Mida Platform SBC Configuration Guide

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1. Introduction

1.1 Legal Statements

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Mida Platform

Mida C^3 - Cloud Contact Center

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

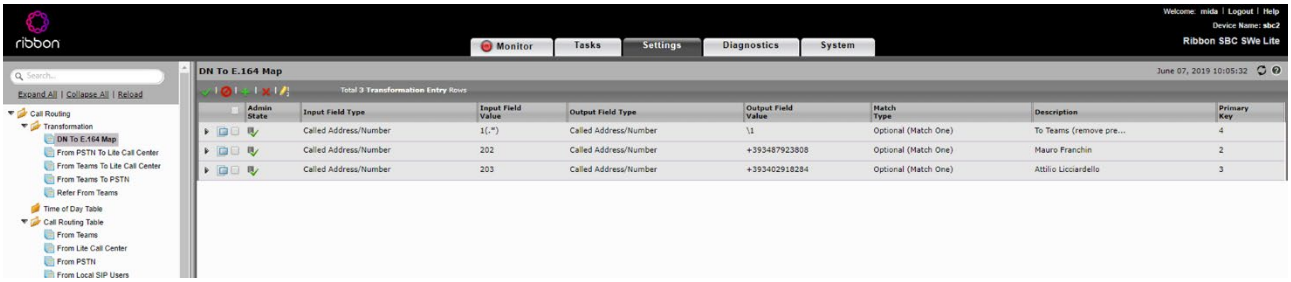
2. SBC configurations

SBC to Mida Platform 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.

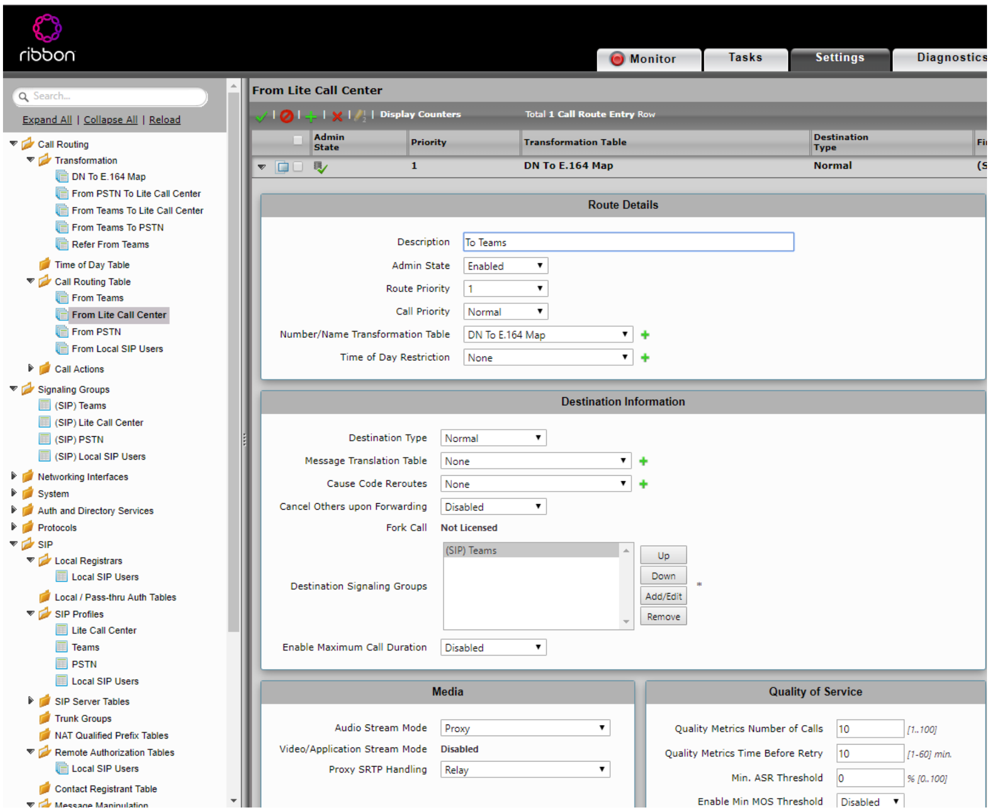
2.1 Mida C³ - Cloud Contact Center to SBC connection

To set up the connection between Mida C³ - Cloud Contact Center and the SBC, follow the next steps and insert values as stated in the screenshots, if no other values are specified.

