Provisioning on the Genesys Portal

Requirements

After the SIP Trunk has been provisioned on the Gamma Portal, you should have the following configuration information:

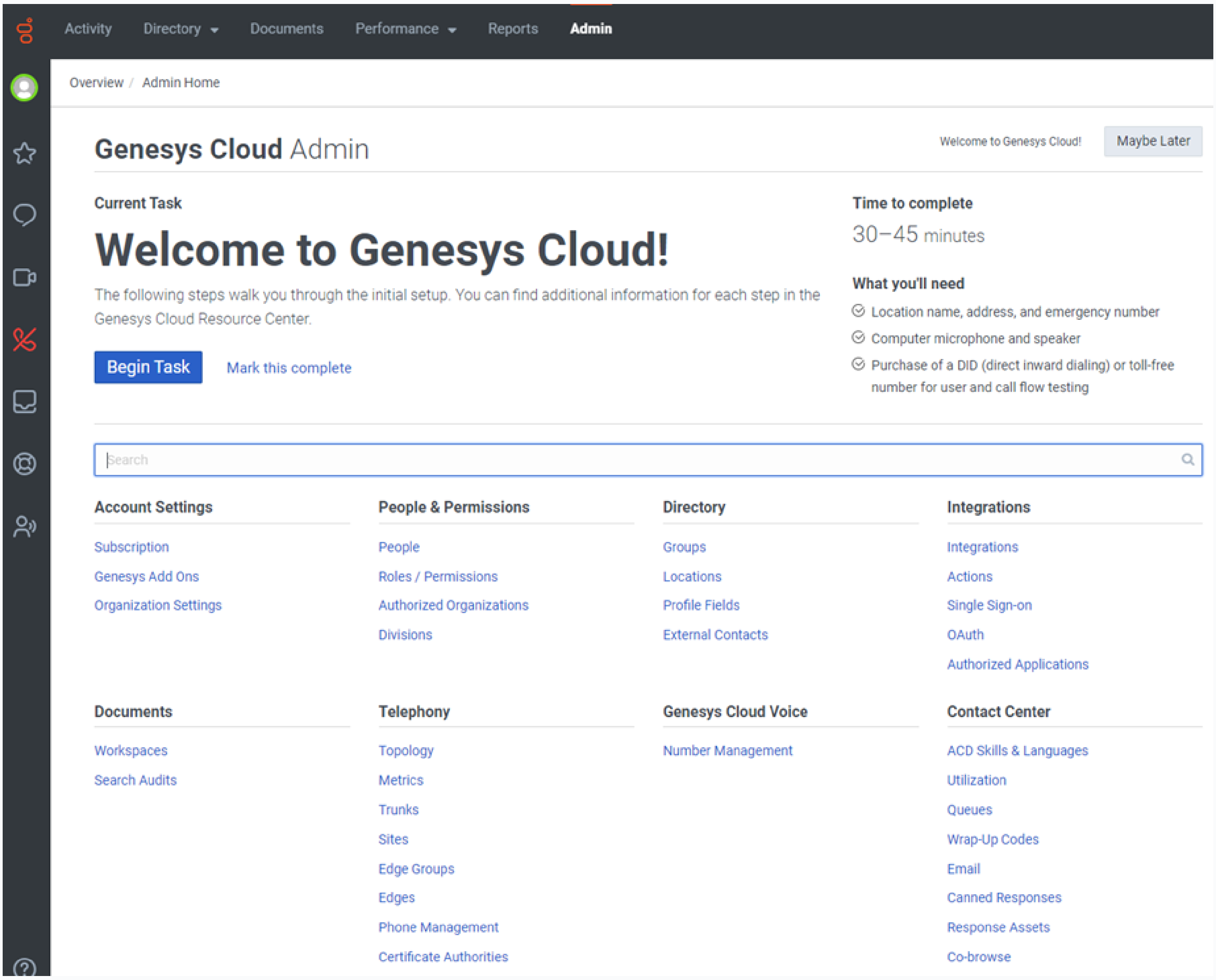
- Gamma endpoint reference
- Gamma outbound SIP termination FQDN
- Gamma signalling addresses
- Gamma SIP Trunk channel capactiy
- Allocated numbers

Provisioning on the Genesys Portal

This article uses screenshots of the Genesys Portal to illustrate the provisioning process. Screenshots in this document may not be identical to the Genesys Portal as Genesys continue to evolve their product.

Please refer to the Genesys Cloud Resouce Centre for detailed instructions.

