

# Mida eFramework

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## Mida LiteCallCenter SBC Configuration Guide

Mida Solutions

Document Version: 1.0



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# 1. Introduction

## 1.1 Legal Statements

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## 1.2 Preface

This document is part of the official documentation of Mida Solutions products and details functionalities, user interface, option 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 for system configuration.

## 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 Warning symbol reported here on the left.

## 1.5 References

This manual includes references to the following list of documents:

- [1] Mida\_Unified\_Portal-Administration\_&\_User\_Manual
- [2] Mida\_Appliance-Administration\_Manual
- [3] MidaRec Gateway-Administration\_Manual
- [4] [www.midasolutions.com/browsercompatibility](http://www.midasolutions.com/browsercompatibility)

## 2.SBC configurations

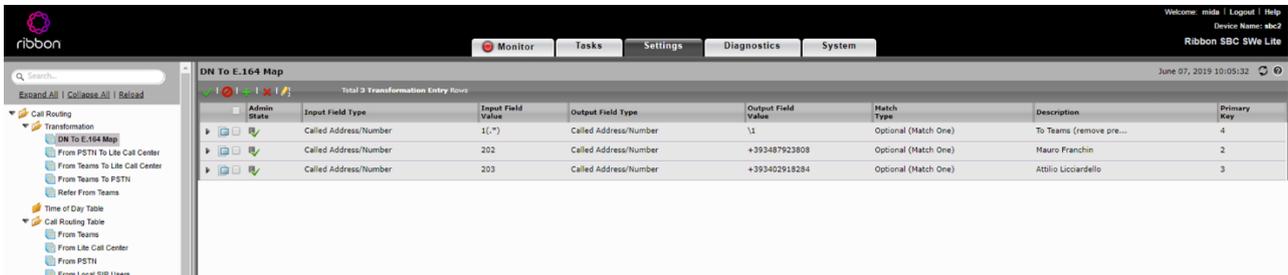


**SBC to Mida eFramework configurations require to have the SBC Number Transformation Table already set. Do that follow [Ribbon configuration guide](#) or see Appendix A of this guide for a brief step-by-step guide.**

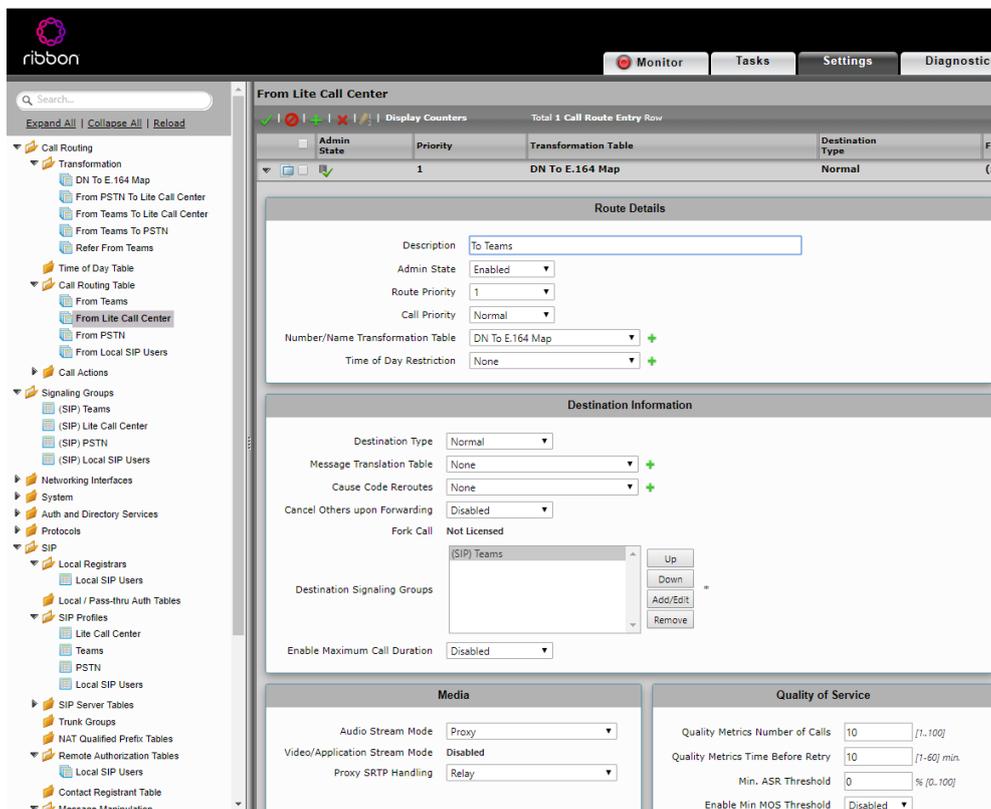
### 2.1 Mida LiteCallCenter to SBC connection

