sup>3</sup> - the Cloud Contact Center that talks to Teams by MIDA SOLUTIONS  
Microsoft Enterprise Contract | Privacy policy

Standard F2s by Microsoft  
Terms of use | Privacy policy

Not covered by credits ⓘ  
**0.0000 EUR/hr**

Subscription credits apply ⓘ  
**0.0953 EUR/hr**  
Pricing for other VM sizes

**TERMS**

By clicking "Create", I (a) agree to the legal terms and privacy statement(s) associated with the Marketplace offering(s) listed above; (b) authorize Microsoft to bill my current payment method for the fees associated with the offering(s), with the same billing frequency as my Azure subscription; and (c) agree that Microsoft may share my contact, usage and transactional information with the provider(s) of the offering(s) for support, billing and other transactional activities. Microsoft does not provide rights for third-party offerings. See the [Azure Marketplace Terms](#) for additional details.

Name:

Preferred e-mail address \*

Preferred phone number \*

**Create** | < Previous | Next > | [Download a template for automation](#)

Home >

### CreateVm-midasolutions.midalcc01-midalcc01-20210122121912 | Overview

Deployment

Search (Ctrl+F) | Delete | Cancel | Redeploy | Refresh

Overview | Inputs | Outputs | Template

We'd love your feedback →

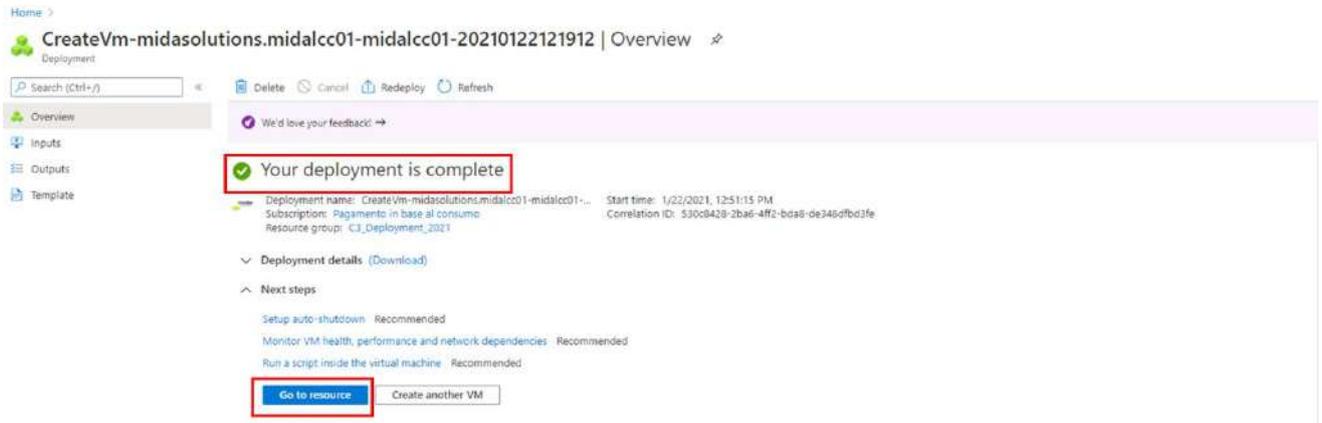
**Deployment is in progress**

Deployment name: CreateVm-midasolutions.midalcc01-midalcc01-... | Start time: 1/22/2021, 12:51:15 PM  
Subscription: pagamento in base al consumo | Correlation ID: 530c8428-2ba6-4ff2-b0a8-de348dfbd3fe  
Resource group: C3\_Deployment\_2021

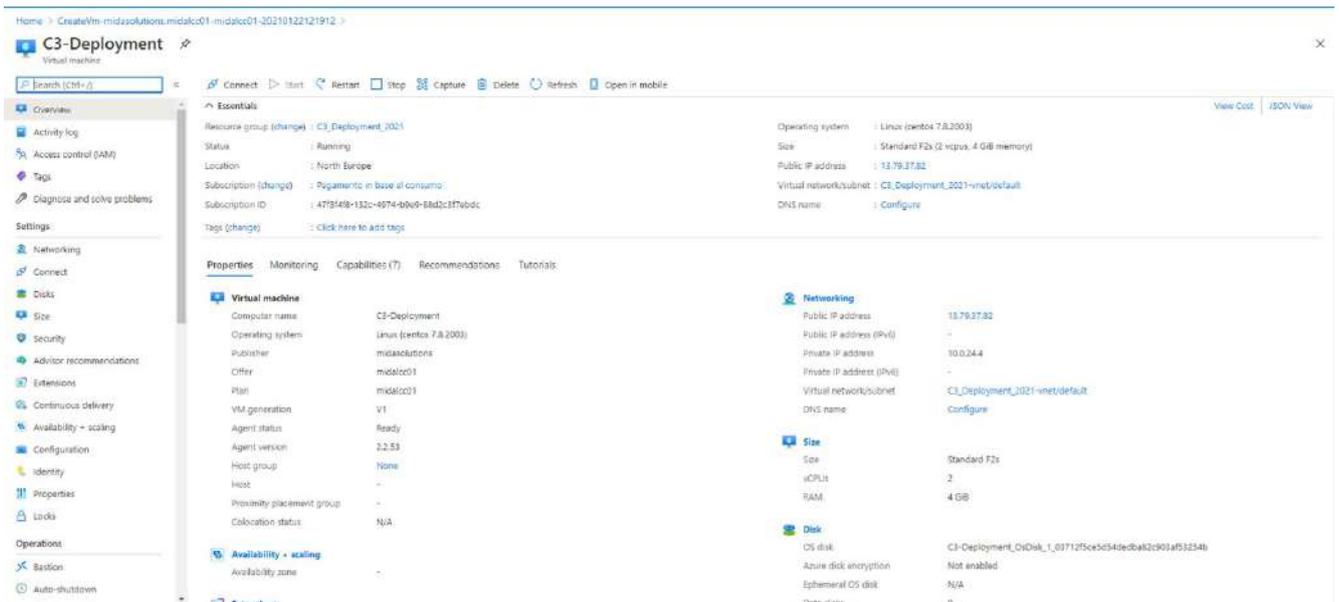
Deployment details (Download)

Resource	Type	Status	Operation details
C3-Deployment-ip	Microsoft.Network/publicAddresses	OK	<a href="#">Operation details</a>
C3_Deployment_2021-vnet	Microsoft.Network/virtualNetworks	Created	<a href="#">Operation details</a>
C3-Deployment-nsg	Microsoft.Network/networkSecurityGroups	OK	<a href="#">Operation details</a>

This may take a while and the system will notify you once the procedure is complete.

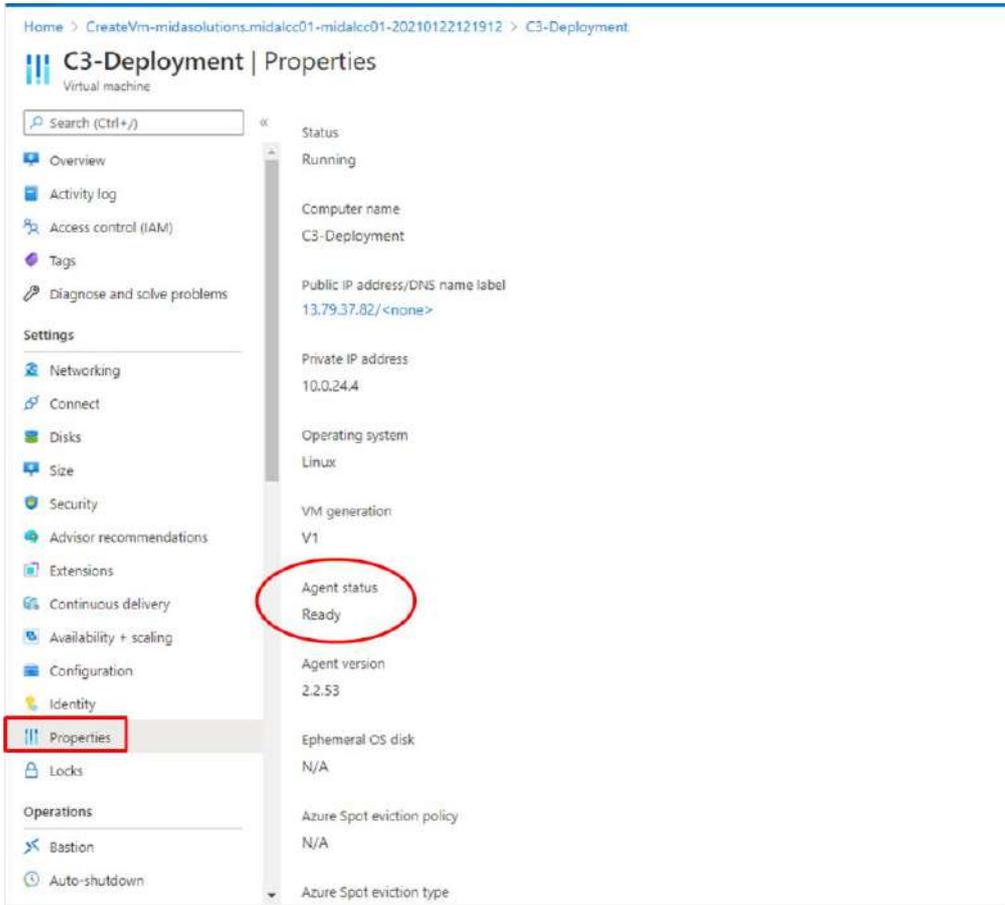


When the deployment is completed, click **Go to resource**.  
The page below will appear.



Please note that to use the VM, Microsoft Azure needs to activate an agent. If the agent activation is not automatically configured, open the created virtual machine from the virtual machine list, and go to **Setting > Properties**.

In Properties, you can see if the agent status is ready, as in the figure below. If not, you need to activate it.



