

# **GENESYS**

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# **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.

- 1. Check that OpenScape Voice is working
- 2. Configure Numbering Plans
- 3. Configure the Endpoint Profile
- 4. Configure the Endpoint
- 5. Configure Gateway Destinations
- 6. Configure Prefix Access Codes
- 7. Configure Destination Codes
- 8. Configure Agent Destinations
- 9. Configure Agent Access and Destination Codes
- 10. (Optional) Configure Click-to-Answer
- 11. (Optional) Configure emergency call routing

# 1. 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. 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.

General Administration	Business Group Global Translati
Available Switches	[GENHP8K] - List Business Groups
GENHP8K 🔽	() This list shows all the BGs you are allowed to
Quick Tasks	
▼ Business Group Lists	No Filter
觉 Business Groups	
Available Business Groups	Business Group Display Num
GenesysLab 💌	🗍 🗖 🍏 GenesysLab
GenesysLab BG Uptions	
▶ Teams	
Statistics	

2. Click Private Numbering Plans. Available Business Groups

GenesysLab	<b>~</b>
► BG Options	
▶ Teams	
Statistics	
▼ Private Num	nbering Plans
🙀 Private N	umbering Plans رائم
Available Priva	ate Numbering Plan
Selecting Private Nu	Imbering 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.

General	Users	
The private numb group could be as business group c	ering plan is a customized plan for the business ssigned with many numbering plans and all subs ould be covered by different Private numbering	group customers. A busines: cribers belonging to that plan of that business group.
rivate Numbering	g Plan	
eneral information f	or the private Numbering Plan	
Name:	SIPServer	

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

Configuring OpenScape Voice

	-25	Agents	0	User-defined	Private
Г	-	Gen	0	User-defined	Private
Г	-25	SIPServer	0	User-defined	Private

End

3. Configuring a SIP Server Endpoint Profile

#### Start

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



2. Click Endpoint Management, and then click Endpoint Profiles.



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.

Conserved London	inter Com	dene	Blacked	Number		
General	ants Serv	ices	DIOCKEU	numbers		
<ol> <li>Enter the profile d</li> </ol>	sta.					
Endpoint Profile						
Please enter a unique i	name to identify	this pr	ofile.			
Name:	1	SIPSer	verEPP			
Remark						
Business Group:	1	Genes	ysLab			
Numbering Plan:		SIPSer	ver			
Management Infor	mation					
Please enter the data l	for the following	fields i	n the correspo	onding screens.		
Class of Service:				-		
Routing Area:				_		
Calling Location:						
SIP Privacy Support	Basic		~			
ailed Calls Intercept Treatment:	Disabled		*			
anguage:	English		*			

- 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.

Genera	Endpoints	Services		
•	Voice mail:		No	٠
0	Call Transfer:		Yes	
	Call Forward Invalid D	estination:	Yes	~ -
Enabling	the Call Transfer	Service		

#### End

# 4. Configuring a SIP Server Endpoint

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



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.

General SIP b	Attributes Aliases Routes Accounting	
point		
Define the connecti	in data of an endpoint, e.g. you may use this to add a gateway to a sv	at.ch
Name:	SpServer	
Remark:		
legistered:	9	
Profile:	SIPServerEPP	
Branch Office:		

- 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.

Attributes Aliases	Routes	Accounting	
-			
c			
æ			
с			
the address of the SIP signal of the signaling interface cannot	ing interface can it be modified up	be specified in IP or PQ less the entry in the se	ON format.
the address of the SIP signal of the signaling interface canno	ng interface can it be modified un	be specified in IP or FQ less the entry in the se	ON format. Curity section
the address of the SIP signal of the signaling interface canno Static 💌	ng interface can it be modified un	be specified in IP or PQ less the entry in the se	ON format. Curity section
the address of the SIP signal of the signaling interface canno Static P Address or FQDN	ng interface can it be modified un	be specified in IP or PQ less the entry in the se	CN format. curity section
the address of the SIP signal of the signaling interface cannot gratic gratic gradies or FQDN 1.2.3.4	ng interface can it be modified un	be specified in IP or PQ less the entry in the se	CN format. curity section
the address of the SIP signals of the signaling interface cannot static w Static w Static source of the signaling Static sou	ng interface can it be modified un	be specified in IP or PQ less the entry in the se	CN format. curity section
	Aliases	Attributes Alases Routes	Attributes Alases Routes Accounting

- 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.

