Integration Reference Manual

Configuring OpenScape Voice

12/18/2025

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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.

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4. Configure the Endpoint
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6. Configure Prefix Access Codes
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8. Configure Agent Destinations
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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.

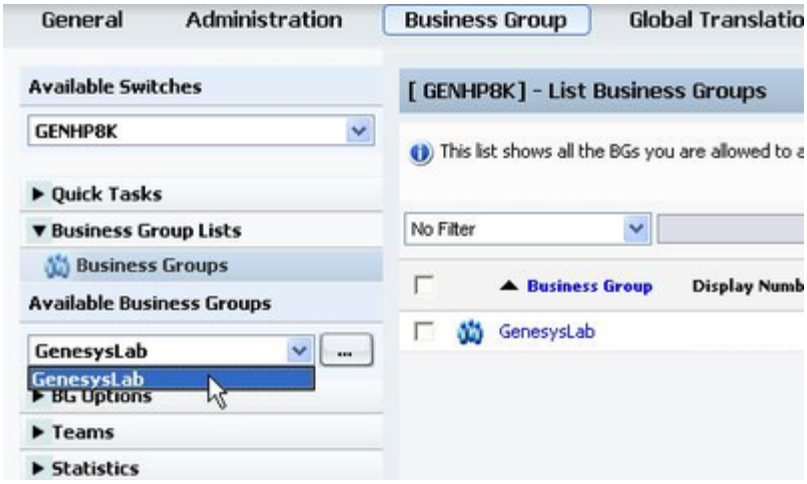
2. Configuring Numbering Plans

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.

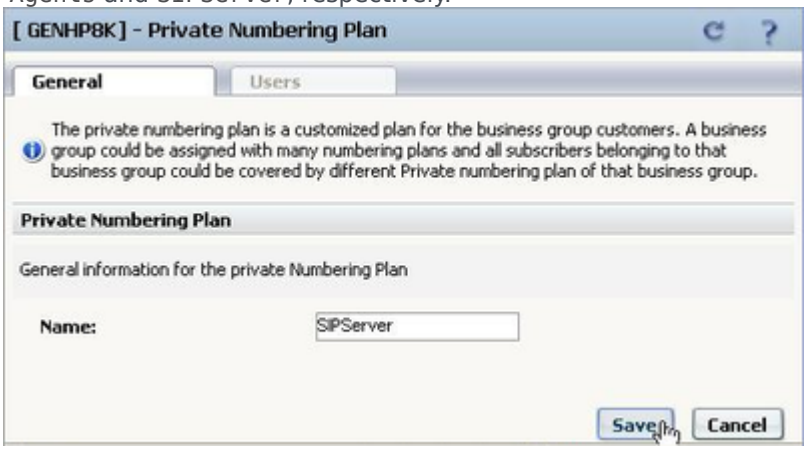


Selecting the Business Group

2. Click `Private Numbering Plans`.

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.



Creating Private Numbering Plans

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

Private Numbering Plans

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`.

Selecting the Numbering Plan

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.

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.

Enabling the Call Transfer Service

End

4. Configuring a SIP Server Endpoint

Start

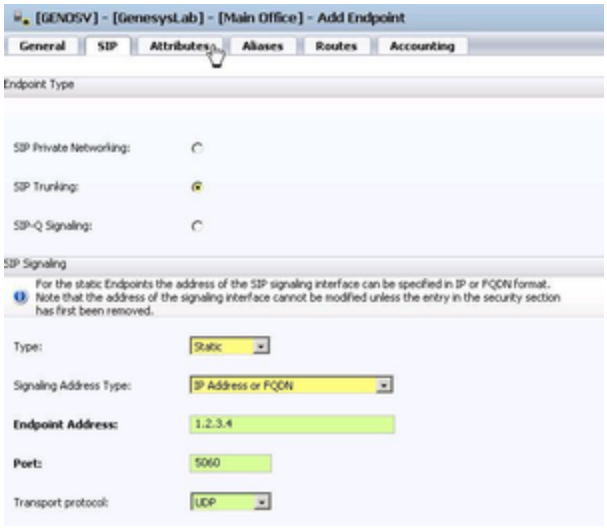
1. Click `Private Numbering Plan`, and then click the SIP Server Numbering Plan—for example, `SIPServer`.
2. Click `Endpoints`, and then click `Add`.

