Genesys 7
Framework

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SIP Server

Version 7.6

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About This Software

There are 3 IPCC components on this CD: Network SIP Server, SIP Server, and Distributed Media Exchange (DMX).

- Network SIP Server is a component of the Network IP Contact Center that enables Universal Routing Server (URS) to communicate with the network carrier and direct interactions from the network to the appropriate premise switch and T-Server.
- SIP Server provides access to SIP Communications Networks for Genesys applications. It is a T-Server and a call switch component in one.
- Distributed Media Exchange (DMX) is a converter used for translation messages from H323 to SIP protocol and back.

New Features in Release 7.6.x

SIP Server 7.6.0 includes the following new features:

Routing and ACD:

- Enhanced single-step transfer to a Routing Point support.
- Support of TSendDTMF requests for devices that conform to RFC 2976.
- TAlternateCall support.
- Trunk capacity configuration—The number of calls per trunk can now be controlled with new DN-level configuration options.
- SIP Server now supports routing of an inbound call by using the REFER method to an external destination.
- SIP Server now supports ISCC/COF (call overflow).
- SIP Server now supports 3pcc (third-party call control) calls made to an ACD Queue.
- SIP Server now supports a new configuration option, default-dn, at the Switch/DN level, to specify the DN to which calls are sent when URS is not available.

Media support enhancements:

- SIP Server supports the load sharing mechanism implemented in Stream Manager.
- SIP Server can now send a request to Stream Manager to generate DTMF tones using the TApplyTreatment request with TreatmentType set to PlayApplication.
- SIP Server can now send two types of DTMF tones: audio tones and named telephony events (RTP packets with Named Telephone Event (NTE) payload as specified by RFC 2833, and in-band audio tones according to ITU-T Recommendation Q.23).

Enhanced instant messaging support:

- Support of multiple IM sessions.
- Support of delivery of Instant Messages transcripts.
- Support of the following call supervision modes for instant messaging (IM) calls:
  - Silent Monitoring
  - Whisper Coaching
  - Open Supervisor Presence
  - Intrusion

SIP features support:

- Class of Service support.
- Enhanced SIP headers mapping support. SIP Server can now extract data from a REFER message, and map it to either the Extension or UserData attribute of T-Library event messages.
- Blocking SIP headers support. SIP Server can now filter out specific headers during the INVITE message propagation.
- Support for the processing of the OPTIONS messages.
- SIP Server support for two new log messages and EventDNOutOfService and EventDNBackInService messages when a device of type Voice over IP Service changes its status to out-of-service or in-service respectively.
- SIP Server now supports a new DN-Level option, `cpn` (calling-party digits). The value is specified for a DN of type Trunk, to control display of calling-party digits on outbound calls.
- SIP Server support for an agent to handle up to three 3pcc calls on his or her SIP endpoint.

- SIP Server information about all call participants to logged-in agents by using can now distribute the SIP NOTIFY method and EventUserEvent messages.
- SIP Server now supports alternate call operation between the main call and a consultation call that is queued on a Routing Point.
- SIP Server can now provide a silent treatment for conference call participants when one of them places the call on hold. This enables conference call participants to continue the conference without interruption.

Supervision support:

- Remote supervision support.
- Multi-site supervision support.

Enhanced High Availability support:

- When operating in a high availability environment, SIP Server can now synchronize calls that are in ringing state.

Support of new hardware / software:

- New softswitches: HiPath 8000 v3.0 and v3.1.
- Support for Polycom IP 560 and IP 330.

Directories on This CD

documentation
Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

media_layer
Contains switch-specific software.

templates
Contains the application templates used for installation.

configuration_wizard
Contains the SIP Server Wizard.

Documentation

Product documentation, the Configuration Wizard Advisory, and the release notes are available on the Genesys Technical Support website and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the Release Advisory.

In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the *Genesys Technical Support Guide*. Please tell the Technical Support representative that you are a SIP Server 7.6 customer. For a list of the software versions that are on this CD, click here.

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Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Systems and Databases Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

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5953332; 6175563; 6289094; 5970065; 6011792; 5940497; 6449270; 6480600; 6198739; 6359981; 5991393; 6005931; 5960442; 6104802; 6055308; 6072864; 6128646; 6021428; 6175564; 6373836; 6044146; 5943416; 6002760; 6047060; 6067357; 6456615; 6201804; 6339593; 6078566; 6044368; 5991395; 6263066; 5991723; 6141724; 6118866; 6181692; 6411615; 6230197; 6108711; 6212178; 6389007; 6138139; 6167395; 6370508; 6170011;

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