

Provisioning on the Gamma Portal

Requirements

Requirements to provision SIP trunk on Gamma Portal:

- Account on Gamma Portal enabled to provision a Gamma SIP trunk for Genesys Cloud
- AWS region for Organization

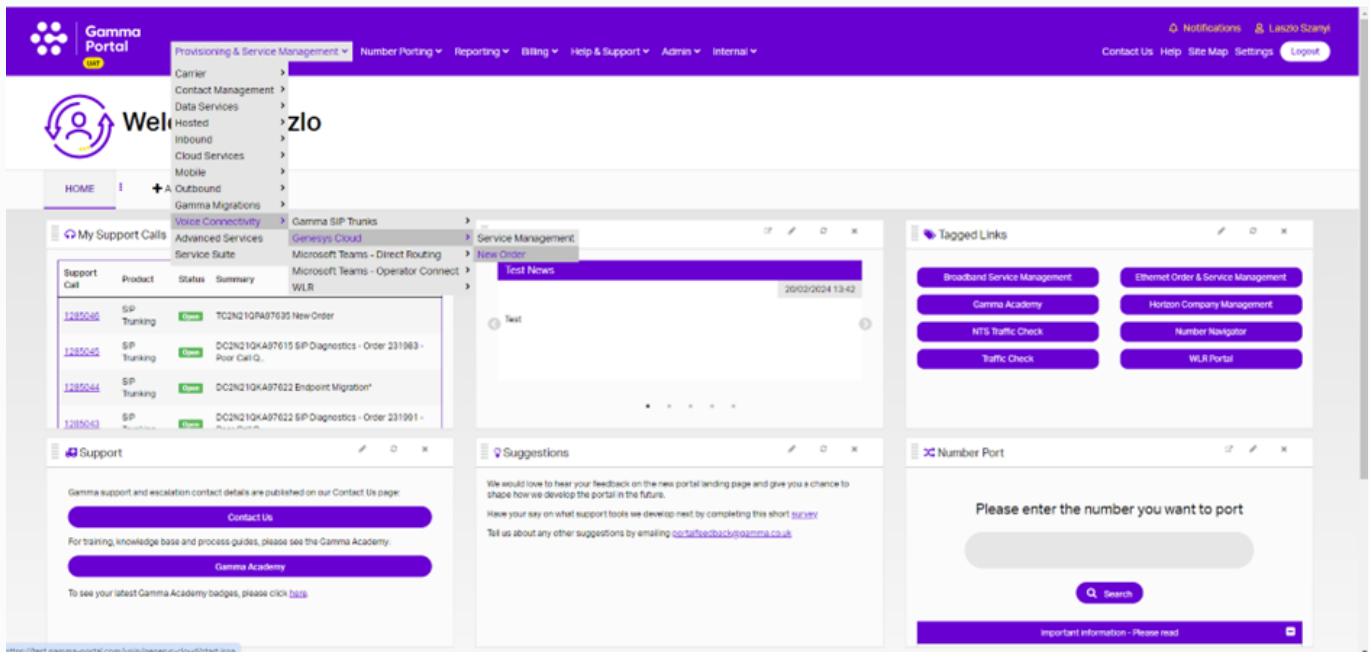
After the SIP Trunk has been provisioned, the user will have the following configuration information for the SIP Trunk:

- Gamma Endpoint reference
- Gamma Outbound SIP Termination FQDN
- Gamma signalling addresses
- Gamma SIP Trunk channel capacity
- Allocated numbers

