GENESYS™

Integration Reference Manual

Configuring OpenScape Voice

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Configuring OpenScape Voice

This page provides an overview of the main steps that are required to configure OpenScape Voice. Complete all steps in the order in which they are listed.

Configuring OpenScape Voice

1. Check that OpenScape Voice is working.

Check Minimum Functionality in OpenScape Voice

The procedures in this topic assume that OpenScape Voice is functional and routing calls appropriately. There should already be at least one Numbering Plan that has gateways and nonagent subscribers in it. For more information, see Siemens OpenScape Voice-specific documentation.

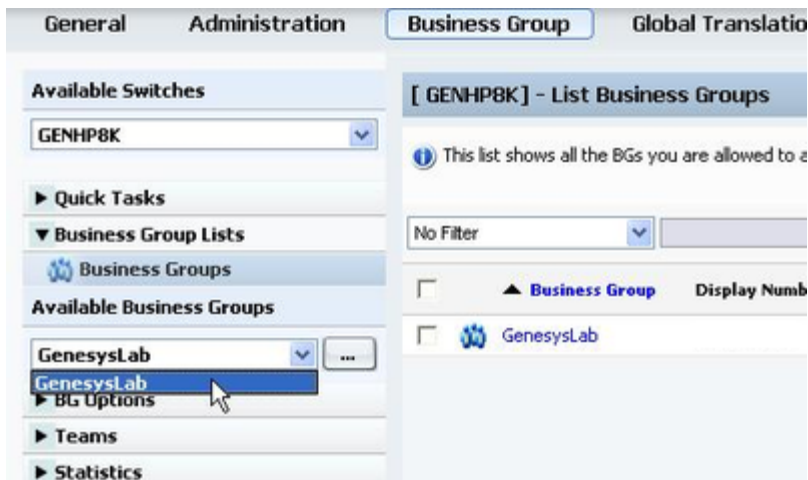## 2. Configure the Numbering Plans.

Configuring Numbering Plans

The instructions in this topic assume that OpenScape Voice is functional and routing calls appropriately. There should already be at least one Numbering Plan with configured gateways and nonagent subscribers.

Purpose

To create the Numbering Plans that will contain the Agents and SIP Server.

Start

1. Log in to the HiPath Assistant, and navigate to the Business Group of the contact center that you want to configure--for example, GenesysLab (see the following figure).

Selecting the Business Group

2. Click `Private Numbering Plans` (see the following figure).

Selecting Private Numbering Plans

3. In the `Private Numbering Plans` dialog box, click Add.

4. Add two new Private Numbering Plans: one for your agents and one for SIP Server itself--for example, `Agents` and `SIPServer`, respectively (see the following figure)

Creating Private Numbering Plans

When you are finished, the dialog box shown in the following figure appears.

Private Numbering Plans

End

3. Configure the Endpoint Profile.

Configuring a SIP Server Endpoint Profile

Start

1. Click `Private Numbering Plan`, and then click the SIP Server Numbering Plan—for example, `SIPServer` (see the following figure).

Selecting the Numbering Plan

2. Click `Endpoint Management`, and then click `Endpoint Profiles` (see the following figure).

Selecting Endpoint Profiles

3. In the `Endpoint Profile: <Business Group>` dialog box on the General tab, enter a name for this

configured Endpoint Profile in the Name text box. This will associate the endpoint that uses it with the Numbering Plan in which the Endpoint Profile was created (see the following figure).

Configuring an Endpoint Profile

4. (Optional) If there are existing dialing rules and conventions that require the use of Class of Service and Routing Areas, enter that information. As a general rule, give this Endpoint Profile the same calling access as you would give to your agents

5. When you are finished, click Save.

6. In the Endpoint Profile: <Business Group> dialog box on the Services tab, enable the Call Transfer service, by selecting Yes from the drop-down menu (see the following figure).

Enabling the Call Transfer Service

End

4. Configure the Endpoint.

Configuring a SIP Server Endpoint

Start

1. Click `Private Numbering Plan`, and then click the SIP Server Numbering Plan—for example, `SIPServer`.

2. Click Endpoints, and then click Add (see the following figure).

Selecting Endpoints

3. In the `Endpoint: <Business Group>` dialog box, click the `General` tab, and do the following:

   a. In the Name text box, enter a unique name for this configured Endpoint.

   b. Select the `Registered` check box.

   c. Set the `Profile` text box to the Endpoint Profile that you created for SIP Server, by clicking the browse (...) button.