Allow Sending of Insecure Referred-By Header		
Ovenide IRM Codec Restriction		
Transfer HandOff	9	
Send P-Preferred-Identity rather than P-Asserted-Identity		
Send domain name in From and P-Preferred-Identity headers		
Send Redirect Number instead of calling number for redirected calls		
Do not send Diversion header		
Do not Send Invite without SDP	9	
Send URI In Telephone Subscriber Format		
Rerouting Direct Incoming Calls		
		Sauge Can
		-

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 0K.

liases				
ou can associate here ali	ases with a SIP Endpoint.			
a [ GENHP8K] -	Alias - Microsoft Internet Explorer			
E [ GENHP8K] - Ali	as	C	?	Add_
The Alias name c	an be 1 to 49 characters long.			
Name:	1234			
Type:	SIP URL			
	1			

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. 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.

Available Private Numbering	Plan
SIPServer	~
Members	
Translation	
▶ Destinations and Routes	Ŋ
🔻 Endpoint Management 👌	/
🙀 Endpoints	
🥞 Endpoint Profiles	

#### 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.

General Routes	Route Lists	Destination Coo	le
Destination			
Destinations are used to r	oute a call to an en	fonint representing a	ateway.
		point representing a	,,.
Name:	SIPServerGW	DEST	
Name: is a media server:	SIPServerGW	DEST	

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.

[GENHP8K] - Ro	ute		C ?
A route connects	the destination with an e	ndpoint representing	g a gateway.
ID			
The Route ID indicat	es the priority level.		
D:	1		
Type:	SIP Endpoint	~	
SIP Endpoint:	RG8700EndPoint		
Originator Attribu	ıtes		
Restricts the traffic can be prioritized.	according to specified set	ings. Routes with th	ne same restrictions
Signaling Type:	Undefined	~	
Bearer Capability:	Undefined		
Destination Direc	tory Number		
Last chance to modif Number of digits to o Digits to insert: the o	y the dialed digits for the delete: Leading digits are digit string is added to the	gateway. cut off from the Dire beginning of the rei	ctory Number. maining digits.
Number of digits to delete:	p		
Digits to insert:			
Nature of Address:	Unknown	×	
		s	ave Cancel

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. Configuring SIP Server Prefix Access Codes

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

- 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.



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.

[GENHP8K] - Prefix Acc	cess Code : GenesysLab - C	?
General Destinati	on Codes	
Identification and Modific	ation	
If the dialed digits match this o executed.	code, the specified modification to these dialed digits is	
Prefix Access Code:	12	
Remark:		
Minimum Length:	4	
Maximum Length:	7	
Digit Position:	0	
Digits to insert:		
Settings		
Specify additional parameters	to determine how the call will be routed.	
refix Type :	Off-net Access 💙	
lature of Address:	Unknown	
Destination Type:	E164 Destination	
Service:	la constante de	
	Savg), Can	cel

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 0K.

General Destinati	on Codes		
Identification and Modifi	cation		
If the dialed digits match this executed.	code, the specified modification to th	vese dialed digi	ts is
Prefix Access Code:	34		]
Remark:			
Minimum Length:	4		
Maximum Length:	7		
Digit Position:	0		
Digits to insert:			
Settings			
Specify additional parameters	to determine how the call will be rou	ited.	
Prefix Type :	Off-net Access		
Nature of Address:	Unknown		
Destination Type:	None		
Destination Name:		]	
			rel

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:

• Configuring SIP Server Destination Codes

# 7. Configuring SIP Server Destination Codes

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

- 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.

Available Business Groups	Г	A Code	Min./Max Length
GenesysLab 💌	п.	12	4/7
BG Options	Г.	a 30.	4/7
▶ Teams			
<ul> <li>Statistics</li> </ul>			
Private Numbering Plans			
Available Private Numbering Plan			
SIPServer 💌			
Members			
▼ Translation			
🙀 Prefix Access Codes			
📸 Destination Codes			
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.