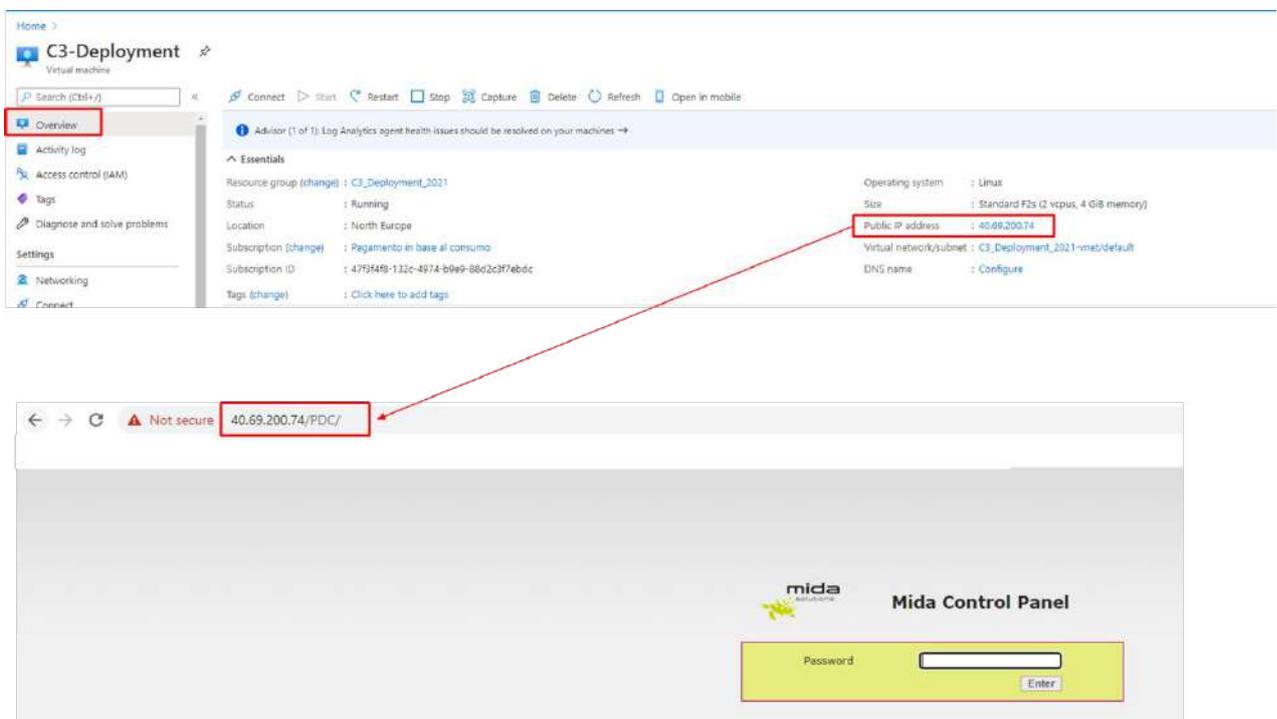
## 3. License application & install updates

### 3.1 License Request and Setup

To use the Mida products you have chosen, you need to install a valid system license.

Please note that the Virtual Machine you download from Azure Marketplace comes already with 30 days trial license with some limitations. It is for evaluation purposes only. If you plan to have a final deployment you should follow the procedures below to obtain a valid perpetual license.

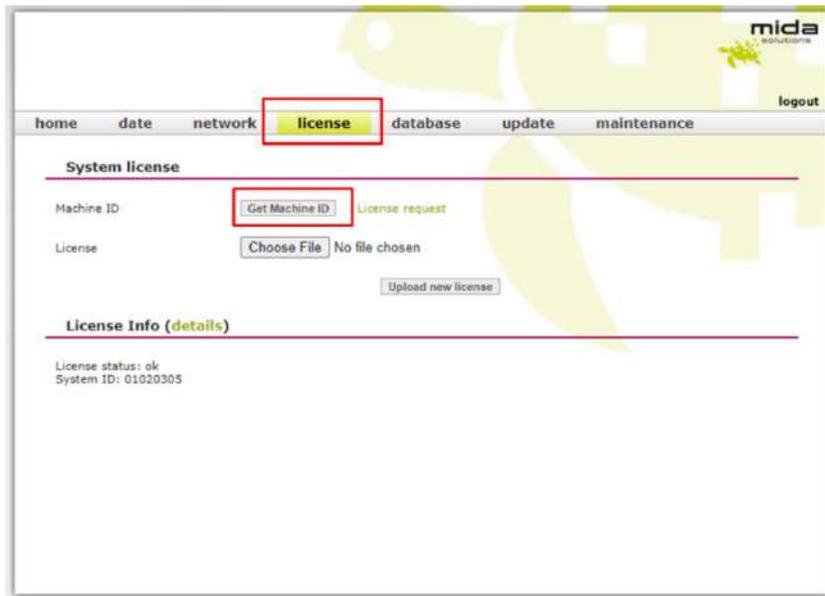
The Virtual Machine has a Public IP address. You can find it in the overview panel. Copy and paste it into a web browser, adding `"/PDC/"`, as in the figure below.



The first-access password is admin, do not forget to change it for future login.

Open the “license” tab (see picture below).

Press **Get Machine ID**.



**Download the MidaGetLicense.mmid file** from the system: this is required to submit a license request. Now you should get in contact with Mida Solutions to get your license. To do so, use the online **license request** form: <http://www.midasolutions.com/support/license-request/>

The form (see the following picture) shall be filled in reporting all relevant information such as your name and surname, email address, phone number, end customer company name, and reseller or System integrator you prefer to involve.

**Upload the Machine ID file you just downloaded (.mmid)** and specify the license type you are requesting: trial or final license. Click on the authorization flag, insert optional notes and press submit.

## License Request

Have you completed our VM download process? Fill this form to get the license and start using our products in minutes!

First Name\*  
  
Please complete this required field.

Last Name\*  
  
Please complete this required field.

Email\*  
  
Please complete this required field.

Phone Number\*

Company Name (end customer)\*

Reseller or System Integrator name\*

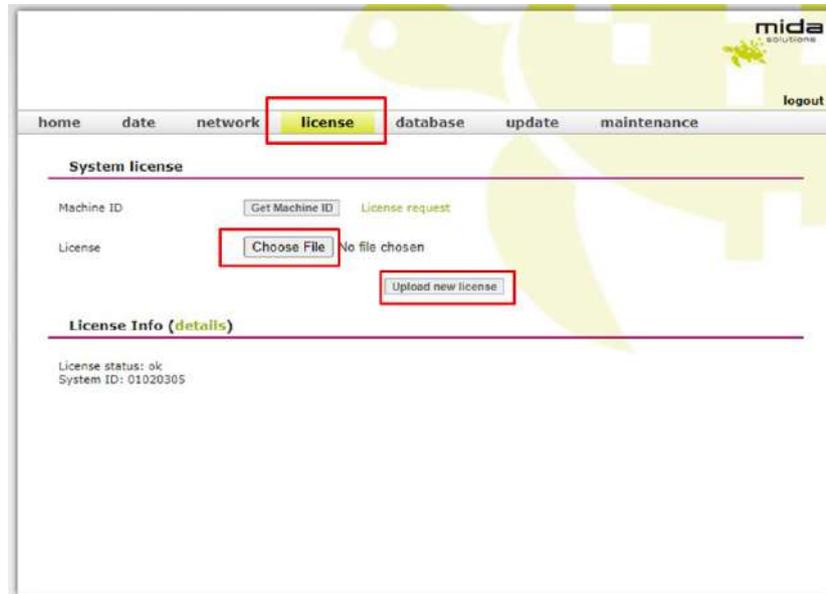
Machine ID (.mmid)\*  
 Nessun file selezionato

License type\*  
 Trial  
 Final

**You will receive immediately a confirmation email** and Mida will process your request as soon as possible.

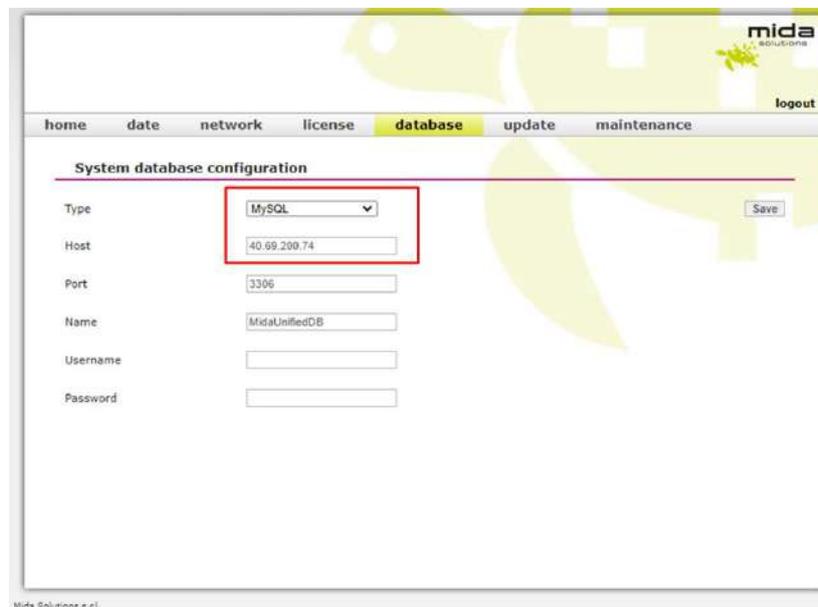
Once you have received the **license file** from Mida Solutions, go back to the “/PDC/” web page you used to generate the .mmid file and upload it.

To do so, press **Upload new license** (as in the picture below).



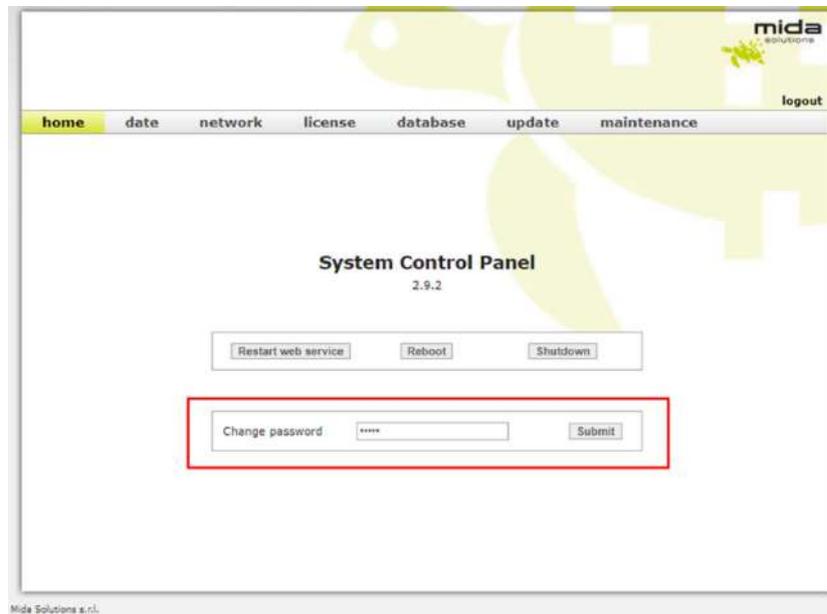
### 3.2 Preference settings

In the database area, you can configure the application's database. **Mida products normally make use of an internal database** (as in the picture below), **but can also use an external one.**



If you decide to use the internal database, don't change the default settings that appear on the page. Otherwise, select the database type (it could be MySQL or MS SQLServer) and provide values for all the required parameters.

To change the default password for the /PDC/, you should now go to the home section and set the new one.



Now you have correctly set the license and you can start using Mida Solutions' products. If you like, you can customize other sections (like "date", "maintenance") or you can leave them by default.