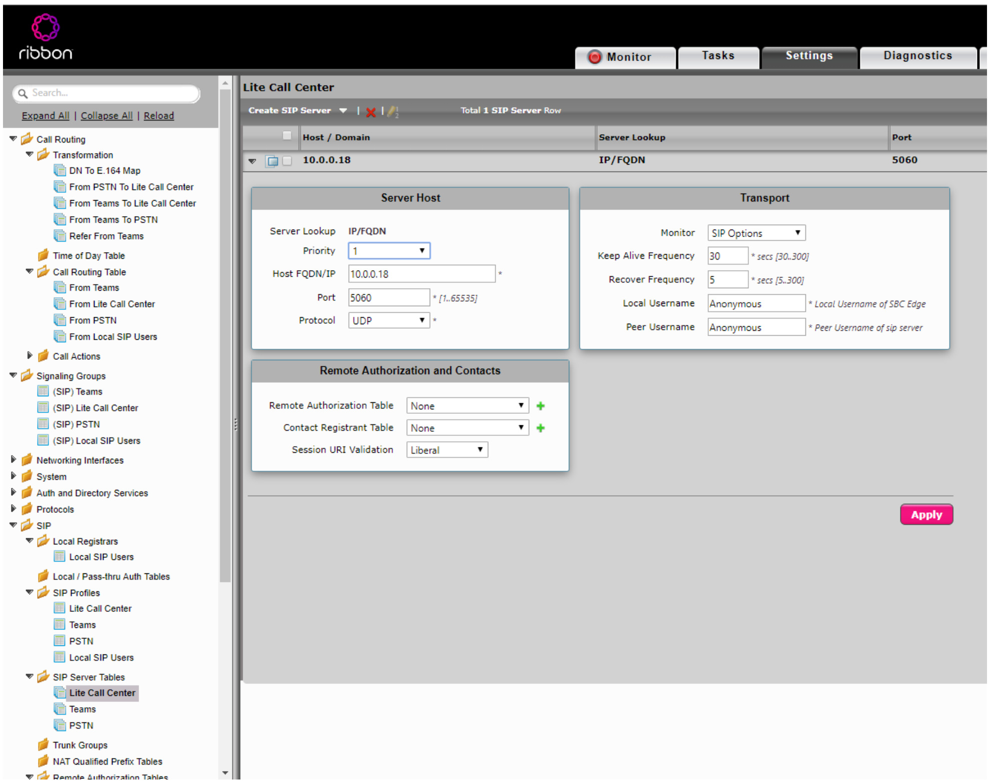
1. Go to ***Call Routing > Transformation*** and create a new ***Transformation table*** (in the example below we called it *"DN to E.164 Map")*.
   This transformation will change the call destination with the proper Teams number.



