

## ABOUT US



**+18**  
YEARS ON  
THE MARKET



**+40**  
CERTIFIED  
ENGINEERS  
CONSULTANTS



**+600**  
SATISFIED  
CUSTOMERS



**+1 000**  
PROJECTS  
WORLDWIDE



# MICROSOFT TEAMS DIRECT ROUTING SBC HEALTH CHECK



WE ARE IT EXPERTS WITH STRONG BUSINESS COMPETENCE.  
OUR MISSION IS TO DELIVER SCALABILITY AND SECURITY FOR YOUR BUSINESS USING THE BEST IT SOLUTIONS.

AVON



budimex



ING



ANTENNA  
GROUP



Sidel

SECO/WARWICK



## COMMON ISSUES

CALL QUALITY ISSUE

USER REGISTRATION ERROR

CHANNEL AND SESSION CONFIGURATION  
ERROR

SYSTEM ACCESS ISSUE

TEAMS CLIENT CONFIGURATION ERRORS

INTEGRATION ISSUES WITH OTHER APPLICATIONS

ROUTING CONFIGURATION ERRORS

CONNECTIVITY PROBLEMS

LACK OF DOCUMENTATIONS OR PROCEDURES

**CONTACT US & BOOK  
YOUR MICROSOFT TEAMS  
DIRECT ROUTING SBC  
HEALTH CHECK!**

**YOU CAN GAIN BETTER  
INSIGHT INTO YOUR OFFICE  
365 LICENSES**

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## LICENSES OPTIMIZATION



[www.iscg.pl](http://www.iscg.pl)



[info@iscg.pl](mailto:info@iscg.pl)

## IT'S WORTH CHECKING IF YOU ARE

A LARGE ENTERPRISE AND MEDIUM-SIZED BUSINESS  
THAT USE MICROSOFT TEAMS PLATFORM FOR INTERNAL  
AND EXTERNAL COMMUNICATION.

A TELECO SERVICE PROVIDER WHO OFFER VOIP, SIP  
TRUNKING, AND VOICE AND VIDEO COMMUNICATION  
SOLUTIONS BASED ON THE TEAMS PLATFORM.

AN ORGANIZATION THAT OFFER REMOTE SERVICES AND  
USE TEAMS PLATFORM AS A TOOL FOR REMOTE WORK  
AND COMMUNICATION WITH CLIENTS AND BUSINESS  
PARTNERS.

A SYSTEM INTEGRATOR AND IT SERVICE PROVIDER  
WHO OFFER DEPLOYMENT AND INTEGRATION SERVICES  
FOR THE MICROSOFT TEAMS PLATFORM AND  
TELECOMMUNICATIONS SOLUTIONS.





## SCOPE OF THE PACKAGE



### GENERAL SBC HEALTH - APPLIES TO ALL DEPLOYMENTS

- Firmware version:
  - Review the release notes and vendor recommendations with regard to firmware updates.
  - Verify if processes for deploying updates and patches are in place.
- Vendor support: Verify that there is vendor support available for the SBC and that there are processes in place for requesting and receiving support when needed.
- Configuration backup and recovery: Verify that the SBC's configuration is being backed up regularly and that there are processes in place for recovering from configuration issues or system failures.

### SBC SECURITY - APPLIES TO ALL DEPLOYMENTS

- Access control: Verify that access to the SBC is restricted only to authorized personnel and that strong passwords and other authentication mechanisms are in place.
- Firewall policies: Review the SBC's firewall policies to ensure that only authorized traffic is allowed through and that there are no vulnerabilities or loopholes.
- Network segmentation: Verify that the SBC is properly segmented from other network components to reduce the attack surface and prevent lateral movement.
- Encryption: Ensure that encryption is being used to protect voice traffic, including secure signaling and media encryption.
- Monitoring and logging: Verify that monitoring and logging mechanisms are in place to detect and investigate security incidents and to support forensic analysis.



## SCOPE OF THE PACKAGE



### CALL ROUTING AND MEDIA PROCESSING - APPLIES TO ALL DEPLOYMENTS

- Call routing: Ensure that the SBC call routing has been configured optimally.
- Media profiles: Verify that the SBC is using recommended codecs and transcoding is not being used when not needed.
- SIP Trunk configurations: Review the SIP trunk definitions to detect orphan configurations.

### MICROSOFT TEAMS DIRECT ROUTING - APPLIES TO DIRECT ROUTING DEPLOYMENTS ONLY

- Network communication: Verify SBC to MS Teams PSTN Hub and Media Processors communication quality.
- Call Quality: Verify PSTN related Call Quality Reports available on MS Teams platform.
- Media Optimization: Review if local media optimization should be enabled.
- E911 Configuration: Verify E911 configuration on the SBC and MS Teams - subject to local Emergency Services requirements.