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Microsoft Skype for Business Deployment Guide

Alternate Routing

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Alternate Routing

The main call delivery mechanism in T-Server for Skype for Business is routing from a Routing Point to an endpoint. T-Server supports internal mechanisms to handle call delivery failures, such as:

- Alternate Routing when no registered Routing Application present
- Alternate Routing for unresponsive Universal Routing Server (URS)
- Routing Delivery Supervision (No call delivery after a routing instruction is applied on the UCMA level)

Under those error conditions, the Connector will apply rules as defined in the feature configuration. When there are no Routing applications registered on the Routing Point, or when URS does not supply a Routing or Treatment instruction within the specified timeout, T-Server will send the call to the destination specified in the `default-dn` option. T-Server will stop redirections after the limit specified by the `default-redirection-limit` option is reached to avoid a redirection loop.

If a routing destination does not accept the call within the timeout specified by the option **no-answer-timeout**, `EventError` is reported. The call is released at the destination of routing to be routed again.

T-Server supports delivering calls to an alternative location in situations in which the Universal Routing Server (URS) becomes non-operational or unresponsive. T-Server sends the call to a specified alternate DN if no instructions from URS arrived within the time specified by the `router-timeout` option.

Note that the enabled **Emulation Ringing** feature does not affect Delivery Supervision. Only accept call on destination is considered as successful routing.

The configuration options **default-dn**, **default-redirection-limit**, **no-answer-timeout**, and **router-timeout** are configured in the **[TServer]** section of the Application object.

The configuration options **default-dn** and **router-timeout** can be configured on a particular Routing Point in the **[TServer]** section. The value configured on the Routing Point overrides the value configured on the Application object. An alternative routing parameter **no-answer-timeout** could be also extracted from `AttributeExtensions` of `TRouteCall`. The attribute should have a string value, which defines the timeout interval in seconds. This value has the highest priority in the configuration hierarchy.