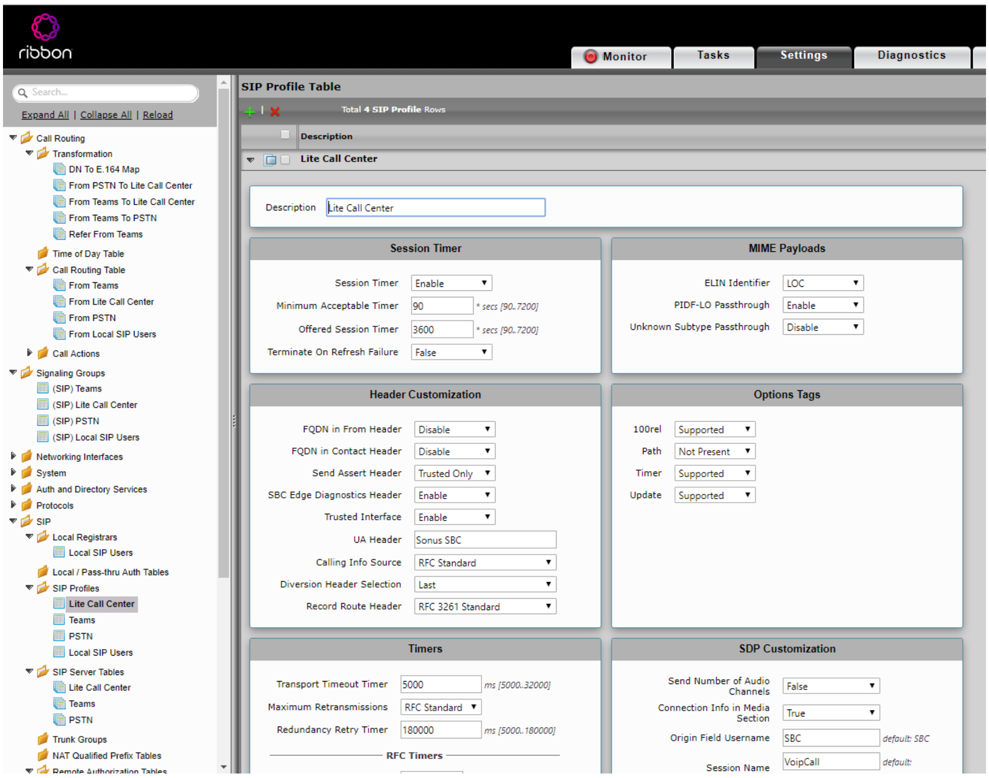
2. Go to ***Call Routing > Call Routing Table*** and create a new call route entry (in the example below, *"From Lite Call Center"*)



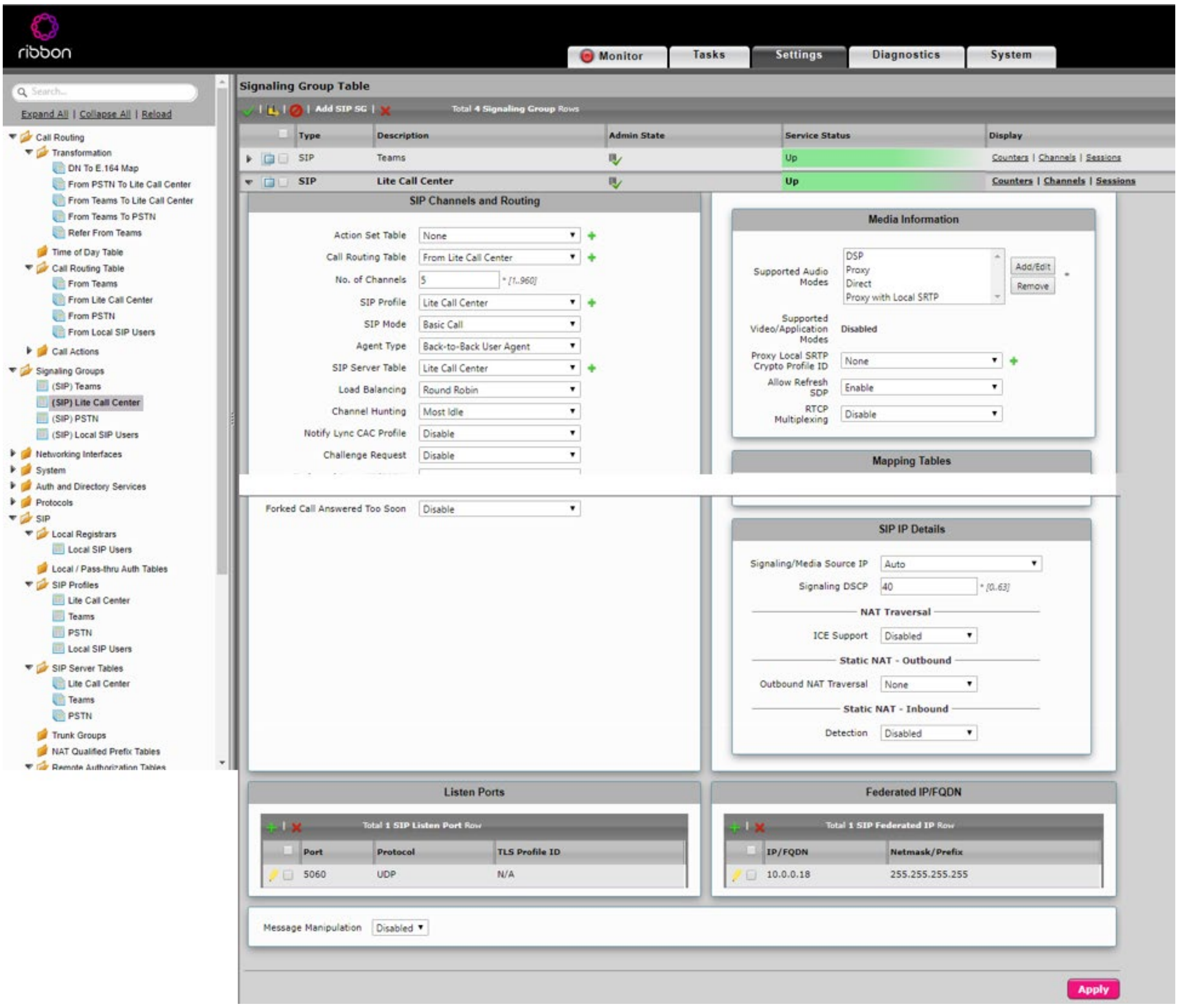
3. Go to ***SIP > SIP Server Tables*** and create a new SIP Server ("*Lite Call Center*")



