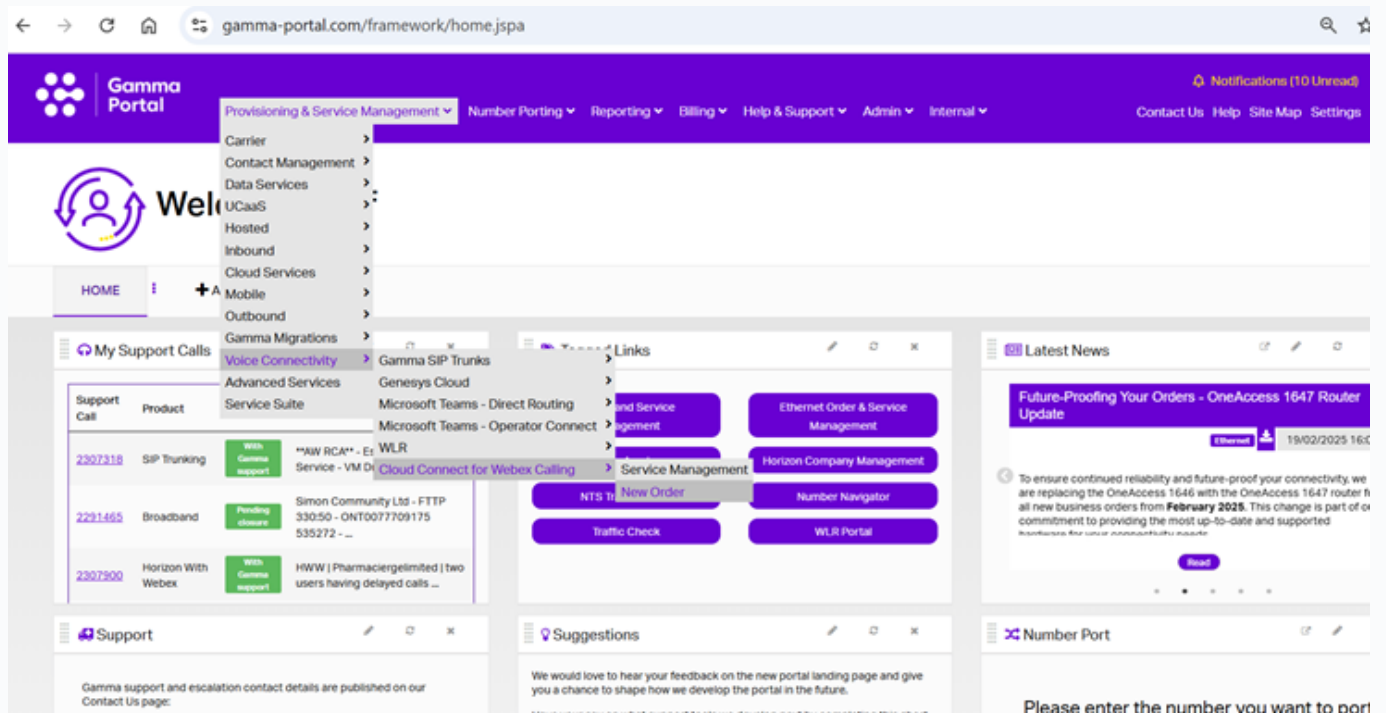


Provisioning Gamma SIP Trunks for Cloud Connect

Place a new order

Placing an order for a Gamma SIP Trunks for Cloud Connect for Webex Calling order

You can start a new order from the Gamma Portal homepage. Once logged in, go to “Provisioning and Service Management”, “Voice Connectivity”, “Cloud Connect for Webex Calling” and “New Order”.



If you cannot see the Cloud Connect menu option, please contact your account manager to get this enabled.

Partner and Customer Details

Select the account under which you wish to provision the Gamma SIP Trunks for Cloud Connect for Webex Calling order and enter the following details:

- Your email address.
- Your associated Organization ID in the “Cisco Organization ID” field. This can be found within the Webex Control Hub of your Cisco Organization.
- The relevant customer details in the “Customer Contact Details” section. The customer contact details must include the name of an individual at the site where calls are being delivered.

Provisioning & Service Management ▾ Reporting ▾ Help & Support ▾

New Cloud Connect for Webex Calling Order

1 Contact Details 2 Contract Terms 3 Service Configuration 4 Call Manager Configuration 5 Number Selection 6 Channel Allocation 7 Order Confirmation

Channel Partner Details

Account: *

Email Address: *

Technical Contact

Cisco Organization Identifier

i Cisco Webex Organization Identifier
Enter the Cisco Webex Organization Identifier.

Cisco Organization ID: *

Customer Contact Details

First Name: *

Last Name: *

Telephone: *

Mobile:

Email Address: *

Job Title: *

Company Name: *

Nature of Business: *

i Customer address
Customer address information is a regulatory requirement and details will be used to populate the emergency services database to identify a location when calling 995. For businesses with multiple locations, please use the primary address - Emergency Call handlers are trained to ratify location from VSP numbers.

Customer address
Customer address information is a regulatory requirement and details will be used to populate the emergency services database to identify a location when calling 999. For businesses with multiple locations, please use the primary address – Emergency Call handlers are trained to verify location from VoIP numbers.

Postcode: *

Address: *

Address Line 1: *

Address Line 2: *

Town: *

Please see

https://help.webex.com/en-us/article/k5pal8/Look-Up-Your-Organization-ID-in-Control-Hub#id_119023 for more information on how to view an organisation's Organization ID.

Note that once provisioned, you will be unable to change the Organization ID that is associated with a trunk. A different Organization ID will require a new trunk.

Test Mode

A Test Mode option is available as an alternative to the standard order. If the Test Mode option is selected, the service will be offered without cost, subject to several restrictions:

- Available for a maximum period of four weeks.
- A maximum of ten DDIs (numbers).
- Available for a maximum number of 12 channels.
- Call barring enabled whereby the following destinations are forbidden: International, Premium (09), Directory Enquiries (118), 084 and 087.
- Fraud Management limits set at £10 daily.

The restrictions will be removed after the Test Mode has expired. You may cancel the service or leave the Test Mode at any time during the test period (see In-Life changes section for details). If the test service is not cancelled, it will automatically convert into a fully operational service aligned to the contract term chosen during provisioning and with the associated billing. Configuration changes, such as increasing the quantity of DDIs can be managed in-life through the Portal.

Contract Terms

Select the contractual terms you wish to apply. Check the service description and the price list for more information on these options.

There are two options available for selection:

- One Month Rolling
- Three Year

New Cloud Connect for Webex Calling Order

1 Contact Details 2 **Contract Terms** 3 Service Configuration 4 Call Manager Configuration 5 Number Selection 6 Channel Allocation 7 Order Confirmation

Test Mode

Standard Build

4-week Test Mode

i If Test Mode is selected, the service will be offered without cost, subject to a number of restrictions:

- Available for a maximum period of four weeks
- Available for a maximum number of 12 channels
- A maximum of ten DDIs (numbers)
- Call barring enabled whereby the following destinations are forbidden: International, Premium (09), Directory Enquiries (118), 084, and 087
- Fraud management limits set at £10 daily

These restrictions will be removed after the Test Mode has expired. You may cancel the service or leave the Test Mode at any time during the test period. If the test service is not cancelled, it will automatically convert into a fully operational service with associated billing, and aligned to the contract term chosen below. Configuration changes, such as increasing the number of channels, can be managed in-life through the portal.

Contract Terms

Please click to identify your required option:

Rolling Monthly Contract

Three Year Contract

All options include the fraud management tool and free UK geographic calls (01,02,03), subject to a fair usage policy of 2,000 minutes per user per month.

Should you opt for a three-year contract, free UK mobile calls will also be included, subject to a fair usage policy of an additional 2,000 minutes per user per month.

[← Back](#) [→ Continue](#)

Service configuration

You can enable Fraud Management and configure its various settings here. The Fraud Management System (FMS) feature allows Cloud Connect for Webex Calling channel partners to protect themselves from fraudulent activity on endpoints that have fallen victim to hacking or excessive unauthorised call spends. The feature allows partners to pre-set individual call limits against specific Cloud Connect endpoints and have automatic call barring invoked if these thresholds are breached.