General	Extensions		
Identification			
This destination code Nature of Address are	will be used for a call if the daled or modified (in matching.	PAC) digits and t	he
Destination Code:	34	_	
Remark			
Country Code:		j	
Nature Of Address:	Unknown		
Traffic Type:	NONE		
Originator Attribut Optionally, an addition Class of Service and R	es val match is required if the originator of the call b outing Area.	elongs to the spe	ecífie
Originator Attribut Optionally, an addition Class of Service and R Class Of Service: Routing Area:	es al match is required if the originator of the call b fouting Area.	elongs to the sp	ecifie
Originator Attribut Optionally, an addition Class of Service and R Class Of Service. Routing Area: NPA: Destination	es nal match is required if the originator of the call b outing Area.	velongs to the spr	ecífie
Originator Attribut Optionally, an addition Class of Service and R Class Of Service: Routing Area: NPA: Destination Specify additional par	es al match is required if the originator of the call b couting Area.	velongs to the spi	cfie
Originator Attribut Optionally, an addition Class of Service and R Class Of Service: Routing Area: NPA: Destination Specify additional par Destination Type:	es al match is required if the originator of the call b couting Area.	elongs to the spo	sche
Originator Attribut Optionally, an addition Class of Service and P Class Of Service Routing Area: NPA: Destination Specify additional par Destination Type: Destination Name:	es al match is required if the originator of the call b outing Area.  meters to determine how the call will be routed.  Destination  SPServerGMDEST	velongs to the spr	sche
Originator Attribut Optionally, an addition Class of Service and R Class Of Service: Routing Area: NPA: Destination Destination Type: Destination Name: DN Office Code:	es al match is required if the originator of the call b couting Area.  meters to determine how the call will be routed.  Destination  SPServerGWDEST	velongs to the spi	ecfie

- 6. Click Save.
- 7. When the confirmation message box appears, informing you that the Destination Code was created

successfully, click Close.

#### End

# 8. 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.

Available Private Numberin	g Plan
Agents	*
Members	
Translation	
<ul> <li>Destinations and Routes</li> </ul>	
📲 Destinations 🖓	
🛧 Routes	
► Endpoint Management	

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.

General	Routes	Route Lists	Destination Code		
Destination	1				
Destinations	are used to ro	ute a call to an end	point representing a gatev	vay.	
		in the second se			
Name:		SiPServer			
Name: is a media	server:				

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.

[GENHP8K] - Ro	ute	c ?
A route connects	the destination with an endpoint representing a ga	eway.
ID		
The Route ID indicat	es the priority level.	
D:	1	
Type:	SIP Endpoint	
SIP Endpoint:	SipServer	
Originator Attribu	ites	
Restricts the traffic restrictions can be p	according to specified settings. Routes with the sam rioritized.	e
Signaling Type:	Undefined	
Bearer Capability:	Undefined	
Destination Direc	tory Number	
Last chance to modil Number of digits to o Digits to insert: the	y the dialed digits for the gateway. lefete: Leading digits are cut off from the Directory digit string is added to the beginning of the remainin	Number. g digits.
Number of digits to delete:	0	
Digits to insert:		
Nature of Address:	Unknown	
	Saven	Cancel

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. 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.

- 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.

General Destination	on Codes
Identification and Modifi	cation
If the dialed digits match this executed.	code, the specified modification to these dialed digits
Prefix Access Code:	12
Remark:	
Minimum Length:	4
Maximum Length:	7
Digit Position:	0
Digits to insert:	345
Settings	
Specify additional parameter	s to determine how the call will be routed.
Prefix Type :	Off-net Access
Nature of Address:	Unknown
Destination Type:	None
Destination Name:	

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.

