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# Microsoft Skype for Business Deployment Guide

Handling Pass-Through Calls

12/15/2025

# Handling Pass-Through Calls

There are several situations in which a call can end up in a configuration where there are no longer any T-Server controlled participants involved, and therefore the call is no longer visible to Genesys and is also no longer under CTI control. Starting with release 8.5.001.32, by using the **allow-pass-through-calls** option, T-Server can be configured to monitor situations such as these and, if possible, prevent them.

There are two main scenarios that could transform a call under Genesys CTI control to a call that Genesys CTI cannot access:

- The last Genesys CTI-controlled participant (Agent) leaves a conference session with three or more parties.
- Genesys CTI-controlled participant (Agent) performs a transfer or routing operation that leads to creating a call topology that does not have Genesys CTI control.

A call is considered to be *not controlled by Genesys CTI* when the participants in the call are external. This means that the participants are not in the list of DNs configured for this T-Server. When T-Server is configured to not allow pass-through calls, T-Server for Skype for Business will validate the call topology after handling CTI events that may have changed the call configuration. If T-Server finds that the call can no longer be controlled by CTI, it will release the call.

T-Server will also reject any CTI request that would create a call topology that does not remain under CTI control, and displays error messages as follows:

- For RequestCompleteTransfer, error 98: Cannot Complete Transfer
- For RequestSingleStepTransfer, error 1148: Privilege violation on called device
- For RequestRouteCall, error 705: Prohibited Route Call To External

## ISCC calls

When T-Server is operating in an environment where it is connected to SIP Server using Inter-Server Call Control (ISCC), T-Server can be configured to continue handling multi-site calls to DNs controlled by SIP Server, even if no locally monitored participants stay in the call. The `iscc` value of the **allow-pass-through-calls** option enables this behavior.

## Configuring Pass-Through Calls Handling

In the T-Server for Skype for Business application, configure the `allow-pass-through-calls` option at the Application level.

To enable the feature for a particular DN, specify the `allow-pass-through-calls` option for that DN. The DN-level setting takes precedence over the Application-level setting.

### Feature Limitations

T-Server cannot distinguish between external users behind the SIP trunk and unmonitored internal Skype for Business users. These users are counted as external call participants.