For more information on Fraud Management please see the [associated configuration section of this guide](#), and the Gamma SIP Trunks for Cloud Connect for Webex Calling Service Description.

The FMS is the default option when you are provisioning a Cloud Connect endpoint, unless you choose to remove this default as part of the order provisioning. You can add/remove the FMS back on at any time, following the below steps [outlined in the configuration section](#).

If you want to set up Fraud Management and have it go to multiple email addresses, you can do this by separating the email addresses with a semi colon. For example:

New Cloud Connect for Webex Calling Order

1 Contact Details 2 Contract Terms 3 Service Configuration 4 Call Manager Configuration 5 Number Selection 6 Channel Allocation 7 Order Confirmation

Fraud Management Configuration



Service Description

This order is subject to the Fraud Management Service Description set out in section 8 of the Gamma SIP Trunks Service Description, which can be accessed via the Gamma Academy Knowledgebase, and your supply agreement with Gamma Telecom Ltd.

Enable Fraud Management

Enable Daily Limit

Daily Limit (E): *

300

Enable Weekly Limit

Weekly Limit (E): *

1000

Email Address(es): *

kaif.ali@gamma.co.uk

Warning Threshold (%): *

85

Send SMS

Outbound Call Barring Configuration



Call Liabilities

New accounts as standard bar outbound calls to International and Premium Rate numbers. If you require this account to support Call Terminations to International and / or Premium rate numbers, please uncheck the appropriate option(s) below. Please note: In allowing the account to pass these calls, as per the standard Gamma Telecoms Services Agreement, the Channel Partner accepts all call liabilities associated with the account.

Premium Calls Barred (09)

International Calls Barred

Special Services Calls up to 7ppm Barred (084)

Special Services Calls up to 13ppm Barred (087)

Mobile Calls Barred (07)

Directory Enquiries Calls Barred (118)

All Calls Barred (including 01, 02, 03, 05, 08 and Shortcodes)



Emergency calls will always be allowed

← Back

Continue →

In addition, you can also configure your preferred Outbound Call Barring settings. Calls to international and premium numbers are initially barred, but the user is able to allow or restrict access to:

- International Numbers
- Mobile Numbers
- Premium rate numbers

Emergency calls (to services such as 999, 112, 18000) remain unaffected by any barring that is applied.

Please Note: If proceeding to provision your Cloud Connect for Webex Calling order in Test Mode, restrictions on what can be configured whilst in Test Mode will apply. See the [section on Test Mode](#) for more information.

New Cloud Connect for Webex Calling Order

1 Contact Details 2 Contract Terms 3 Service Configuration 4 Call Manager Configuration 5 Number Selection 6 Channel Allocation 7 Order Confirmation

Fraud Management Configuration

Service Description
This order is subject to the Fraud Management Service Description set out in section 8 of the Gamma SIP Trunks Service Description, which can be accessed via the Gamma Academy Knowledgebase, and your supply agreement with Gamma Telecom Ltd.

Enable Fraud Management

Enable Daily Limit Enable Weekly Limit

Daily Limit (€): * 10 Weekly Limit (€): * 33

Email Address(es): * kaif.ai@gamma.co.uk

Warning Threshold (%): * 85

Send SMS

Outbound Call Barring Configuration

Call Liabilities
New accounts as standard bar outbound calls to International and Premium Rate numbers. If you require this account to support Call Terminations to International and / or Premium rate numbers, please uncheck the appropriate option(s) below. Please note: In allowing the account to pass these calls, as per the standard Gamma Telecoms Services Agreement, the Channel Partner accepts all call liabilities associated with the account.

Premium Calls Barred (09) International Calls Barred Special Services Calls up to 7pm Barred (084)

Special Services Calls up to 13pm Barred (087) Mobile Calls Barred (07) Directory Enquiries Calls Barred (118)

All Calls Barred (including 01, 02, 03, 05, 06 and Shortcodes)

Emergency calls will always be allowed

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SIP Trunk Call Manager configuration

The SIP Trunk Call Manager (STCM) service is provided as part of the Gamma SIP Trunks for Cloud Connect for Webex Calling offering, bringing together a suite of call control features and SIP trunk services. For a breakdown of the features provided, see the Gamma SIP Trunks for Cloud Connect for Webex Calling Service Description.

To set up the SIP Trunk Call Manager service, enter an admin username and admin email address. If the admin username is already in use, you will be notified when you type it in and will need to enter another username.

You will also be presented with some new options which will help you configure your SIP Trunk Call Manager Service. These options are:

Announcement	Announcements can be combined with an underlying call plan to play a message to the caller prior to the call connecting, or alternatively as a broadcast which plays an announcement, such as notifying the caller of a change of numbers and then ends the call.
Area Based Routing	Area nodes are used to define an underlying call routing planning based on the originating telephone number, for a predefined area name consisting of one or more area codes or CLIs.
Standard Auto Attendant (IVR)	The Interactive Voice Response (IVR) control feature enables the creation of a personalised menu announcement with up to 10 options to be played to the caller, each leading to a defined call routing / action based on the caller's key press on their keypad.
Call Divert Barring	This allows you to bar diverts to certain destinations. These are: International Low Risk Destinations International Medium Risk Destinations International High Risk Destination Special Service Numbers (084) Mobile Destinations 01, 02, 03, 05 and 080 destinations For more information on International Destination Risks please see the Billing Home page on the Gamma Portal (Billing à Billing Home)

Provisioning & Service Management | Reporting | Help & Support | Contact Us | Help

New Cloud Connect for Webex Calling Order

1 Contact Details | 2 Contract Terms | 3 Service Configuration | 4 Call Manager Configuration | 5 Number Selection | 6 Channel Allocation | 7 Order Confirmation

SIP Trunk Call Manager Configuration

SIP Trunk Call Manager

SIP Trunk Call Manager will provide you with all the features and benefits of Gamma SIP Trunks with the enhancement of feature-rich inbound call control. This includes our market-leading call bundles and the only fraud management tool that financially indemnifies you against loss. SIP Trunk Call Manager will offer a powerful business continuity solution, giving you the ability to manage your number estate and all aspects of your inbound calls. Consolidate all your numbers onto a single platform and never miss a call

Admin Forename: *

Admin Surname: *

Admin Username: *

Admin Email Address: *

Please note, both Service and Number add-ons are chargeable extras. Should you enable, and subsequently provision these add-ons, an additional cost will be incurred for every DOI you enable with this function. Individual costs can be identified via your price list.

Service Add-ons

Limit Caller Admissions *i*

Number Add-ons

Announcement *i* Area Based Routing *i* Standard Auto Attend (IVR) *i*

Divert Destination Barring

Premium number (00), Personal Number (070), Directory Enquiry (118), and other shortcode destinations are always barred divert destinations. Destinations that are ticked and disabled are also barred divert destinations because the corresponding outbound destination has been barred.

International Low Risk Destinations International Medium Risk Destinations International High Risk Destinations

Special Service up to 7ppm Destinations (084) Special Service up to 13ppm Destinations (087) Mobile Destinations (07)

01, 02, 03, 05, and 080 destinations

[← Back](#) [Continue →](#)

Number Selection

Now you can add Gamma ranged telephone numbers to your new Cloud Connect endpoint. Select up to 5 prefixes and the quantity of numbers required for each. Ticking consecutive will ensure you are provided with a consecutive range.

- You must check the availability of the range before proceeding with the order.

If you require a specific number, you should use the Gamma Number Search under Help and Support to identify what numbers Gamma has available and then use the web chat facility to get the number allocated to your account.

If there are any unavailable area codes for your selection, you'll be presented with a message that advises there aren't enough available. To progress the order, you should select any available number (which can be used for testing) and when your order is complete, you can contact Number Management who can review number availability.

If you are wishing to port your number(s) to Gamma, you still need to select one number from an area so that we can set the Endpoint up. Your endpoint also needs to be set up before you place your Geographic Port Order. For more information on porting please see our Gamma Numbers and Porting guide.

- The default format for both CLI and DDIs represented for incoming calls for Gamma SIP Trunks for Cloud Connect for Webex Calling is E.164 format (i.e. +441618703374).

