GENESYS™

Workspace Desktop Edition Deployment Guide

Interaction Workspace SIP Endpoint Options

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Interaction Workspace SIP Endpoint Options

Contents

SIP Endpoint

sipendpoint.audio.headset.audio_in_agc_enabled

- Default Value: 1
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether automatic gain control (AGC) is enabled for the outgoing headset audio stream.

sipendpoint.audio.incoming.use_agc

- Default Value: 1
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether automatic gain control (AGC) is enabled for the incoming audio stream.

sipendpoint.genesyslab.beeptone.beeptone_timeout

- Default Value: 30000
- Valid Values: Any positive integer value.
- Changes take effect: When the application is started or restarted.
- Description: Timeout time, in milliseconds, for the SIP beep tone that signals an incoming SIP interaction.

sipendpoint.genesyslab.beeptone.enable_beeptone

- Default Value: 1
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the beeptone that signals an incoming SIP interaction is enabled.

sipendpoint.genesyslab.beeptone.play_locally

- Default Value: 0
- Valid Values: 1, 0.

- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the beeptone that signals an incoming SIP interaction is played on the agent workstation or only in the selected speaker audio device.

sipendpoint.genesyslab.control.auto_answer

- Default Value: `0`
- Valid Values: `1`, `0`.
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether incoming SIP interactions are automatically answered.

sipendpoint.genesyslab.device.audio_in_device

- Default Value: `""`
- Valid Values: A valid audio device name.
- Changes take effect: When the application is started or restarted.
- Description: Device name for the agent's microphone.

sipendpoint.genesyslab.device.audio_out_device

- Default Value: `""`
- Valid Values: A valid audio device name.
- Changes take effect: When the application is started or restarted.
- Description: Device name for the agent's speakers.

sipendpoint.genesyslab.device.error_code_when_headset_na

- Default Value: `480`
- Valid Values: Any positive integer value.
- Changes take effect: When the application is started or restarted.
- Description: Error code for an unavailable USB headset. The error code is sent if a call is rejected because of the unavailability of a headset.

sipendpoint.genesyslab.device.headset_name

- Default Value: `""`
- Valid Values: A valid audio device name.
- Changes take effect: When the application is started or restarted.
- Description: The name of the agent's USB headset device.

sipendpoint.genesyslab.device.manual_audio_devices_configure

- Default Value: 0
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies that a non-USB headset is used.

sipendpoint.genesyslab.device.reject_call_when_headset_na

- Default Value: 0
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether calls are rejected if a headset is unavailable.

sipendpoint.genesyslab.device.use_headset

- Default Value: 0
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies that a USB headset is used.

sipendpoint.genesyslab.dtmf.pause_start_stop_dtmf

- Default Value: 100
- Valid Values: Any positive integer value.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the pause time, in milliseconds, between each DTMF when the application in dialing.

sipendpoint.genesyslab.dtmf.play_locally

- Default Value: 0
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the DTMF tones are played on the agent workstation or in the selected speaker audio device.

sipendpoint.genesyslab.system.log_level_AbstractPhone

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for an abstract phone.

sipendpoint.genesyslab.system.log_level_Audio

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for audio level.

sipendpoint.genesyslab.system.log_level_Auto_Configuration

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for auto-configuration.

sipendpoint.genesyslab.system.log_level_CCM

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for call control manager (CCM).

sipendpoint.genesyslab.system.log_level_Conferencing

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for conferencing.

sipendpoint.genesyslab.system.log_level_Contacts

- Default Value: 0

- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for contacts.

sipendpoint.genesyslab.system.log_level_DNS

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for Domain Name Systems (DNS).

sipendpoint.genesyslab.system.log_level_Endpoint

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for the SIP Endpoint.

sipendpoint.genesyslab.system.log_level_Jitter

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for Jitter.

sipendpoint.genesyslab.system.log_level_Licensing

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for licensing.

sipendpoint.genesyslab.system.log_level_Media

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for media.

sipendpoint.genesyslab.system.log_level_Privacy

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for privacy.

sipendpoint.genesyslab.system.log_level_RTP

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for Real-time Transfer Protocol (RTP).

sipendpoint.genesyslab.system.log_level_Security

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for security.

sipendpoint.genesyslab.system.log_level_Storage

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for storage.

sipendpoint.genesyslab.system.log_level_STUN

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for Session Traversal Utilities for Network Address Translator (STUN) network protocol.

