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GVP Deployment Guide

Service-Request Modification

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Service-Request Modification

Before the Resource Manager forwards the request to a resource that can handle the service, it adds, deletes, or otherwise modifies SIP parameters to capture user-defined data, and to translate policy and other configuration information into SIP parameters that the VoiceXML or CCXML applications can extract. You can configure GVP so that different service parameters are used for each service of each application.

The configuration options specifying the service parameters and service prerequisites that you can configure for IVR Profiles and the Environment tenant, and also the SIP parameters in which the Resource Manager captures this information, are in the `gvp.service-parameters` and `gvp.service-prerequisite` sections of the IVR Profile object.