New Cloud Connect for Webex Calling Order

1 Customer Details 2 Contract Terms 3 Service Configuration 4 Call Manager Configuration 5 Number Selection 6 Channel Allocation 7 Order Confirmation

Number Selection

Area code	Quantity	Consecutive
Please select... ▼	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>
Please select... ▼	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>
Please select... ▼	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>
Please select... ▼	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>
Please select... ▼	<input style="width: 100%;" type="text"/>	<input type="checkbox"/>

Check Range Availability

i Range availability will also be checked on submit

← Back
→ Continue

Channel Allocation

Channel capacity will initially be allocated to the Gamma SIP Trunk for Cloud Connect order based upon the quantity of numbers provisioned on the SIP trunk, up to a maximum threshold.

You will be shown the Allocated Channel Capacity that has been calculated from the number of DDIs selected for provisioning. This calculation is based on the following table:

DDIs provisioned	Total Allocated Channel Capacity	Per Endpoint Allocated Channel Capacity
1-25	36	9
26 - 50	68	17
51 - 100	136	34
101 - 250	336	84
251 - 500	668	167
501+	1000	250

The capacity values displayed apply to the total of both outgoing and incoming calls to the Gamma network and are allocated across 4 geographically diverse Session Border Controller (SBC) endpoints upon which the service is built. As a result, these capacity values will denote the total capacity across these 4 SBCs as a multiple of 4.

Provisioning & Service Management ▾ Reporting ▾ Help & Support ▾ Contact Us Help

New Cloud Connect for Webex Calling Order

1 Contact Details → 2 Contract Terms → 3 Service Configuration → 4 Call Manager Configuration → 5 Number Selection → **6 Channel Allocation** → 7 Order Confirmation

Channel Allocation

Channel Count
The Allocated Channel Capacity is based upon the quantity of numbers assigned to the trunk build. Additional Channel Capacity can be provisioned by updating the value of the Optional Additional Channel Capacity value

DDIs Provisioned:	2
Allocated Channel Capacity:	36
Optional Additional Channel Capacity*:	<input type="text" value="0"/>
Allocated + Additional Channel Capacity:	36

* Additional Channel Capacity must be a multiple of 4

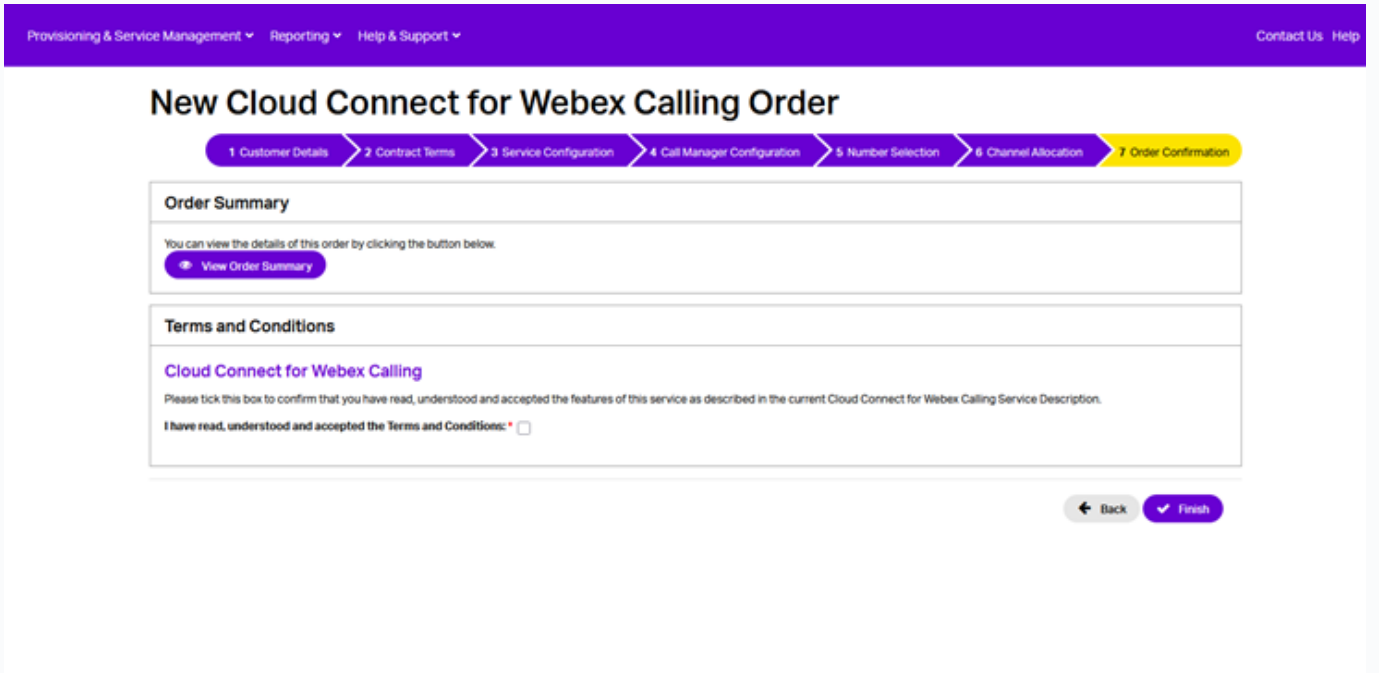
[← Back](#) [Continue →](#)

If desired, you can supplement this allocated capacity by specifying any additional channel capacity that may be required. As with the allocated capacity, this will be equally distributed across the 4 trunk endpoints and as such must be a multiple of 4. The total capacity of the trunk will therefore be a sum of the allocated channel capacity, based on the quantity of DDIs provisioned, and the specified additional channel capacity.

For more information, please see the Gamma SIP Trunks for Cloud Connect for Webex Calling Service Description.

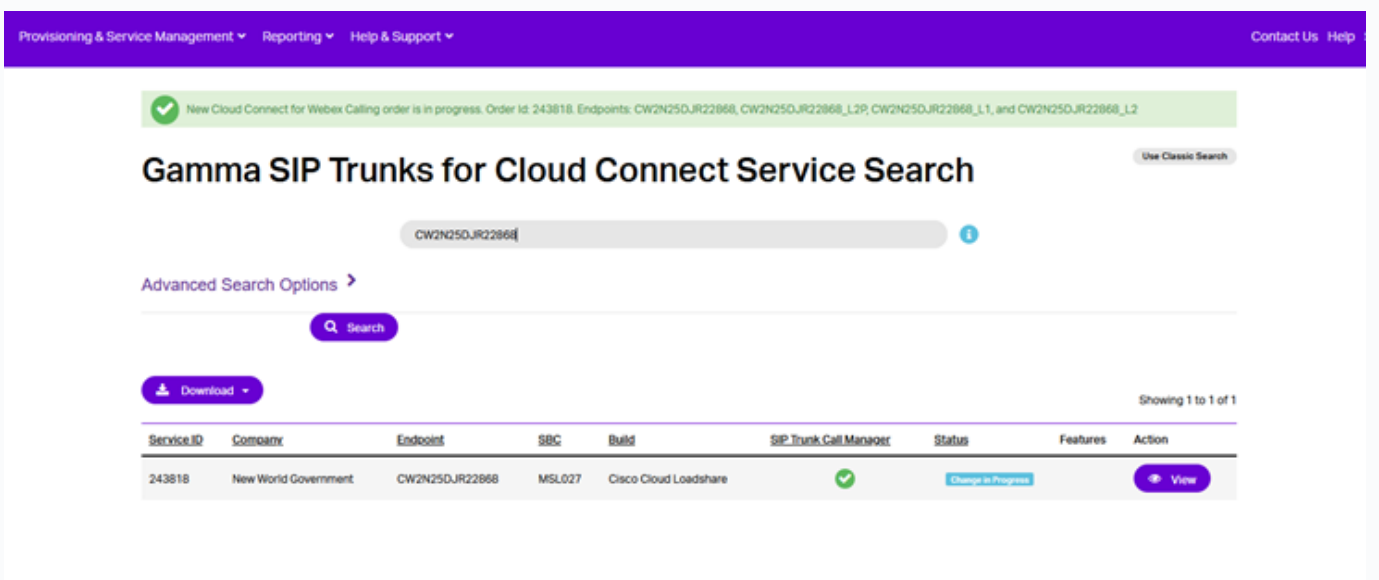
Order confirmation

You should read and accept the terms and conditions and then click Submit.