To begin, select Genesys PureCloud Admin –



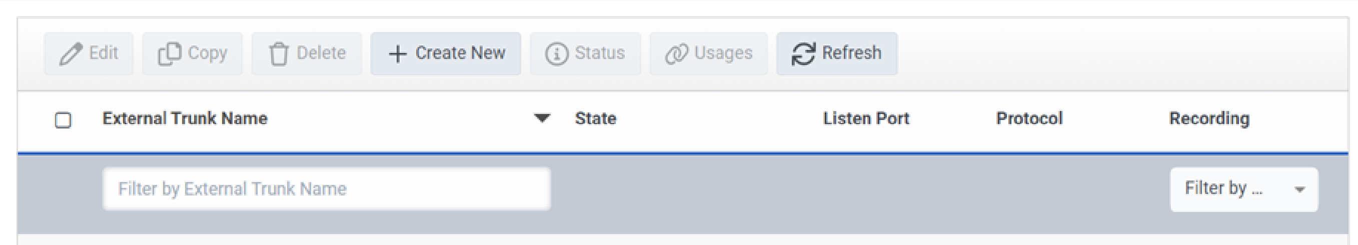
Telephony – Sites

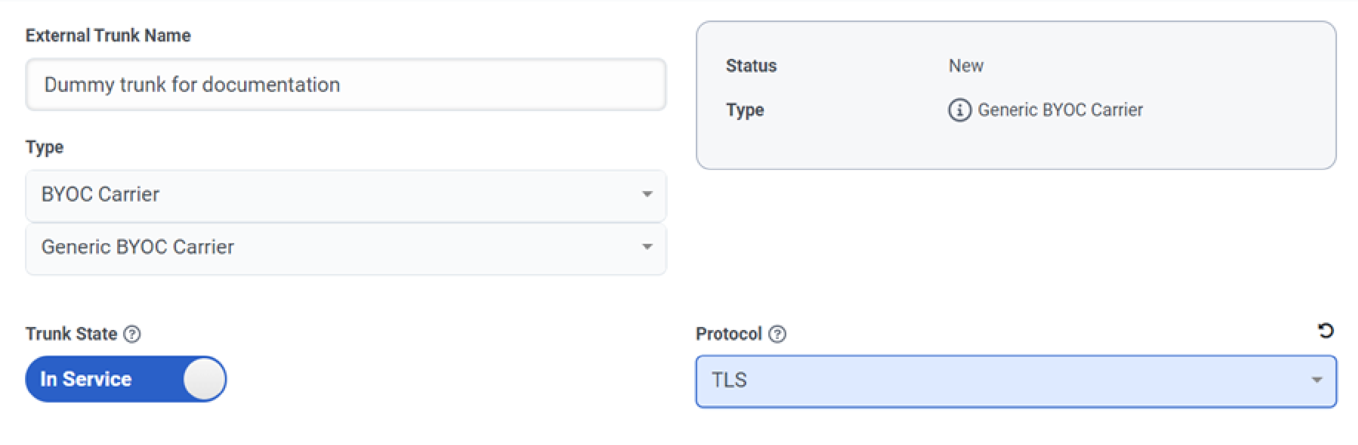
Under the Telephony menu, select Sites and create the sites required for the organisation. Please refer to the [Genesys Cloud Resource Centre](#) for detailed instructions.

Telephony – Trunks

Under the Telephony menu, select Trunks.

In the External Trunks tab, select Create New.



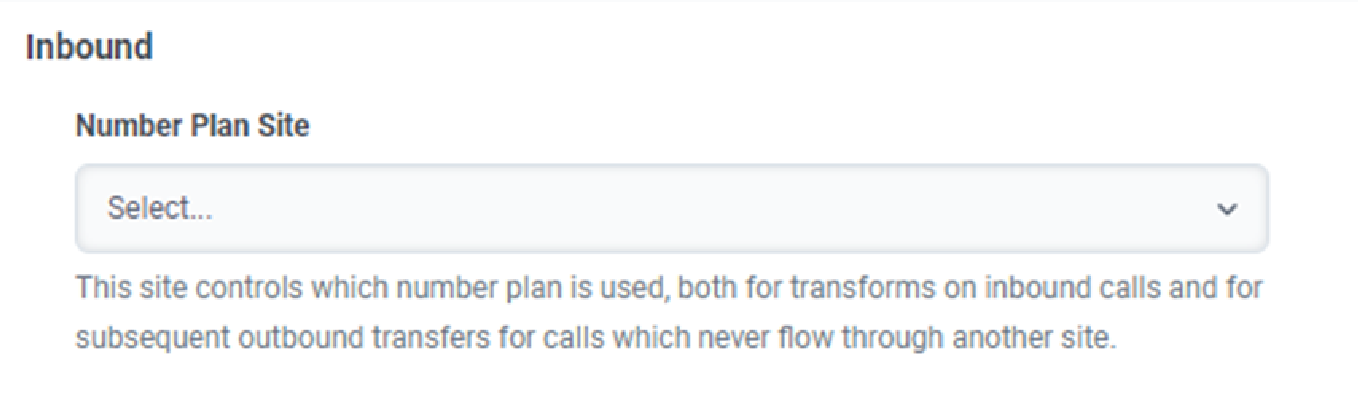


Configuration Setting	Value	Notes
External Trunk Name	Enter a descriptive name for the trunk	
Type	Select **BYOC Carrier** and Generic **BYOC Carrier**	
Trunk State	This toggle is used to enable or disable the trunk. The default is **In-Service**	
Protocol	Select **TLS**	TLS is mandatory

Inbound

Numbering Plan Site

Select the site which will use the trunk.



