GVP Documentation Supplement

Corrections to a TDM PBX Method Explanation

5/5/2025

Corrections to a TDM PBX Method Explanation

SUMMARY: Corrections to a TDM PBX method explanation.
The next publication of the VP Solution 8.1 Integration Guide will include these revisions.
CHAPTER: Chapter 4: Supported Call Flow Scenarios
SECTION: Time-Division Multiplexing PBX
MODIFY two paragraphs on pages 53-54:

In the first method, the PBX sends the call for the DID number through the media gateway to the SIP switch. Upon receiving the call, SIP Server directs the call to the MCP, which then launches the self-service application. The application can transfer the call to an ~~agent~~ routing point at SIPServer by invoking a blind transfer with REFER on the MCP, at which point the MCP also attaches application data to the REFER request.
The URS strategy can then use Play Application treatments to launch further prompts, or it can transfer the call to the routing point or agent on the PBX~~—the premise T-Server performs an Inter Server Call Control (ISCC) transfer from the SIP Server to an available agent and completes the call~~.