To set up the connection between Mida LiteCallCenter and the SBC, follow the next steps and insert values as stated in the screenshots, if no other values are specified.

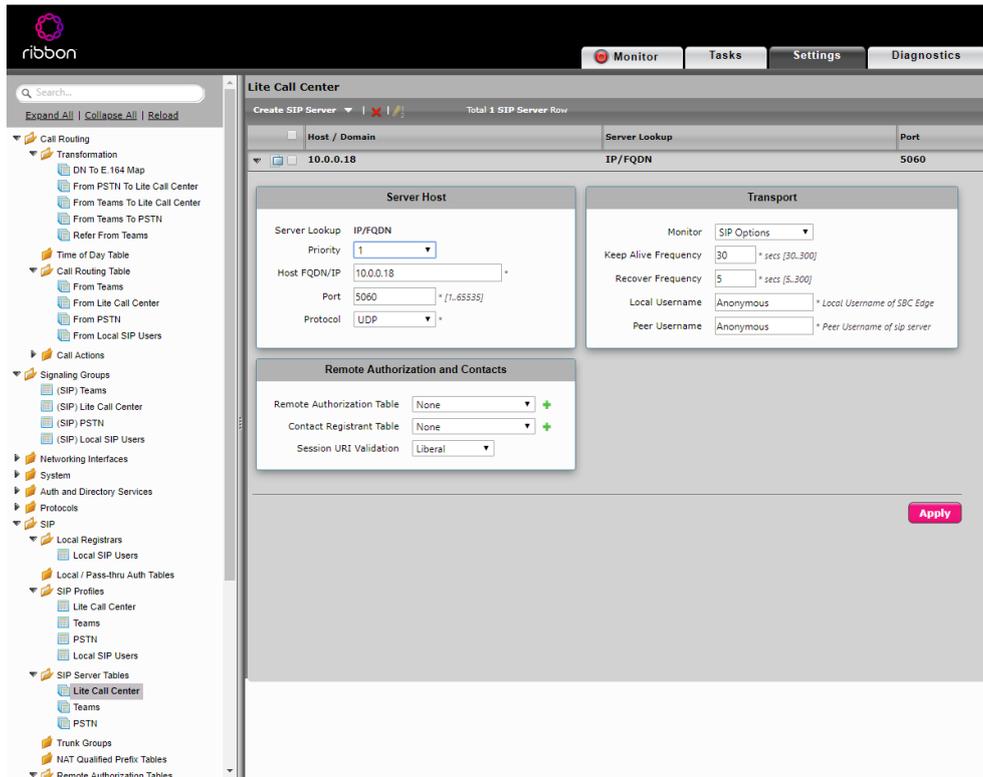
1. Go to **Call Routing > Transformation** and create a new **Transformation table** (in the example below we called it "DN to E.164 Map"). This transformation will change the call destination with the proper Teams number.