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.

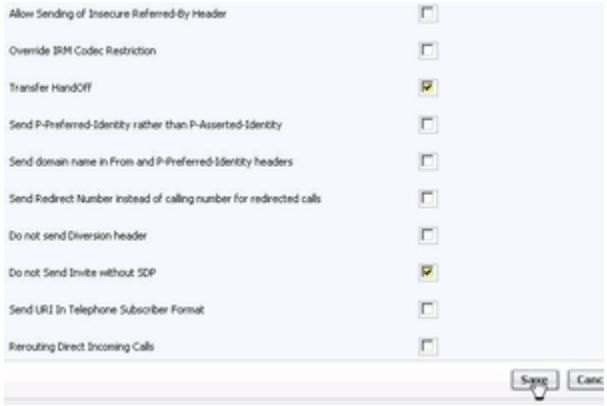
Configuring Endpoints: General Tab

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.



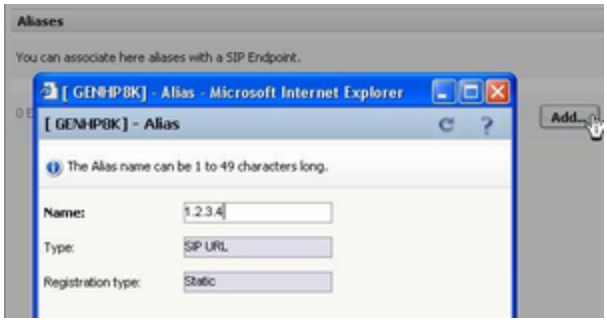
Configuring Endpoints: SIP Tab

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. 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`.

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. 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.

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:

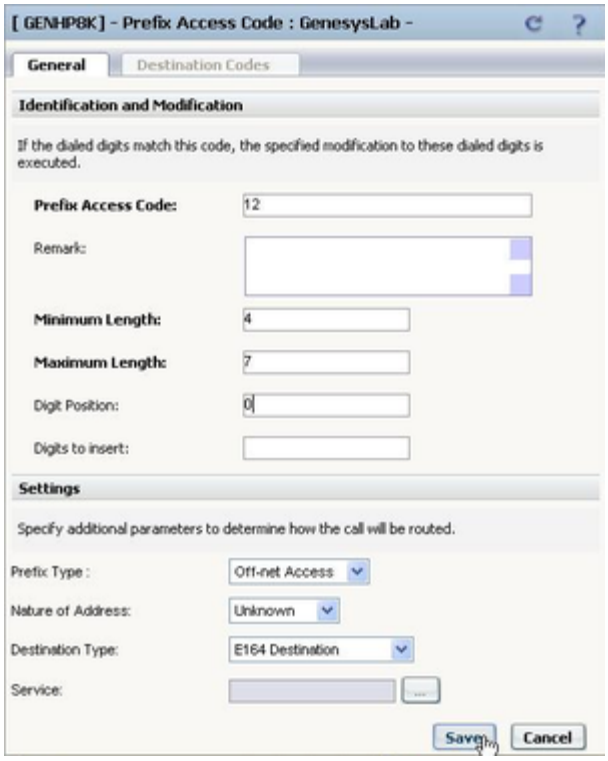
   a. In the `Prefix Access Code` text box, enter the digits you want to use to route calls to Subscribers.
   Note: For the SIP Server Numbering Plan, minimal modifications should be required. Dialed numbers should be modified before they reach SIP Server. This convention should be followed at all sites,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

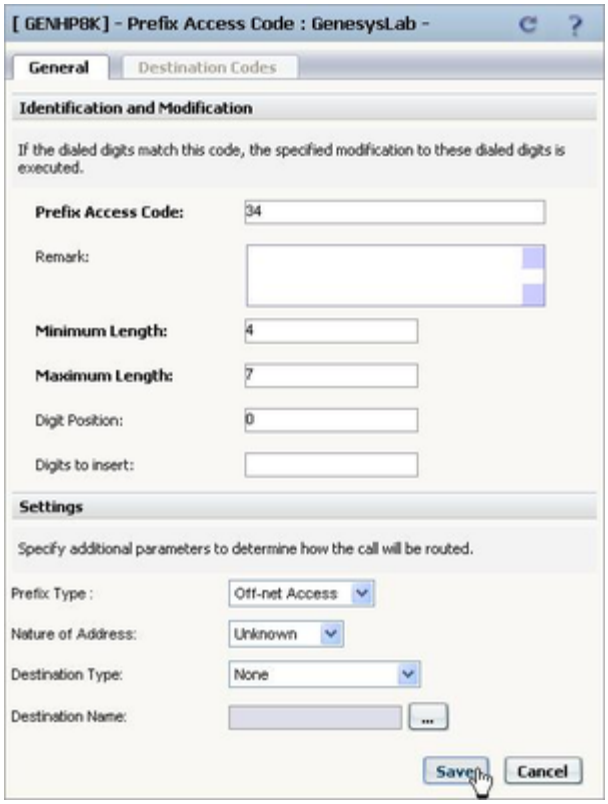
   d. Set the `Destination Type` text box to `E164 Destination`.

