SIP Server Deployment Guide

Providing Origination DN Name and Location in EventRinging

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SIP Server now reliably provides the origination DN name and location in EventRinging. The agent desktop can use this information to collect extended data about the originating party, such as the agent name, and present it to the destination party while the phone is ringing. In particular, Workspace Desktop Edition displays this information in the “toast” window, which notifies an agent about a new incoming call. This feature applies to all scenarios, including transfers, conferences, and call supervision in both single-site and multi-site deployments.

SIP Server adds two key-value pairs to EventRinging to implement new functionality:

- `OriginationDN`—The name of the origination DN
- `OriginationDN_location`—The name of the SIP Server switch to which the origination DN belongs

Event Examples

The value of `OriginationDN` provided in EventRinging is synchronized with the party name delivered through EventUserEvent of the LCTParty interface.

```
EventRinging
AttributeExtensions
'OriginationDN' '21001'
'OriginationDN_location' 'Home'
AttributeThisDN '7101'
AttributeOtherDN '21001'
```

In the example above, the following LCTParty EventUserEvent will be distributed to DN 7101 when the call is established:

```
EventUserEvent
AttributeExtensions
'LCTParty0' '7001'
'LCTParty0_location' 'Home'
'LCTParty1' '21001'
'LCTParty1_location' 'Home'
'LCTPartiesLength' 2
AttributeThisDN '7101'
```

Origination Party Generation Rules

The following rules apply to the generation of origination party information:

- In calls made through a Routing Point, the Origination party for the TRouteCall destination will be the party that originated the call to the Routing Point.
- In single-step transfer (SST) scenarios, the Origination party for the transfer destination will be the party that originated the call to the transferrer. If the Origination DN of the transferrer has already been released from the call, then any other party except the transferrer will be added as `OriginationDN`.
- In supervision scenarios, the supervisor desktop will have the same origination DN as distributed for the monitored agent. In addition, if the monitored agent initiates a call, the origination DN for the supervisor will be the party present in the call instead of the monitored agent.

The table below shows the origination information (DN and location) distributed in single-site and multi-site scenarios based on the following information:

- **Home** and **East** sites are connected through ISCC.
- **Home** site has the following configuration:
    - Extensions: DN 7101, DN 7102, DN 7103
    - Routing Point: DN 5000
- **East** site has the following configuration:
    - Extension: DN 7901

Scenarios	EventRinging Attributes and Extensions			
AttributeThisDN	**OriginationDN**	**OriginationDN_location**	**AttributeOtherDN**	
7101 makes a call to 7102	7102	7101	Home	7101
1. 7101 makes a call to 5000 2. The call is routed to 7102	7102	7101	Home	7101
1. 7101 makes a call to 7102 2. 7102 issues a single-step transfer to 7103	7103	7101	Home	7101
1. 7101 makes a call to 7102 2. 7102 issues a single-step conference to 7103	7103	7102	Home	Not available
1. 7103 monitors 7102 2. 7101 makes a call to 7102 3. Call supervision starts	7103	7101	Home	7101
1. 7101 makes a call to 5000 2. The call is routed to 7901 with CPNDigits=100100	7901	7101	Home	100100
1. 7101 makes a call to 7102 2. 7102 issues a single-step conference to 5000 3. The call is routed to 7901	7901	7102	Home	confXXX/msmlXXX

Feature Configuration

Enable the Call Participant Info functionality by setting the **sip-enable-call-info** configuration option to `true` in the `TServer` section of the SIP Server Application.