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Unified Messaging Integration with CIC

Technical Reference

Abstract

This content describes configuring Customer Interaction Center when using a third-party Unified Messaging solution.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm.

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Customer Interaction Center third-party Unified Messaging

Customer Interaction Center supports third-party solutions for Unified Messaging, such as Microsoft Exchange Server 2007 and Microsoft Exchange Server 2010. Unified Messaging centralizes a variety of communications such as voicemail, fax, and e-mail using a single repository and delivers those communications to users.

The *Unified Messaging Technical Reference* provides information and procedures for integrating Customer Interaction Center with a Unified Messaging solution.

Configuring third-party Unified Messaging

The third-party Unified Messaging environment is configured in Interaction Administrator. The following Interaction Administrator containers are used to support third-party Unified Messaging:

- **Lines** – Transmissions between the Customer Interaction Center server and the Unified Messaging server are done through a Session Initiation Protocol (SIP) line.
- **Stations** – Routing of voicemail, fax, and e-mail message between the Customer Interaction Center server and the Unified Messaging server is handled by a Unified Messaging station configured for the third-party Unified Messaging provider.
- **Users** – Communications routing is handled by the Unified Messaging station for those users whose accounts are set to use the Unified Messaging station.

To configure third-party Unified Messaging:

1. Create a SIP line for Unified Messaging and configure it.
2. Create a Unified Messaging station and configure it.
3. Set User accounts to use the Unified Messaging station.
4. If you have multiple Unified Messaging servers available, specify and prioritize a list of proxies to provide for failover and load balancing.
5. Encrypt the SIP signaling stream and the Real-Time Protocol (RTP) stream to prevent malicious attacks over the connections.
6. Configure certificates on the Customer Interaction Center server and Unified Messaging server for connection authentication.

Creating a line

To configure a line for Unified Messaging, first create a SIP line to handle communication between the Customer Interaction Center server and the Unified Messaging server.

The following procedures are for configuring an Exchange Server 2010 Unified Messaging server:

- [Selecting transport settings](#)
- [Disabling delayed media](#)

Selecting transport settings

The Transport Protocol, Audio Protocol, and Receive Port must be set based on the Voice over Internet Protocol (VoIP) security setting for the Unified Messaging Dial Plan associated with the Unified Messaging server.

To select transport settings:

1. In the right pane of the **Lines** container, double-click the line to configure.

The **Line Configuration** dialog box is displayed.

2. In the navigation box on the **SIP Line Configuration** page, click **Transport**.

Line Configuration

SIP Line Configuration | Call Putback | Custom Attributes | History

Line

Audio

Transport

Session

Authentication

Proxy

Registrar

Headers

Access

Region

Recorder

Transport Protocol:

TCP

Audio Protocol:

RTP

Security:

Minimal

Address to use:

Local Area Connection

Intel(R) 82567LM-3 Gigabit Network Connection

Receive Port:

5060

Connect Timer (ms):

3500

Maximum Packet Retry:

10

T1 Timer (ms):

500

Maximum Invite Retry:

6

T2 Timer (ms):

4000

Reinvite Delay (ms):

750

Retryable Reason Codes:

480, 500-599

OK

Cancel

Help

3. Provide the following information:

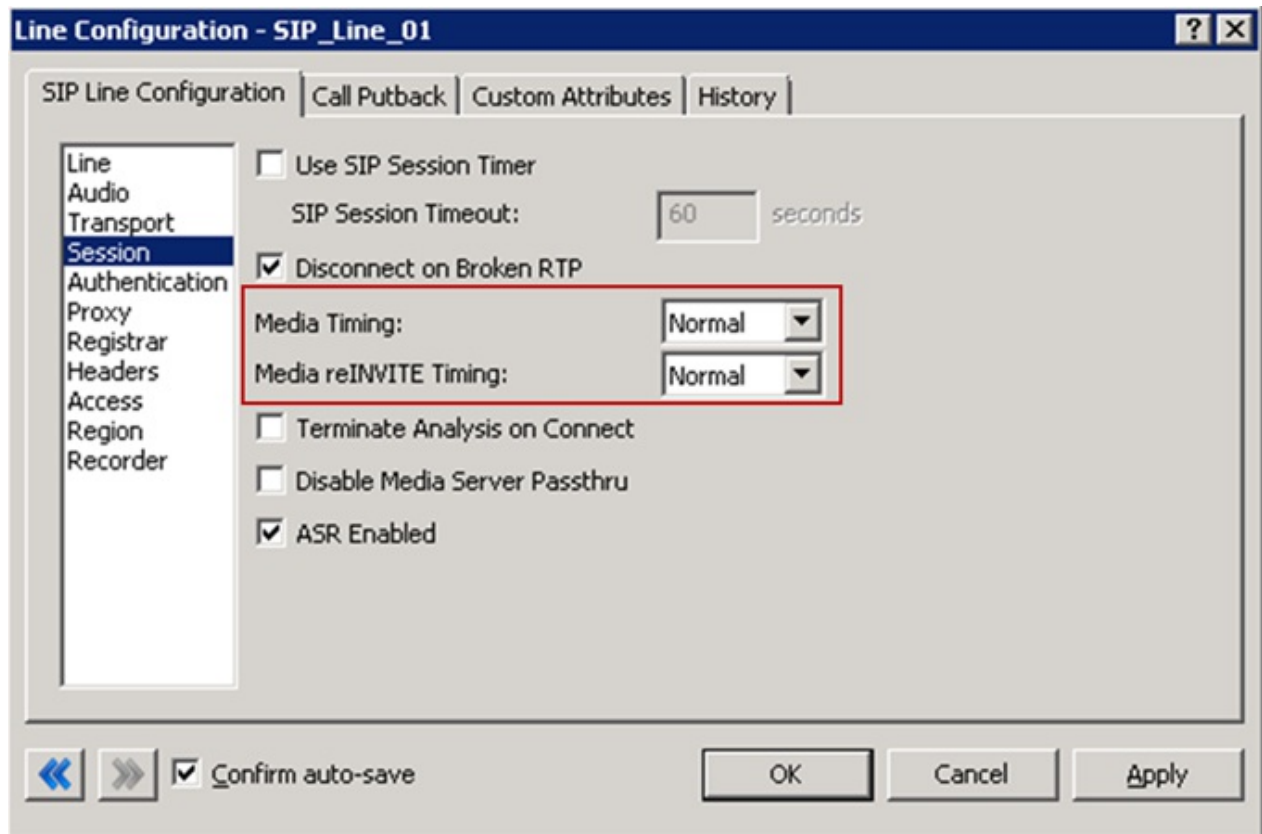
For...	Configure...	
Unsecured TCP Line	Transport Protocol	TCP
	Audio Protocol	RTP
	Receive Port	5060
Unsecured TLS Line	Transport Protocol	TLS
	Audio Protocol	RTP
	Receive Port	5061
Secured TLS Line	Transport Protocol	TLS
	Audio Protocol	SRTP
	Receive Port	5061

Disabling delayed media

Some SIP devices do not support delayed media, which may cause calls initiated from a Customer Interaction Center client to fail to connect, immediately disconnect or have one-way audio. Therefore, you need to disable delayed media for INVITE and re-INVITE requests.

To disable delayed media:

1. In the right pane of the **Lines** container, double-click the line to configure.
The **Line Configuration** dialog box is displayed.
2. In the navigation box of the **SIP Line Configuration** page, click **Session**.