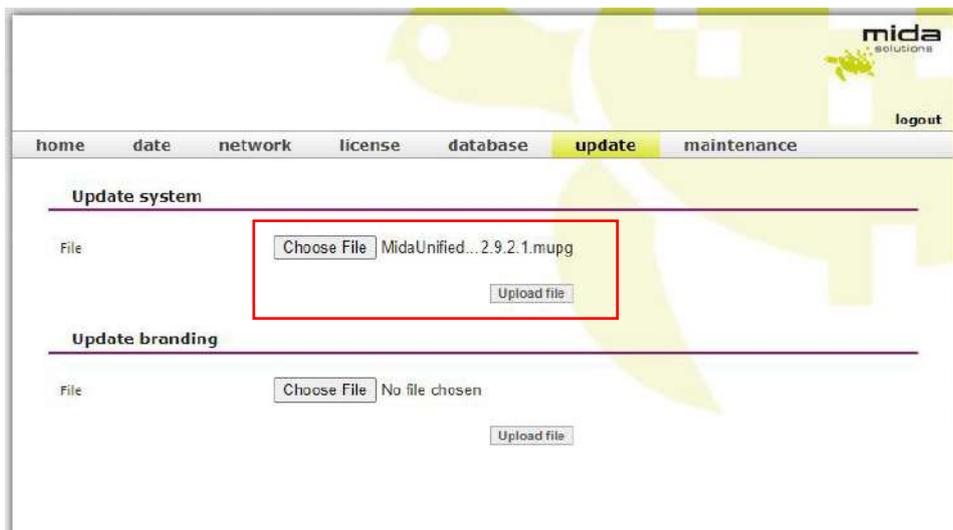
For further details on the Control Panel please refer to "Mida Appliance-Administration Manual".

For further details on the main platform portal and administration options please refer to "Mida Unified Portal-Administration & User Manual".

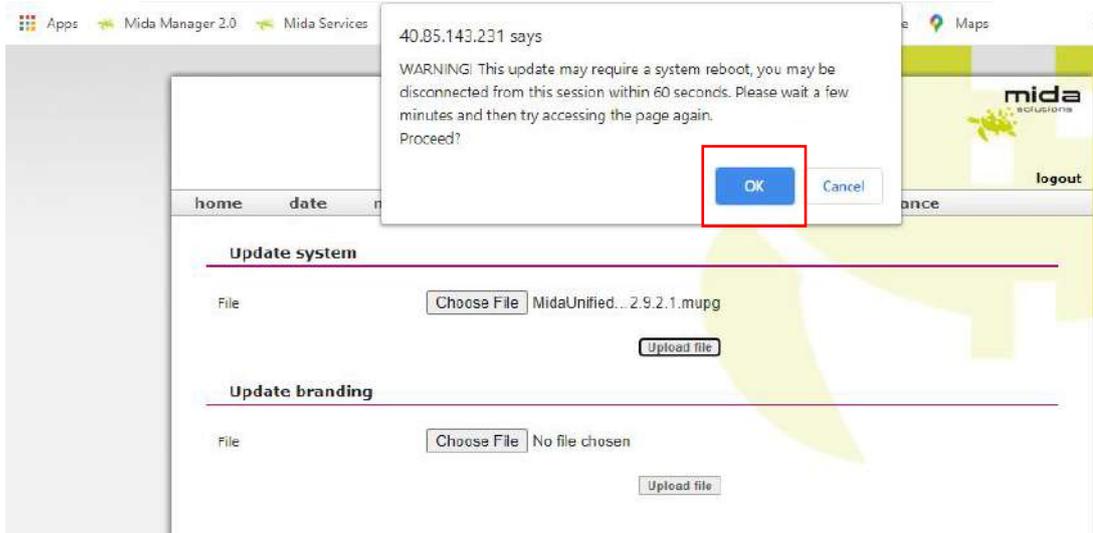
### 3.3 Update a new release

To make sure the installed version is the last one, **contact Mida Solutions at [licensing@midasolutions.com](mailto:licensing@midasolutions.com)**. In the event there is a more recent release available, we will send you a link from which you can download the image file (.mupg) to update it. You should then go to the "update" section of the PDC to upload and install it (as in the picture below).

The update process normally requires some minutes, please wait and follow the instruction.



After clicking on “upload file” a pop-up will appear to warn you the upload may require a system reboot to be completed. Click ok and then wait for the update to be completed, the process might take some minutes.



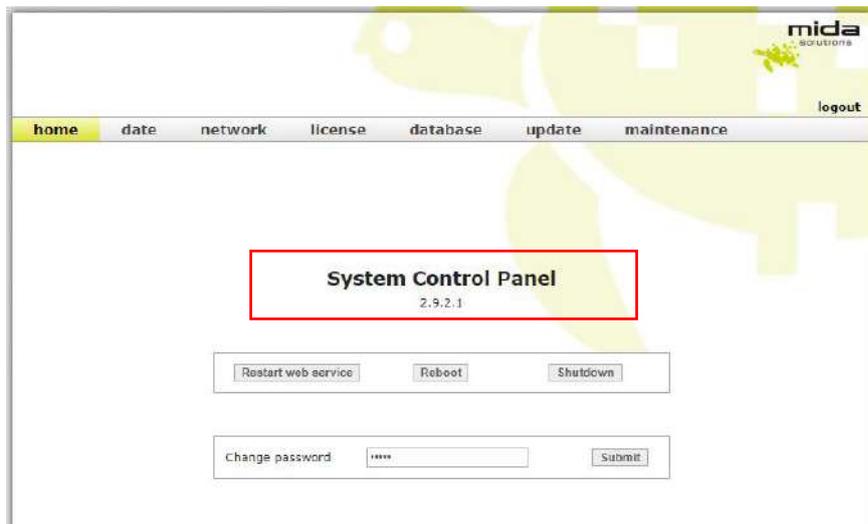
When the file is correctly uploaded, you will see a written notice. Now the update process will start.



## Update in progress...

The system is currently updating, please wait...

Once the update has finished, in the “home” section you will see the new system release (as in the picture below). It is always a good practice to reboot the VM after updating it with a new release.



## 4. Configure SBC

For Microsoft Teams Direct Routing, Mida C<sup>3</sup> - Cloud Contact Center could be integrated into the following certificated SBCs:

- Ribbon
- AudioCodes
- Oracle
- Cisco
- Avaya
- Italtel
- Nokia
- Patton

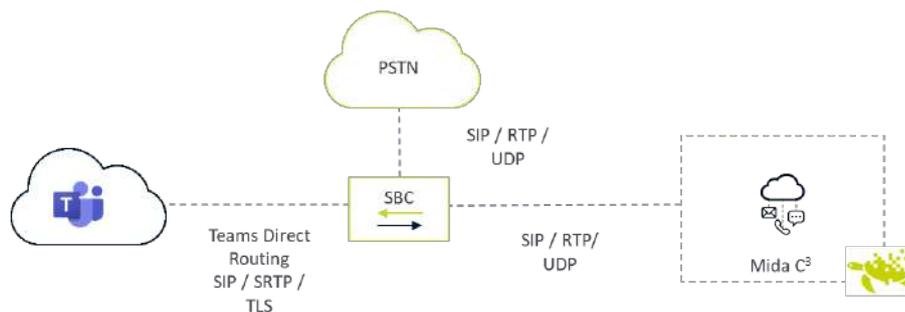
In this guide, Mida helps you to perform a **basic configuration of the Ribbon SWe Lite SBC and connect it to Mida C<sup>3</sup> - Cloud Contact Center for Teams.**



Of course, both Teams and the SBC can have a much more complex configuration to address specific needs in the customer's architecture. Fields not mentioned, in this guide, can maintain default values.

There are three main steps you should do:

- Connect the SBC to Teams
- Connect Mida C<sup>3</sup> - Cloud Contact Center to the SBC
- Connect the PSTN to the SBC



Team users must have a phone number in E.164 format, with the "+" character at the beginning. The same applies to all numbers that a Teams user calls through the PSTN network. So, the simplest solution is to configure the agents in C<sup>3</sup> directly with their telephone number in Teams, which will be in the format +<country code><area code><telephone number>.

Note that Teams agents must necessarily have the Phone System license and they must be configured as agents in C<sup>3</sup> (for details on this, please refer to the [Mida C<sup>3</sup> - Configuration Guide](#)).

1. **Configuration of transformation rules (Transformation).** These are rules to handle the called numbers and CLIDs. The following rules must be created:
  - Rules for calls routed to Teams
  - Rules for calls routed to C<sup>3</sup>
2. **Configuring the Call Routing Table.** Indicates how to handle the calls coming in from the different connections. The following tables must be created:
  - Tables for calls coming from Teams
  - Tables for calls coming from C<sup>3</sup>
  - Tables for calls coming from the PSTN
3. **SIP Profiles (SIP Profiles).** They define how to handle SIP dialogues in the different interfaces. SIP profiles must be created for the following interfaces:
  - Teams
  - C<sup>3</sup>
  - PSTN
4. **Server Tables (SIP Server Tables).** They contain the information required to reach the different servers the SBC is connected to. Server tables must be created to reach:
  - Teams
  - C<sup>3</sup>
  - PSTN
5. **Media List.** It defines the configuration of the media that can be used in the different interfaces, also according to the different licenses available in the SBC. In our example, we consider the minimal hypothesis of using G.711 only, with its two variants A-Law and u-Law. Lists must be defined for the following interfaces
  - Teams
  - C<sup>3</sup>
  - PSTN
6. **Signaling Groups.** They define how the various connection interfaces are to be managed by appropriately combining all the configurations set out in the previous points. Signaling groups must be created for the following interfaces:
  - Teams
  - C<sup>3</sup>
  - PSTN

## 4.1 Configurations – Ribbon SBC SWe Lite



This guide assumes that:

- The SBC network interfaces are configured with the appropriate IP addresses

- The configuration of the SBC required to connect Ribbon SBC to Microsoft Teams has been completed following the instructions in the [Ribbon configuration guide](#).
- the SBC is regularly equipped with the necessary licenses
- the SBC has the necessary certificates on board (see the [Ribbon configuration guide](#))

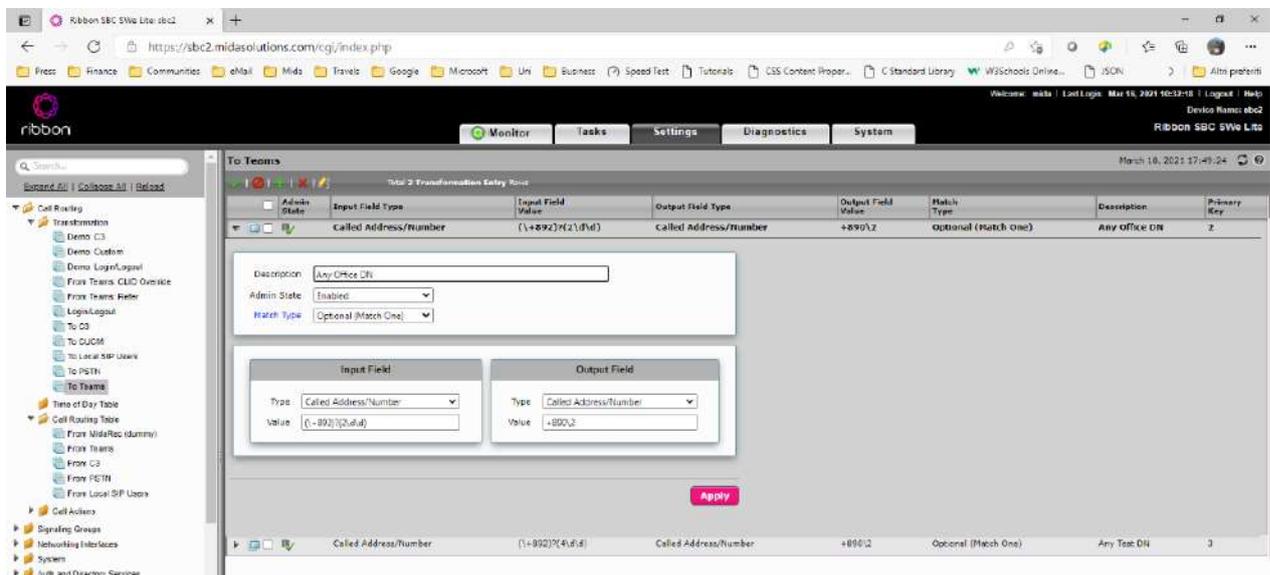
If the SBC is in Azure all this requires only one network interface with a static IP.

