Callback User's Guide

Enable Outbound Calls

12/19/2025

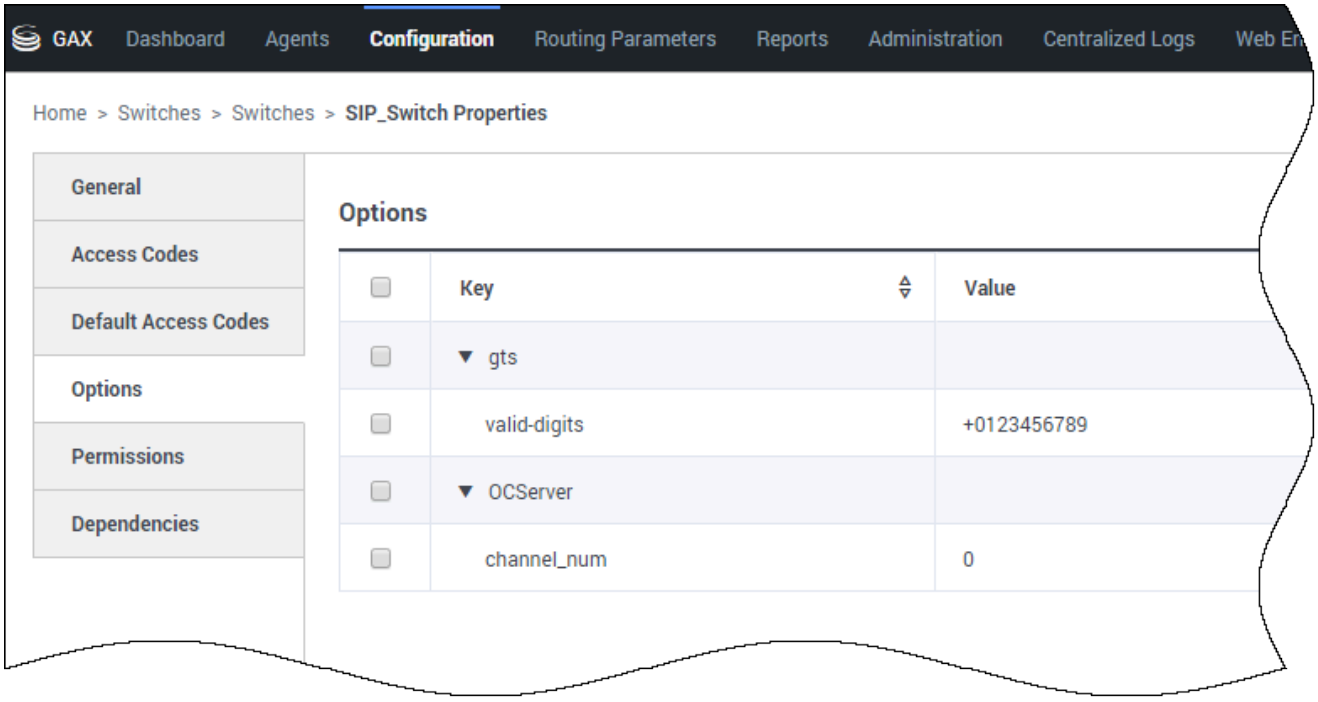
Enable Outbound Calls

Modified in 8.5.108.02

This configuration is required for voice scenarios. See the Genesys Voice Platform Deployment Guide for additional details.

Callback uses Media Server via SIP Server to make outbound calls. SIP Server communicates with Media Server using MSML and requires the following configuration to enable outbound calls.

Set Valid Digits (Optional)



Valid customer numbers should include a + sign if needed. If true, edit the `valid-digits` option in the **gts** section of your SIP Switch object:

```
[gts] valid-digits = +0123456789
```

Refer to ORS documentation for further details.