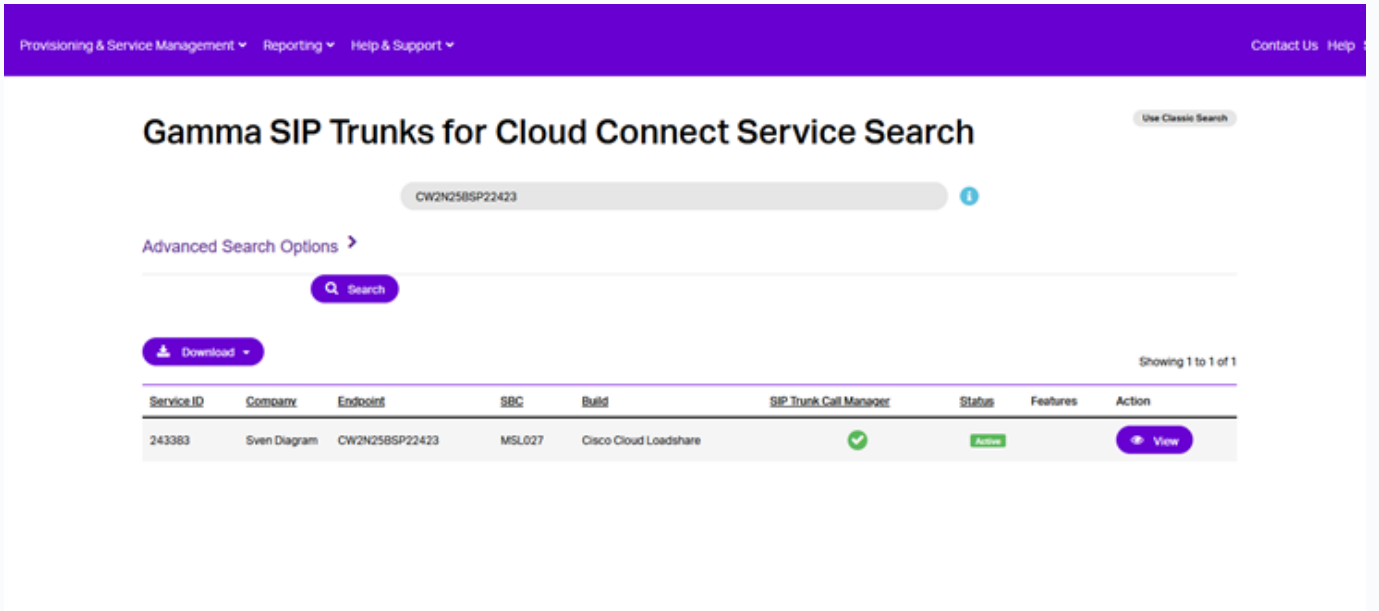


Order in progress

Once submitted, the Gamma portal will start to build your endpoint and will send you a confirmation email when complete.



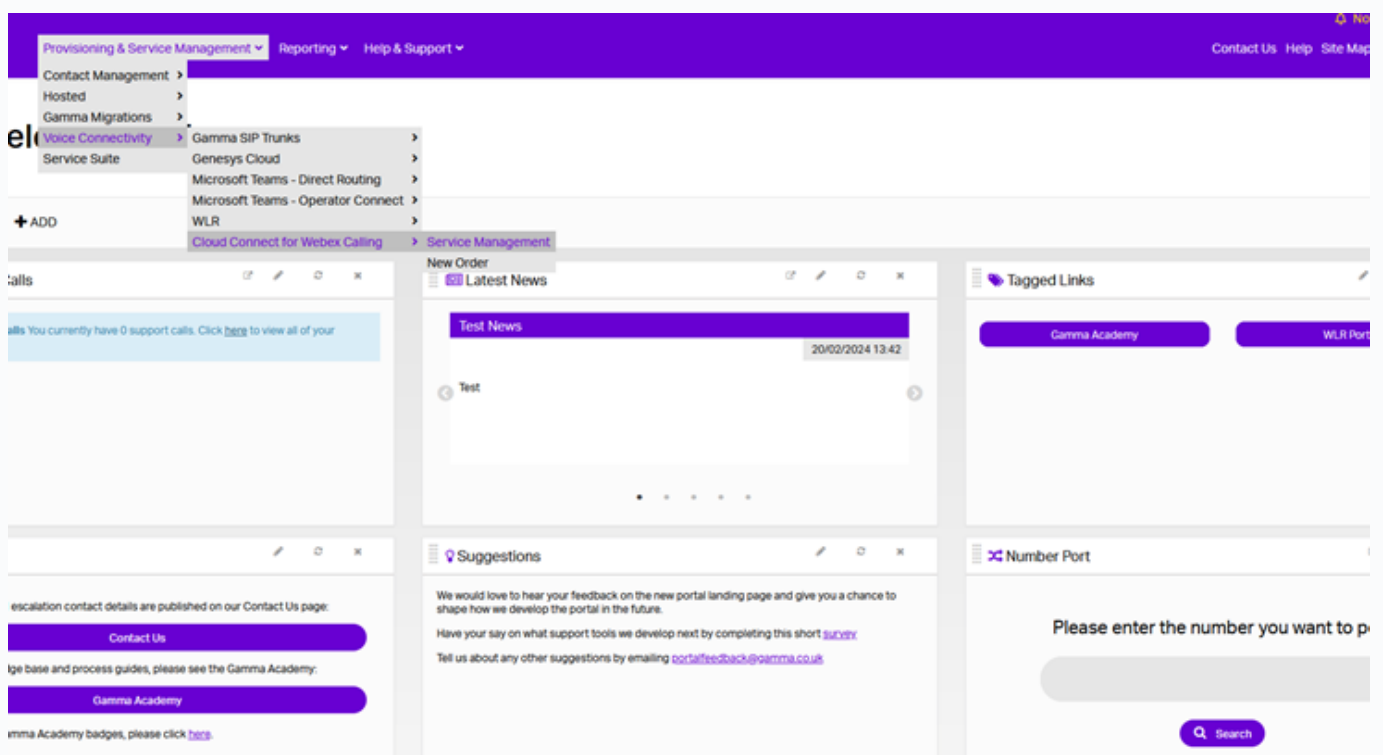
From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Microsoft Teams - Operator Connect” and “Service Management” to see your order Status.



Service management and in-life changes

To make any in-life changes to your service, you will first need to search for the relevant endpoint on the Gamma Portal.

Go to Provisioning & Service Management > Voice Connectivity > Cloud Connect for Webex Calling > Service Management.



On the Service Search page, search for the required endpoint.

The screenshot shows the 'Gamma SIP Trunks for Cloud Connect Service Search' page. The search bar contains the text 'Search Here...'. Below the search bar, there are buttons for 'Advanced Search Options', 'Search', and 'Download'. A table with columns 'Service ID', 'Company', 'Endpoint', 'SBC', 'Build', 'SIP Trunk Call Manager', 'Status', 'Features', and 'Action' is displayed. The table contains a single row with the text 'There are no results for this request'.

The screenshot shows the 'Gamma SIP Trunks for Cloud Connect Service Search' page. The search bar contains the text 'CW2N25BSP22423'. Below the search bar, there are buttons for 'Advanced Search Options', 'Search', and 'Download'. A table with columns 'Service ID', 'Company', 'Endpoint', 'SBC', 'Build', 'SIP Trunk Call Manager', 'Status', 'Features', and 'Action' is displayed. The table contains one row with the following data: Service ID: 243383, Company: Sven Diagram, Endpoint: CW2N25BSP22423, SBC: MSL027, Build: Cisco Cloud Loadshare, SIP Trunk Call Manager: (green checkmark), Status: Active, and Action: View.

Click on View to access the endpoint details page, where you can subsequently select any required actions.