## 4.2 Connect Mida C<sup>3</sup> - Cloud Contact Center and PSTN to Ribbon SBC SWe Lite

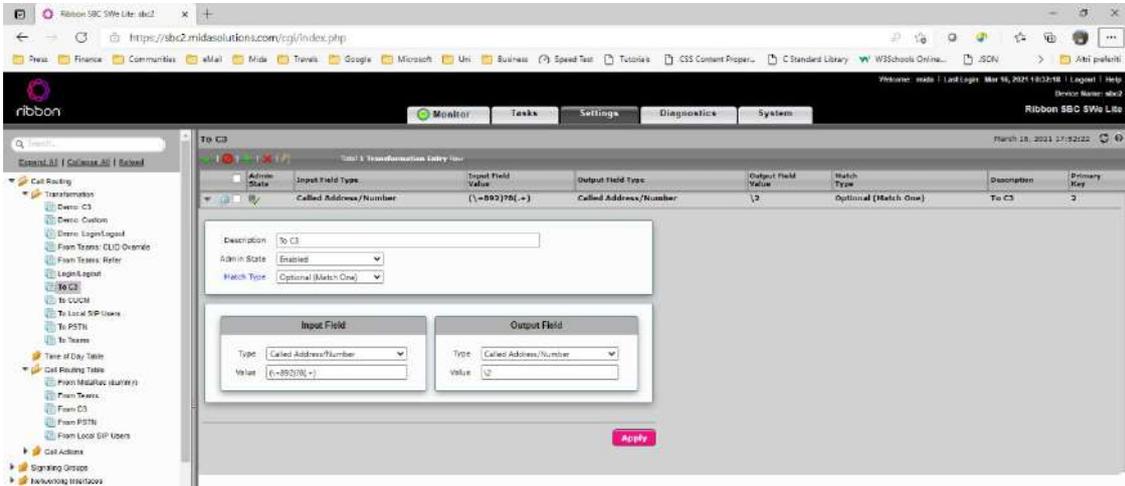
To set up the connection between Mida C<sup>3</sup> - Cloud Contact Center and the Ribbon SBC, follow the steps below and insert values as stated in the screenshots if no other values are specified.

1. Go to **Call Routing > Transformation** and create a new **Transformation table**. This transformation will change the call destination with the proper Teams number.