Start a new order

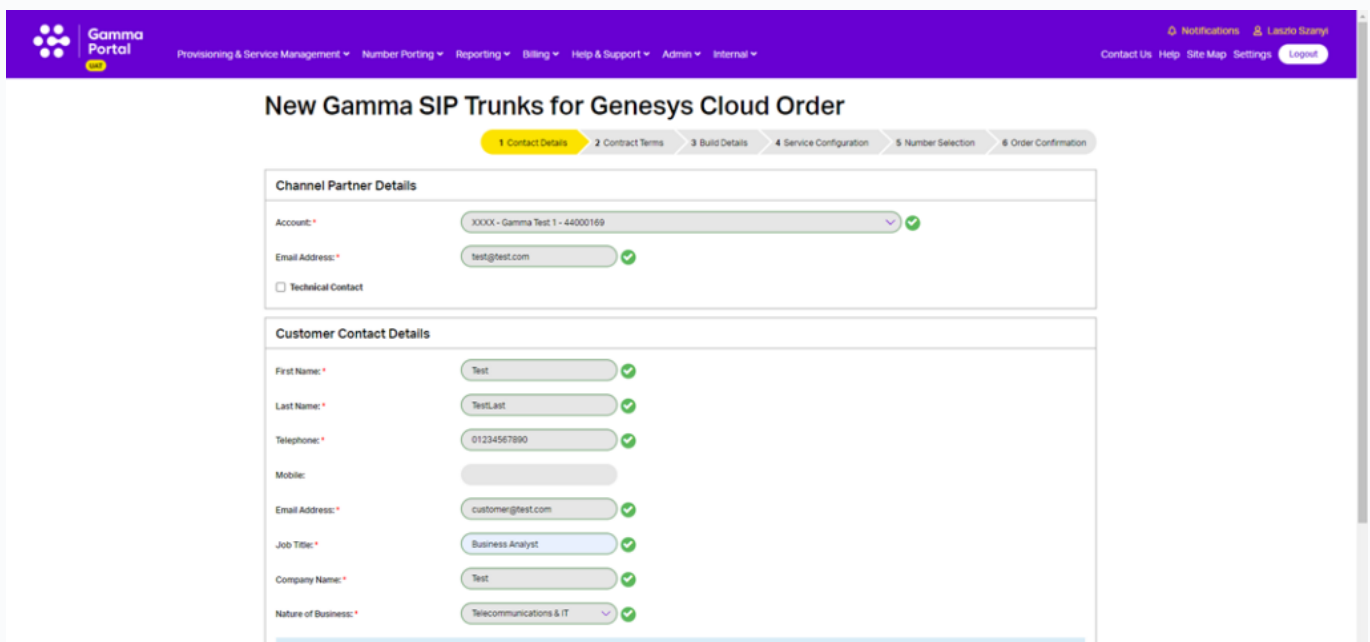
From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”,

“Genesys Cloud” and “New Order”.



Partner and customer details

Select the account that you wish to provision the Gamma SIP Trunks for Genesys Cloud order on and then complete the required details.



Your customer details go in the 'Customer Contact Details' table. The customer contact details must include the name of an individual at the site where calls are delivered.

Enter your access type and then your postcode. Once you've entered the postcode, hit the magnifying glass. Select your customer's address from the drop down menu. If your customer's address is not listed here, select 'My address is not listed' and you'll be able to free-type this in.

This will also be used to populate the Emergency Services database.

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 ratify location from VoIP numbers

Postcode: *

Address: *

Address Line 1: *

Address Line 2: *

Town: *

Contract terms

Select the contract terms you wish to apply. Check the service description and price list for further details. The options available are:

- Standard One Month Rolling
- Three Year

Test mode

There is also a Test Mode option available. 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 twelve channels
- A maximum of ten DDIs
- 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 with associated billing, and aligned to the contract term chosen. Configuration changes, such as increasing the number of users can be managed in-life through the Portal.

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New Gamma SIP Trunks for Genesys Cloud Order

1 Contract Details | 2 Contract Terms | 3 Build Details | 4 Service Configuration | 5 Number Selection | 6 Order Confirmation

Test Mode

Standard Build

4-week Test Mode

1 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 (99), 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.

Promotion: Free Mobile Calls

Free Mobile Calls offers Channel Partners the ability to receive free UK mobile termination (subject to a 2,000 minutes per channel per month Fair Usage Policy and a three year term). Please click to identify your required option:

Free mobile calls (3 year term).

Standard. Please choose this option if you ONLY wish to provision the standard offer on a rolling monthly contract.

All options include the fraud management tool and free UK Geo termination (01.02.03) subject to a fair usage policy of 5,000 minutes per channel per month.

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Build details

Select the AWS Region where your Customer's Genesys Cloud organisation is deployed, then enter the Endpoint Channel Count figure.

Please note that the Gamma SIP trunk will be connected to the selected AWS region and cannot be changed once the trunk is provisioned.

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New Gamma SIP Trunks for Genesys Cloud Order

1 Contract Details | 2 Contract Terms | 3 Build Details | 4 Service Configuration | 5 Number Selection | 6 Order Confirmation

AWS Region for the Genesys Cloud Deployment

1 Select the Amazon Web Services (AWS) region where the Genesys Cloud organization is deployed. Please contact Gamma if the required AWS region is not listed. The AWS region cannot be changed once the trunk is provisioned. A different AWS region will require a new trunk to be provisioned.

AWS Region: *

Metaswitch Endpoint 1

1 Gamma SIP Trunks for Gene build. Please specify the DNS the trunk will be four times (1 channel count of 100 gives a total channel count of 400.