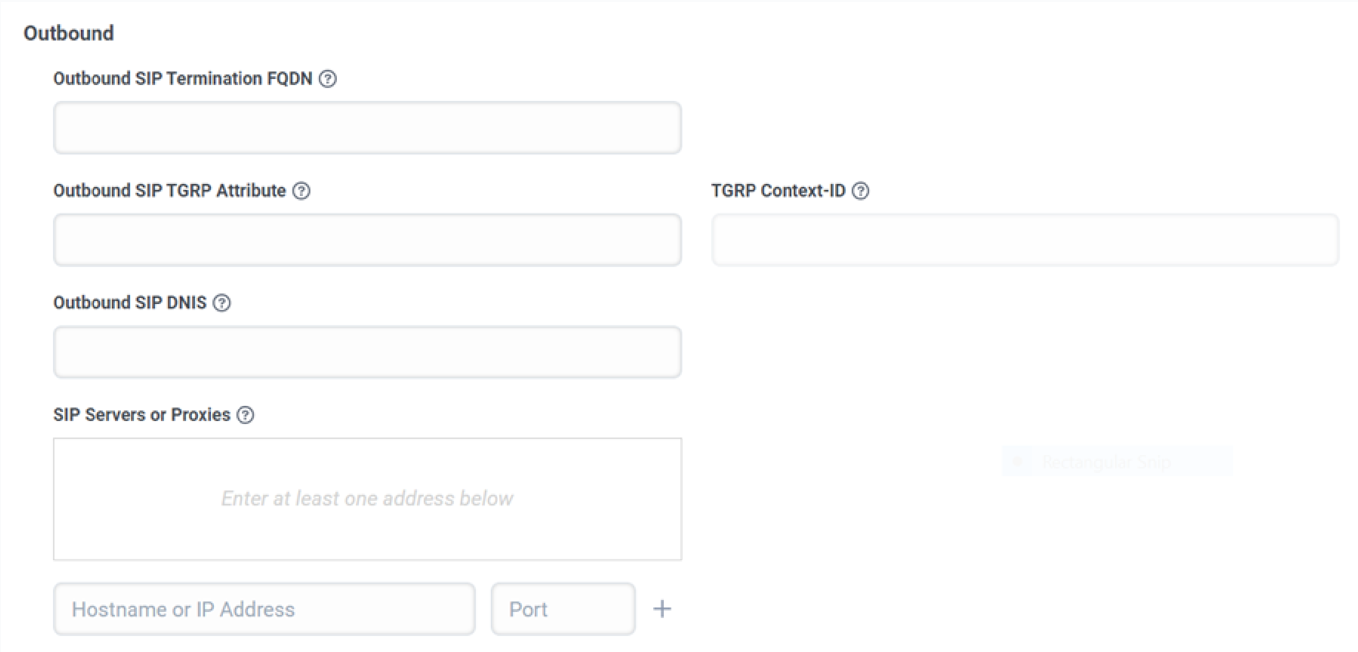
Inbound SIP Termination Identifier

Genesys Purecloud provides three methods to identify traffic (TGRP, FQDN and DNIS).

Gamma SIP trunks only support the TGRP method. Each Gamma SIP trunk provisioned will have a unique identifier, referred to as the Gamma Endpoint Reference.

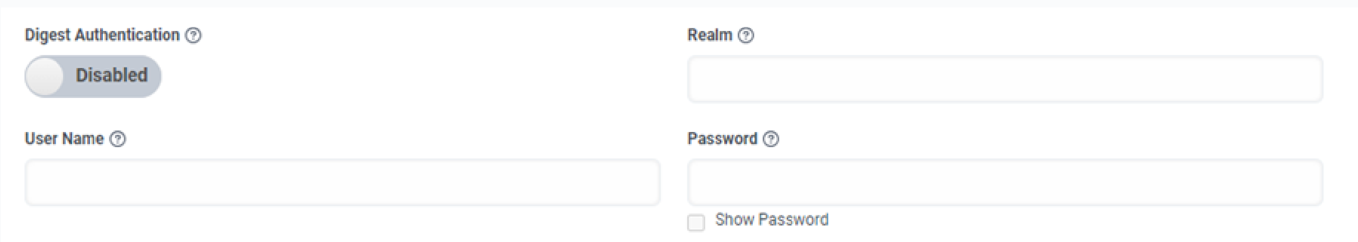
Configuration Setting	Value	Notes
Inbound SIP Termination Identifier	Enter the Gamma Endpoint Reference provided when the SIP trunk was provisioned	The Gamma Endpoint Reference will be a 14-character alphanumeric identifier with prefix of CG.
Inbound SIP Termination Header	Leave blank	
DNIS	Select **Disabled** (default)	

Outbound



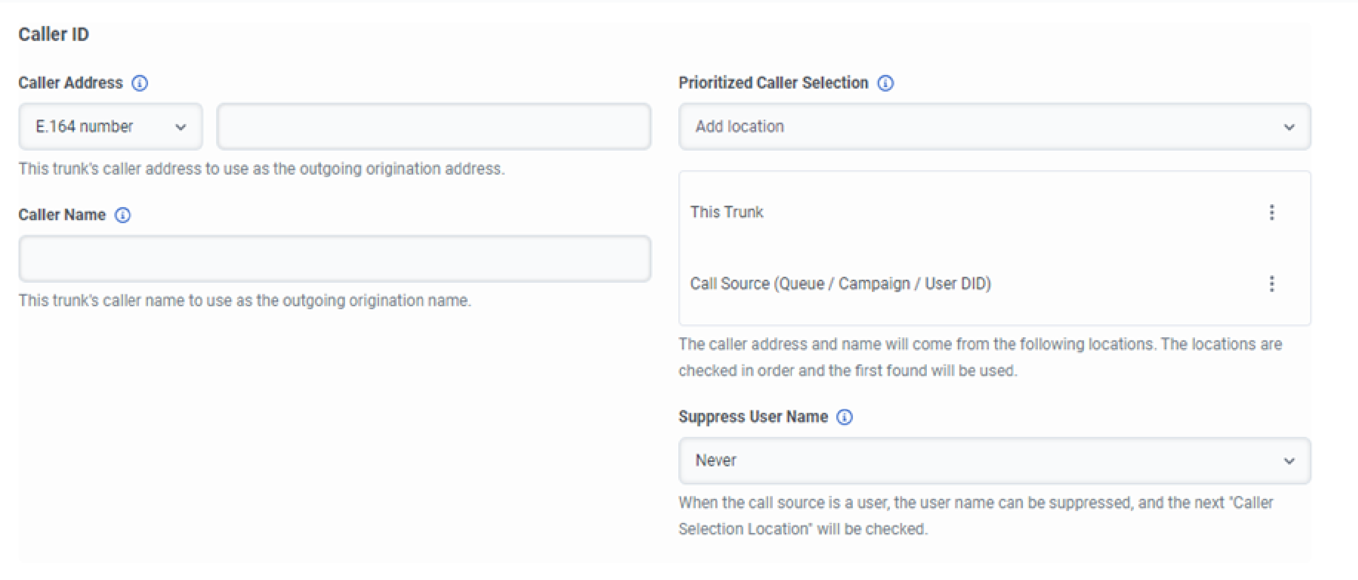
Configuration Setting	Value	Notes
Outbound SIP Termination FQDN	Enter the **Gamma outbound SIP Termination FQDN** provided when the Gamma SIP trunk was provisioned	
Outbound SIP TGRP Attribute	Enter the **Gamma Endpoint Reference** provided when the Gamma SIP trunk was provisioned	
TRGRP Context-ID	Enter the **Gamma Outbound SIP Termination FQDN** provided when the Gamma SIP trunk was provisioned	
Outbound SIP DNIS	Leave blank	
SIP Servers or Proxies	Enter the **Gamma Outbound SIP Termination FQDN** provided when the Gamma SIP	
Hostname or IP Address	Enter the **Gamma Outbound SIP Termination FQDN** with no port specified then click on the + symbol	
Port	Leave blank	

