GENESYS
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Framework
SIP Server
Release 8.0

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About This Software

There are two IPCC components on this CD: Network SIP Server and SIP Server.

- 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 redirect interactions from the network to the appropriate premise switch and T-Server.
- SIP Server provides access to SIP Communications Networks for Genesys applications. It functions both as a SIP-based T-Server and as a SIP-based switch.

New Features in Release 8.0.x

The **SIP Server 8.0.4** release includes the following new features:

- SIP Traffic Monitoring for enhanced reliability
- Support for Video Contact Center with Media Server: Video on Hold/Queue, Push Video, Video Conference with active speaker detection
- Support for Unicode in attached data included in SIP messages
- Support for sending "Dummy SDP" in the initial SIP INVITE message during specific call flows
- Dynamic DN replacement within SIP headers
- Staggering of Busy Lamp Field (BLF) SUBSCRIBE messages
- Support for codec filtering at the DN (type of Trunk) level

The **SIP Server 8.0.3** release includes the following new features:

- TLS support for SIP signaling and T-Library connections
- T-Server Common Part (TSCP) 8.0 support, including multi-site call type tracking
- Support for Network Asserted Identity (RFC3323, RFC3324, RFC3325), including CLIP/CLIR
- Support for Instant Messaging (IM) and Presence integration with Microsoft Office Communications Server (OCS) 2007 R2 (subscription and mapping)
- Integration with Genesys SIP Endpoint SDK 8.0.0
- Integration with Siemens OpenScape Voice 4.0
- Integration with the Genesys Media Server
- Overload Control to gracefully reject excess incoming traffic during severe network load
- Support for IMS Networks
- Support for comprehensive Genesys Outbound architecture
- Use of Routing Point to reject calls with a specific SIP response code
- Enhanced Agent Greeting functionality
- Windows Server 2008 support
- Red Hat Linux 5 support

The **SIP Server 8.0.2** release includes the following new features:

- Support for a dial plan and extension-based dialing between agents.
- Ability to reroute a call after SIP INVITE to agent device times out.
- Configurable Max-Forwards header within SIP OPTIONS message for detecting service availability of external network elements.
- Support for use of the F5 Networks® BIG-IP® Local Traffic Manager™ to manage the Virtual IP Address of a SIP Server HA pair.
- Routing for "Stranded" calls which are in queue after the last agent logs off.
- "Work Mode" time limit is now configurable for each queue.
- Support for AIX 6.1.
- Alarm & Logging enhancements for trunks upon exceptions (capacity exceeded or unreachable).
- Support for "Single Host" deployment of SIP Server and Stream Manager on the same server.
- Call Supervision of transferred calls.

The **SIP Server 8.0.1** release includes the following new features:

- Configurable timeout for playback of busy tones.
- Configurable Music On Hold.
- Support for arbitrary contact headers in REGISTER messages, including those with a "cookie" in the user portion of a URI, such as those that might be received from an Acme Packet SBC.
- Support for the ability to login, logout, and change availability status directly from Polycom SIP Phones. State changes made through T-Lib clients are also synchronized to the phone.
- Improved fallback routing for gateways. If a call is rejected by an initial gateway, depending on the SIP rejection code, SIP Server may try routing the call to an alternate gateway.
- Support for recording of consultation calls made by an agent.
- Enhanced Media Server reliability. Provides the ability to continue calls on an alternate Stream Manager instance if the original Stream Manager instance has

a mid-call failure.
- The SIP Server Install Wizard supports Microsoft Vista™.

The following feature has been removed from SIP Server 8.0.1:

- Support for the DMX application.

The **SIP Server 8.0.0** release includes the following new features:

Routing and ACD:

- SIP Server support for ClearCall requests.
- Support for two-step transfer by REFER.
- Support for Quality of Service.
- Support for configuration of "Nailed Up Agent." (This feature enables an agent always to stay connected while logged in. When a call is routed to the agent, the agent is connected to the caller; when this call is finished, the agent is parked again.)
- Ability to change geo-location for a call from a routing strategy.
- Ability to play a ringback for a call routed from a routing point to a SIP Endpoint.

Media support enhancements:

- Support for transferring to or conferencing in of a destination IVR that does not send a SIP 200 OK.

SIP features support:

- Support for stuck-calls cleanup functionality in SIP Server.
- Checkpoint contact information from Primary to Backup SIP Server.
- SIP Server Support for E.164.
- SIP Server support for P-Called-Party-ID header.
- SIP Server support for early media.
- Support for automatic agent-logout (after a configurable inactivity time).
- Enhanced agent no-answer supervision (when "486 Busy Here" is returned by agent SIP endpoint).
- Capability to configure both primary and backup SIP Server applications on single physical server.
- SIP Server capability to save calls on hold (music on hold) when Media Server fails, re-start the music on hold for the customer call on another Media Server, and allow for successful agent retrieval of the call after hold.

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.

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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 8.0 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 Environment Reference Manual*
- *Genesys Supported Media Interfaces Reference Manual*

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