



## **ONE-OFF ACCOUNT SCENARIOS FOR SKYPE FOR BUSINESS THAT YOU SHOULD KNOW**

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### ➤ **Voice Mail for Enhanced Profile Response Groups**

1. The Response Group Number should be setup as Enhanced Profile (Skype4B Account) and be pointed to the AT&T Skype4B system (not Genband). This is an AT&T function.
2. The AD account used for the Mailbox should have the UPN = the Primary SMTP address. The Agency should be able to create the AD account, if it does not already exist.
3. UM should be enabled on the Exchange Mailbox to be used for delivery of the Voicemails (see attached for details). An existing Mailbox can be used or a new one can be created. **It must be in Exchange Online.** It also cannot be a Shared Mailbox, because UM cannot be enabled on Shared Mailboxes. So if it is an existing Shared Mailbox, it must be converted to a User Mailbox before UM can be enabled. The Telephone number in UM should be listed as 1NPANXXXXXX.
4. An Office 365 Skype4B Plan 2 license must be allocated to the account (or an E3 license can be used).
5. AT&T should setup a new Skype4B account. The Skype4B (SIP) address must = the UPN (and Primary SMTP). The Telephone Number (Line URI) in the Skype4B account should be listed as tel:NPANXXXXXX (without the "+1" prefix). This only applies to Response Group Skype4B accounts for Voicemail.
6. The Response Group needs to be setup in the Skype4B Response Group Configuration Tool. I have been doing this so far but this function will be transitioned to AT&T. The Telephone number should be listed as +1NPANXXXXXX. The "Forward to Voicemail" options should be enabled as appropriate and the Voicemail Account Email Address entered (in the format sip:<username>@<domainname>).
  - a. If one of the Response Group Options should be go directly to Voicemail, you will need define a new Queue that points to a Null Group. The Queue configuration should have the "Maximum number of calls" set to "0" and "Forward to voice mail" enabled with the Voicemail Account Email Address entered (in the format sip:<username>@<domainname>).

### ➤ **Calendaring for Enhanced Profile Room Resources:**

1. The Room Resource should be setup as an Enhanced Profile (Skype4B Account). This is an AT&T function.
2. The AD account used for the Room Resource Mailbox should have the UPN = the Primary SMTP address. It should also be set with a Password that does not expire. The Agency should be able to create the AD account, if it does not already exist.
3. **The Resource Mailbox must be in Exchange Online.**
4. An Office 365 Skype4B Plan 2 license must be allocated to the account. Please note that because this is a Resource Mailbox, an Exchange license is not required but most Agencies appear to be using an E3 license, which includes Exchange Online (and is more costly).
5. AT&T should setup a new Skype4B account. The Skype4B (SIP) address must = the UPN (and Primary SMTP). The Telephone Number (Line URI) in the Skype4B account should be listed as tel:+1NPANXXXXXX (same as a normal user account).