   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:

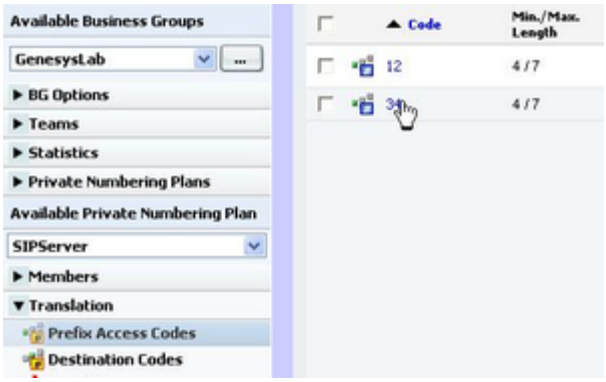
- Configuring SIP Server Destination Codes

7. Configuring SIP Server Destination Codes

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

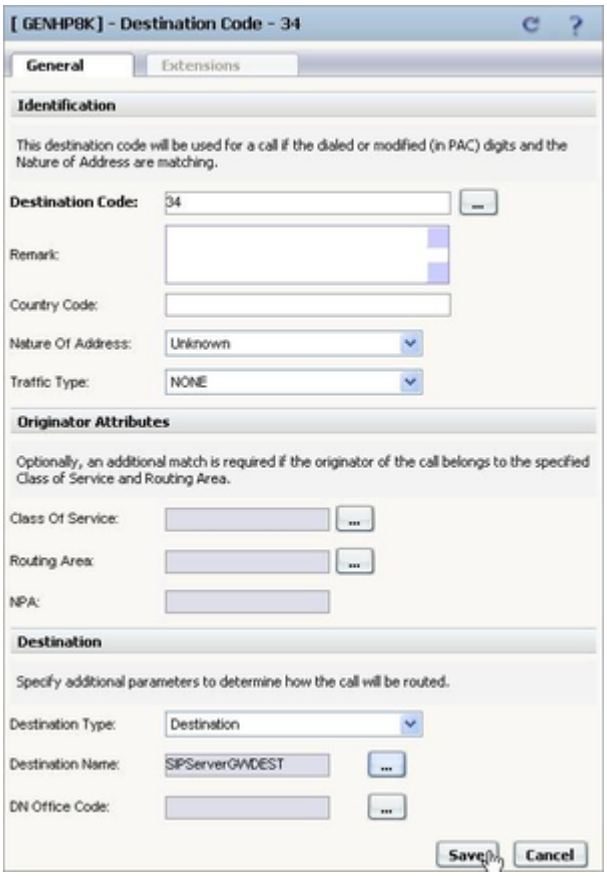
Start

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.



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. 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.