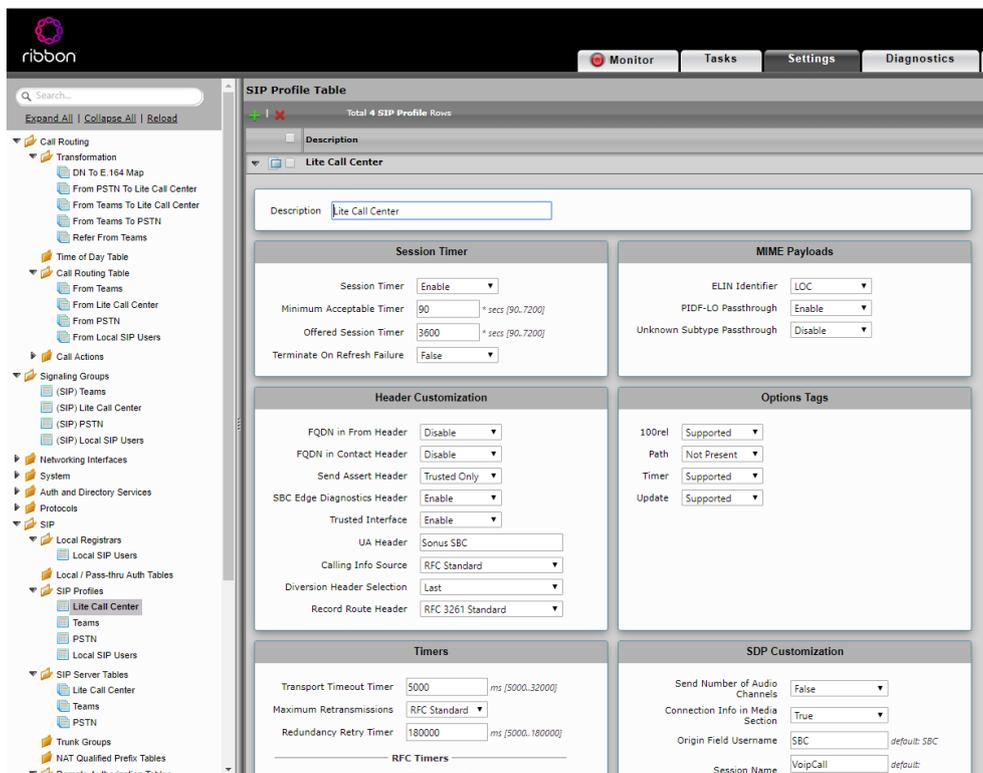
2. Go to **Call Routing > Call Routing Table** and create a new call route entry (in the example below, "From Lite Call Center")



- Go to **SIP > SIP Server Tables** and create a new SIP Server ("Lite Call Center")



- Go to **SIP > SIP Profiles** and create a new entry ("Lite Call Center")



5. Go to **Signaling Groups** and create a new entry (“*Signaling Group*”)

The screenshot displays the 'Signaling Group Table' configuration page in the Ribbon SBC interface. The main configuration area is for a 'Lite Call Center' entry, which is currently 'Up' and has a 'Service Status' of 'Up'. The configuration is divided into several sections:

- SIP Channels and Routing:**
  - Action Set Table: None
  - Call Routing Table: From Lite Call Center
  - No. of Channels: 5 (range [1..960])
  - SIP Profile: Lite Call Center
  - SIP Mode: Basic Call
  - Agent Type: Back-to-Back User Agent
  - SIP Server Table: Lite Call Center
  - Load Balancing: Round Robin
  - Channel Hunting: Most Idle
  - Notify Lync CAC Profile: Disable
  - Challenge Request: Disable
- Media Information:**
  - Supported Audio Modes: DSP, Proxy, Direct, Proxy with Local SRTP
  - Supported Video/Application Modes: Disabled
  - Proxy Local SRTP Crypto Profile ID: None
  - Allow Refresh SDP: Enable
  - RTCP Multiplexing: Disable
- Mapping Tables:** (Empty)
- SIP IP Details:**
  - Signaling/Media Source IP: Auto
  - Signaling DSCP: 40 (range [0..63])
  - NAT Traversal:
    - ICE Support: Disabled
    - Static NAT - Outbound: Outbound NAT Traversal (None)
    - Static NAT - Inbound: Detection (Disabled)
- Listen Ports:**