Configuring Endpoints: General Tab

4. In the `Endpoint: <Business Group>` dialog box, click the SIP tab, and do the following:

   a. Make sure that the Type text box is set to `Static`.

   b. In the `Endpoint Address` text box, enter the IP address of SIP Server.

   c. From the `Transport protocol` drop-down box, select UDP or TCP, depending on SIP Server.

Configuring Endpoints: SIP Tab

5. Click the `Attributes` tab, and do the following:

   a. Select the `Transfer HandOff` check box.
      There is a known limitation of the Transfer HandOff feature. The full number must be used to transfer a call when this feature is activated.

   b. Select the `Do not Send Invite without SDP` check box.

   c. When you are done, click Save.

Configuring Endpoints: Attributes Tab

6. Click the `Aliases` tab, and then click Add.

7. In the `Alias` dialog box, do the following:

   a. In the Name text box, enter the IP address that you entered in the `Endpoint Address` text box in Step 4.

   b. Unless you have OpenScape Voice version 5 and later, set the Type text box to SIP URL. (This is done automatically in version 5.)

   c. Click OK.

Configuring Endpoints: Aliases Tab

8. In the Endpoint dialog box, click Save.

9. When the confirmation message box appears, informing you that the Endpoint was created successfully, click Close.

End

5. Configure Gateway Destinations.

Configuring SIP Server Destinations for Gateways

Purpose

To create Gateway Destinations for SIP Server to route calls. The Endpoints of such Gateway Destinations must already be configured in OpenScape Voice. SIP Server routes calls to Gateways and to phones. Because calls to the phones are routed via the E.164 Numbering Plan, no Destinations have to be configured for them.

Start

1. Click Private Numbering Plan, and then click the SIP Server Numbering Plan—for example, SIPServer.

2. Click Destinations and Routes, then Destinations, and then click Add (see the following figure).

Selecting Destinations

3. In the `Destination` dialog box, on the `General` tab, do the following:

   a. In the Name text box, enter a unique name for the Destination—for example, `SIPServerGWDEST`. The name must be unique within the switch configuration database.

   b. Make sure that all check boxes are cleared.

   c. When you are finished, click Save.

Configuring a Gateway Destination

4. In the `Destination - <Business Group>` dialog box, click the Destination that you just created.

5. Click the `Routes` tab, and then click Add.

6. In the `Route` dialog box, do the following:

   a. In the `ID` text box, enter 1 for this particular route.

   b. Set the `Type` text box to `SIP Endpoint`.

   c. Set the `SIP Endpoint` text box to the Endpoint that you created in Configuring a SIP Server Endpoint by clicking the browse (...) button, selecting the Numbering Plan that contains the Endpoint for the gateway to which you will be routing (for example, the general Numbering Plan), and then selecting the Endpoint.

   d. Do not modify the digit string for calls that are being routed from SIP Server. All modifications to the digit string should be completed before the calls arrive to SIP Server.

Configuring a Route for a Gateway Destination

5. When you are finished, click Save.

6. When the confirmation message box appears, informing you that the Route was added successfully, click Close.

7. In the Destination dialog box, click OK. You will now be able to view the Route that you just created in the Routes dialog box.

8. Repeat Steps 2-9 to create other gateway Destinations for SIP Server, as necessary.

End
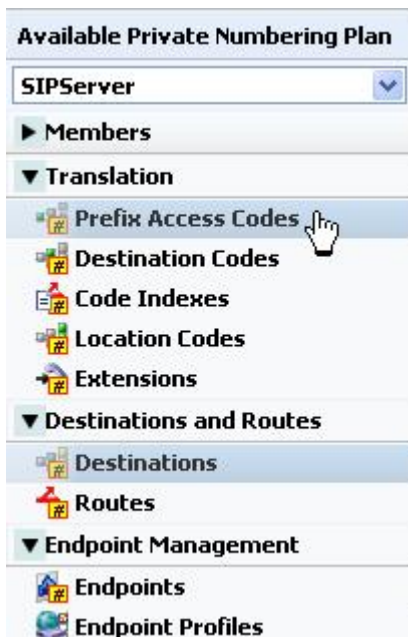
6. Configure Prefix Access Codes.