### Transformation table - To Teams

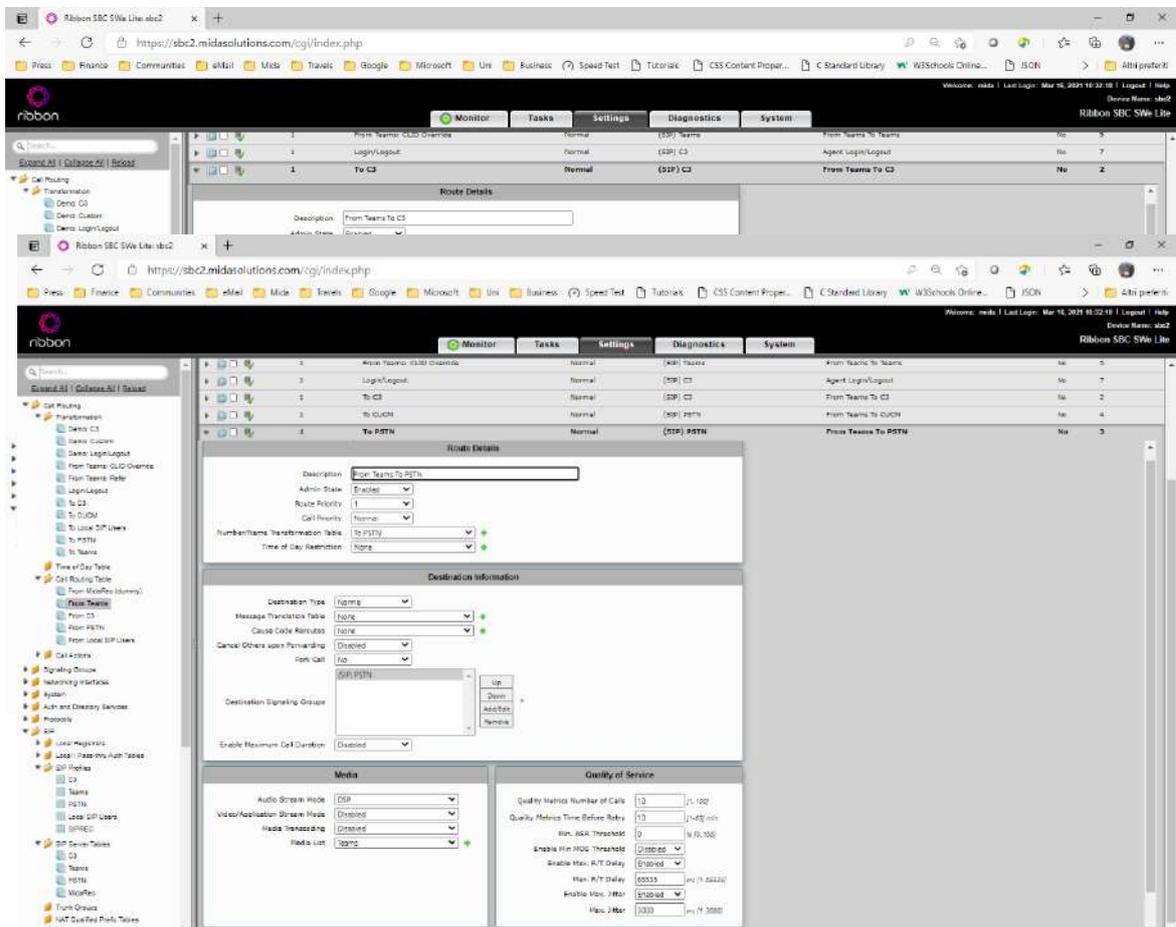


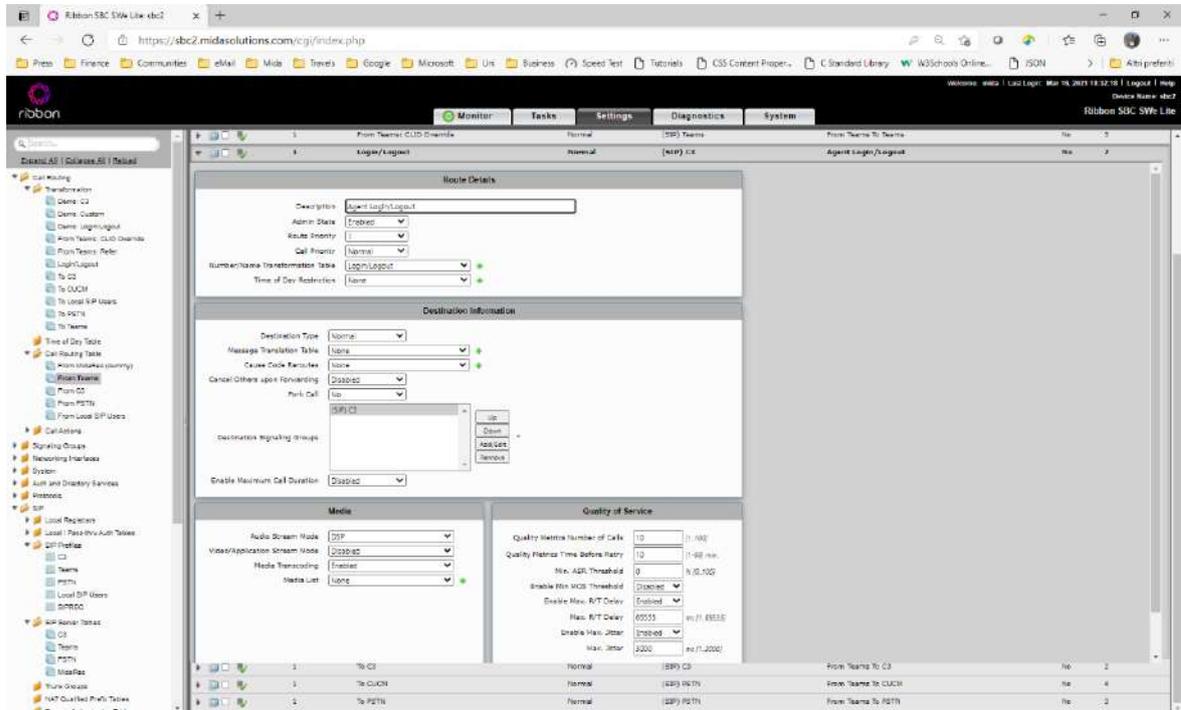
Transformation table - To C3



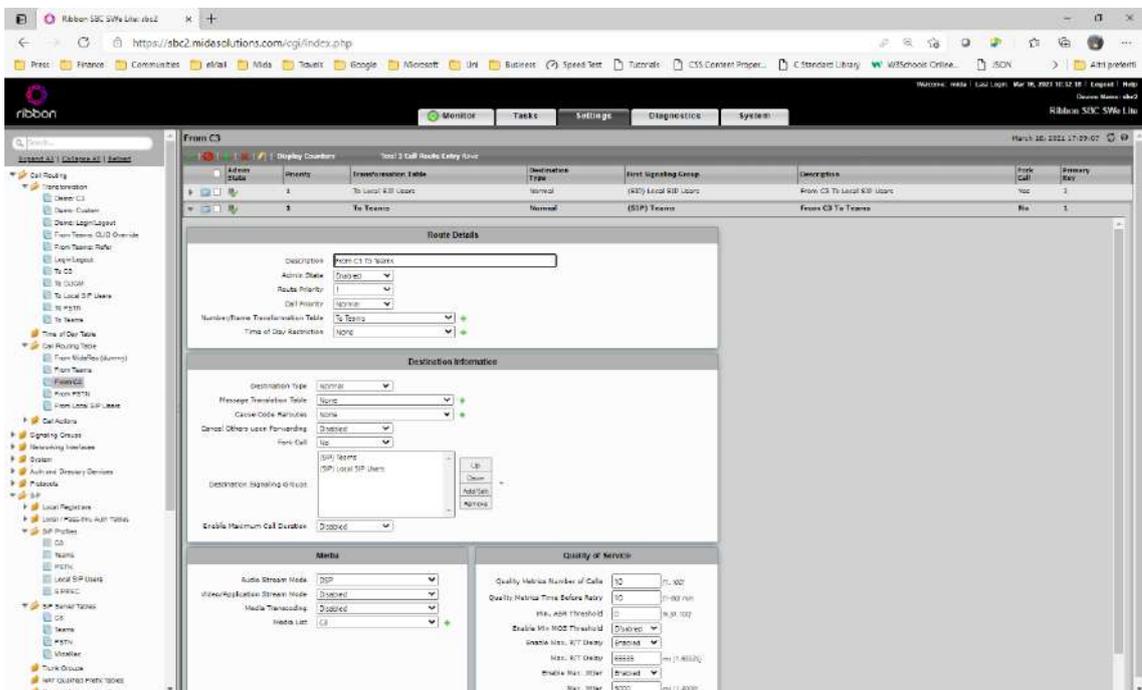
2. Go to **Call Routing > Call Routing Table** and create the new call routes.