Port	Protocol	TLS Profile ID
5060	UDP	N/A
- Federated IP/FQDN:**

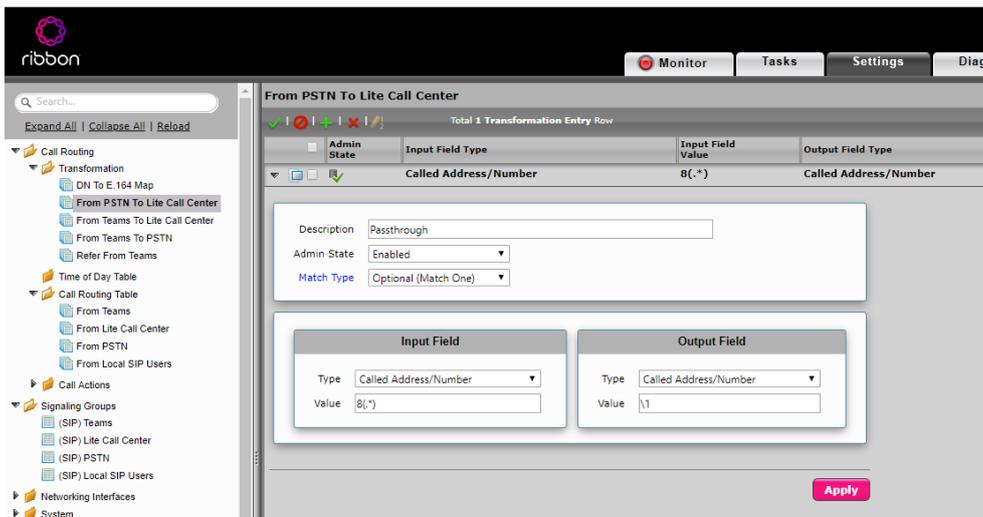
IP/FQDN	Netmask/Prefix
10.0.0.18	255.255.255.255
- Message Manipulation:** Disabled

An 'Apply' button is located at the bottom right of the configuration area.