3. In the **Media Timing** and **Media reINVITE Timing** boxes, select **Normal**.

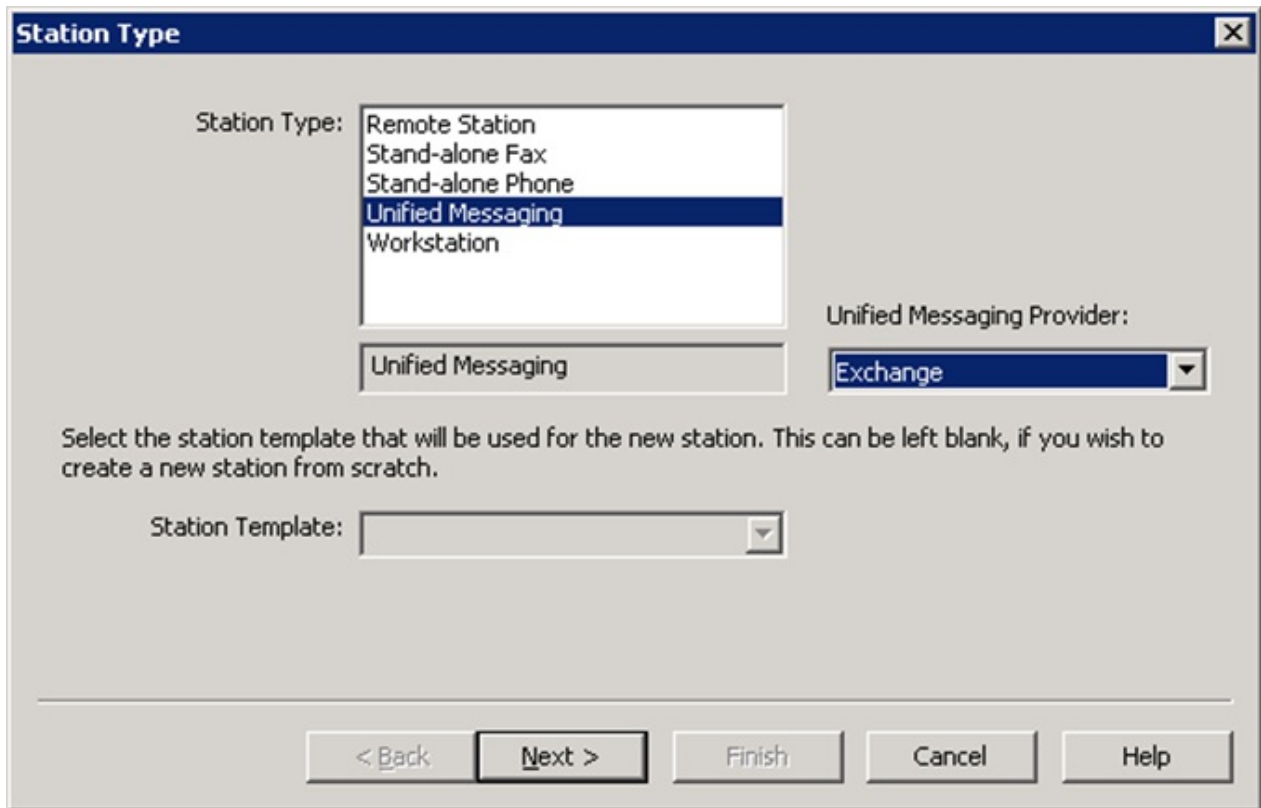
Creating a station

To handle call routing between the Customer Interaction Center server and the Unified Messaging server, create a Unified Messaging station in Interaction Administrator.

To create a station:

1. Click the **Stations** container and press the **Insert** key.
The **Entry Name** dialog box is displayed.
2. Type the station name and click **OK**.

The **Station Type** dialog is displayed.



The screenshot shows the 'Station Type' dialog box. It has a title bar with 'Station Type' and a close button. The main area contains a 'Station Type:' label followed by a list box with five options: 'Remote Station', 'Stand-alone Fax', 'Stand-alone Phone', 'Unified Messaging' (which is selected and highlighted in blue), and 'Workstation'. Below this list box is a text box containing 'Unified Messaging'. To the right of this is a 'Unified Messaging Provider:' label followed by a dropdown menu showing 'Exchange'. Below these fields is a text instruction: 'Select the station template that will be used for the new station. This can be left blank, if you wish to create a new station from scratch.' Below this instruction is a 'Station Template:' label followed by an empty dropdown menu. At the bottom of the dialog are five buttons: '< Back', 'Next >' (which is highlighted with a black border), 'Finish', 'Cancel', and 'Help'.

3. In the **Station Type** list, click **Unified Messaging**.
4. In the **Unified Messaging Provider** box, click **Exchange**.
5. Click **Next**.

The **Configuration** dialog box is displayed.

The screenshot shows the 'Configuration' dialog box with the 'Addresses' tab selected. The 'Station Extension' field is empty, and the 'Auto' button is visible. The 'Active' checkbox is checked. The 'Addresses' list on the left includes 'Audio', 'Transport', 'Session', 'Authentication', and 'Region'. The main area shows four configuration fields: 'Identification SIP Address' (No SIP address is configured), 'Connection SIP Address' (No SIP address is configured), 'Contact Line' (<Use Global SIP Station Setting>), and 'Prefix for extension (optional)' (empty). Each of the first two fields has an 'Edit...' button. At the bottom are buttons for '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'.

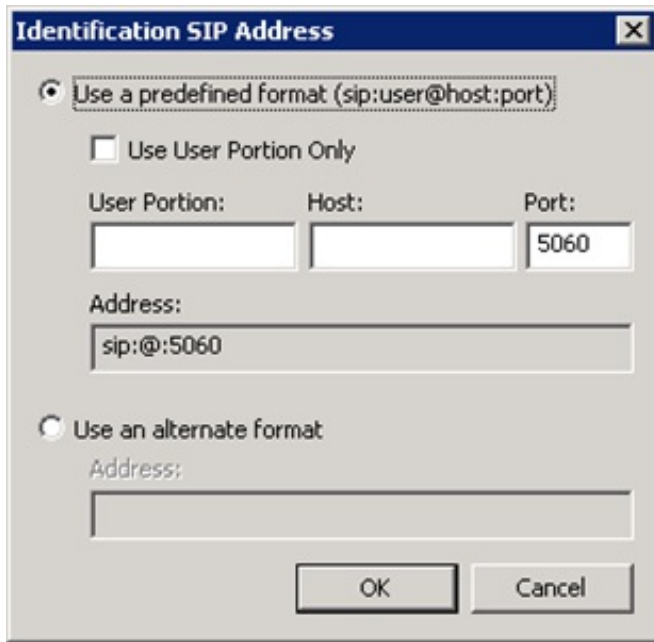
See the following:

- [Configuring SIP addresses](#)
- [Disabling delayed media](#)
- [Adding a custom attribute](#)

Configuring SIP addresses

For information about accessing the **Configuration** dialog box, see [Creating a station](#).