Channel Count: *

Metaswitch Endpoint 2 Details

Ribbon Endpoint 1 Details

IP Address:

Ribbon Endpoint 2 Details

IP Address:

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Fraud management and outbound call barring configuration

You can enable your fraud management settings here. If you want to set up fraud management and have notifications be sent to multiple email addresses, you can do this by separating the email addresses with a semicolon. For example:

test.person1@gamma.co.uk; test.person2@gamma.co.uk

The screenshot shows the 'New Gamma SIP Trunks for Genesys Cloud Order' configuration page. It features a progress bar at the top with steps: 1. Contact Details, 2. Contact Name, 3. Sub-Details, 4. Service Configuration (current), 5. Number Selection, and 6. Order Confirmation. The main content is divided into three sections:

- Fraud Management Configuration:** Includes a 'Service Description' note, a 'Enable Fraud Management' checkbox (checked), and input fields for 'Daily Limit (GB)' (300), 'Weekly Limit (GB)' (1000), and 'Email Addresses' (test.person1@gamma.co.uk; test.person2@gamma.co.uk). There is also a 'Warning Threshold (Pstn)' field set to 99 and a 'Send SMS' checkbox.
- Codec Configuration:** Includes a 'Bandwidth' note and two sub-sections: 'Codecs and Packetisation' (Primary: G711, Packetisation: 20, Pstn (TSS): enable) and 'Bandwidth Requirements' (Minimum upstream: 475.0 kbps, Minimum downstream: 475.0 kbps).
- Outbound Call Barring Configuration:** Includes a 'Call Limitation' note and several checkboxes: 'Premium Calls Banned (GB)' (checked), 'International Calls Banned' (checked), 'Special Services Calls up to Toppn Banned (GB)' (unchecked), 'Special Services Calls up to Toppn Banned (GBT)' (unchecked), 'Mobile Calls Banned (GB)' (unchecked), 'Directory Enquiries Calls Banned (TSS)' (unchecked), 'All Calls Banned (including 01, 02, 03, 08, 09 and 09xxxxxxx)' (unchecked), and 'Emergency calls will always be allowed' (checked).

Number selection

Now you can add Gamma ranged telephone numbers to your new SIP Trunk. 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.
- The CLI rules will set the format of the CLI and DDI presented for incoming calls.

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 then you can contact Number Management who can review number availability.

If you are wishing to port your number(s) to Gamma, then 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.

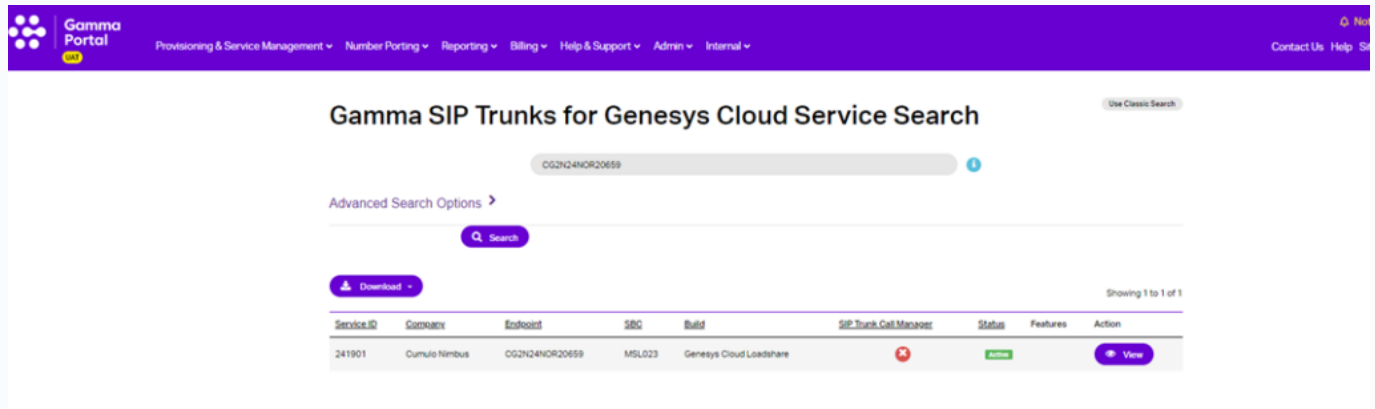
Please note the default format for both CLI and DDI represented for incoming calls on Genesys Cloud is E.164 format (i.e +441618703374) and cannot be changed.

Order summary and terms and conditions

You should read and accept the terms and conditions and then click Submit. The Gamma portal will now start to build your endpoint and will send you an email when complete.

Order in progress

From the Gamma Portal, go to “Provisioning and Service Management”, “Voice Connectivity”, “Genesys Cloud” and “Service Management” to see your order status.



The screenshot shows the Gamma Portal interface. The header includes the Gamma Portal logo and navigation links: Provisioning & Service Management, Number Porting, Reporting, Billing, Help & Support, Admin, and Internal. The main content area is titled "Gamma SIP Trunks for Genesys Cloud Service Search". A search bar contains the text "CG2HQ4NOR20659". Below the search bar, there are "Advanced Search Options" and a "Search" button. A "Download" button is also visible. The results section shows a table with one entry:

Service ID	Company	Endpoint	SBC	Build	SIP Trunk Call Manager	Status	Features	Action
241901	Cumulo Nimbus	CG2HQ4NOR20659	MSL023	Genesys Cloud Leadshare		Active		View

Continue on the Genesys Portal

You should now continue the provisioning journey on the Genesys Portal. For further details please see [this article](#).