

GENESYS

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Callback User's Guide

Call Progress Detection (CPD)

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You must enable the answering machine connection for user-terminated scenarios with Call Progress Detection (CPD) capability. This feature is tied to SIP Server and MSML Service.

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 - 1.1 Enable CPD in your SIP Server

Enable CPD in your SIP Server

General					
	Applicat	tion Options	Q, am	× Delete	Add 🏾 🎝 More
Connections		Кеу	Å	Value	⇔
Ports					-
Switches		▼ TServer			
Tenants		am-detected		connect	
Options		clamp-dtmf-allowed		false	
Permissions		clid-withheld-name		PRIVATE	
Dependencies		emergency-recording-filename		\$CONNID\$	
Application Options		ims-sip-params			
		recording-filename		\$UUID\$_\$ANI\$_\$DNIS\$_\$DATE\$_\$TIME\$_	
		sip-pass-from-parameters			
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	•	sip-pass-from-parameters			

- 1. Edit your SIP Server Application, and set TServer/am-detected = connect.
- 2. Enable MSML, which is required so SIP Server can communicate with GVP as a Media Server to delegate outbound calls, play treatments, and CPD.
 - TServer/msml-support=true
 - TServer/refer-enable=true