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



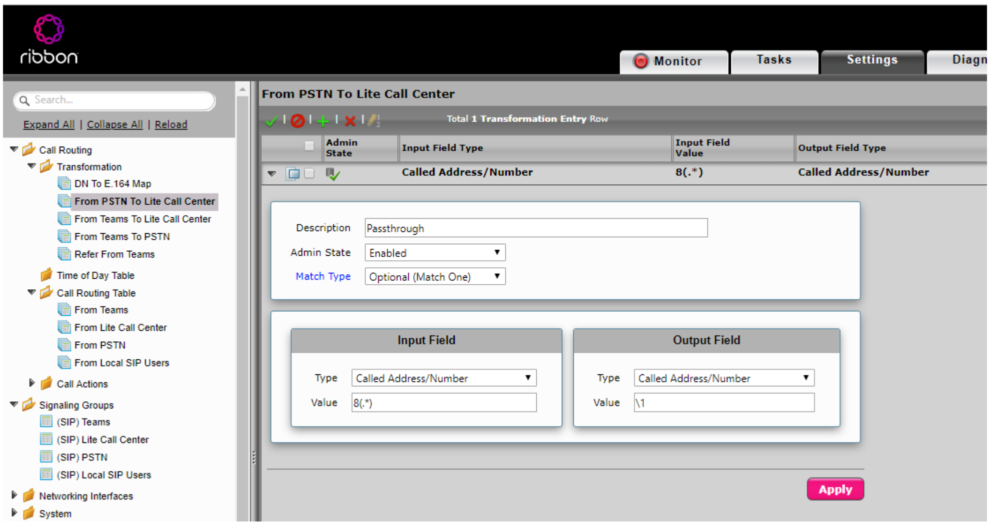
5. Go to ***Signaling Groups*** and create a new entry ("*Signaling Group*")


ribbon
Monitor
Tasks
Settings
Diagnostics
System
Signaling Group Table
SIP Channels and Routing
Media Information
Mapping Tables
SIP IP Details
Listen Ports
Federated IP/FQDN
Apply