Call Routing Table - From Teams

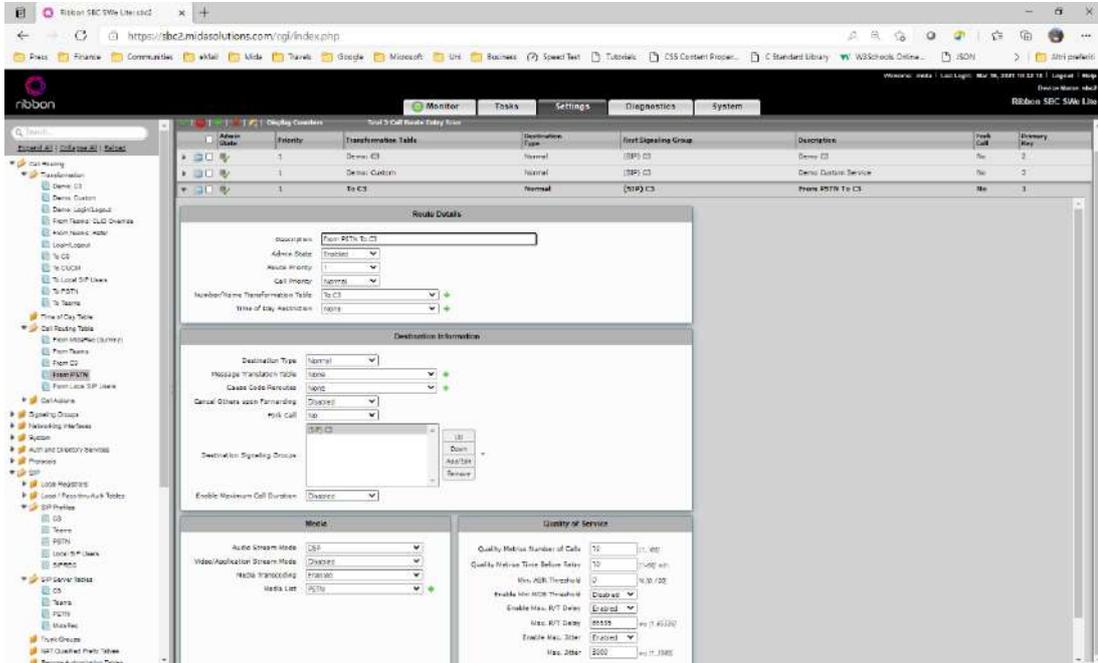




Call Routing Table - From C<sup>3</sup>

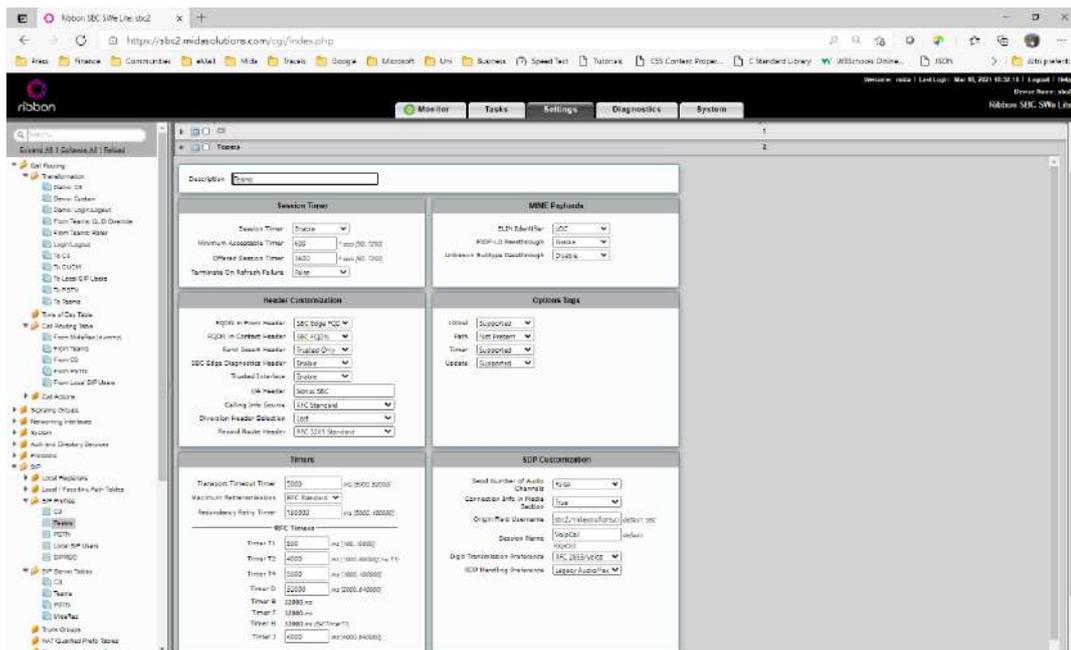


**Call Routing Table - From PSTN**

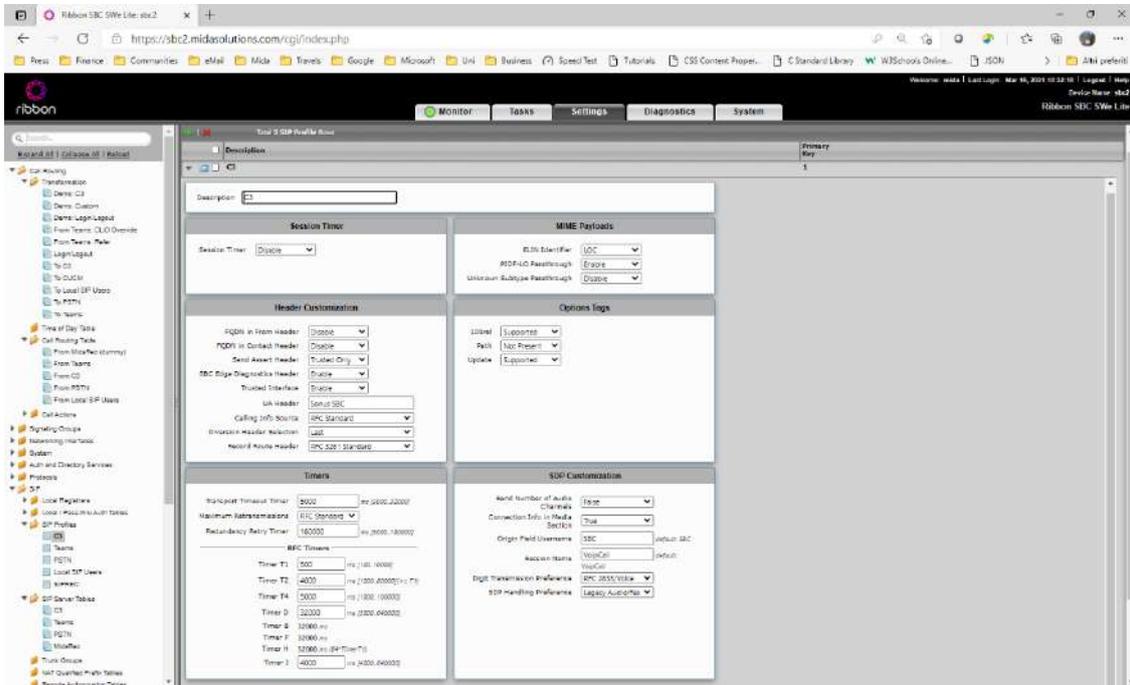


3. Go to **SIP > SIP Profiles** and create these new entries.

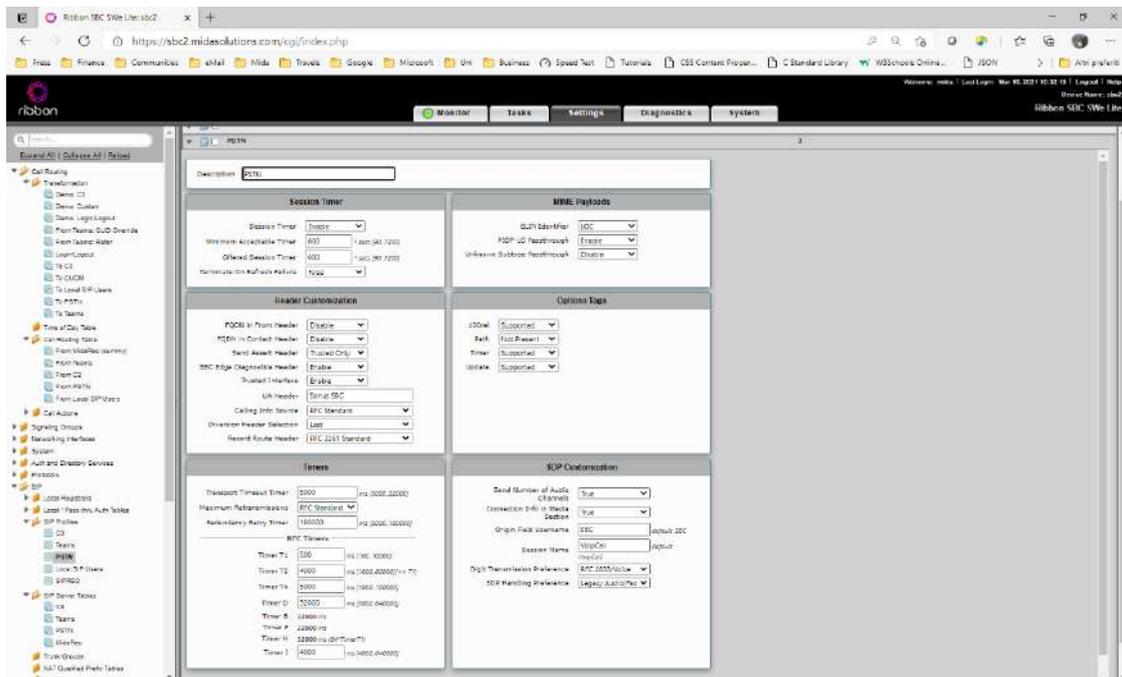
**SIP Profiles - Teams**



SIP Profiles - C<sup>3</sup>

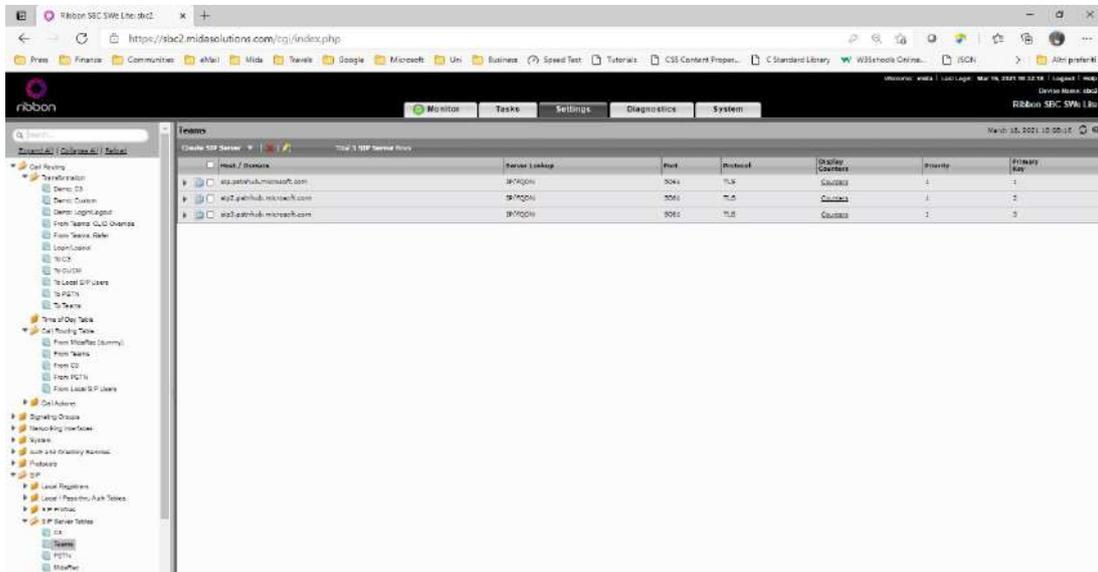


SIP Profiles – PSTN

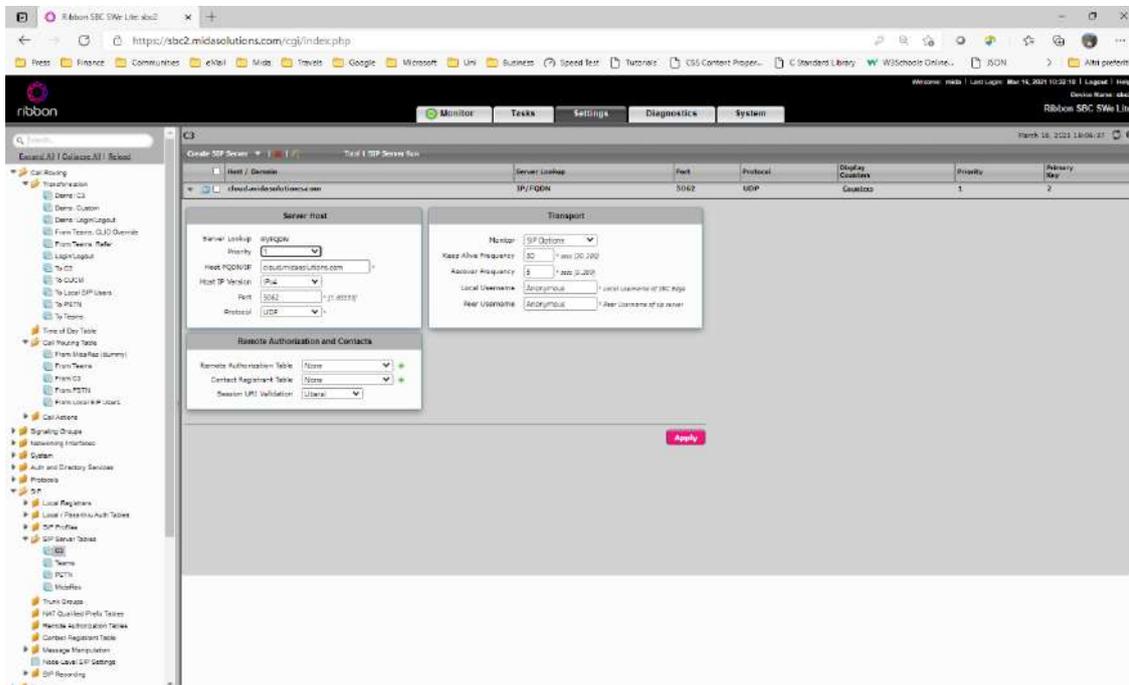


4. Go to **SIP > SIP Server Tables** and create a new SIP Server.

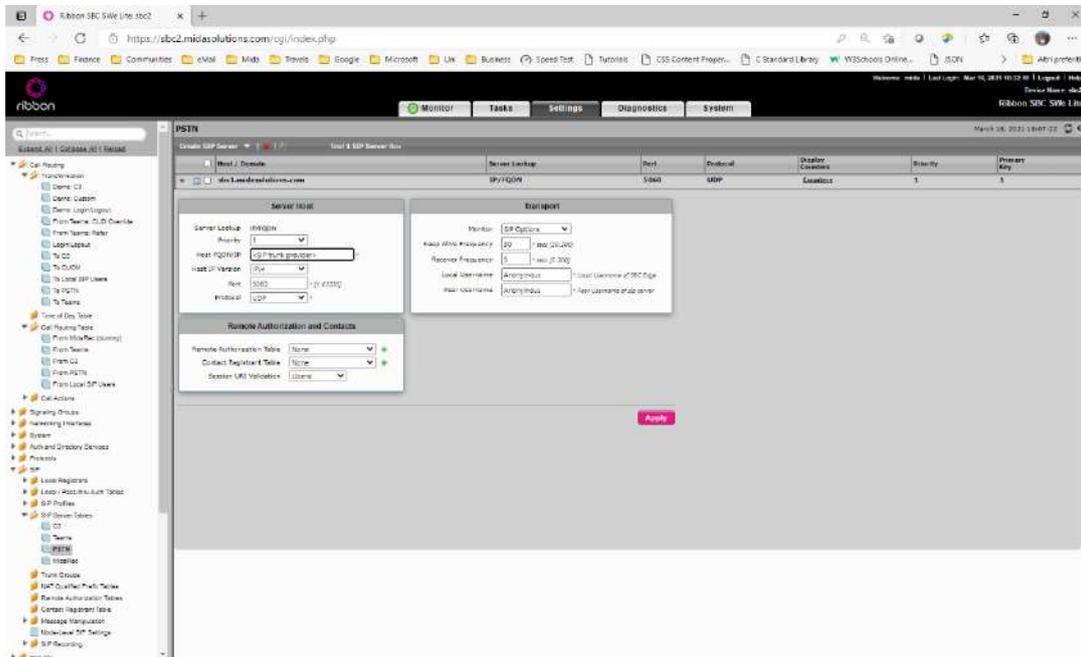
SIP Server - Teams (follow the [Ribbon configuration guide](#))