sipendpoint.genesyslab.system.log_level_Transport

- Default Value: 0

- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for transport.

sipendpoint.genesyslab.system.log_level_USB_Devices

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for USB devices.

sipendpoint.genesyslab.system.log_level_Utilities

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for utilities.

sipendpoint.genesyslab.system.log_level_Voice_Quality

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for voice quality.

sipendpoint.genesyslab.system.log_level_XMPP

- Default Value: 0
- Valid Values: A positive integer value that corresponds to a valid log level.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the log level for Extensible Messaging and Presence Protocol (XMPP).

sipendpoint.headset-enforce-configured-usage

- Default Value: `false`
- Valid Values: `true, false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the SIP Endpoint must wait for the detection of the headset that is

configured in the `sipendpoint.genesyslab.device.headset_name` option before finalizing initialization. The agent remains logged out until the headset is detected.

sipendpoint.headset-unplugged-set-not-ready

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the application 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.headset-unplugged.not-ready-reason

- Default Value: `""`
- Valid Values: A valid Not Ready reason
- Changes take effect: When the application 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 and `sipendpoint.headset-unplugged-set-not-ready` option is set to `true`.

sipendpoint.headset-replugged-set-ready

- Default Value: `true`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the agent SIP DN is set automatically to Ready when the headset that is used by the agent is plugged back in.

sipendpoint.retain-volume-settings-between-sessions

- Default Value: `false`
- Valid Values: `true`, `false`
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether the headset and microphone volume settings are restored from the settings at the previous session login when Interaction Workspace SIP Endpoint starts.

sipendpoint.init-attempt-nb

- Default Value: `10`
- Valid Values: A positive integer value.

- Changes take effect: When the application is started or restarted

- Description: The maximum number of communication attempts between Interaction Workspace and Interaction Workspace SIP Endpoint during initialization. This option works in conjunction with the `sipendpoint.init-attempt-timer` option.

sipendpoint.init-attempt-timer

- Default Value: 1

- Valid Values: A positive integer value.

- Changes take effect: When the application is started or restarted

- Description: The interval of time, in seconds, between attempts to communicate with the Interaction Workspace SIP Endpoint during initialization. This option works in conjunction with the `sipendpoint.init-attempt-nb` option.

sipendpoint.log.verbose

- Default Value: Trace

- Valid Values: One value from the following list: `All`, `Debug`, `Trace`, `Interaction`, `Standard`, `Alarm`

- Changes take effect: When the application is started or restarted

- Description: Defines the level of logging for the Interaction Workspace SIP Endpoint.

sipendpoint.proxies.proxy0.reregister_in_seconds

- Default Value: 3600

- Valid Values: Any positive integer value.

- Changes take effect: When the application is started or restarted

- Description: Specifies the interval of time, in seconds, before SIP Endpoint tries reregistration of line 1.

sipendpoint.proxies.proxy1.reregister_in_seconds

- Default Value: 3600

- Valid Values: Any positive integer value.

- Changes take effect: When the application is started or restarted

- Description: Specifies the interval of time, in seconds, before SIP Endpoint tries reregistration of line 2.

sipendpoint.rtp.2833.enabled

- Default Value: 1

- Valid Values: 1, 0.

- Changes take effect: When the application is started or restarted.

- Description: Enable support for RFC 2833 out-of-band DTMF.

    - Set to `true` to enable local support for RFC 2833 out-of-band DTMF. The Table **Effects of enabling and disabling RFC 2833 out-of-band DTMF** demonstrates how this option works with `system.dtmf.force_send_in_band` settings.

    - If RFC2833 is set to out-of-band, the application does not encode DTMF signals in the audio stream as regular tones. Typically, DTMF is not sent in-band, and is only used in specific situations. See `sipendpoint.system.dtmf.force_send_in_band` for examples.

Effects of enabling and disabling RFC 2833 out-of-band DTMF

rtp.2833.enabled	system.dtmf.force_send_in_band	Result
1 (true)	1 (true)	Send out-of-band 2833; if that is not accepted, default to in-band.
1 (true)	0 (false)	Send out-of-band 2833; if that is not accepted, default to INFO
0 (false)	1 (true)	Send in-band DTMF.
0 (false)	0 (false)	Send out-of-band INFO.

sipendpoint.rtp.2833.hold_over_time_in_ms

- Default Value: 100

- Valid Values: Any positive integer value.