Cloud Connect for Webex Calling Service ID: 243383

Summary

Channel Partner Account: XXXX - Gamma Test 1 Active
Company: Sven Diagram
Service ID: 243383
Endpoint: CW2N258SP22423
Product Type: Cloud Connect for Webex Calling
Product Option: SIP Trunk Call Manager
Build: Cisco Cloud Loadshare
Order Date: 07/02/2025
Contract Term: 3 year contract

[Change History](#) [Back To Search](#) [Refresh](#)

Actions

Please select an action

Numbers

- Add New Numbers
- Deallocate NONs
- Update Network CLI
- Update Presentation Number

Endpoints

- CLI Flexibility Settings
- Update Call Barring Settings
- Update Endpoint Details

Service

- Advanced Diagnostics
- Cease Endpoint
- Configure Fraud Management
- Resend Order Confirmation E-mail
- Update Customer Details

Service Details

Health Check Service SIP Trunk Call Manager Numbers Customer History

- Service Status
- Call Barring
- Fraud Management
- SIP Trunk Call Manager Service

Numbers

Add new numbers

To add new DDIs, you can follow one of the following processes:

- Next Available Numbers can be used for geographic numbers by following the below process using the Cloud Connect for Webex Service Management page.
- Specific Number Requests can be done by following the [Specific Geographic Number Request](#) process and then, once the number has been allocated to your account, it can be added using the “Specific Number” tab of the Add New Numbers page.
- Non-Geographic Numbers can be done using the [Reserving Non Geographic Numbers](#) process (please see our Gamma Numbers and Porting guide) and then adding the number using the “Specific Number” tab.

Select the account that has the endpoint you wish to Add New Numbers for and click “View”.

Click on the “Add New Numbers” option in the Actions drop down and click “Continue”.

Click “Save” when all required numbers are added.

The screenshot shows the 'Add New Numbers' page in the Cloud Connect for Webex Calling console. The page has a purple header with navigation links: 'Provisioning & Service Management', 'Reporting', 'Help & Support', 'Contact Us', and 'Help'. The main heading is 'Cloud Connect for Webex Calling - Add New Numbers'. Below the heading is a 'Help' button. The main content area is titled 'Add Numbers' and contains an information message: 'New Gamma numbers will be provisioned with 999 Emergency Contact Address: Kings House, Kings Road West, Newbury, RG14 5BY. If any of these numbers will be used at a different address please update the address using Contact Management > 999 Emergency Contact.' Below the message are two tabs: 'Area Code' (selected) and 'Specific Number'. Under the 'Area Code' tab, there are four columns: 'Area code' with a dropdown menu showing 'Please select ...', 'Quantity' with a text input field, 'Consecutive' with a checkbox, and 'Status' with a 'Remove' button. At the bottom of the form are two buttons: '+ Add Range' and 'Check Availability'. At the very bottom of the page are 'Cancel' and 'Save' buttons.

As numbers are added, the allocated channel capacity may vary depending on the total quantity of DDIs provisioned on the trunk, as highlighted [during the new order provisioning process](#) and detailed further in the Gamma SIP Trunks for Cloud Connect for Webex Calling Service Description.

Deallocate NGN

The screenshot shows the 'NGN Deallocation' page in the Cloud Connect for Webex Calling console. The page has a purple header with navigation links: 'Provisioning & Service Management', 'Reporting', 'Help & Support', 'Contact Us', and 'Help'. The main heading is 'Cloud Connect for Webex Calling - NGN Deallocation'. Below the heading is an information message: 'No NGNs allocated to order. This service currently has no NGNs that are available for deallocation.' At the bottom right of the page is a 'Back' button.

Select the account that has the endpoint you wish to Deallocate NGNs for and click “View”.

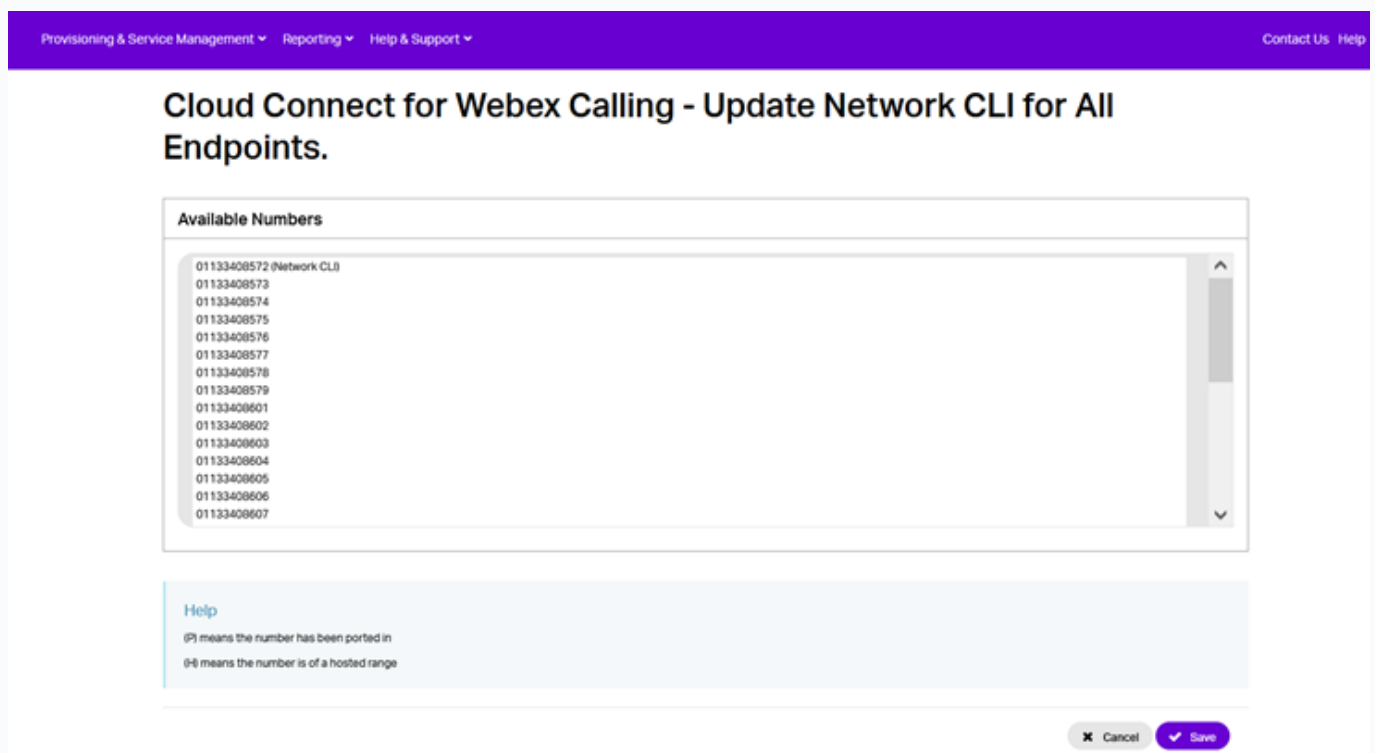
Click on the “Deallocate NGNs” option in the Actions drop down and click “Continue”

This action allows users to deallocate any previously added NGNs from the endpoint.

Update Network CLI

Select the account that has the endpoint you wish to change the Network CLI for and click “View”.

Click on the “Update Network CLI” option in the Actions drop down and click “Continue”.



The screenshot shows a web application interface for updating Network CLI for all endpoints. The page title is "Cloud Connect for Webex Calling - Update Network CLI for All Endpoints." The interface includes a navigation bar with "Provisioning & Service Management", "Reporting", and "Help & Support" menus, and "Contact Us" and "Help" links. The main content area features a list of available numbers under the heading "Available Numbers". The list contains 15 numbers, with the first one, "01133408572", marked as "(Network CLI)". Below the list is a "Help" section explaining that "(P)" means the number has been ported in and "(R)" means the number is of a hosted range. At the bottom right, there are "Cancel" and "Save" buttons.

Provisioning & Service Management Reporting Help & Support Contact Us Help

Cloud Connect for Webex Calling - Update Network CLI for All Endpoints.