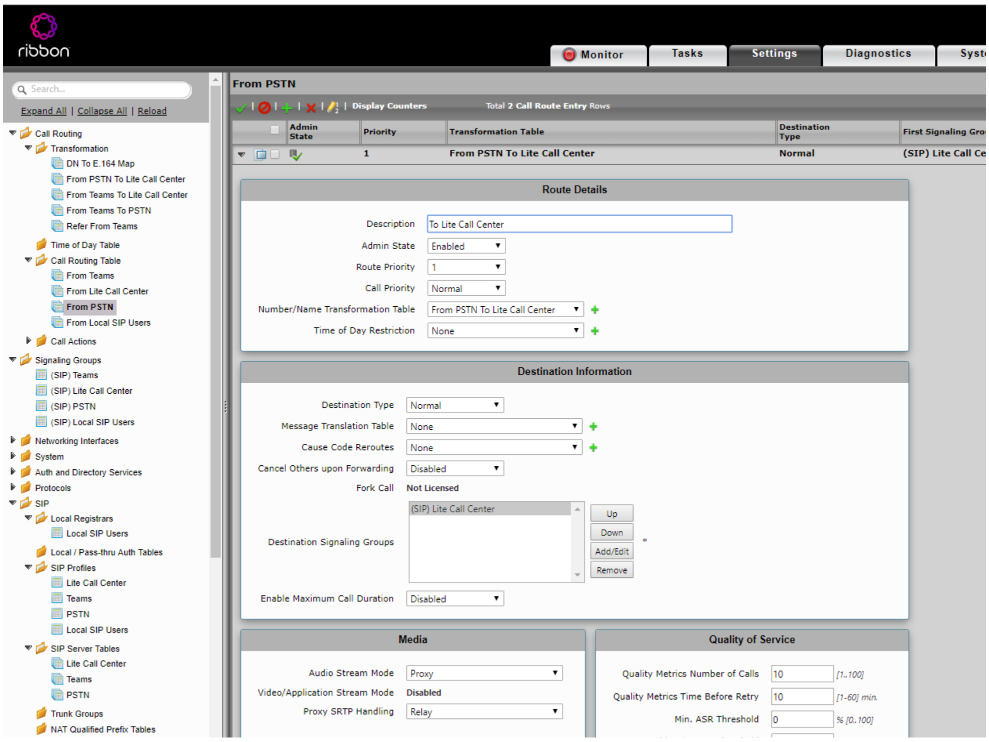
2.2 PSTN to SBC connection

To set up the connection between PSTN Mida C^3 – Cloud Contact Center and the Mida C^3 – Cloud Contact Center, follow the next steps and insert values as stated in the screenshots, if no other values are specified.

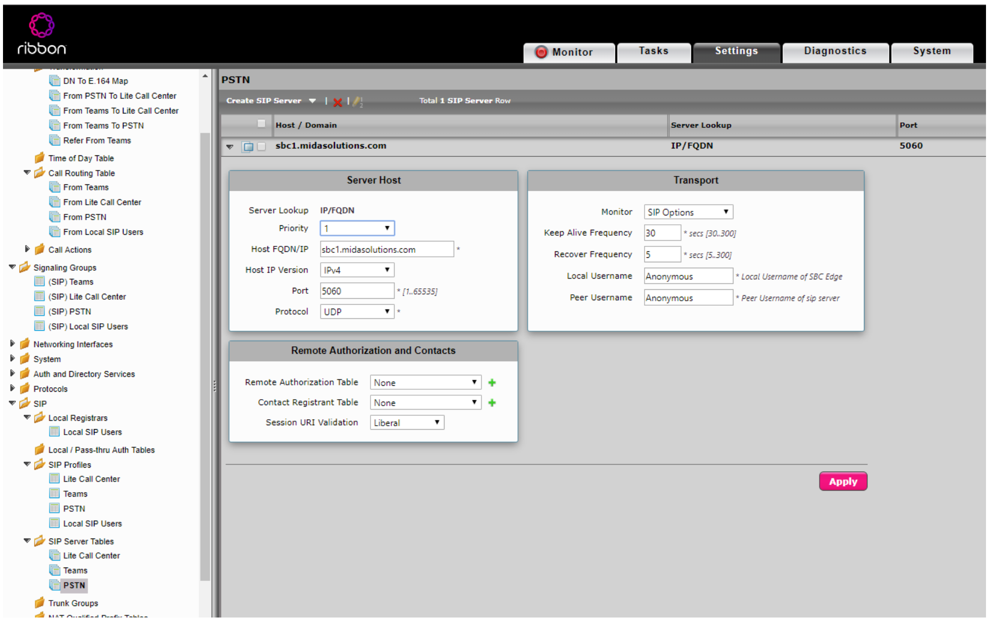
1. Go to ***Call Routing > Transformation*** and create a new ***Transformation table*** (in the example below we called it "*From PSTN to* Mida C^3 – Cloud Contact Center*"*).
   This transformation will lead desired calls from the PSTN to the Mida C^3 – Cloud Contact Center
   In ***Value***, it is possible to insert the desired prefix. All calls incoming to the SBC with that prefix will be redirected to Mida C^3 – Cloud Contact Center.