Digest Authentication



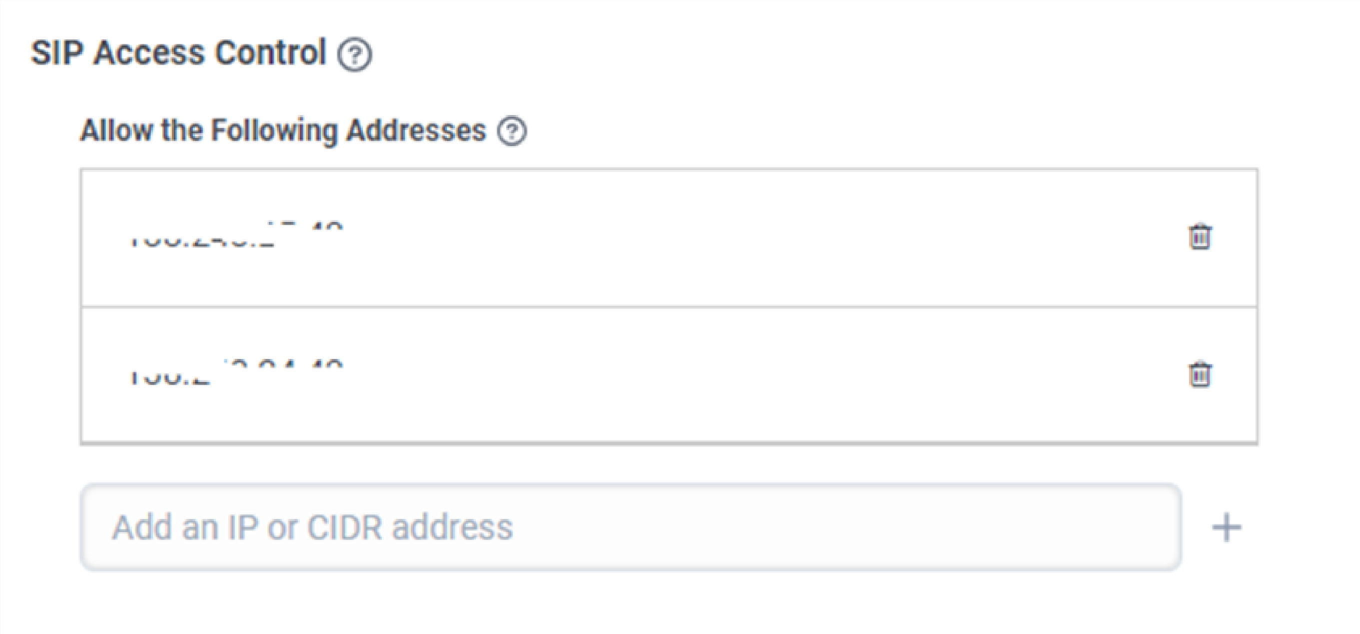
Configuration Setting	Values	Notes
Digest Authentication	Select **Disabled**	Gamma SIP trunks do not support Digest Authentication
Realm	Leave blank	
Username	Leave blank	
Password	Leave blank	
Outbound SIP DNIS	Leave blank	

Caller ID



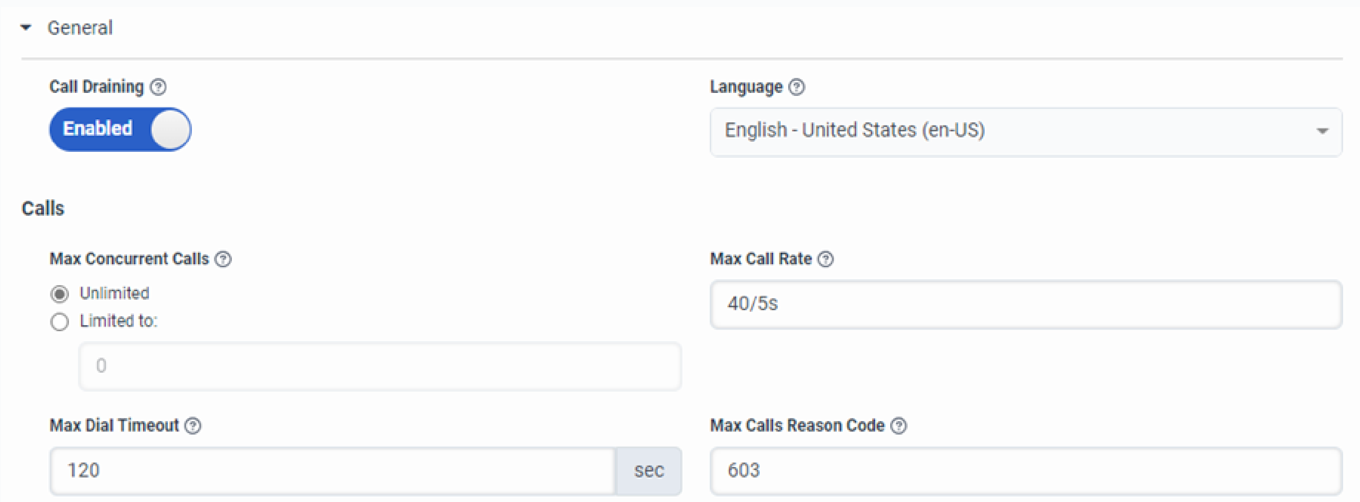
Configuration Setting	Values	Notes
Caller Address	Select **E.164 number**	Gamma will only support numbers in E.164 format
Prioritized Caller Selection		Prioritised Called Selection allows configuration of Caller ID information for display to call recipients Gamma policy for Caller ID information may override this information