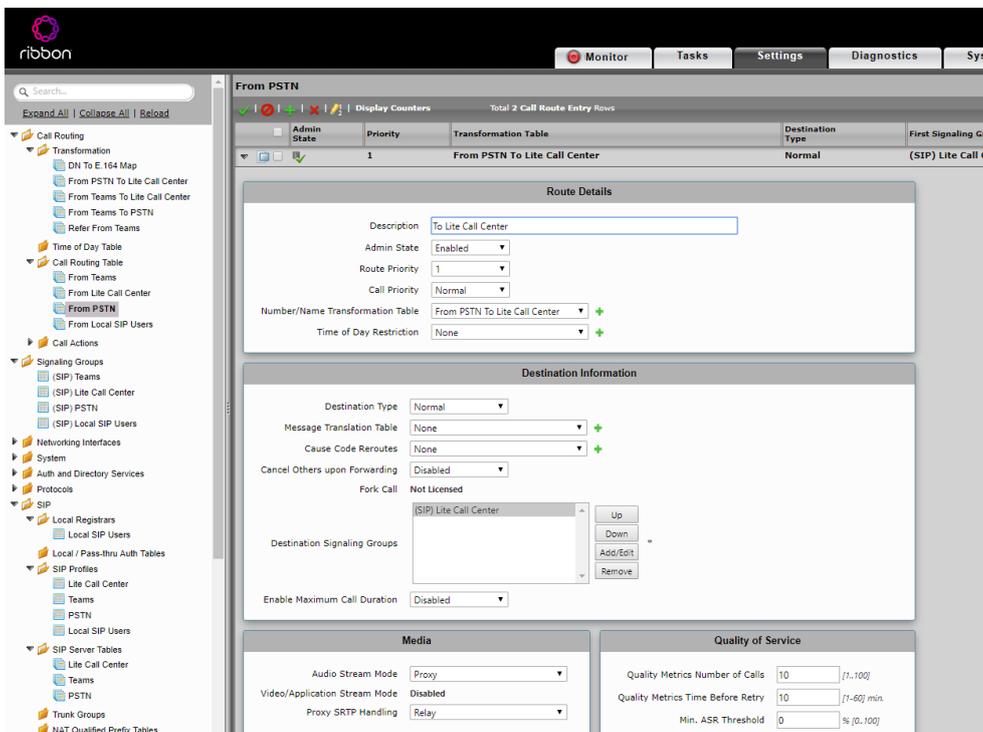
## 2.2 PSTN to SBC connection

To set up the connection between PSTNMida LiteCallCenter and the Mida LiteCallCenter, follow the next steps and insert values as stated in the screenshots, if no other values are specified.

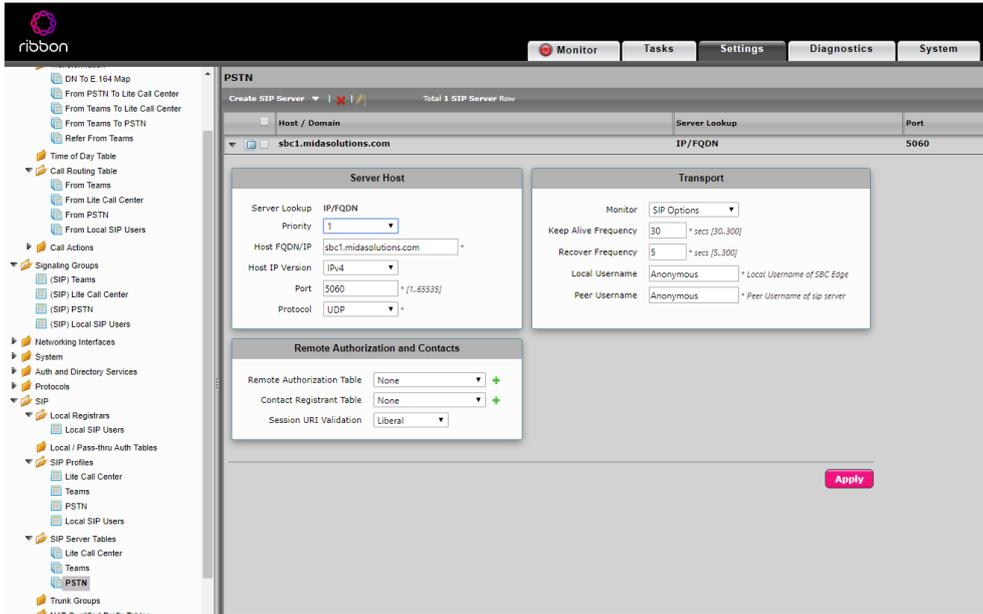
1. Go to **Call Routing > Transformation** and create a new **Transformation table** (in the example below we called it "From PSTN to Lite Call Center"). This transformation will lead desired calls from the PSTN to the Mida LiteCallCenter. In **Value**, it is possible to insert the desired prefix. All calls incoming to the SBC with that prefix will be redirected to Mida LiteCallCenter.