Set the Prefix Dial Out Option

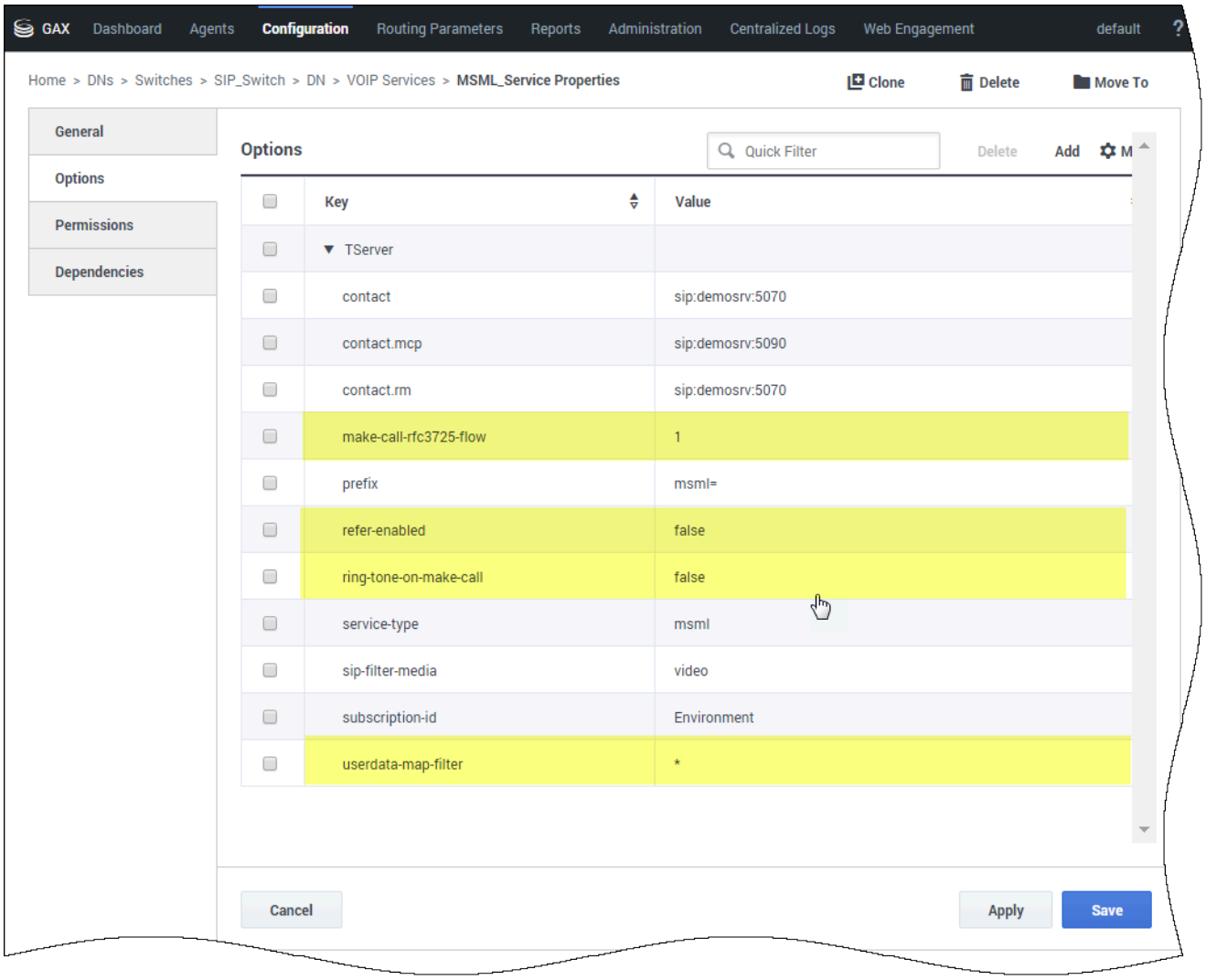
To make sure that the system will be able to call, configure the _prefix_dial_out option in your callback service with the Service Management UI.

Set the Default Country Option

By default starting in 8.5.108, callbacks for unreachable phone numbers and premium numbers are disabled (see _disallow_impossible_phone_numbers and _disallow_premium_phone_numbers options). Therefore, you must configure the _default_country option in your Callback service.

- Phone numbers are tested against Google's library for parsing, formatting, and validating international phone numbers.
- GMS 8.5.108.02 integrates version 7.2.8 and uses the Apache License Version 2.0.
- The list of premium numbers is available in Wikipedia.