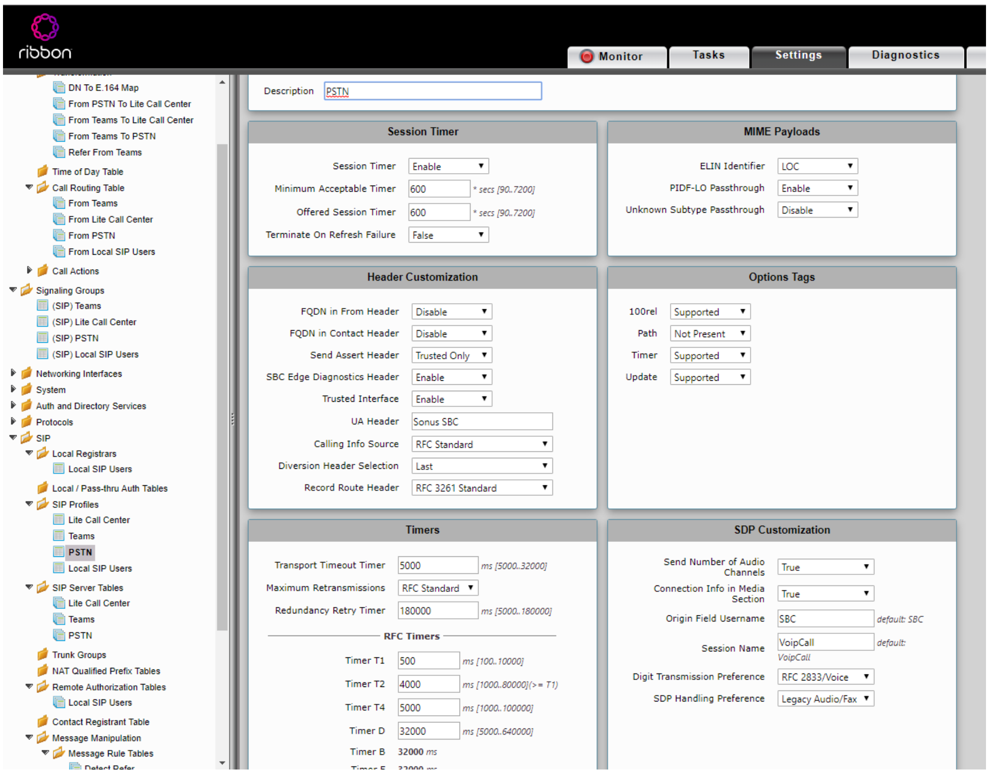
2. Go to ***Call Routing > Call Routing Table*** and create a new call route entry (in the example below, "*From PSTN*")



