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SIP Feature Server Administration Guide

Editing Dial Plan Settings

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Editing Dial Plan Settings

If your Feature Server installation allows it, you can edit dial plan settings in Genesys Administration Extension (GAX). Otherwise, any dial plan settings you make in GAX are *not* used.

To edit the top-level dial plan settings:

1. Log into Genesys Administration Extension as an administrator (*GAX IP address:port/gax*).
2. Under **Operations > SIP Voicemail & Call Settings > Dial Plan**, select a switch.
3. Ensure that you have **created the required calling profiles**.
4. Select a System Internal Calling Profile to govern what happens when a call arrives from an internal user or DN (including internal remote users). Note that call settings assigned at the user or DN level take precedence over the value assigned here. The default Calling Profile is defined on the Switch level and cannot be directly associated with the user. If a Calling Profile is not set for a user or a device, then the dial plan that corresponds to the switch used in the dial plan is applied.
5. Select an External Caller Calling Profile to govern what happens when a call arrives from an external source.
6. Configure Outbound Routing Rules to specify the physical route to take for external destinations.
 - Click **New** to add a routing rule, or click a rule name to edit the rule. Name and define the rule, which is a pattern that must match the outbound dialed number; for example, 91XXXXXXXXXX=>\${DIGITS} means that all 12-digit numbers (beginning with 91) dial the route groups that you specify in the next substep. Note that you can perform digit manipulation at the same time as trunk selection. If multiple trunk DNs share the same prefix, SIP Server performs load balancing.
 - Click in the Groups field to assign one or more route groups to the routing rule. Select a group from the menu, or type the group name. Add groups in order of priority: the server attempts to route the call through the first route group that you add, then tries the next group until it succeeds.

Groups that are defined in Outbound Routing Rules must be matched to prefix options that are configured on Trunk DNs. Read about prefix option configuration in the section "Agent Login-Level and DN-Level Options" of *Chapter 7: SIP Server Configuration Options* in the [SIP Server Deployment Guide](#).
7. Click **Call Settings** to set the default values for this switch:

Setting	Values (default value in bold)	Description
Reject Call On Not Ready	Off , On	Rejects call when a user is not ready on a device. Note: When this option is set to On, any DN affected by this option can only receive a call if there is a user logged into that DN and Agent's Status for that user is set to Ready . Calls get rejected if they arrive on DNs that are not associated with any users or the user isn't logged in and not in the Ready state.
Call Waiting	On , Off	Does not reject a call when the user or device is already in a call.
No Answer Timeout	30 sec , 5 to 60 seconds (in 5-second intervals)	Specifies the length of time, in seconds, that Feature Server waits

Setting	Values (default value in bold)	Description
		for the user to answer a ringing call.
Forwarding On No Answer	Off , On + <i>phone number</i>	After the No Answer Timeout value elapses, forwards calls to the specified number.
Forwarding On Busy	Off , On + <i>phone number</i>	When the user is on a call, forwards calls to the specified number.

Note: User settings have a higher priority than dial plan settings.

8. Click **Save changes**.