GENESYS™

SIP Feature Server Administration Guide

Dial plan

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> ## Warning
>
> This Administration Guide applies ONLY to the Legacy SIP Feature Server 8.1.200.xx release. Unless you have been told to use this documentation, use the current 8.1.2 Administration Guide

The dial plan governs the disposition of inbound and outbound calls. If your Feature Server installation allows it, you can set up the dial plan in the Feature Server web application. Otherwise, you must use the existing SIP Server dial plan functionality. See the Dial-Plan Rule section in the Framework 8.1 SIP Server Deployment Guide.

The Feature Server dial plan consists of:

- Partitions, known as "dial plan rules" in SIP Server 8.1.0 and before, which are the low-level building blocks of a dial plan, specifying criteria such as dialing patterns and effective times.

- Calling profiles, which consist of one or more partitions.

- Dial plan settings, which set calling profiles and options for internal and external users, outbound calling, and voicemail.

Where multiple outcomes are possible, as in calling profiles and outbound routing rules, the application selects the closest match. If a caller, for example, dials 911, the application uses the rule with the pattern 911 rather than the pattern 9XX.