Configuring SIP Server Prefix Access Codes

Purpose

To configure Prefix Access Codes that SIP Server will dial to reach Subscribers and Gateways.

Start

1. Click Private Numbering Plan, and then click the SIP Server Numbering Plan—for example, SIPServer.

2. Click Translation, click Prefix Access Codes, and then click Add (see the following figure).

Selecting Prefix Access Codes

3. For calls that are to be routed to Subscribers: In the Prefix Access Code: <Business Group> dialog box, do the following:

   a. In the Prefix Access Code text box, enter the digits you want to use to route calls to Subscribers.
   Note: For the SIP Server Numbering Plan, minimal modifications should be required. Dialed numbers should be modified before they reach SIP Server. This convention should be followed at all sites, to simplify the solution as much as possible.

   b. Set the Prefix Type text box to Off-net Access.

   c. Set the Nature of Address text box to Unknown.

   d. Set the Destination Type text box to E164 Destination.

   e. Click Save.

Configuring a Prefix Access Code for Calls Routed to
Subscribers

6. When the confirmation message box appears, informing you that the Prefix Access Code was created
   successfully, click Close.

7. If agents will be allowed to make external calls: In the Prefix Access Code dialog box, click Add again.

8. In the Prefix Access Code dialog box, do the following:

   a. In the Prefix Access Code text box, enter the digits that you want to use to route calls to
      Gateways. The matched digits will be site-specific, and there should be minimal modification of the
      digit string.

   b. Set the Prefix Type text box to Off-net Access.

   c. Set the Nature of Address text box to Unknown.

   d. Set the Destination Type text box to None, so you will be able to route the call from a Destination
      Code.

   e. Click OK.

Configuring a Prefix Access Code for Calls Routed to Gateways

6. When the confirmation message box appears, informing you that the Prefix Access Code was created successfully, click `Close`.

End

Next Steps

Continue with the following procedure, unless calls are routed only to Subscribers:

- Procedure: Configuring SIP Server Destination Codes
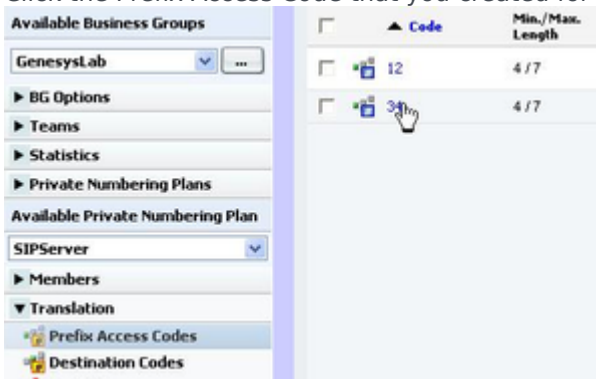
7. Configure Destination Codes.

Configuring SIP Server Destination Codes

Purpose

To configure SIP Server Destination Codes to route calls to non-Subscriber devices.

Start

1. Click `Private Numbering Plan`, and then click the SIP Server Numbering Plan—for example, `SIPServer`.

2. Click `Prefix Access Codes`.

3. Click the Prefix Access Code that you created for non-Subscriber devices (see the following figure).

Selecting a Prefix Access Code

4. In the `Prefix Access Code` dialog box, click the `Destination Codes` tab.

5. In the `Destination Code` dialog box, do the following:

   a. Set the `Destination Type` text box to `Destination`.

   b. Set the `Destination Name` text box to the Destination that you created for SIP Server in Configuring SIP Server Destinations for Gateways, by clicking the browse (...) button.

Configuring a Destination Code

6. Click Save.

7. When the confirmation message box appears, informing you that the Destination Code was created successfully, click `Close`.

End

8. Configure Agent Destinations.

Configuring an Agent Destination for SIP Server

Purpose

To configure a Destination for the Agent Numbering Plan for SIP Server.

Start

1. Click `Private Numbering Plan`, and then click the Agent Numbering plan—for example, `Agents`.

2. Click `Destinations and Routes`, click `Destinations`, and then click Add.

Selecting Destinations

3. In the `Destination - <Agent Numbering Plan>` dialog box, click the `General` tab, and then do the following:

   a. In the Name text box, enter a unique name for the Destination.