Available Numbers

- 01133408572 (Network CLI)
- 01133408573
- 01133408574
- 01133408575
- 01133408576
- 01133408577
- 01133408578
- 01133408579
- 01133408601
- 01133408602
- 01133408603
- 01133408604
- 01133408605
- 01133408606
- 01133408607

Help

(P) means the number has been ported in
(R) means the number is of a hosted range

Cancel Save

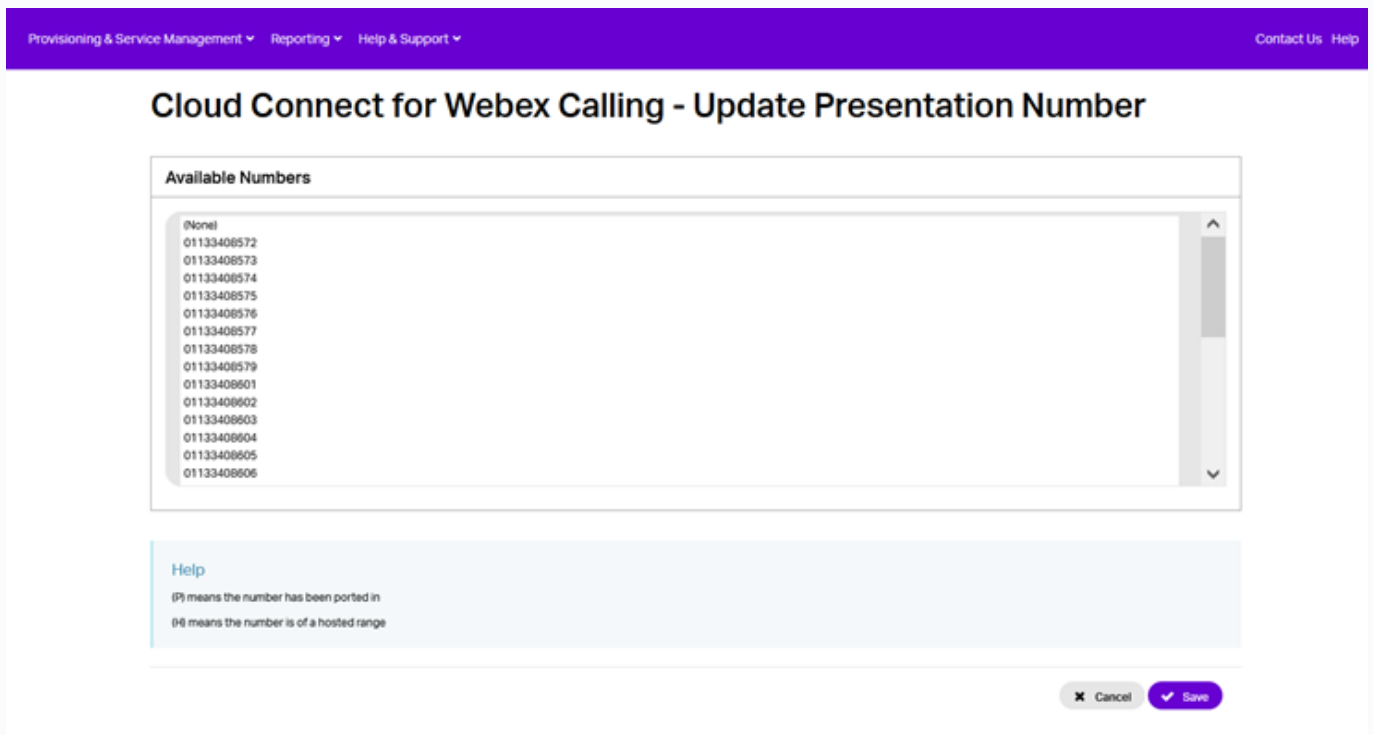
This Action allows Users to change the Network CLI currently designated for the Endpoint.

Update Presentation Number

There is an option to Update Presentation Number which enables customers to select a single presentation number from the numbers associated with the Service. This is implemented within the Gamma environment and applied after any CLI presentation configured within the Webex Calling organization itself. Any Geographic or Non-Geographic number associated with the Service can be selected, given both are terminated natively within the service.

There are two areas within the portal where the presentation number can be edited:

- Within the Number Presentation section under the Service tab of Service Details, where the Edit function will take you to the screen that allows you to choose from the list of available numbers.
- As an in-life action where you would choose “Update Presentation Number” from the action list drop-down which will again take you to the screen that allows you to choose from the list of available numbers.



Endpoint

CLI Flexibility Settings

Select the account that has the endpoint you wish to change the CLI Flexibility Settings for and click “View”.

Click on the “CLI Flexibility Settings” option in the Actions drop down and click “Continue”.

This Action allows Users to change the CLI Flexibility Settings for the Endpoint.

Provisioning & Service Management Reporting Help & Support Contact Us Help

Cloud Connect for Webex Calling - CLI Flexibility Settings

CLI Flexibility Settings

CLI Flexibility Terms and Conditions

Where an A number is being presented:

- 1 - You must ensure that the A Number is of E.164 (with leading +) format, is allocated to the End User and that such End User possesses all necessary permissions in respect of the lines in question;
- 2 - You must ensure that where the A Number is not allocated to the End User, you have written consent from the allocated owner for its use as an A Number and that such consent has not been withdrawn;
- 3 - You must ensure that under the terms of the CLI code of practice the A Number must be a number that is allocated to a Customer, is in use, connected to a terminal and capable of receiving calls;
- 4 - Where you have ordered Gamma's Presentation CLI Service (the "Service"), which allows your End Users to authorise Gamma to carry voice traffic with a Presentation Number different from its underlying CLI or endpoint(s) (as these terms are defined in NICC ND 1016 available at <http://www.niccstandards.org.uk>), before the Service is made available, subject to this being technically practicable, you must first ensure that the following statement shall be signed by each End User. Any deviation from the exact text of this statement should not be accepted:

The statement is:

I accept the terms and conditions above*

Last modified by user Kaif Ali at 08:34 on 2025-03-11

Cancel Enable CLI Flexibility

Update call barring settings

Select the account that has the endpoint you wish to Update Call Barring Settings for and click “View”.

Click on the “Update Call Barring Settings” option in the Actions drop down and click “Continue”.

Gamma Microsoft Teams – Direct Routing offers five call barring options; all are controlled using the Gamma Portal. The call barring options which we offer are:

- No Call Barring
- International Call Barring
- Mobile Call Barring
- Premium Call Barring
- All Call Barring (except freephone)

New endpoints as standard bar outbound calls to International and Premium Rate numbers. If you require this account to support Call Terminations to International and / or Premium rate numbers, please uncheck the appropriate option(s) below. Please note: In allowing the account to pass these calls, as per the standard Gamma Telecoms Services Agreement, the Channel Partner accepts all call liabilities associated with the account.

Provisioning & Service Management ▾ Reporting ▾ Help & Support ▾ Contact Us Help

Cloud Connect for Webex Calling - Call Barring

Outbound Call Barring

Call Liabilities
New accounts as standard bar outbound calls to International and Premium Rate numbers. If you require this account to support Call Terminations to International and / or Premium rate numbers, please uncheck the appropriate option(s) below. Please note: In allowing the account to pass these calls, as per the standard Gamma Telecoms Services Agreement, the Channel Partner accepts all call liabilities associated with the account.

<input checked="" type="checkbox"/> Premium Calls Barred (09)	<input checked="" type="checkbox"/> International Calls Barred	<input type="checkbox"/> Special Services Calls up to 7ppm Barred (084)
<input type="checkbox"/> Special Services Calls up to 13ppm Barred (087)	<input type="checkbox"/> Mobile Calls Barred (07)	<input type="checkbox"/> Directory Enquiries Calls Barred (118)
<input type="checkbox"/> All Calls Barred (Including 01, 02, 03, 05, 08 and Shortcodes)		

i Emergency calls will always be allowed

Inbound Call Barring

Allow All Inbound Calls

Bar All Inbound Calls

Divert Destination Barring

i Premium number (09), as well as Directory Enquiry (118), and other shortcode destinations are always barred divert destinations. A destination that is ticked and disabled is also a barred divert destination, because the corresponding outbound destination has been barred.

International Low Risk Destinations

Special Service up to 7pm Destinations (084)

01, 02, 03, 05, and 080 destinations

International Medium Risk Destinations

Special Service up to 13pm Destinations (007)

International High Risk Destinations

Mobile Destinations (07)

Notification Email Address: *

person.example@gamma.co.uk

✔

✕ Cancel
✔ Save

Once the required changes have been made to the call barring settings, click 'Save' to confirm them.

Update Endpoint Details

Select the account that has the endpoint for which you wish to change the channel capacity and click "View".

Click on the "Update Endpoint Details" option in the Actions drop down and click "Continue".

