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# SIP Server Deployment Guide

Enable Customer-on-Hold Privacy

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# Enable Customer-on-Hold Privacy

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Some countries require that a customer who is on hold must be muted to the supervisor and agent(s) who are sharing the call.

Use the option **monitor-party-on-hold** to enable or disable that behavior.

- Set to `false` to mute the customer's line while on hold.
- Set to `true` (the default) to leave the customer's line audible while on hold.

This behavior has subtleties that are explained in the examples below.

### Conference Behavior

In these examples: a customer, one or more agents, and a supervisor share a conference call.

**ON THE CALL:** Customer, agent, supervisor (in Whisper mode).

**ACTION:** The agent puts the customer on hold.

**RESULT:** The customer hears music, and is muted to everyone else.

**ON THE CALL:** Customer, agent, supervisor (in Open mode).

**ACTION:** The agent puts the customer on hold.

**RESULT:** The customer and the supervisor can still converse.

**ON THE CALL:** Customer, two agents, supervisor (in Whisper mode).

**ACTION:** The first agent puts the customer on hold.

**RESULT:** The customer and the second agent can still converse.

#### Important

- This feature applies to MSML mode only.
- If the recording is activated on the inbound (customer) trunk, the customer will be recorded even while on hold. If the recording is activated on the agent leg, the customer will not be recorded while on hold.

### Feature Configuration

1. In the **TServer** section of the SIP Server Application, configure the following options:
  - **sip-enable-call-info**—Set this option to `true`.
  - **monitor-party-on-hold**—Set this option to `false`.
  - **msml-support**—Set this option to `true`.
2. Verify that the **sip-enable-call-info-extended** is set to `true`.
3. In the **TServer** section of Trunk DNs (for all trunks between SIP Servers participating in the call flow), set the **sip-server-inter-trunk** option to `true`.

### monitor-party-on-hold

Setting: **TServer** section, Application level

Default Value: `true`

Valid Values: `true`, `false`

Changes Take Effect: After SIP Server restart

When this option is set to `true` (the default), the supervisor in the Whisper or in the Silent mode might be able to hear the customer if the agent has put the call on hold and there are no other active participants in the call.

When this option is set to `false`, the supervisor in the Whisper or Silent mode is not be able to hear the customer if the customer is an external party, the agent has put the call on hold, and there are no other active participants in the call.

## Upgrade Notes

If you run 8.1.101.80 or earlier versions of SIP Server, Genesys recommends the following upgrade procedure:

1. Stop the backup SIP Servers.
2. Upgrade the backup SIP Servers.
3. Promote the backup SIP Servers to primary.
4. Repeat steps 1 to 2 on the backup (formerly primary) SIP Servers.
5. After all SIP Servers in the multi-site configuration are upgraded:
  - Set the **sip-enable-call-info** option to `true`.
  - Set the **monitor-party-on-hold** option to `false`.
  - Verify that the **sip-enable-call-info-extended** option is set to `true`.