SIP Access Control



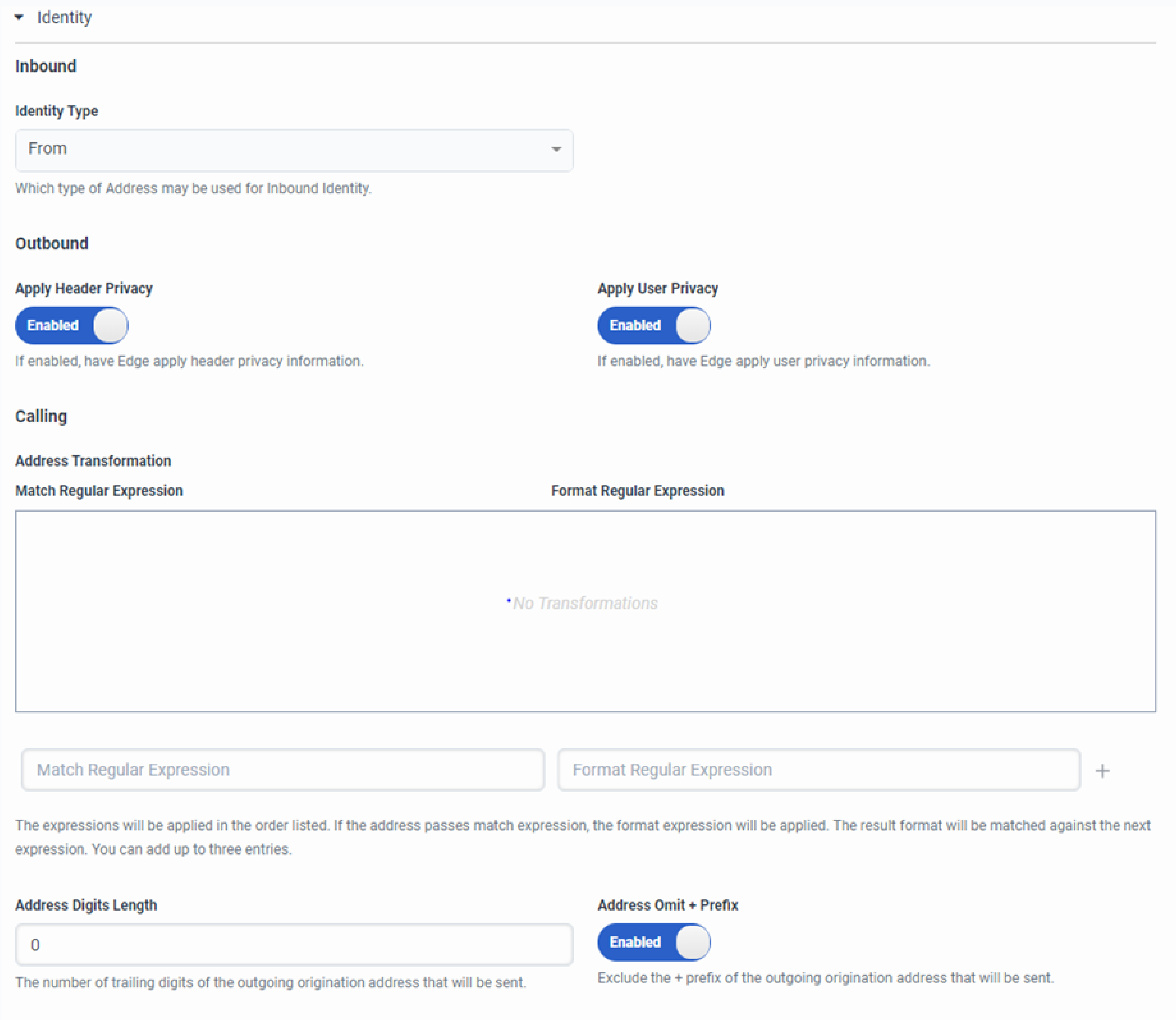
Configuration Setting	Values	Notes
Allow the Following Addresses	Enter the **Gamma Signalling Addresses** provided when the Gamma SIP trunk was provisioned	IP addresses used by Gamma must be whitelisted on Genesys to allow incoming signalling and media to Genesys from Gamma