- Changes take effect: When the application is started or restarted.

- Description: Specifies the minimum length of time to send 2833 packets. If `sipendpoint.system.dtmf.force_send_in_band` is set to `false` and `sipendpoint.rtp.2833.enabled` is set to `true`, then this option specifies the minimum length of time (in milliseconds) for which to send 2833 packets. This ensures that the packet time is longer than the key press time, which, depending on the agent, might be too short for some systems.

sipendpoint.rtp.2833.packet_time_in_ms

- Default Value: 100

- Valid Values: Any positive integer value.

- Changes take effect: When the application is started or restarted.

- Description: Specifies the time between 2833 packets, if the `sipendpoint.system.dtmf.force_send_in_band` option is set to `false,` and the `sipendpoint.rtp.2833.enabled` option is set to `true`, only audio is sent during the time between packets. This setting is useful if your system cannot handle back-to-back 2833 packets.

sipendpoint.rtp.2833.payload_number

- Default Value: 101

- Valid Values: Any positive integer value.

- Changes take effect: When the application is started or restarted.

- Description: Specifies the payload number for DTMF if `system.dtmf.force_send_in_band` is set to `false`.

sipendpoint.rtp.inactivity.timer_enabled

- Default Value: `0`

- Valid Values: `1`, `0`.

- Changes take effect: When the application is started or restarted.

- Description: Specifies whether Interaction Workspace hangs up if it detects that the RTP session is inactive.

sipendpoint.system.diagnostics.enable_logging

- Default Value: `true`

- Valid Values: `true`, `false`.

- Changes take effect: When the application is started or restarted.

- Description: Specifies whether logging is enabled for Interaction Workspace SIP Endpoint.

sipendpoint.system.diagnostics.log_level

- Default Value: `Error`

- Valid Values: None, `Critical`, `Error`, `Warning`, `Info`, `Debug`, `MaxDetails`

- Changes take effect: When the application is started or restarted.

- Description: Specifies the log level for Interaction Workspace SIP Endpoint.

sipendpoint.system.dtmf.force_send_in_band

- Default Value: `false`

- Valid Values: `true`, `false`.

- Changes take effect: When the application is started or restarted.

- Description: Specifies whether DMTF is sent in-band. Set as described in the Table **Effects of enabling and disabling RFC 2833 out-of-band DTMF**.
  Sending DTMF in-band is recommended in the following scenarios:

1. Gateways are owned by you, and:

    - One or more of your gateways does not support 2833 or does not handle it well.

    - Your gateway is using codecs that reproduce DTMF tones well.
      In this scenario, setting this option to `true` ensures that DTMF tones get through, because the DTMF tones bypass the gateway, and that the DTMF tones are reproduced accurately by the receiver.

2. Gateways are owned by you, and:

- One or more of your gateways does not support 2833 or does not handle it well.

- Your gateway is using codecs that do not reproduce DTMF tones well because they are designed to handle voice instead of artificial sounds.
  In this scenario, setting this option to `true` does *not* ensure that DTMF tones get through. There is no solution to this particular scenario.

sipendpoint.system.dtmf.minimum_rfc2833_play_time

- Default Value: 40
- Valid Values: Any positive integer value.
- Changes take effect: When the application is started or restarted.
- Description: Specifies the minimum play duration, in milliseconds, for DTMF tones.

sipendpoint.system.indialog_notify.enable_indialognotify

- Default Value: 0
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether `in-dialog Notify` is enabled.

sipendpoint.system.network.dtx_enabled

- Default Value: 0
- Valid Values: 1, 0.
- Changes take effect: When the application is started or restarted.
- Description: Specifies whether Discontinuous Transmission (DTX) is enabled. If DTX is enabled, transmission to the remote party is suspended when the application detects that the local user is not speaking. If this option is set to `true`, DTX is enabled; and silence is not transmitted.

sipendpoint.system.qos.audio

- Default Value: ""
- Valid Values: A valid QOS type.
- Changes take effect: When the application is started or restarted.
- Description: Specify the type of quality-of-service (QOS) that is supported for audio, and if supported, whether bandwidth is to be reserved.

sipendpoint.tuning.mixer.allow_master_volume_change

- Default Value: 0

- Valid Values: 1, 0

- Changes take effect: When the application is started or restarted.

- Description: Specifies whether the master volume is set when the speaker volume is set (true) or the wave volume is set when the speaker volume is set (false).