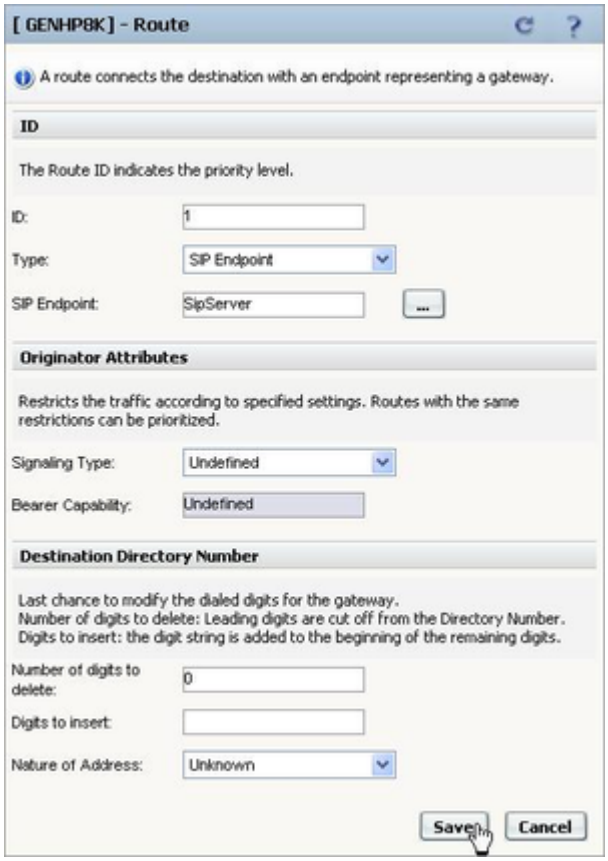
Configuring a SIP Server Destination in the Agent Numbering Plan

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

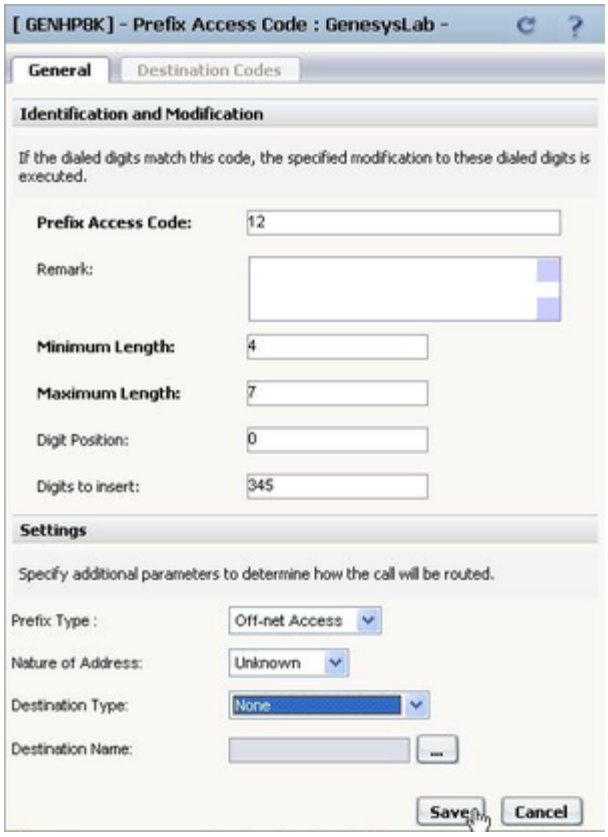
9. Configuring Agent Prefix Access Codes and Destination Codes

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

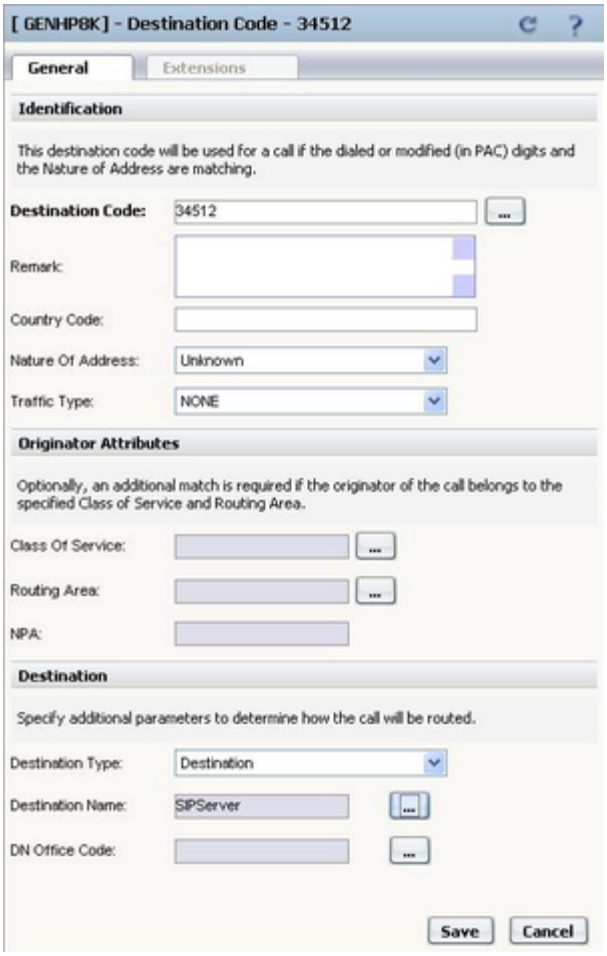
1. Click `Private Numbering Plan`, and then click the Agent Numbering Plan—for example, `Agents`.
2. Click `Translation`, click `Prefix Access Codes`, and then click `Add`.
3. In the `Prefix Access Code` dialog box, do the following:
    a. In the `Prefix Access Code` text box, enter the digits you that 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

