



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

SIP Voicemail Deployment Guide

Configuring DNS for the Agent SIP Server Application

5/3/2025

Configuring DNs for the Agent SIP Server Application

Prerequisites

- The Agent SIP Server Application object is created and associated with a Switch object of type SIP Switch.

Start

1. Configure a voicemail DN:

- a. Under the SIP Server Switch object, create a Voice over IP Service DN.
- b. On the Annex tab of the voicemail DN, in the TServer section, set the following configuration options:

- **contact** — Specify the contact URI of the SIP Server for GSVM, in the form of: <ipaddress>:<SIP port>
- **service-type** — Set this option to voicemail.

Create one voicemail DN for each Genesys SIP Voicemail.

Note: The Complete Install tool creates a default Voice over IP Service DN 9999. You can use this DN as an example.

- Configure a dial-plan DNs:

If Genesys SIP Voicemail is integrated in your existing Genesys environment where you have dialing plans set up, go to **Step c**. For new users, create a new DN object to be associated with the voicemail dial plan:

- a. Under the SIP Server Switch object, create a Voice over IP Service DN.
- b. On the Annex tab of the dial-plan DN object, in the TServer section, set the configuration option **service-type** to dial-plan.
- c. Specify the dial-plan rule to be used for consultation voicemail. This rule allows users to dial the access code to access the voicemail system. Use the following format:

```
dial-plan-rule-<n>=<access_code>=>gcti::voicemail
```

You can define several dial-plan rules to access the voicemail as necessary.

- d. (Optional) For network forwarding using a dial plan, configure a dial-plan rule that is similar to this example:

```
dial-plan-rule-<n> = <dialing pattern>=>${DIGITS};timeout=5;ontimeout=
gcti::voicemail;ondnd= gcti::voicemail;onnoresp=
```

```
gcti::voicemail;onunreg=gcti::voicemail
```

Note: You may need to use a different rule, depending on how you want forwarding to voicemail to work. The variable <dialing pattern> is used in the example.

e. If not already done, associate the dial-plan to the caller by adding the option:

dial-plan = <name of dial-plan-DN> to either:

- The Agent/DN that is calling the digits (a trunk for inbound calls), in the TServer section of the Annex tab.
- The Agent SIPServer application (will apply to all DNs that have no DN or Agent level option set).

Refer to the SIP Server Deployment Guide for more information about dial-plans and dialing patterns in dial-plans.

- Define the mailbox for DNs and/or Agent Logins.
 - a. Under the SIP Server Switch object, select the existing or create an Extension DN or Agent Login.
 - b. On the Annex tab of the Extension DN or Agent Login, in the TServer section, set the configuration option to represent the callers voicemail boxes.
 - gvm_mailbox Set this option to the mailbox ID. Note that only digits are supported. It must be unique, but it can be assigned to multiple DNs.
 - (Optional) To use the No-Answer-Supervision feature, configure related configuration options, which could be set at an Application- or at DN-level. See the 'Framework 8.1 SIP Server Deployment Guide for details.

Note: The Complete Install tool creates a default Extension DN 8899. You can use this DN as an example.

- Repeat **Step e** until all necessary mailboxes for Extension DNs and/or Agent Logins are set up.

End



Return to the [Manual Deployment](#) or [Complete Install](#) task summary.