Provisioning & Service Management ▾ Reporting ▾ Help & Support ▾
Contact Us Help

New Cloud Connect for Webex Calling Order

Channel Allocation

i **Channel Count**
The Allocated Channel Capacity is based upon the quantity of numbers assigned to the trunk build. Additional Channel Capacity can be provisioned by updating the value of the Optional Additional Channel Capacity value

DDIs Provisioned:	30
Allocated Channel Capacity:	68
Optional Additional Channel Capacity*:	<input style="width: 80px; border: 1px solid #ccc; border-radius: 5px;" type="text" value="36"/>
Allocated + Additional Channel Capacity:	104

* Additional Channel Capacity must be a multiple of 4

← Back
✔ Save

On the Channel Allocation page, you will see the Allocated Channel Capacity that has been provisioned based on the quantity of DDIs currently provisioned to the trunk. Channels will be calculated and provisioned according to the DDI quantity thresholds.

You will also see the current value of any previously specified Additional Channel Capacity, that you can now amend as you see fit.

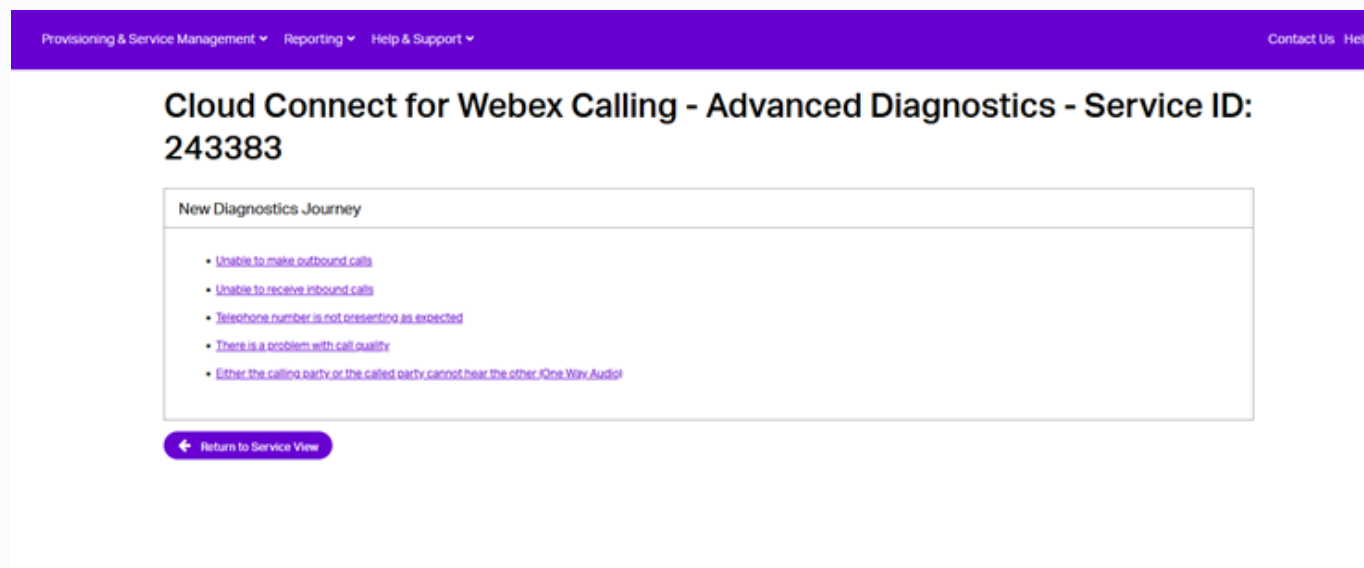
The total capacity of the trunk will be a sum of the allocated channel capacity and the additional channel capacity, equally distributed across 4 SBCs.

For more information, please see the Gamma SIP Trunks for Cloud Connect for Webex Calling Service Description.

Click on the “Save” to submit any additional channel amendments.

Service

Advanced diagnostics



Provisioning & Service Management ▾ Reporting ▾ Help & Support ▾ Contact Us Help

Cloud Connect for Webex Calling - Advanced Diagnostics - Service ID: 243383

New Diagnostics Journey

- [Unable to make outbound calls](#)
- [Unable to receive inbound calls](#)
- [Telephone number is not presenting as expected](#)
- [There is a problem with call quality](#)
- [Either the calling party or the called party cannot hear the other \(One Way Audio\)](#)

[← Return to Service View](#)

Select the account that has the endpoint you wish to access Advanced Diagnostics for and click “View”.

Click on the “Advanced Diagnostics” option in the Actions drop down and click “Continue”.

This Action Allows You to Start or Resume a Diagnostic Journey, or View Completed Journeys.

Our Cloud Connect for Webex Calling Advanced Diagnostics Tool has been designed to give you more information to help you determine where a potential fault may lie; making sure that if you do have a fault on your endpoint you can resolve the issue efficiently.

The Tool also allows you to log a fault directly into the Gamma Service Desk without needing to call / email the team.

The journeys we have available for the Advanced Diagnostics Tool are:

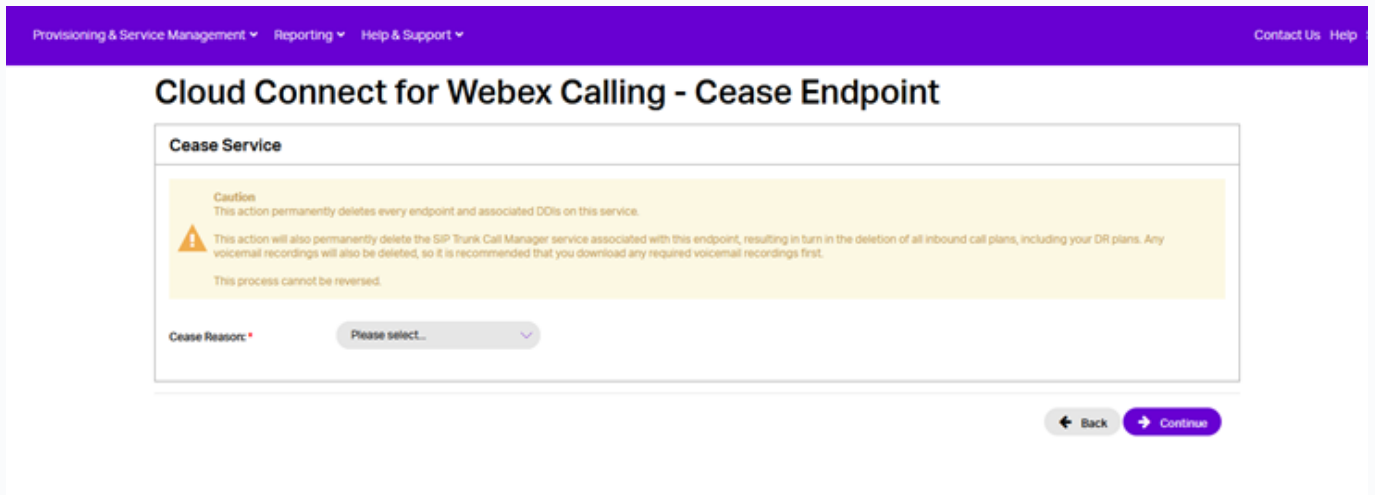
- Unable to make outbound calls
- Unable to receive inbound calls
- There is a problem with call quality
- Either the calling party or the called party cannot hear the other (One Way Audio)

Cease End Point

Select the account that has the endpoint you wish to cease and click "View".

Click on the "Cease Endpoint" option in the Actions drop down and click "Continue".

This Action Allows You to Cease this Endpoint or cancel the Service during Test Mode.