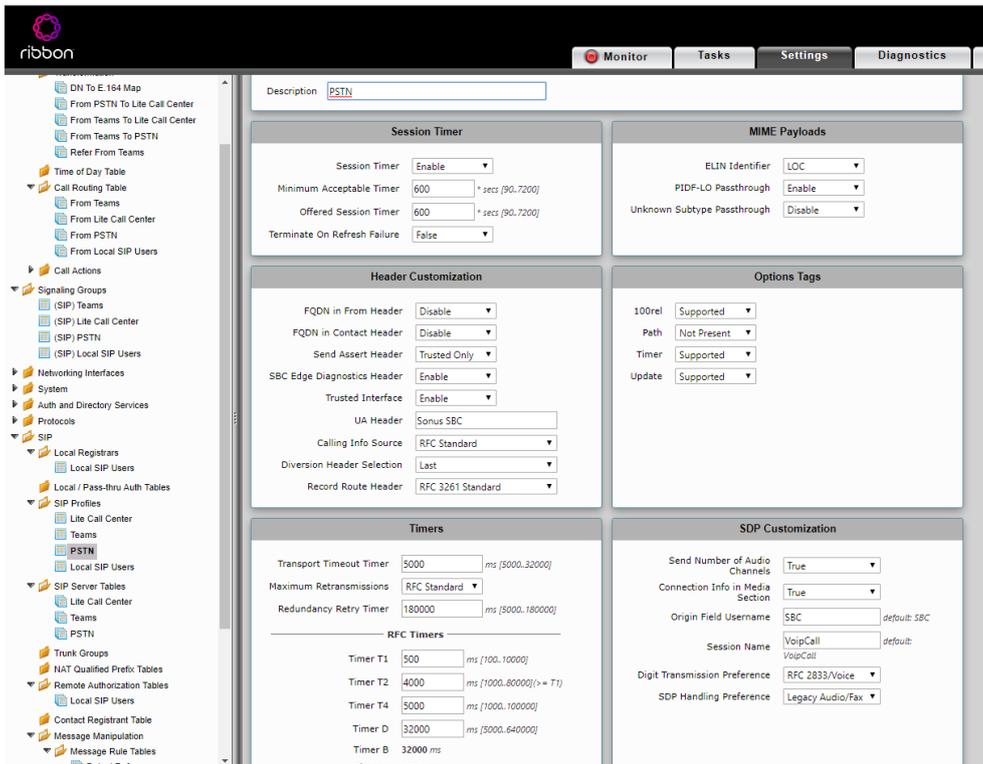
2. Go to **Call Routing > Call Routing Table** and create a new call route entry (in the example below, "From PSTN")



- Go to **SIP > SIP Server Tables** and create a new SIP Server ("PSTN").



- Go to **SIP > SIP Profiles** and create a new entry ("PSTN"). Leave everything as default.



5. Go to **Signaling Groups** and create a new entry ("PSTN").



**NAT configuration may not be necessary.**

The screenshot displays the 'Signaling Group Table' configuration in the Ribbon SBC interface. The table lists four signaling groups: Teams, Lite Call Center, and PSTN, all with an 'Up' service status. The 'PSTN' group is selected, showing its configuration details:

- SIP Channels and Routing:** Action Set Table (None), Call Routing Table (From PSTN), No. of Channels (5), SIP Profile (PSTN), SIP Mode (Basic Call), Agent Type (Back-to-Back User Agent), SIP Server Table (PSTN), Load Balancing (Round Robin), Channel Hunting (Most Idle), Notify Lync CAC Profile (Disable), Challenge Request (Disable).
- Media Information:** Supported Audio Modes (DSP, Proxy, Direct), Supported Video/Application Modes (Disabled), Tone Table (Italy), Allow Refresh SDP (Enable), RTP Multiplexing (Disable).
- SIP IP Details:** Signaling/Media Private IP (Auto), Signaling DSCP (40), ICE Support (Disabled), Static NAT - Outbound (Static NAT), Outbound NAT Traversal (Static NAT), NAT Public IP (13.95.131.162), Static NAT - Inbound (Detection Disabled).
- Listen Ports:** One row for port 5060, Protocol UDP, TLS Profile ID N/A.
- Federated IP/FQDN:** One row for IP/FQDN sbc1.midasolutions.com, Netmask/Prefix 255.255.255.255.

At the bottom, there is a 'Message Manipulation' dropdown set to 'Disabled' and an 'Apply' button.

### 2.3 SBC to Teams – Teams Direct Routing

To configure Teams Direct Routing, follow the SBC vendor guide:

- Ribbon: [Best Practice - Configuring SBC Edge for Microsoft Teams Direct Routing](#)