How to Configure the MSML Service

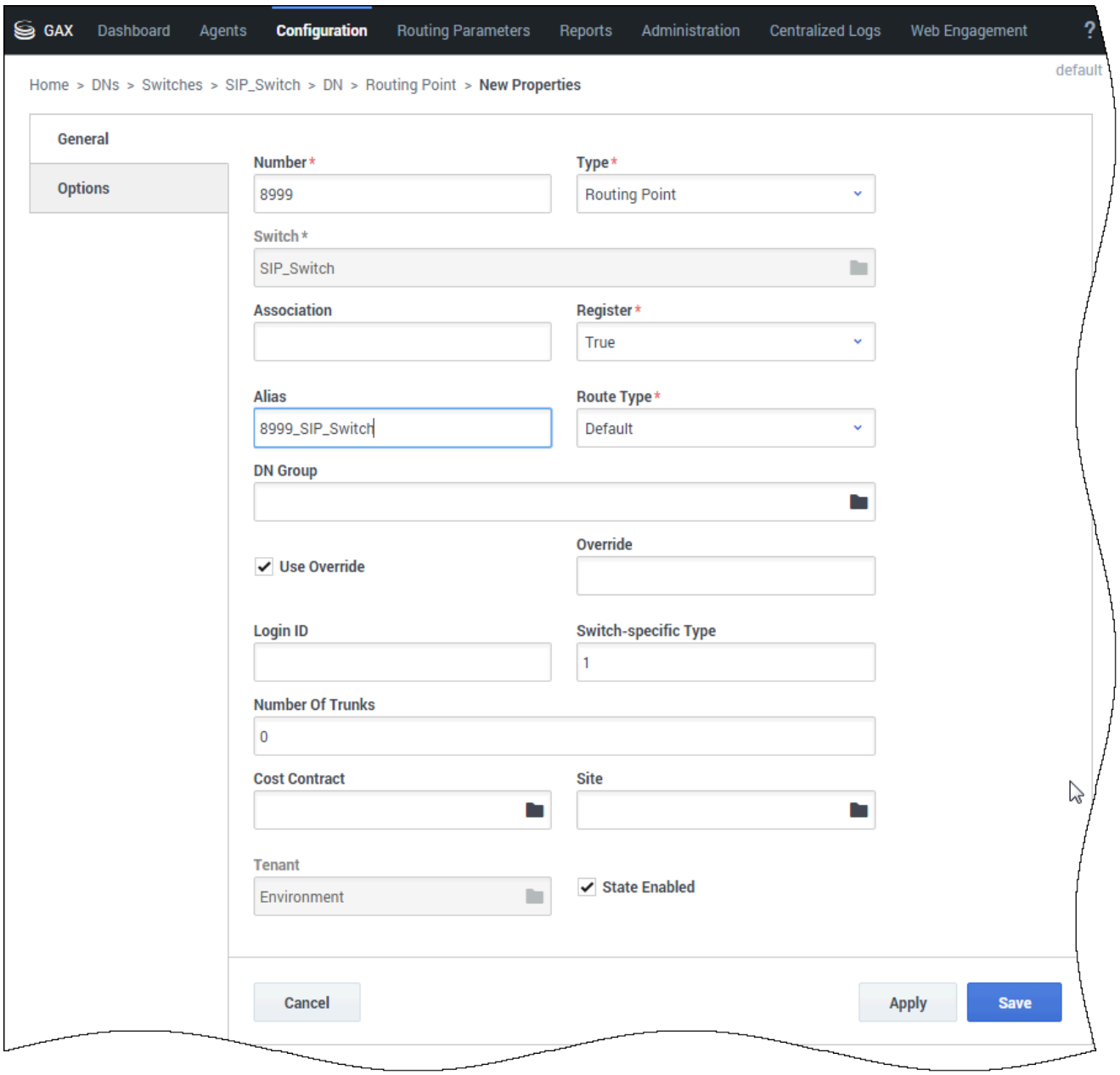


Open Genesys Administrator:

- Navigate to **Switching > Switches > SIP_Switch > DN > VOIP Service** and edit the `MSML_Service` object.
- Make sure that the following options are configured for **MSML_Service** to enable outbound:

```
make-call-rfc3725-flow=1
refer-enabled=false
ring-tone-on-make-call=false
userdata-map-filter=*
```

Create a Routing Point DN Dedicated to Outbound Calls



Navigate to **Switching > Switches > SIP_Switch > DN > Routing Point** and create a **Routing Point** object with, for instance, **name** set to 8999 and **alias** set to `8999_SIP_Switch`.

Then, use this DN to set the option _route_point in your Callback service. For example, `_route_point = 8999_SIP_Switch`.

How to Configure Calls Placed from Agent DNs

Added in 8.5.108.02

Outbound calls will be placed from agent DNs if you configure the following options in your callback service:

```
_userterminated_first_connect_party=AGENT
_agent_preview_via_rp=false
_agent_first_via_rp=false
```

Additionally, for agents involved in this callback scenario, set the following configuration in each agent DN Annex:

```
section TServer
refer-enabled=false
make-call-rfc3725-flow=1
```

Advanced Settings for Agents on External Switch

For a user-terminated callback with option `_userterminated_first_connect_party` set to `CUSTOMER`, the outbound call will be placed from the route point specified by option `_route_point`. This route point must be on a **SIP Server** type switch.

If the agents are on a different switch, you must set the callback service option `_ixn_redirect_confirm` to `false`. This is due to a limitation in how the routing to agent operates. In this scenario, a new call is created, the callback SCXML will not receive the events for this call and will not be able to confirm that the agent answered.

To handle the case where the agent does not answer, you can set the option `_ixn_redirect_hints` option to enable particular handling by the other switch. For example, you can set the following value for a Cisco switch.

```
_ixn_redirect_hints = {"extensions" : {"NO_ANSWER_TIMEOUT" : "5","NO_ANSWER_ACTION" :
"notready","NO_ANSWER_OVERFLOW" : "some DN"}}
```

This configuration enables a **no answer** timeout of 5 seconds, sets the agent to `Not Ready Upon No Answer`, and, upon no answer, routes the call to the DN specified.