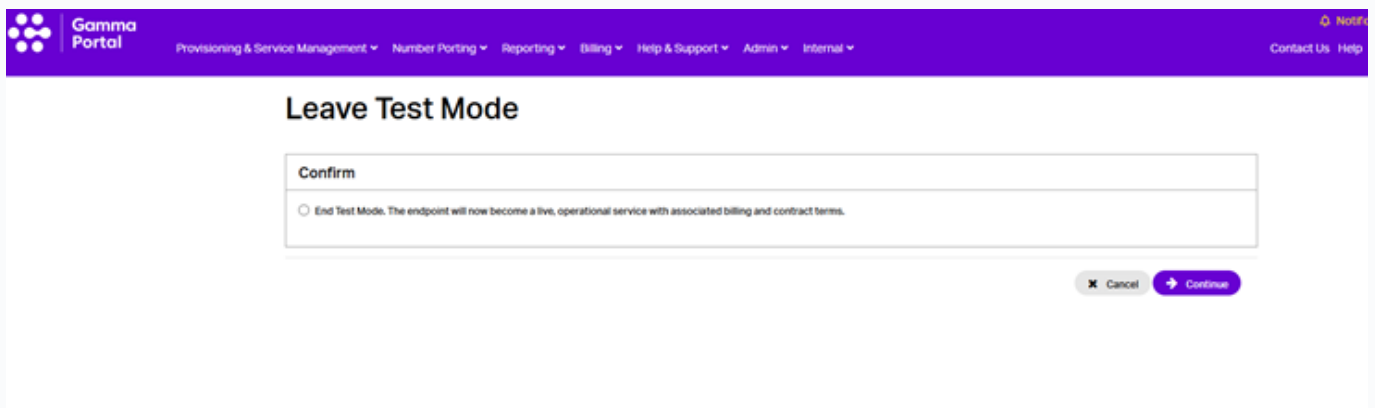


Leave Test Mode

Select the account that has the endpoint which you wish to take out of test mode and click “View”.

Click on the “Leave Test Mode” option in the Actions drop down and click “Continue”.

By selecting to confirm ending Test Mode and clicking Continue, it will convert into a fully operational service aligned to the contract term chosen during order provisioning, with the associated billing. Configuration changes, such as increasing the quantity of DDIs or additional channel capacity, can be managed in-life through the Portal.



Configure Fraud Management

Select the account that has the endpoint for which you would like to configure Fraud Management and click “View”.

As it is for other in-life actions, there are two areas within the portal’s endpoint view page from which Fraud Management settings can be accessed:

- Within the Fraud Management section under the Service tab of Service Details, where the Edit function will take you to the screen that modify various settings.
- As an in-life action where you would choose “Configure Fraud Management” from the action list drop-down, which will again take you to the screen that allows you modify various Fraud Management settings.

The screenshot displays the 'Cloud Connect for Webex Calling - Configure Fraud Management' interface. At the top, there is a navigation bar with 'Provisioning & Service Management', 'Reporting', and 'Help & Support' menus, and 'Contact Us' and 'Help' links. The main heading is 'Cloud Connect for Webex Calling - Configure Fraud Management'. Below this is a 'Fraud Management Settings' form. The form includes a 'Terms and Conditions' section with a link to the Gamma SIP Trunks Service Description. It features several checkboxes: 'Enable Fraud Management' (checked), 'Enable Daily Limit' (checked), 'Enable Weekly Limit' (checked), and 'Send SMS' (unchecked). There are input fields for 'Daily Limit (£)' (300), 'Weekly Limit (£)' (1000), 'Email Address(es)' (person.example@gamma.co.uk), and 'Warning Threshold (%)' (85). A green checkmark is visible next to the email address field. At the bottom right, there are 'Back' and 'Save' buttons.

From here, you can switch Fraud Management On or Off and select your daily spend limit (defaulted to £300). The daily spend limit is a rolling 24 hr aggregation of call charges across all channels on that endpoint, the time starts when the endpoint is successfully commissioned as part of a new order or when the feature is configured and then ‘saved’ on an existing endpoint. The 24-hr clock will re-

set if the threshold is breached and subsequently has the blocking removed.

The weekly spend limit is a rolling 7-day aggregation of call charges across all channels on that endpoint, the time starts when the endpoint is successfully commissioned as part of a new order or when the feature is configured and then 'saved' on an existing endpoint. The 7-day clock will re-set if the threshold is breached and subsequently has the blocking removed.

Within the "Warning (%)" text box, enter the threshold at which you'd like us to send a warning text/email out (defaulted to 85%).

If you want to set up Fraud Management and have the warning email sent to multiple email addresses, you can do this by separating the email addresses with a semi colon, for example:

test.person1@gamma.co.uk; test.person3@gamma.co.uk

Cloud Connect Endpoint is barred because of Fraud Management

If the endpoint exceeds either the 24 hour or 7 Day limit, the endpoint will be automatically barred from making any outbound calls, (with the exception of emergency service calls). An email will then be sent from 'Gamma Fraud Management Systems' containing the following details and will be delivered to the address configured in the original notification alert:

- Action: All Calls Barred
- Threshold Breach Period
- Endpoint Identification
- Total Call Duration
- Total Call Cost

- Total Number of Calls

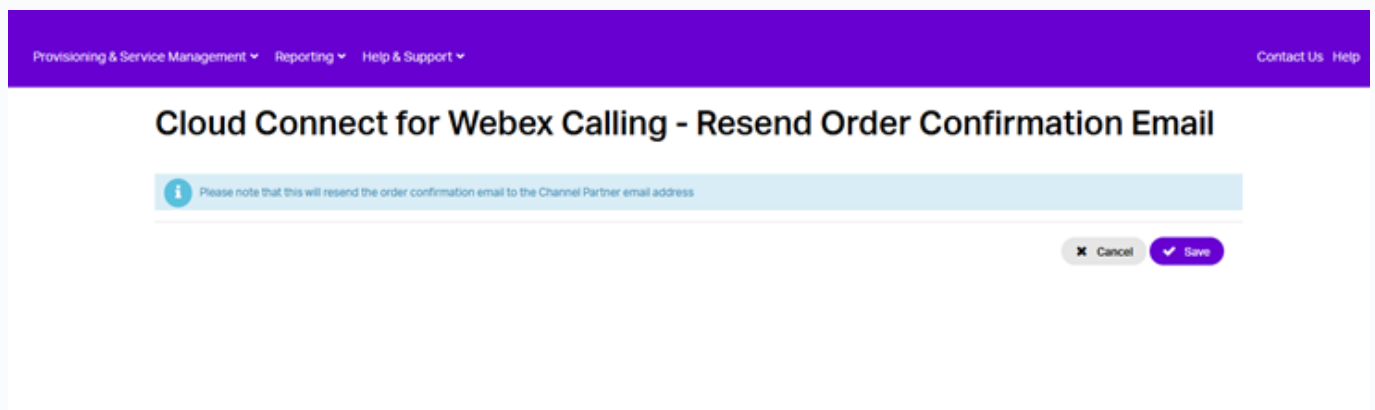
The email will contain an attachment with the relevant CDRs for the period covered. This detail can be used to assist in the determination of whether fraudulent calls have been made.

It is the Channel Partner's responsibility to inform the end user as to the reason that Call Blocking has been applied to their account. When attempting to make out-bound calls, end user's call attempts will be diverted to a recorded announcement instructing them to contact their service provider.

Resend order confirmation email

If you need another copy of your confirmation email, you can resend this by going onto the Gamma Portal, select 'Provisioning & Service Management', 'Voice Connectivity', 'Cloud Connect for Webex Calling' then 'Service Management'.

Select the 'Actions' drop down box and select 'Resend Order Confirmation Email'.



Update Customer Details

Select the endpoint for which you wish to update the Customer Details and click "View".

Click on the “Update Customer Details” option in the Actions drop down and click “Continue”.

This Action Allows You to update the customer details currently ascribed to the service:

Provisioning & Service Management | Reporting | Help & Support | Contact Us | Help

Cloud Connect for Webex Calling - Contact Details

Channel Partner Details

Account: XXXX - Gamma Test 1

Email Address: * person.example@gamma.co.uk ✓

Cisco Organization ID: c39db74b-7949-44e8-a4d5-2548

Technical Contact

First Name: * Person ✓

Last Name: * Example ✓

Job Title: * Technical

Telephone: * 03330161612

Email Address: * person.example@gamma.co.uk ✓

End Customer Details

Company Name: * Billing

Nature of Business: * Telecommunications & IT

Job Title: * Bill man

First Name: * Person ✓

Last Name: * Example ✓

Email Address: * person.example@gamma.co.uk ✓

Telephone: * 06081788000

Mobile: *

Cancel Save

Note that once a trunk has been provisioned, you are unable to change the Organization ID that is associated with the trunk. A different Organization ID will require the provisioning of a new trunk.