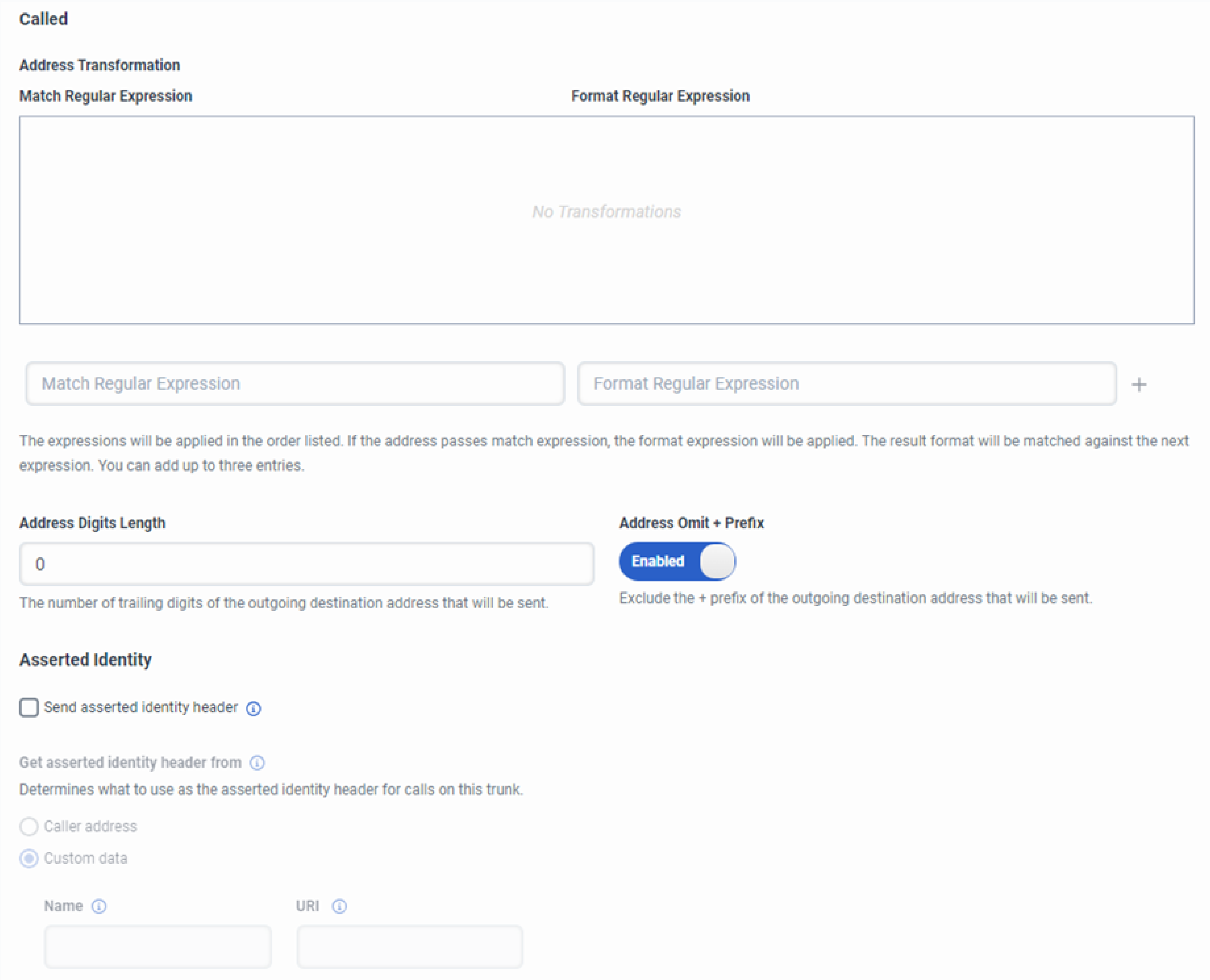
General



Configuration Setting	Values	Notes
Max Concurrent Calls	Select Limited to: Enter the Gamma SIP Trunk Channel Capacity provisioned for the trunk on the Gamma Portal	The Gamma SIP trunk channel capacity is specified when the trunk is provisioned on the Gamma Portal. This capacity can be changed on the Gamma Portal.
Max Call Rate		Please refer to Gamma SIP Trunk for Genesys Cloud BYOC Service Description for default calls per second threshold for the trunk. This threshold can be increased, subject to Gamma approval.

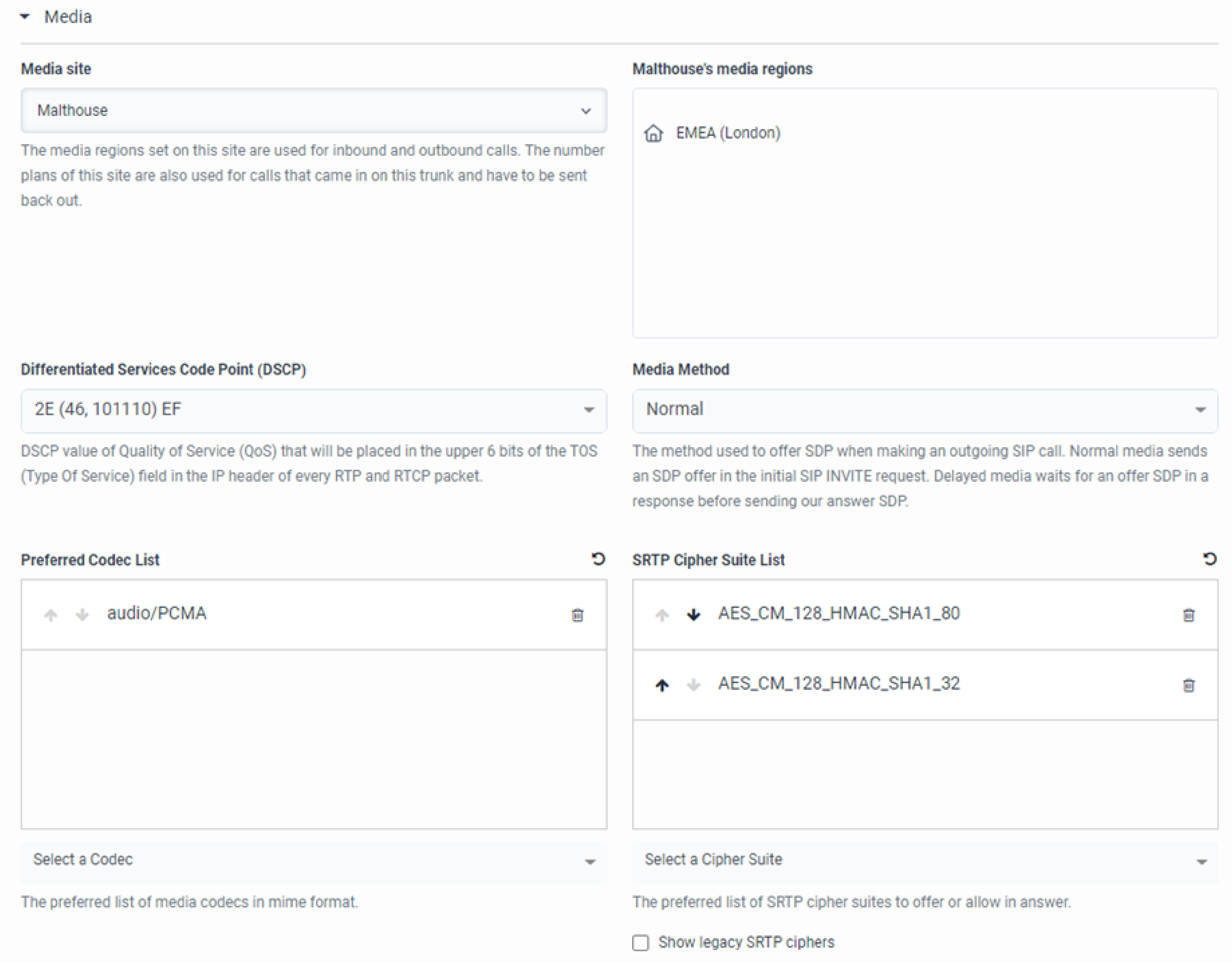
Identity





Configuration Setting	Values	Notes
Apply Header Privacy	Select **Disabled**	
Apply User Privacy	Select **Disabled**	
Calling – Address Omit + Prefix	Select **Disabled**	
Called – Address Omit + Prefix	Select **Disabled**	
Asserted Identity	Enter an allocated number provisioned on the Gamma SIP trunk	

Media



Configuration Setting	Values	Notes
Preferred Codec List	Select **audio/PCMA** as the only preferred Codec and remove any others in the list by clicking on the bin symbol	
SRTP Cipher Suite List	Select **AES_CM_128_HMAC_SHA1_32**	

Protocol

▾ Protocol

Header / Invite

Conversation Headers

Disabled

Enables/disables inserting "x-inin-cnv" custom conversation header with UUID value into SIP messages.