SIP Server - C<sup>3</sup>

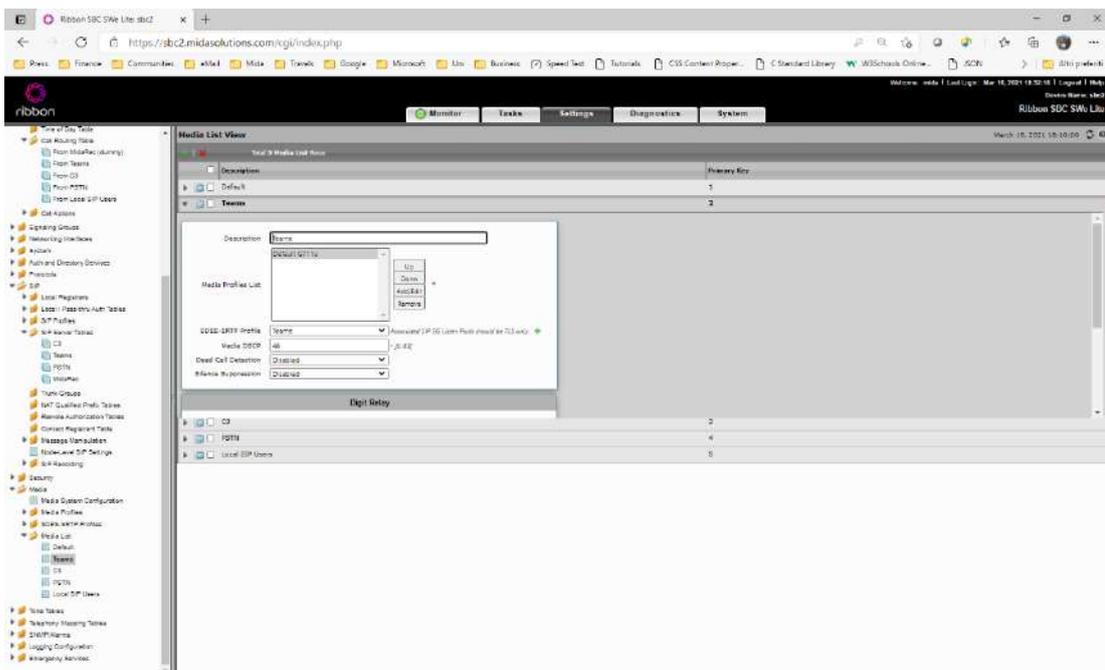


## SIP Server - PSTN

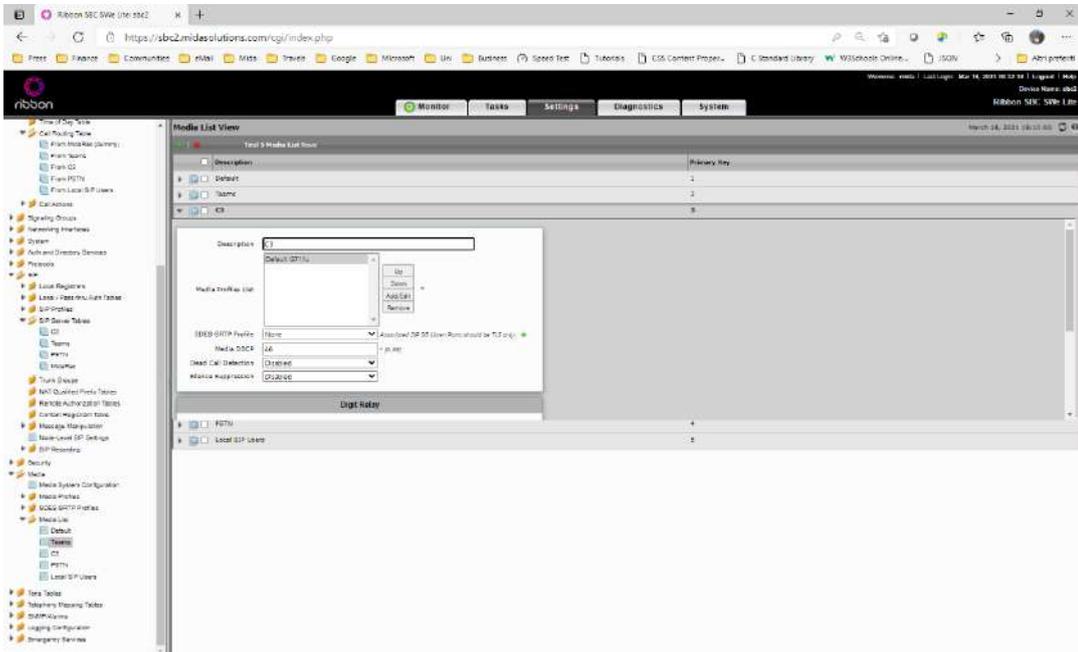


5. Go to **Media List** and create these new entries

## Media List – Teams

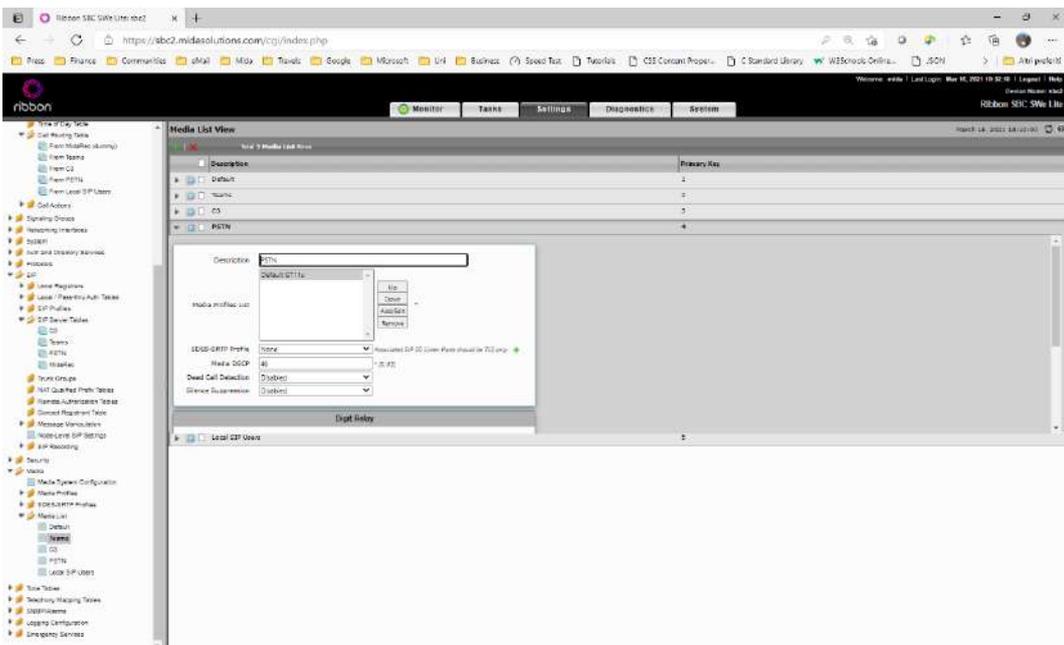


Media List - C<sup>3</sup>



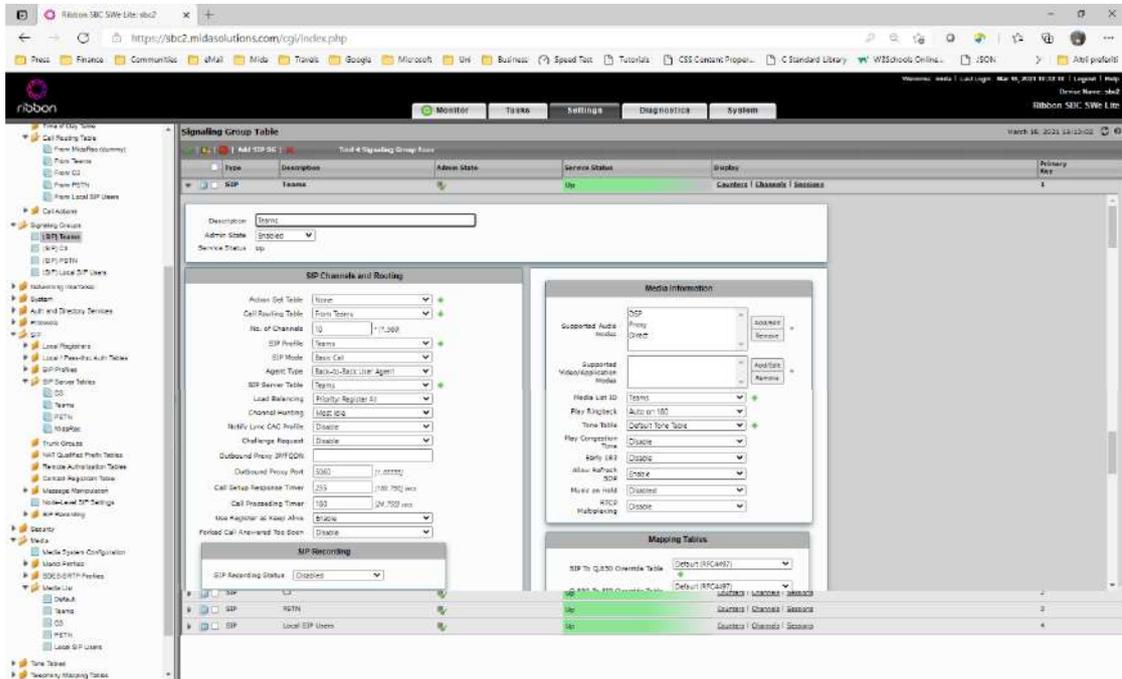
Select a single codec, or A-Law or u-Law.

Media List - PSTN



6. **Signaling Groups** and create a new entry (“*Signaling Group*”)

Signaling Groups - Teams (follow the [Ribbon configuration guide](#))



The screenshot displays the web interface for the Ribbon SBC S/Wc Lite sbc2. The browser address bar shows the URL <https://sbc2.midasolutions.com/cgi/index.php>. The interface includes a navigation menu on the left with categories like 'Call Routing Table', 'Signaling Group', 'Network Interfaces', 'System', 'Auth and Directory Services', 'SIP', 'Local Registers', 'SIP Profiles', 'SIP Server Tables', 'Trunk Groups', 'NAT Qualified Profiles Tables', 'Remote Authentication Tables', 'Contact Registration Table', 'Message Manipulation', 'Non-Level SIP Settings', 'SIP Resending', 'Security', 'Media', 'Media Profiles', 'SDES-SRTP Profiles', 'Media List', and 'Tone Tables'. The main content area is titled 'Signaling Group Table' and shows a table of configurations for 'Total 4 Signaling Group Rows'. The table has columns for 'Type', 'Description', 'Admin State', 'Service Status', 'Display', and 'Primary Key'. The first row is for 'SIP Teams' with a service status of 'Up'. To the right of the table is a configuration panel for 'SIP IP Details' with various settings like 'Terms Local Media Optimizable', 'Signaling/Media Private IP', 'Signaling OSCF', 'NAT Traversal', 'ICE Support', 'Static NAT', 'Outbound NAT Traversal', 'NAT Public IP (Signaling/Media)', 'Static NAT - Inbound', 'Outbound NAT Traversal (Signaling/Media)', 'NAT Public IP (Signaling/Media)', 'Static NAT - Inbound', and 'Detection'. Below the table are sections for 'Listen Ports' and 'Federated IP/FQDN'. At the bottom, there is a 'Message Manipulation' dropdown set to 'B2000' and a table with columns for 'SIP', 'CS', 'PSTN', and 'Local SIP Users'.

### Signaling Groups - C<sup>3</sup>

The screenshot displays the 'Signaling Group Table' configuration page in the Ribbon SBC S/Wc Lite web interface. The interface includes a navigation menu on the left, a main configuration area, and a status table at the bottom.

**Signaling Group Table Summary:**

Type	Description	Admin Status	Service Status	Display	Priority
SIP	CS	Up	Up	Configure   Details   Settings	1
SIP	Local SIP Users	Up	Up	Configure   Details   Settings	2