General	Extensions			
Identification				
This destination code the Nature of Addres	will be used for a call if the dialed or modified s are matching.	d (in PAC) d	igits a	nd
Destination Code:	34512		]	
Remark				
Country Code:				
Nature Of Address:	Unknown			
Traffic Type:	NONE			
Originator Attribu	tes			
Optionally, an additio specified Class of Ser Class Of Service:	nal match is required if the originator of the originator originator of the originator ori	call belongs	to the	Ð
Optionally, an additio specified Class of Ser Class Of Service: Routing Area:	nal match is required if the originator of the originator or	call belongs	to the	B
Optionally, an additio specified Class of Ser Class Of Service: Routing Area: NPA:	nal match is required if the originator of the originator	call belongs	to the	B
Optionally, an additio specified Class of Ser Class Of Service: Routing Area: NPA: Destination	nal match is required if the originator of the originator	call belongs	to the	0
Optionally, an additio specified Class of Ser Class Of Service: Routing Area: NPA: Destination Specify additional par	nal match is required if the originator of the o	ted.	to the	9
Optionally, an additio specified Class of Ser Class Of Service: Routing Area: NPA: Destination Specify additional par Destination Type:	anal match is required if the originator of the	ted.	to the	0
Optionally, an additio specified Class of Ser Class Of Service: Routing Area: NPA: Destination Specify additional par Destination Type: Destination Name:	anal match is required if the originator of the	ted.	to the	
Optionally, an additio specified Class of Ser Class Of Service: Routing Area: NPA: Destination Specify additional par Destination Type: Destination Name: DN Office Code:	al match is required if the originator of the or	ted.	to the	

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. (Optional) Configure Click-to-Answer

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.

**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.

1. On the phone that you have to configure, select Configuration.

SIEMENS	OpenStage 80
User Pages	Administrator Pages
User login Date and Time Audio <b>Configuration</b> <b>Phone</b> Locality Authentication	
Selecting Configuration on the O	penStage Phone
Click Incoming calls,	and then click CTI calls.
Incoming calls Deflecting Forwarding Handling	

chek incoming caces, and then ellek eri	cuci
Incoming calls	
Deflecting	
Forwarding	
Handling	
CTI calls dm	
Connected calls	
Context menu	
Configuring CTI Calls on the OpenStage Phone	

3. Select the Allow auto-answer check box, and click Submit.



Submitting Allow auto-answer on the OpenStage Phone

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

#### End

# 11. (Optional) Configure emergency call routing

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.

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.

- 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.

General Routes	Route Lists	Destination Code	
Destination			
Destinations are used to r	oute a call to an end	point representing a gat	eway
Name	EmanancerPur		
Name:	EmergencyByp	ass	
Name: is a media server:	EmergencyByp	855	

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.

[GENHP8K] - Ro	ute		C ?
A route connects	the destination with ar	endpoint representing	a gateway.
ID			
The Route ID indicat	es the priority level.		
D:	2		
Туре:	SIP Endpoint	~	
SIP Endpoint:	RG8700EndPoint		
Originator Attribu	ites		
Restricts the traffic a be prioritized.	according to specified s	ettings. Routes with the	same restrictions can
Signaling Type:	Undefined	~	
Bearer Capability:	Undefined		
Destination Direc	tory Number		
Last chance to modif Number of digits to o Digits to insert: the o	y the dialed digits for t lelete: Leading digits ar ligit string is added to t	he gateway. e cut off from the Direct he beginning of the rem	tory Number. aining digits.
Number of digits to delete:	p		
Digits to insert:			
Nature of Address:	Undefined	~	
			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.

[GENHP8K] - Prefix Acc	ess Code : GenesysLab -	C
General Destinati	on Codes	
Identification and Modifica	tion	
If the dialed digits match this o	ode, the specified modification to these di	aled digits is execute
Prefix Access Code:	911	
Remark:		
Minimum Length:	3	
Maximum Length:	3	
Digit Position:	0	
Digits to insert:		
Settings		
Specify additional parameters t	o determine how the call will be routed.	
Prefix Type :	Off-net Access	
Nature of Address:	Unknown	
Destination Type:	None	
Destination Name:		
	F	Saven) Cancel

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 0K.

Configuring OpenScape Voice

[GENHP8K] - Des	tination Code - 911	G 5
General	Extensions	
Identification		
This destination code the Nature of Address	will be used for a call if the dialed or modified ( s are matching.	in PAC) digits and
Destination Code:	911	_
Remark		
Country Code:		5
Nature Of Address:	Unknown	
Traffic Type:	NONE	
Originator Attribut	es	
Optionally, an addition specified Class of Serv Class Of Service:	nal match is required if the originator of the cal vice and Routing Area.	I belongs to the
Routing Area:		
NPA:		
Destination		
Specify additional par	ameters to determine how the call will be route	ıd.
Destination Type:	Destination	
Destination Name:	EmergencyØypass	
ON Office Code:	-	

Configuring a Destination Code for Emergency Call Routing

#### End

#### Next Steps:

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