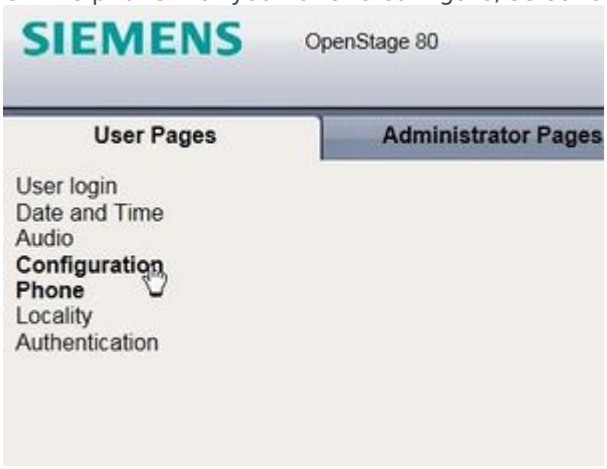
10. (Optional) Configure Click-to-Answer

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.

Start

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

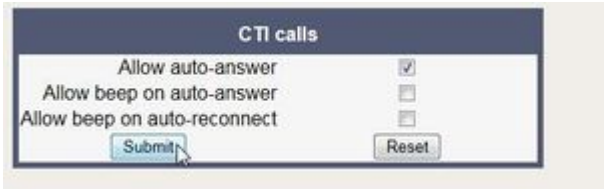


Selecting Configuration on the OpenStage Phone

2. Click `Incoming calls`, and then click `CTI calls`.

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

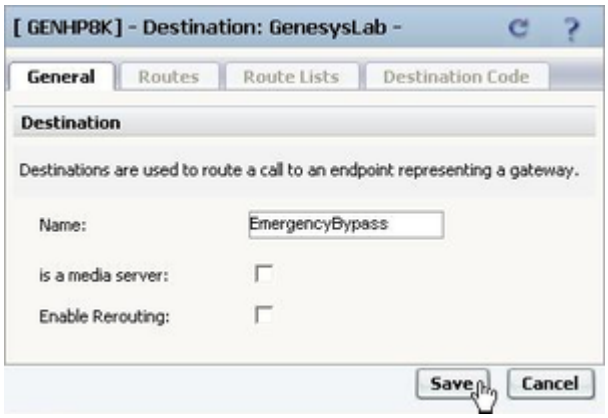
This configuration is not required for the integration to work, however, some might be required by local laws, or make the solution easier to configure.

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.

Start

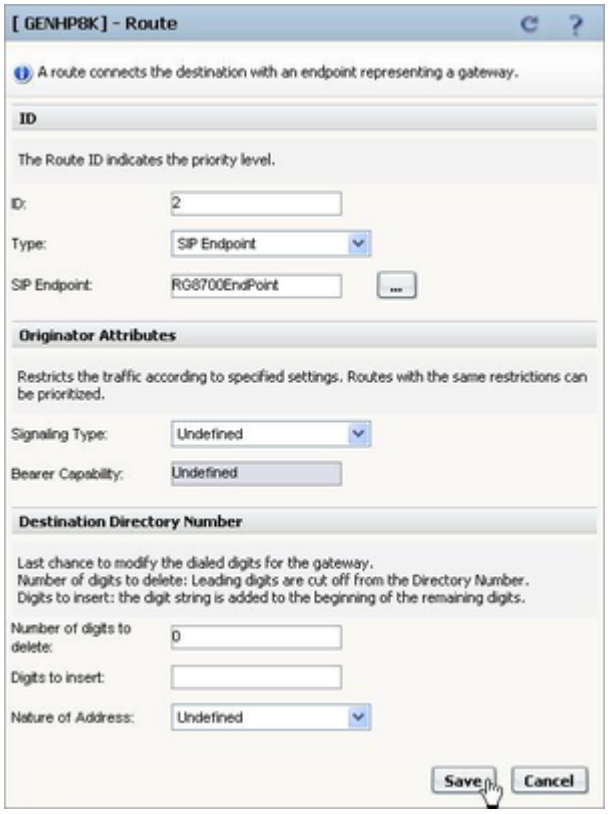
1. Log in to the HiPath Assistant, and navigate to the Business Group of the contact center that you want to configure—for example, GenesysLab.
2. Click Private Numbering Plan, and then click the Agent Numbering Plan.
3. Click Destinations and Routes, click Destinations, and then click Add.
4. In the 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