From Header Hostname

The name to be replaced as the host value of the From header on a SIP INVITE.

- (•) Automatically generate from Edge Network Interface
- ( ) Custom

Routing Address

Request-URI

Which field in the inbound SIP INVITE request is to be used for routing decisions.

Diversion Method

None

The way diversion information is delivered to the remote end in the outbound SIP INVITE request.

Asserted Identity Header

P-Asserted-Identity

The way asserted identity information is delivered to the remote end in the outbound SIP INVITE request.

Max Diversion Entries

4

Maximum number of diversion entries to be included in an outbound call.

User to User Information (UUI)

UUI Passthrough

Disabled

Dynamic UUI settings apply to UUI added to Architect call flows or agent scripts. All settings in this section apply to outbound only. For more information, UUI Overview on the Resource Center.

Type

User-to-User

Selects the type of User To User header for UUI dynamically set within an IVR Flow or Agent Script. Does not apply to Static UUI.

Encoding Format

Hex

Sets the encoding format for dynamically set UUI.

Protocol Discriminator

00

Describes the protocol or structure used within the dynamically set UUI Data. Must be a two-digit hexadecimal value. Required when using User-To-User header type. Does not apply to Static UUI.

Static User Data

Disabled

Enables support for sending static user or billing information.

Name

User-to-User

Specifies the header name that will carry the static information.

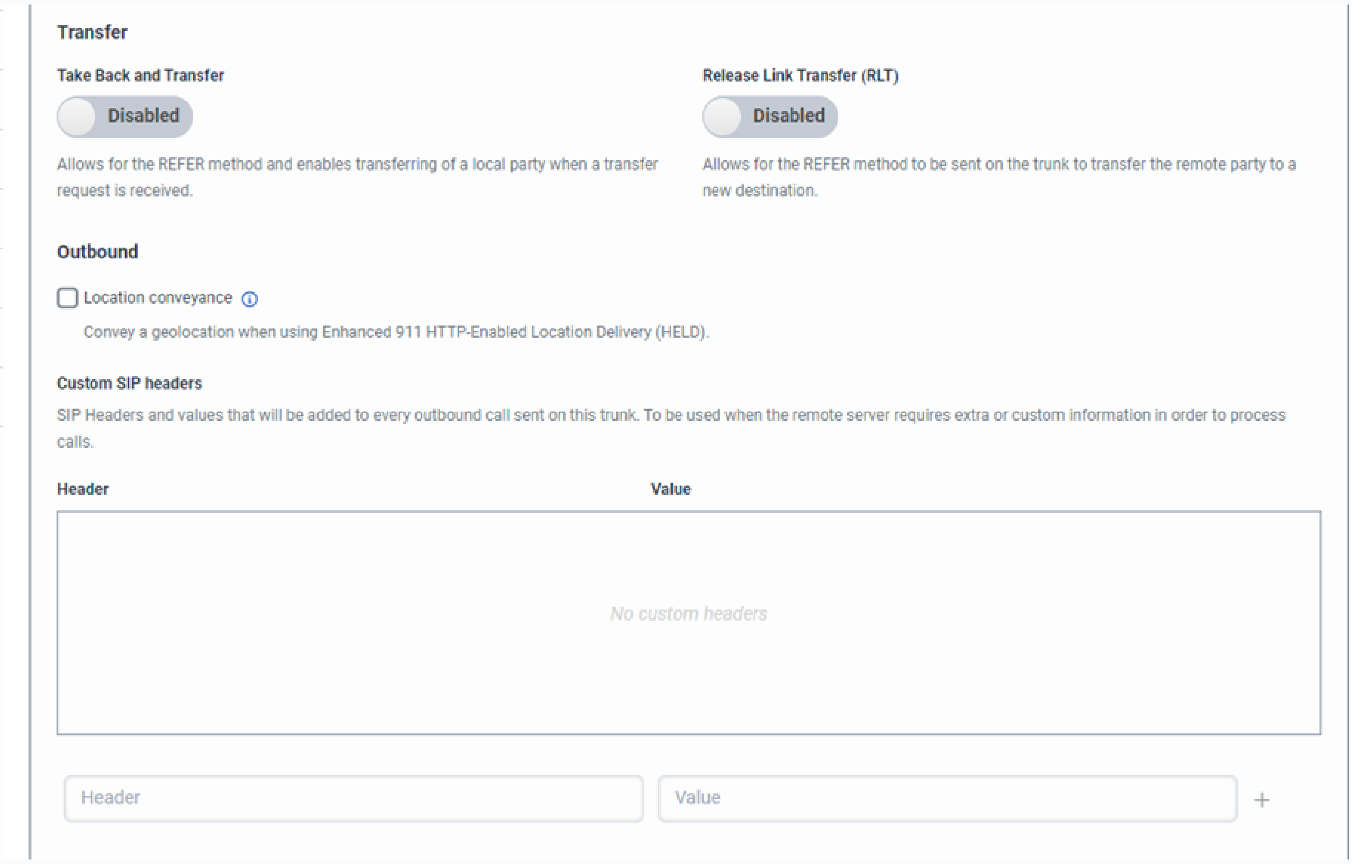
Value

Specifies the value for the static UUI header. If the User-To-User Header Name is specified, this Value field must contain a protocol discriminator prefix.

Priority

Low

Specifies the priority for the static UUI data against UUI data dynamically set within an IVR flow or Agent Script. If set to Low, dynamic data will be used if available. If set to high, static data will always be used.



Diagnostics

For collection of information to debug issues.

Custom

Please refer to Genesys documentation.