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

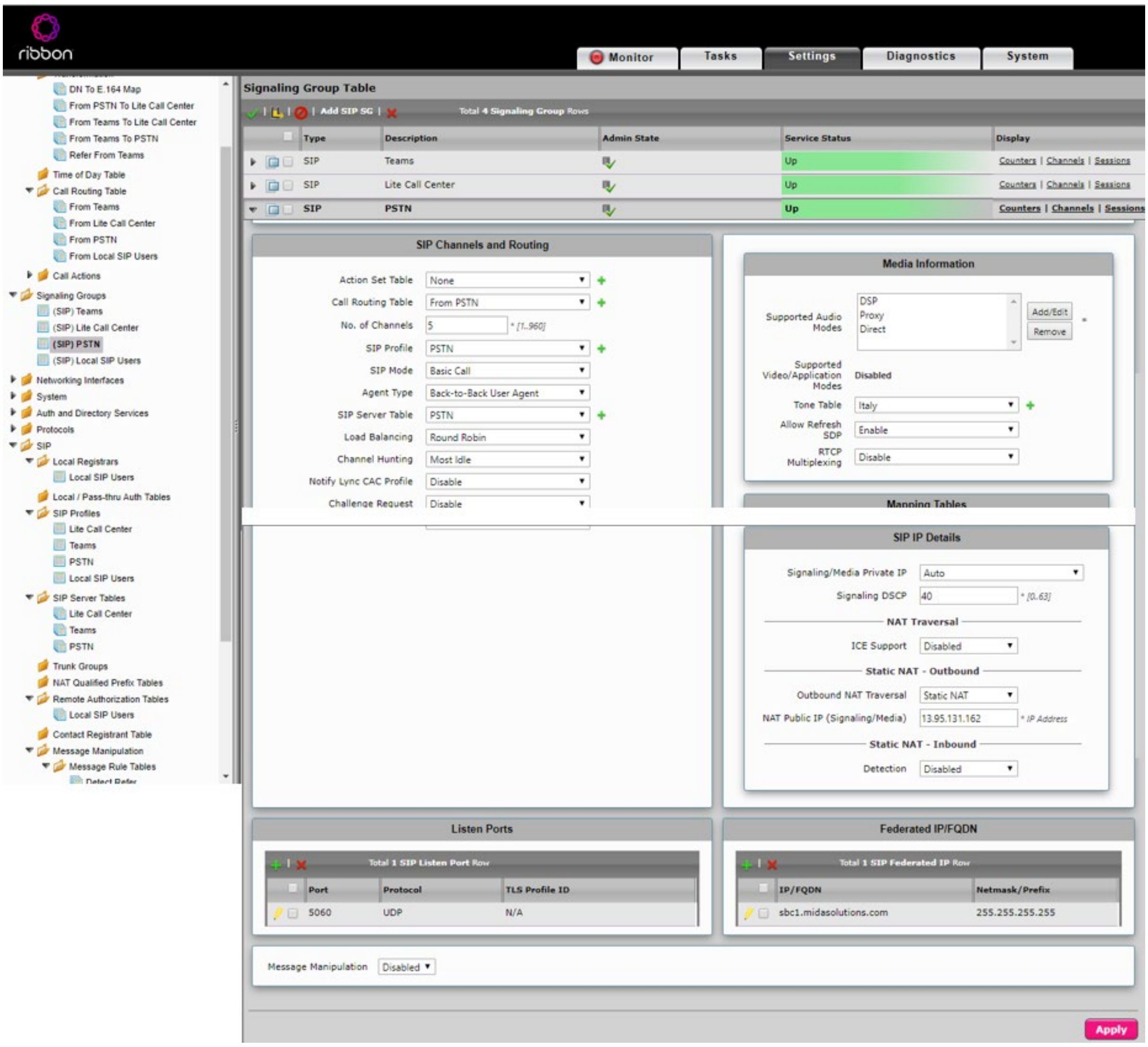


4. Go to ***SIP > SIP Profiles*** and create a new entry ("*PSTN*"). Leave everything as default.



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

NAT configuration may not be necessary.



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]