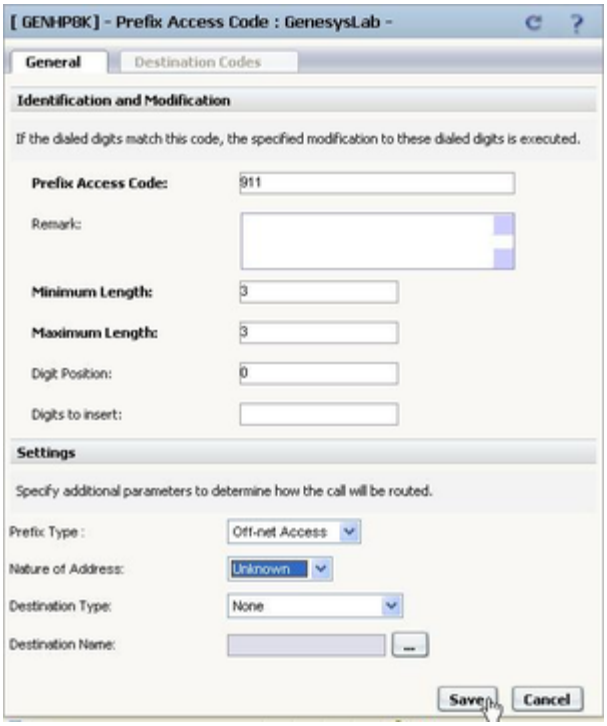
4. Click the Destination that you just created—for example, EmergencyBypass.
5. Click the Routes tab, and then click Add. In this step you are adding a route that goes to SIP Server. This is necessary in order to prevent calls from bypassing SIP Server while it is working.
6. In the Route dialog box, 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.



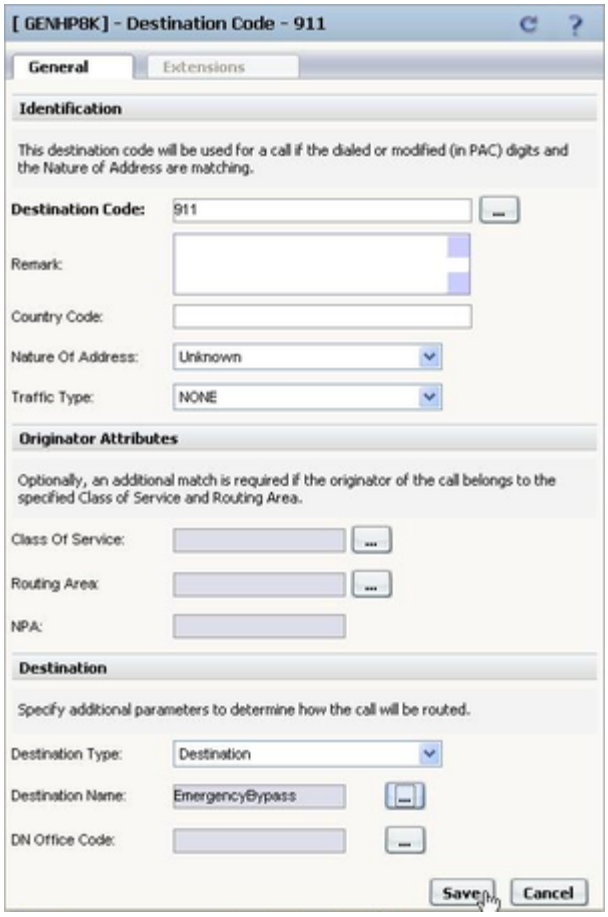
Configuring a Route for Emergency Call Routing

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.