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# 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)

The screenshot shows the GAX Configuration page for SIP\_Switch Properties. The left sidebar contains a menu with options: General, Access Codes, Default Access Codes, Options, Permissions, and Dependencies. The main content area is titled 'Options' and contains a table with the following data:

<input type="checkbox"/>	Key	Value
<input type="checkbox"/>	▼ gts	
<input type="checkbox"/>	valid-digits	+0123456789
<input type="checkbox"/>	▼ OCServer	
<input type="checkbox"/>	channel_num	0

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

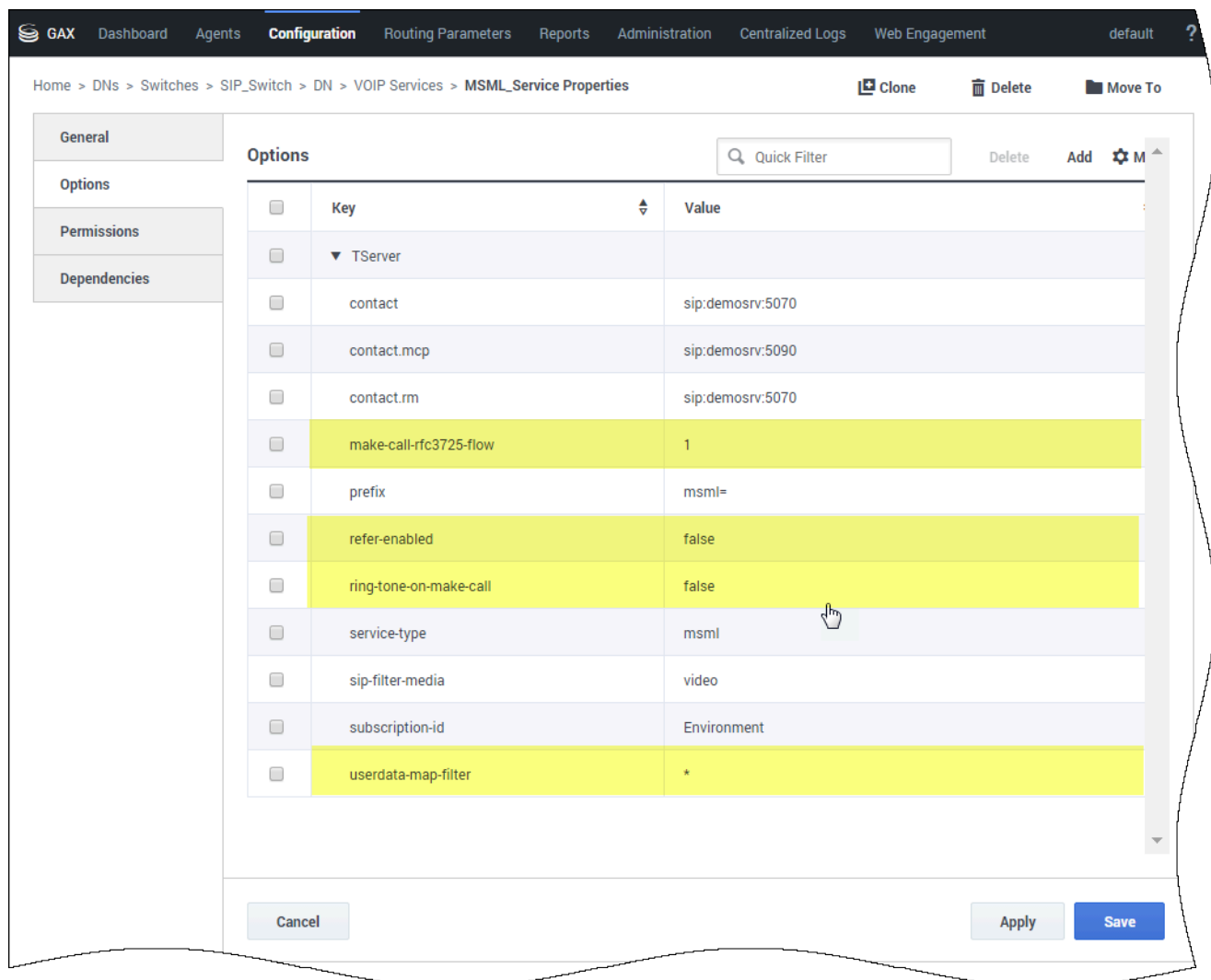
To make sure that the system will be able to call, configure the `_prefix_dial_out` option in your callback service with the Service Management UI.

### 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

The screenshot shows the GAX Configuration interface. The breadcrumb trail is: Home > DNS > Switches > SIP\_Switch > DN > Routing Point > New Properties. The form is titled 'New Properties' and has a 'default' label in the top right corner. The form is divided into two tabs: 'General' (selected) and 'Options'. The 'General' tab contains the following fields:

- Number \***: Text input field containing '8999'.
- Type \***: Dropdown menu with 'Routing Point' selected.
- Switch \***: Dropdown menu with 'SIP\_Switch' selected.
- Association**: Text input field (empty).
- Register \***: Dropdown menu with 'True' selected.
- Alias**: Text input field containing '8999\_SIP\_Switch'.
- Route Type \***: Dropdown menu with 'Default' selected.
- DN Group**: Text input field (empty).
- Use Override**: Checkmark is checked.
- Override**: Text input field (empty).
- Login ID**: Text input field (empty).
- Switch-specific Type**: Text input field containing '1'.
- Number Of Trunks**: Text input field containing '0'.
- Cost Contract**: Text input field (empty).
- Site**: Text input field (empty).
- Tenant**: Dropdown menu with 'Environment' selected.
- State Enabled**: Checkmark is checked.

At the bottom of the form, there are three buttons: 'Cancel', 'Apply', and 'Save'.

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.