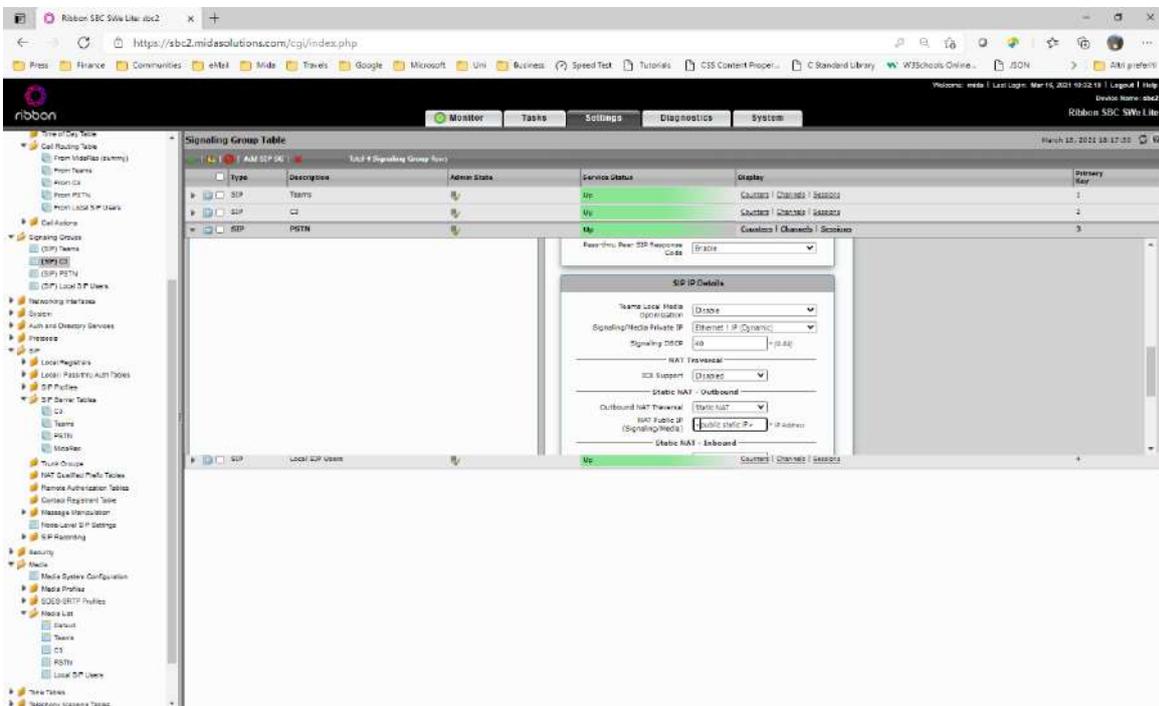
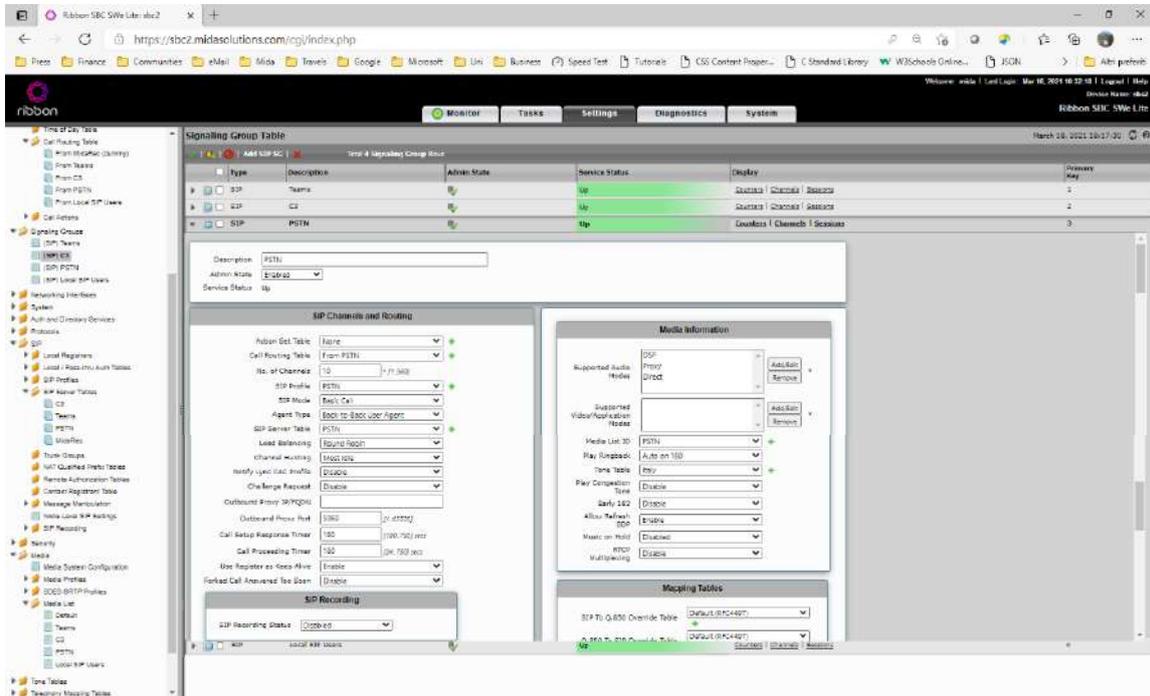
**Configuration Details for CS Signaling Group:**

- SIP Characteristics and Routing:**
  - Action Set Table: None
  - Call Routing Table: From CS
  - Row of Characters: 10
  - SIP Profile: CS
  - SIP Mode: Basic CS
  - Agent Type: Back-to-Back User Agent
  - SIP Server Table: CS
  - Load Balancing: Round Robin
  - Channel Monitoring: Inert
  - Media Line QoS Profile: Disabled
  - Challenge Reboot: Disabled
  - Outbound Proxy SIP Profile: None
  - Outbound Proxy Port: 5060
  - Call Setup Response Timeout: 300
  - Call Recording Timeout: 180
  - Use Registrar as Proxy: Disabled
  - Permit Call Answered Too Soon: Disabled
- Media Information:**
  - Supported Audio Modes: G.711, G.722, G.729
  - Supported Video/Animation Modes: H.264, H.265
  - Media Latency: 50
  - Max. Ringback: 30
  - Max. Connection Time: 30
  - Early Offer: Disabled
  - Auto Refresh: Disabled
  - Media on Hold: Disabled
  - Multiwaying: Disabled
- Mapping Tables:**
  - SIP To QoS QoS Profile Table: Default (SIP400)
  - QoS To SIP QoS Profile Table: Default (SIP400)
  - Flow thru Peer SIP Response Code: None
- SIP IP Details:**
  - Home local media optimization: Disabled
  - Signaling/voice protocol: SIP/UDP
  - Signaling QoS: 0
  - NAT Traversal: Disabled
  - Static NAT - Outbound: Disabled
  - Outbound NAT Traversal: Disabled
  - NAT Public IP (Signaling/voice): 192.168.1.1
  - Qualified Profile Table: None
  - Secure Media Linking: Disabled
  - Secure Media Linkkey: 255.255.255.255
  - Applicator Max. TTL Enabled: No
- Listen Ports:**

Port	Protocol	TLS Profile ID
5060	UDP	N/A
- Federated SIP/IGMP:**

SIP/IGMP	Hostname/Profile
1	192.168.1.1

## Signaling Groups - PSTN



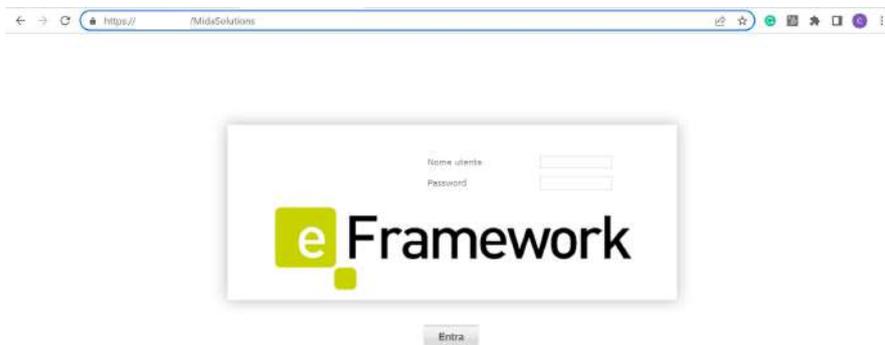
## 5. Multi-tenant systems: add tenants

Multi-Tenant systems are useful when multiple organizations are sharing the same application server. When the multi-tenant option is enabled, administrator profiles are slightly different compared to standard systems.

If you are our partner with more than one customer, you can handle them on our multi-tenant platform using one single Virtual Machine. Please refer to this paragraph only if it is your case, otherwise, you can leave out this paragraph.

In the No Tenant section of the Mida Unified Portal – MUP (which is the Mida Solutions products' main interface), it is possible to add tenants and handle them. Here it is also possible to set some parameters that concern all the tenants because these settings are related to the unique Virtual Machine.

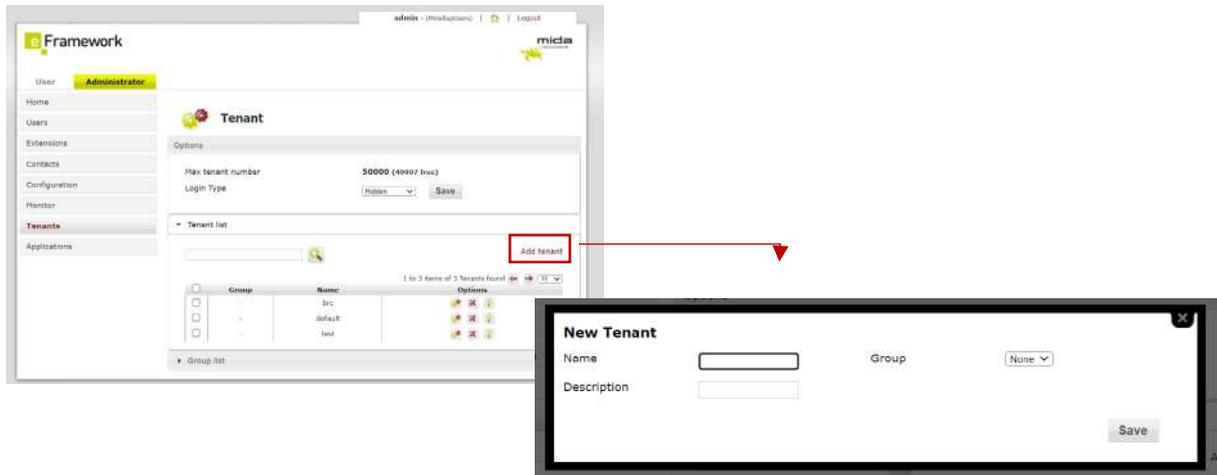
1. Access to the super-tenant administration page at <http://<IP ADDRESS>/MidaSolutions> with these credentials:
  - Username: admin
  - Password: admin



2. Check to be logged as **Super-Tenant**.



- From the navigation menu on the left, go to Administrator > **Tenants**. The page will show the already existing tenants and will enable to create new ones simply clicking on the **Add new** option.



- Insert here the name and the description of the new tenant and click on Save.
- The new tenant is now ready to be use.



Please note that:

- the tenant's name will be the one the tenant uses to log in to his MUP.
- the procedure of adding a tenant takes a few minutes. Wait a moment before the tenant log in into the Mida Unified Portal (as explained below).
- by default, each new tenant has an admin user
- it is possible to organize tenants in group.

For each tenant, the page allows to:

- Edit** – open the edit tenant page to change the name, the description, and the group;
- Delete** – a warning dialog box will open to ask for confirmation;
- Disable** – a warning dialog box will open to ask for confirmation.

6. To access the new tenant's Mida Unified Portal just go to `http:// <IP ADDRESS>/NEW_TENANT_NAME` and use the following credentials.

- Username: admin
- Password: tenant name with the first letter of the chosen name capitalized and the current year written with numbers. This is a password given by default. At any time, it is possible to change it.

For example, if the tenant's name is brc, to log in use:

- the URL `http:// <IP ADDRESS>/brc`
- the user's name admin
- the password: Brc2022

As shown in the picture below, the tenant can check to be logged in his Mida Unified Portal.