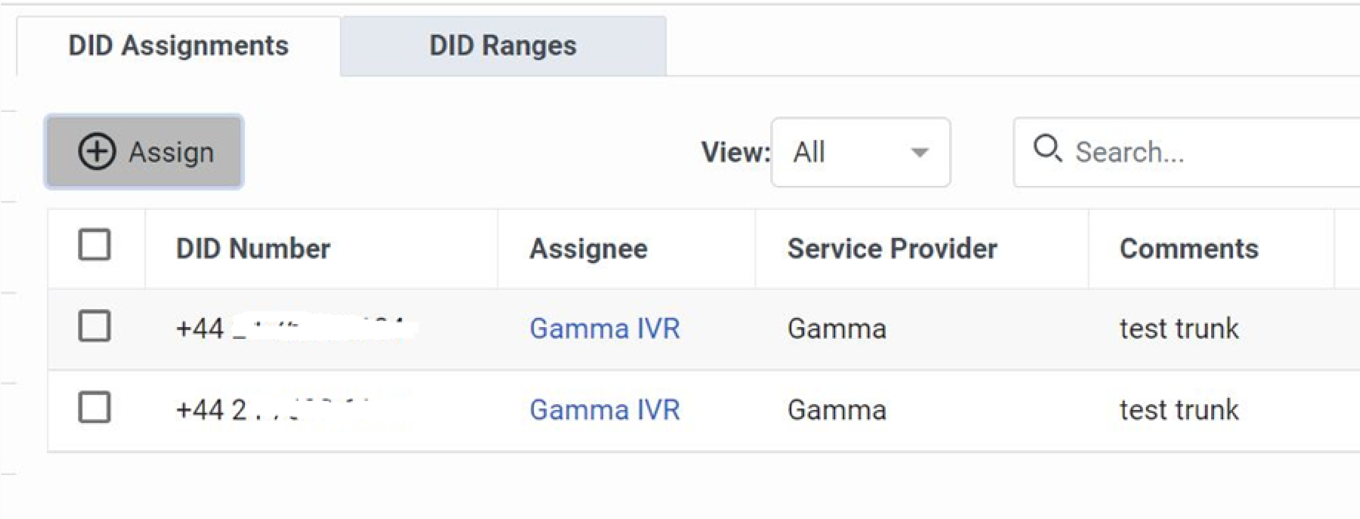
Complete the process

Select **Save External Trunk** to complete the process.

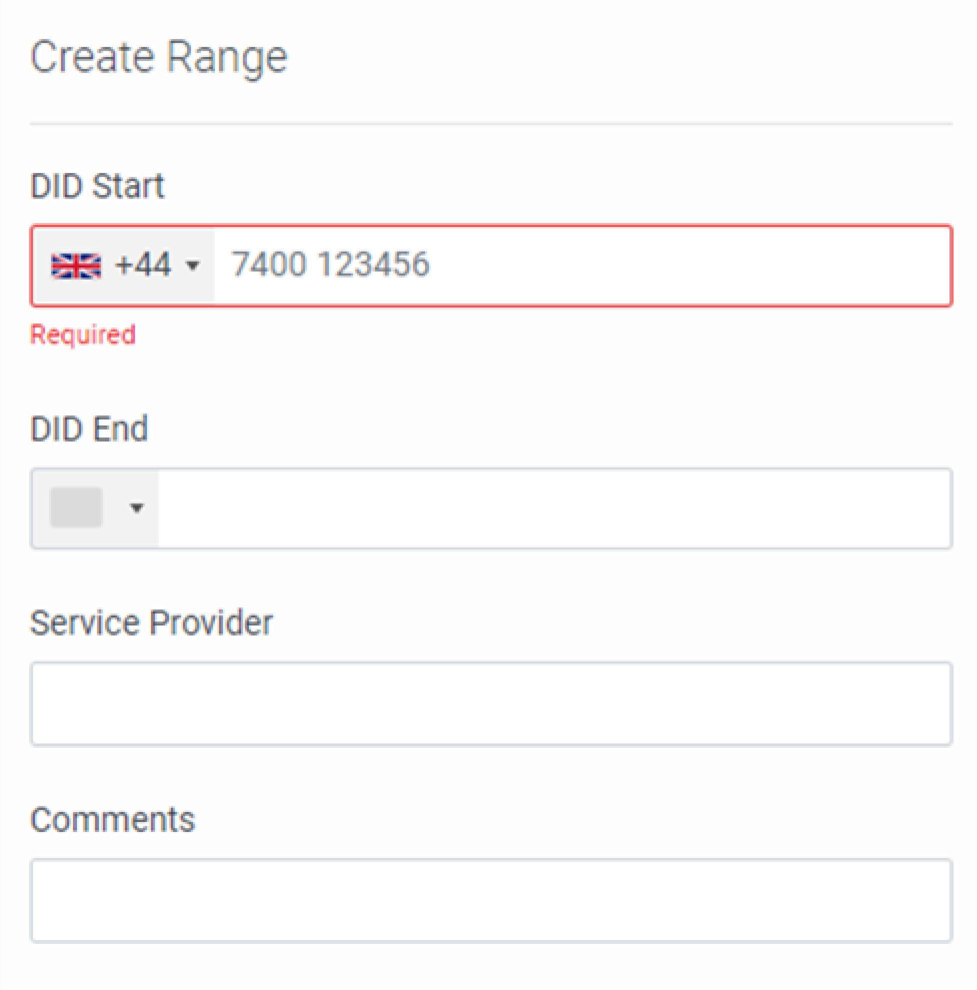
Telephony – DID Numbers

Once the SIP trunk has been configured, it is necessary to allocate numbers in Genesys to agents, handsets, voice menus or other functions.

In the Genesys Purecloud Admin page, under Telephony, select DID Numbers.



A range of numbers is defined using the DID Range tab, then Create Range, then enter the Start and End numbers of the range, and the Service Provider.



Numbers within a defined DID Range are assigned using the DID Assignments tab and can be assigned to a Person, Call Flow or Phone.

Once DID Ranges have been assigned, these numbers should be routed to the appropriate flows. Without any routing set-up, inbound calls will fail.