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Web Services and Applications Configuration Guide

Configuring for Genesys Softphone integration

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Configuring for Genesys Softphone integration

For agents that use the Genesys Softphone, you can configure some softphone options in the Workspace Web Application, including Single Sign On (SSO) access, and the mute and volume functions on the Genesys Softphone. For all other configuration, see [Genesys Softphone documentation](#).

Tip

Genesys Softphone supports SRV-based name resolution. You do not need additional configuration to enable this feature, but, as described in RFC 3263, you should not include the port number in the server URI ([sipendpoint.sip-server-address](#)).

Enabling agents to use mute and volume on Genesys Softphone

Configure the following options:

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

Enabling Single Sign On (SSO)

To enable SSO for the Genesys Softphone, configure the following options:

- `privilege.sipendpoint.can-use`
- `sipendpoint.uri`
- `sipendpoint.sip-server-address`
- `sipendpoint.register-interval`
- `sipendpoint.register-max-attempts`
- `sipendpoint.ping-interval`
- `sipendpoint.max-failed-ping`

- sipendpoint.transport-protocol

Enabling Dual Registration with the Softphone

You can enable Workspace to transmit the address of the session border controllers (SBC) to the Softphone, which allows dual registration. Use the following configuration options to enable this feature and specify the two regions:

- sipendpoint.sip-server-address
- sipendpoint.sip-server-address.peer

Disaster Recovery environments are transparent for Workspace in this scenario because the Softphone is registered on both regions. Workspace transmits the following information to the Workspace SIP Endpoint:

```
POST <sipendpoint.uri>/RegisterDn
Content-Type:application/json; charset=UTF-8
data: {
  "addresses":["<sipendpoint.sip-server-address>","<sipendpoint.sip-server-
address.peer>"],
  "users":["<userName>","<userName>"]
}
```

Related Genesys Softphone configuration options

Workspace Web Edition transmits all configured **SIP Endpoint** options to the Genesys Softphone. Note that there is no dependency on which version of Genesys Softphone is in use. For more information about Genesys Softphone options, see **Genesys Container** in the *Genesys Softphone Deployment Guide*.

To translate the Genesys Softphone options to the format of Workspace Web Edition options, use the following pattern: sipendpoint.<Domain>.<Section>.<Setting>

Important

To use Workspace Web Edition with Genesys Softphone, you must have a SIP named and concurrent license only.

Warning

Agents that are provisioned to use Genesys Softphone must have a default Place configured. These agents can work from any location that supports Genesys Softphone, but their Place cannot be used for a hard phone. For Genesys Softphone agents you must set the value of the login.prompt-place option to false.