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SIP Server Deployment Guide

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Find Me Follow Me

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These configuration options support the SIP Feature Server **Find Me Follow Me** functionality for any 1pcc and 3pcc calls where Feature Server dial plans are applied to destinations. The feature is supported for MSML-based environments.

For this feature, SIP Server supports:

- Sequential dialing (SIP Server dials all locations sequentially)
- Parallel dialing (all locations are dialed simultaneously)
- Early media for inbound calls

Configuration Options

fmfm-prompt-file

Setting: Application level

Section: TServer

Default Value: Any empty string

Valid Values: A valid filename

Changes Take Effect: For the next call

(Optional) Specifies the filename of the confirmation prompt. Must match the path and filename in the **MCP folder/users** folder on the Media Control Platform server host. For example: for the file users/fmfm-confirmation-prompt-0.wav, set **fmfm-prompt-file** to fmfm-confirmation-prompt.

fmfm-confirmation-digit

Setting: Application level

Section: TServer

Default Value: 0

Valid Values: 0-9

Changes Take Effect: For the next call

(Optional) Specifies the digit that a caller must enter for call confirmation. This digit could be included in the prompt to be used for human recognition. If used, this digit must match the digit in the recorded prompt file. To use a different digit, you must record a new prompt and place the file in the **MCP folder/users** folder on the Media Control Platform server host.

fmfm-confirmation-timeout

Setting: Application level

Section: TServer

Default Value: 10

Valid Values: A positive number

Changes Take Effect: For the next call

(Optional) Specifies the timeout value, in seconds, that SIP Server waits for a confirmation digit to be entered. Enter a number that includes playing time of the confirmation prompt and time for the confirmation digit to be entered.

Note: A call is considered abandoned when: the caller hangs up, the entered digit does not match the value of the **fmfm-confirmation-digit** option, or the call times out with no input at all.

fmfm-trunk-group

Setting: Application level

Section: TServer

Default Value: An empty string

Valid Values: A valid Trunk Group DN name

Changes Take Effect: For the next call

Specifies the Trunk Group DN where events are generated, when each destination leg connects to Media Server. Enter a Trunk Group DN name that represents Media Server. SIP Server uses that DN to play ringback, and for all outbound calls to Find Me Follow Me destinations.

msml-support

Setting: Application level

Section: TServer

Default Value: false

Valid Values: true, false

Changes Take Effect: For the next call

When set to true, enables the MSML support required to use Find Me Follow Me.

Feature Limitations

- It is not compatible with agent state monitored by Stat Server. If calls routed to agents have Find Me Follow Me rules applied, then the state of the DN where the agent is logged in might not be changed when the call is delivered to a non-monitored agent phone, and the next call could be delivered to the same agent.
- Early media is not supported for outgoing calls.
- Media service recovery is not supported with Find Me Follow Me. If an MSML dialog for call confirmation fails, SIP Server handles it as successful confirmation.