      Note: Destinations must be unique within the switch configuration database, not just within the Numbering Plan and Business Group.

   b. Make sure that all check boxes are cleared.

   c. When you are finished, click Save, and then close the dialog box.

Configuring a SIP Server Destination in the Agent Numbering Plan

4. Click the Destination that you just created—for example, `SIPServer`.

5. Click the `Routes` tab, and then click Add.

6. In the `Route` dialog box, do the following:

   a. In the `ID` text box, enter 1.

      Note: The ID of the first Route must always be 1.

   b. Set the `Type` text box to `SIP Endpoint`.

   c. Set the `SIP Endpoint` text box to the Endpoint that you created for SIP Server in Configuring a SIP Server Endpoint, by clicking the browse (...) button.

   d. When you are finished, click Save.

> **Note:** Genesys recommends that you not modify the dialed-digit string that is passed on to SIP Server at this point.

Configuring a Route for SIP Server in the Agent Numbering Plan

5. When the confirmation message box appears, informing you that the Route was added successfully, click Close.

End

9. Configure Agent Access and Destination Codes.

Configuring Agent Prefix Access Codes and Destination Codes

In this section, you configure dialing patterns for the Agents. Every number that the agent dials must be configured. If an agent dials a four-digit extension, the Prefix Access Code should be configured to convert the dialed-digit string to the full E.164 code that OpenScape Voice expects. If the agent dials a number that must to be routed to an external gateway, make sure that the dialed-digit string is correct for that gateway before it reaches SIP Server.

As mentioned earlier, all calls must go to SIP Server first; otherwise, the calls will not be visible to SIP Server. In the Private Numbering Plan for agents, every Prefix Access Code must route the call to a Destination Code that points the call to SIP Server. It is best to copy the nonagent Prefix Access Codes from the General Numbering Plan; however, make sure that the destination is always SIP Server.

Start

1. Click `Private Numbering Plan`, and then click the Agent Numbering Plan—for example, `Agents`.

2. Click `Translation`, click `Prefix Access Codes`, and then click Add.

3. In the `Prefix Access Code` dialog box, do the following:

   a. In the `Prefix Access Code` text box, enter the digits you that want to use for routing, and any modifications that OpenScape Voice will need to make in order to route the call properly.

   b. Set the `Prefix Type` text box to `Off-net Access`.

   c. Set the `Nature of Address` text box to Unknown.

   d. Set the `Destination Type` text box to None.

   e. Click Save, and close the dialog box.

Configuring a Prefix Access Code for the Agent Numbering Plan

   f. In the `Prefix Access Code` dialog box, click the Prefix Access Code that you just created, and then click the `Destination Codes` tab.

7. In the `Destination Code` dialog box, click the `General` tab, and then do the following:

   a. Do not modify the `Destination Code` text box.

   b. Make sure that the `Nature of Address` text box is set to Unknown.

   c. Make sure that the `Destination Type` text box is set to `Destination`.

   d. Set the `Destination Name` text box to the Destination that you created for SIP Server in Configuring an Agent Destination for SIP Server—for example, `SIPServer`--by clicking the browse (...) button.

   e. When you are finished, click Save.

Configuring a Destination Code for the Agent Destination

6. When the confirmation message box appears, informing you that the Destination Code was created successfully, click `Close`.

7. Repeat Steps 2-6 to create other Prefix Access Codes and Destination Codes, as necessary.

End

10. Configure Click-to-Answer.

Optional Configuration for SIP Server

This configuration is not required for the integration to work, however, some might be required by local laws, or make the solution easier to configure.

Configuring Click-to-Answer

Purpose

The Click-to-Answer feature enables agents to click within Genesys Agent Desktop to answer the phone. The Click-to-Answer feature requires the referenced Patchset on OpenScape Voice and a device that supports it. The current procedure provides instructions for OpenStage phones.

