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Web Services and Applications Configuration Guide

SIP Endpoint

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SIP Endpoint

Workspace Web Edition provides the following options for managing SIP Endpoints, such as the Genesys Softphone:

`sipendpoint.headset-unplugged-not-ready-reason`

- Default Value: ""
- Valid Values: A valid Not Ready reason.
- Change takes effect: When the session is started or restarted.
- Description: Specifies the Not Ready reason that is to be set for the SIP DN when the headset that is used by the agent is unplugged if the value of the `sipendpoint.headset-unplugged-set-not-ready` option is set to `true`.

`sipendpoint.headset-unplugged-set-not-ready`

- Default value: `true`
- Valid values: `true`, `false`
- Change takes effect: When the session is started or restarted.
- Description: Specifies whether the agent SIP DN is set automatically to Not Ready when the headset that is configured for the agent is unplugged.

`sipendpoint.max-failed-ping`

- Default value: 5
- Valid values: A correct integer
- Change take effect: When the session is started or restarted.
- Description: Number of failed pings allowed on Genesys Softphone.

`sipendpoint.ping-interval`

- Default value: 2000
- Valid values: A correct integer
- Change take effect: When the session is started or restarted.
- Description : Interval in milliseconds between each ping of the Genesys Softphone.

`sipendpoint.register-interval`

- Default value: 1500
- Valid values: A correct integer

- Change take effect: When the session is started or restarted.
- Description: Interval in milliseconds between each register on the Genesys Softphone.

`sipendpoint.register-max-attempts`

- Default value: 10
- Valid values: A correct integer
- Change take effect: When the session is started or restarted.
- Description: Number of failed attempts allowed on check if register is done.

`sipendpoint.sip-server-address`

- Default value:
- Valid values: Any valid IP address or host name
- Change take effect: When the session is started or restarted.
- Description: Address of the sip server and, optionally, the port using the <address>:<port> format. If the port is not specified, the Genesys Softphone uses DNS SRV resolution for the specified address.

In Business continuity environments, this option specifies the host name or IP address of the session border controller where the SIP REGISTER request will be sent by Workspace SIP Endpoint.

To set the Domain/Realm of your contact center instead of an IP address when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of the this option to the FQDN of your domain instead of just the IP address.

`sipendpoint.sip-server-address.peer`

- Default value:
- Valid values: Any valid IP address or host name
- Change take effect: When the session is started or restarted.
- Description: Address of the peer sip server and, optionally, the port using the <address>:<port> format. If the port is not specified, the Genesys Softphone uses DNS SRV resolution for the specified address. Requires Genesys Softphone 8.5.400.08 or higher.

In Business Continuity environments, this option specifies the host name or IP address of the session border controller where the peer SIP REGISTER request will be sent by Workspace SIP Endpoint.

To set the Domain/Realm of your contact center instead of an IP when Workspace SIP Endpoint tries to register through a session border controller (SBC) device, set the value of the this option to the FQDN of your domain

instead of just the IP address.

`sipendpoint.transport-protocol`

- Default Value: UDP
- Valid Values: UDP, TCP, TLS
- Change take effect : When the session is started or restarted.
- Description: Specify whether UDP, TCP, or TLS is used for the SIP transport protocol.

`sipendpoint.uri`

- Default value:
- Valid values: A valid URI
- Change take effect: When the session is started or restarted.
- Description : URI of the SIP endpoint used in connector mode. For example: `https://localhost:8000`

`sipendpoint.wait-user-max-attempts`

- Default value: 20
- Valid values: An integer value greater than 0.
- Change take effect: When the session is started or restarted.
- Description : The number of failed waiting user actions that are allowed before timeout.

`privilege.sipendpoint.can-change-microphone-volume`

- Default value : `false`
- Valid values : `true`, `false`
- Changes take effect : When the session is started or restarted.
- Description : Allows agents to change the volume of the microphone. Depends on `privilege.voice.can-use` and `privilege.sipendpoint.can-use`.

`privilege.sipendpoint.can-change-speaker-volume`

- Default value : `false`
- Valid values : `true`, `false`
- Changes take effect : When the session is started or restarted.
- Description : Allows agents to change the volume of the speaker. Depends on `privilege.voice.can-use` and `privilege.sipendpoint.can-use`.

privilege.sipendpoint.can-mute-microphone

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows agents to mute and unmute the microphone. Depends on privilege.voice.can-use and privilege.sipendpoint.can-use.

privilege.sipendpoint.can-mute-speaker

- Default Value: false
- Valid Values: true, false
- Changes take effect: When the session is started or restarted.
- Description: Allows agents to mute and unmute the speaker. Depends on privilege.voice.can-use and privilege.sipendpoint.can-use.

privilege.sipendpoint.can-use

- Default value : false
- Valid values : true, false
- Change take effect : When the session is started or restarted.
- Description : Enables use of Genesys Softphone. Depends on privilege.voice.can-use. The login.prompt-place option must not be enabled if this privilege is granted.