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### Before beginning, understand your options.

#### Key Terms

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**Active Directory (AD)** –Directory service that contains the user profile for Skype4B enterprise voice and unified messaging (UM) voicemail.

**Agency** –The State of Wisconsin entity requesting and migrating to Skype4B. Owns the migration process. Smaller agencies may be handled via DOA.

**AT&T** –Telecom vendor providing the cloud based Skype4B product implementation and support. Includes Centrex to Skype porting process and project management

**Better Together over Ethernet (BTOE)** –Links the Skype4B desktop client and Audio Codes or Polycom desk phone to mirror phone operations, so those phone functions can be done from either device. Only applicable to Enhanced profile when user has both a Skype for Business PC soft client and a desk phone.

**Billing Telephone Number (BTN)** –To which all telephone numbers of a customer (subscriber) are charged in a consolidated telephone phone bill, instead of showing charges under each telephone number. Also called billed telephone number.

**Concurrent Call Path (CCP)** –An Enterprise SIP term, 1 CCP = either 1 inbound or 1 outbound call to/from the public telephone network. If an agency is using Enterprise SIP, they will need to obtain the total CCP’s needed to handle their inbound/outbound traffic to the Public Switch Telephone Network (PSTN).

**Customer Service Record (CSR)** –The document containing all relevant customer data for each bill – the BTNs, telephone numbers, call records (if added) identifying customer data, and rate information for each line item.

**Department of Administration (DOA)** –State agency responsible for Skype for Business migration and project management in conjunction with AT&T. Also responsible for specific small agency Skype for Business migrations.

**Department of Enterprise Technology (DET)** –Division of DOA responsible for technical architecture and engineering of the Skype4B migrations, including site surveys, Skype4B site readiness prep, infrastructure installation, and support for agencies.

**Direct Inward Dialing (DID)** – A telephone number that allows an outside caller to connect directly to an inside extension of an office without the help of an attendant or operator.

**Firm Order Confirmation (FOC)** –The first firm commitment date available to port the numbers in that request.

**[Onboarding Workbook \(aka Capture Document\)](#)** –Workbook template for gathering all critical information about the agency and its users required for a successful migration from Centrex to Skype4B with AT&T.

**Port**– Number porting is the simple process of moving telephone numbers from one operator or service to another. In this case we are porting from Centrex in Madison to the SIP trunk in New Jersey.

**Porting Document** –The capture document when broken down to contain only the telephone numbers and related information being ported in a single group. This will also have the additional content of the MAC addresses of the desk phones that will be deployed in that subset. Agencies may have more than one porting document. Also referred to as the Port Request document.

**Power over Ethernet (PoE)** –Network switch gear that passes power and data via twisted-pair cabling from the data wiring closet to the desk jack. This removes the need for the VoIP phone to have a separate power supply (brick) at the user’s desk location, which improves reliability as the data closet typically has backup power that is not available at each desk. This will keep the phone working during minor power outages. Phone is connected to data jack and PC is connected to back of telephone. Not needed if only using PC softphone.

**Project Manager (PM)** –AT&T, agency, and/or DET main contact for agency migrations to Skype for Business. ([Audio Codes User's Manual](#), pg. 92.)

**Public Switch Telephone Network (PSTN)** – An add-on telephone service that, when combined with AT&T Hosted Skype for Business PBX, can become your phone system. PSTN calling provides the people in your business with a primary phone number and lets them make and receive phone calls outside of your organization. All other telephony carriers (e.g., AT&T, TDS, Century Link, Frontier) provide PSTN services.

**Unified Communications (UC)** –Not a single product, but a set of products that provides a consistent unified user interface and user experience across multiple devices and media types, UC is a business term describing the integration of enterprise communication services such as [instant messaging](#) (chat), [presence information](#), voice/VoIP, mobility features (including [extension mobility](#) and single number reach), audio, web & [video conferencing](#), [fixed-mobile convergence](#), [desktop sharing](#), data sharing (including web connected electronic [interactive whiteboards](#)), [call control](#) and [speech recognition](#) with non-real-time communication services such as [unified messaging](#) (integrated [voicemail](#), [email](#), [SMS](#) and [fax](#)).

**Unified Messaging (UM)** –Unified Messaging Voicemail – allows voicemails to be translated to Exchange email with ability to be listened to via PC connected headset as a .wav file. Users must have their email migrated to Office 365.

## Resources for Term Definitions

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Linked in Key Terms listing.

## Document Revision History

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Date	Version	Editor / Author	Notes
4/26/2018	1.0	Ron Garske / R. Haile	Initial version.