Start

1. On the phone that you have to configure, select Configuration (see the following figure).
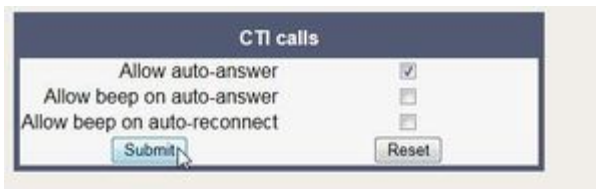

Selecting Configuration on the OpenStage Phone

2. Click Incoming calls, and then click CTI calls (see the following figure).

Configuring CTI Calls on the OpenStage Phone

3. Select the Allow auto-answer check box, and click Submit (see the following figure).

Submitting Allow auto-answer on the OpenStage Phone

4. Repeat Steps 1-3 for every agent phone on the switch.

End

11. Configure emergency call routing.

Optional Configuration for SIP Server

This configuration is not required for the integration to work, however, some might be required by local laws, or make the solution easier to configure.
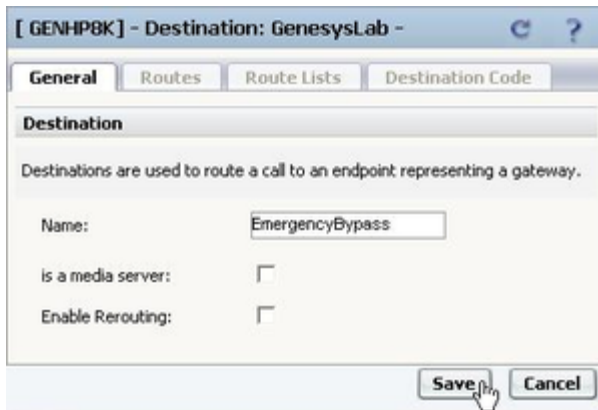
Configuring emergency call routing

The emergency call routing feature provides alternate call routing in cases in which SIP Server is unavailable, if your local emergency (or 911) laws require some form of alternate routing for agents.

During the first 30 seconds after the emergency calling support is activated, calls will fail to route. After that, OpenScape Voice will route calls via the alternate route that you configure and the calls will work.

Start

1. Log in to the HiPath Assistant, and navigate to the Business Group of the contact center that you want to configure—for example, GenesysLab.

2. Click Private Numbering Plan, and then click the Agent Numbering Plan.

3. Click Destinations and Routes, click Destinations, and then click Add.

4. In the Destination dialog box, do the following:

   a. In the Name text box, enter a new destination for the gateway through which you want emergency calls to go—for example, EmergencyBypass.

   b. Make sure that all check boxes are cleared.

   c. Click Save.

Configuring a Destination for Emergency Call Routing

4. Click the Destination that you just created—for example, EmergencyBypass.

5. Click the Routes tab, and then click Add. In this step you are adding a route that goes to SIP Server. This is necessary in order to prevent calls from bypassing SIP Server while it is working.

6. In the Route dialog box, do the following:

   a. In the ID text box, enter 1. This route goes to SIP Server, just like all the others.

   b. Set the Type text box to SIP Endpoint.

   c. Set the SIP Endpoint text box to the Endpoint that you created in Configuring a SIP Server Endpoint.

4. When you are finished, click Save.

5. Click the Destination that you just created—for example, EmergencyBypass.

6. Click the Routes tab, and then click Add again.

7. In the Route dialog box, do the following:

   a. In the ID text box, enter 2.

   b. Set the Type text box to SIP Endpoint.

   c. Set the SIP Endpoint text box to the gateway for emergency calling.

   d. When you are finished, click Save.

Configuring a Route for Emergency Call Routing

5. Click `Prefix Access Codes`, and then click Add.

6. In the `Prefix Access Code` dialog box, do the following:

   a. In the `Prefix Access Code` text box, enter the digits for your emergency number.

   b. Set the `Prefix Type` text box to `Off-net Access`.

   c. Set the `Nature of Address` text box to Unknown.

   d. Set the `Destination Type` text box to None.

   e. Click Save, and close the dialog box.

Configuring a Prefix Access Code for Emergency Call
Routing

6. In the `Prefix Access Code` dialog box, click the `Destination Codes` tab.

7. On the `General` tab, do the following:

   a. Make sure that the `Destination Type` text box is set to `Destination`.

   b. Set the `Destination Name` text box to the Destination that you created in Step 4—for example, `EmergencyBypass`—by clicking the browse (...) button.

   c. When you are finished, click OK.

Configuring a Destination Code for Emergency Call
Routing

End

Next Steps

• Configuration of OpenScape Voice is now complete. Proceed with Configuring DN Objects.