1. On the **Addresses** page in the **Configuration** dialog box, click **Edit** to display the **Identification SIP Address** dialog box.



Identification SIP Address

☒ Use a predefined format (sip:user@host:port)

☐ Use User Portion Only

User Portion: Host: Port:

Address:

☐ Use an alternate format

Address:

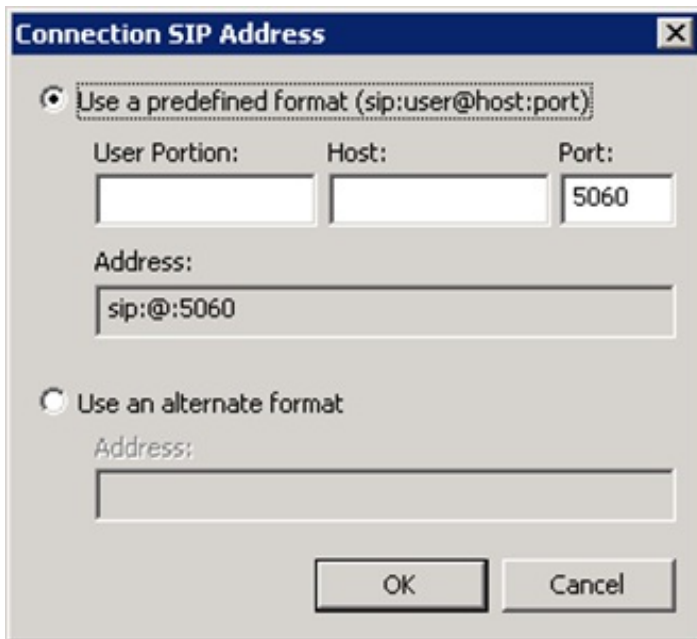
OK Cancel

- Specify the identification SIP address to be included in the From header on INVITE messages sent by the Unified Messaging server and click **OK**.

Note:

Typically, this address is either the IP address or Fully Qualified Domain Name (FQDN) of the Unified Messaging server.

- On the **Addresses** page in the **Configuration** dialog box, click **Edit** to display the **Connection SIP Address** dialog box.



Connection SIP Address

☒ Use a predefined format (sip:user@host:port)

User Portion: Host: Port:

Address:

☐ Use an alternate format

Address:

OK Cancel

- Specify the connection SIP address to be included in the To header on INVITE messages sent to the Unified Messaging server and click **OK**.

Note:

Typically, this address is a pilot number, the IP address, or FQDN of the Unified Messaging server. The port is 5060 for TCP or User Datagram Protocol (UDP), or 5061 for Transport Layer Security (TLS). This address is also used for connection if a proxy is not used.

For Exchange Server 2010, the **User Portion** must match the Pilot identifier for a Unified Messaging Hunt Group associated to the Unified Messaging IP Gateway created for the Customer Interaction Center server.

5. On the **Addresses** page in the **Configuration** dialog box, in the **Contact Line** box, click the SIP line created to handle communication between the Customer Interaction Center server and the Unified Messaging server.

For more information, see [Creating a line](#).

Disabling delayed media

Some SIP devices do not support delayed media, which may cause calls initiated from a Customer Interaction Center client to fail to connect, immediately disconnect or have one-way audio. Therefore, you need to disable delayed media for INVITE and re-INVITE requests.

For information about accessing the **Configuration** dialog box, see [Creating a station](#).

To disable delayed media:

1. In the navigation box in the **Configuration** dialog box, click **Session**.

The screenshot shows the 'Configuration' dialog box with the 'Session' tab selected in the left-hand navigation pane. The 'Station Extension' is set to '111' and the 'Active' checkbox is checked. In the main area, the 'Media Timing' and 'Media reINVITE Timing' dropdown menus are both set to 'Normal' and are highlighted with a red rectangle. Other settings include 'SIP Session Timeout' at 60 seconds, 'SIP Register Interval' at 1 day, 'Disconnect on Broken RTP' checked, 'Terminate Analysis on Connect' checked, 'Disable Media Server Passthru' checked, and 'Connection Call Warm Down Time' at 5 seconds. The bottom of the dialog has buttons for '< Back', 'Next >', 'Finish', 'Cancel', and 'Help'.

2. In the **Media Timing** and **Media reINVITE Timing** boxes, select **Normal**.

Adding a custom attribute

By default, if a user authenticates with the Customer Interaction Center server, the user will be placed into the Interactive Voice Response (IVR) on the Customer Interaction Center server and will be required to dial a subscriber number to enter the IVR on the Unified Messaging server. You can change the default behavior of the Unified Messaging station by adding a custom attribute.

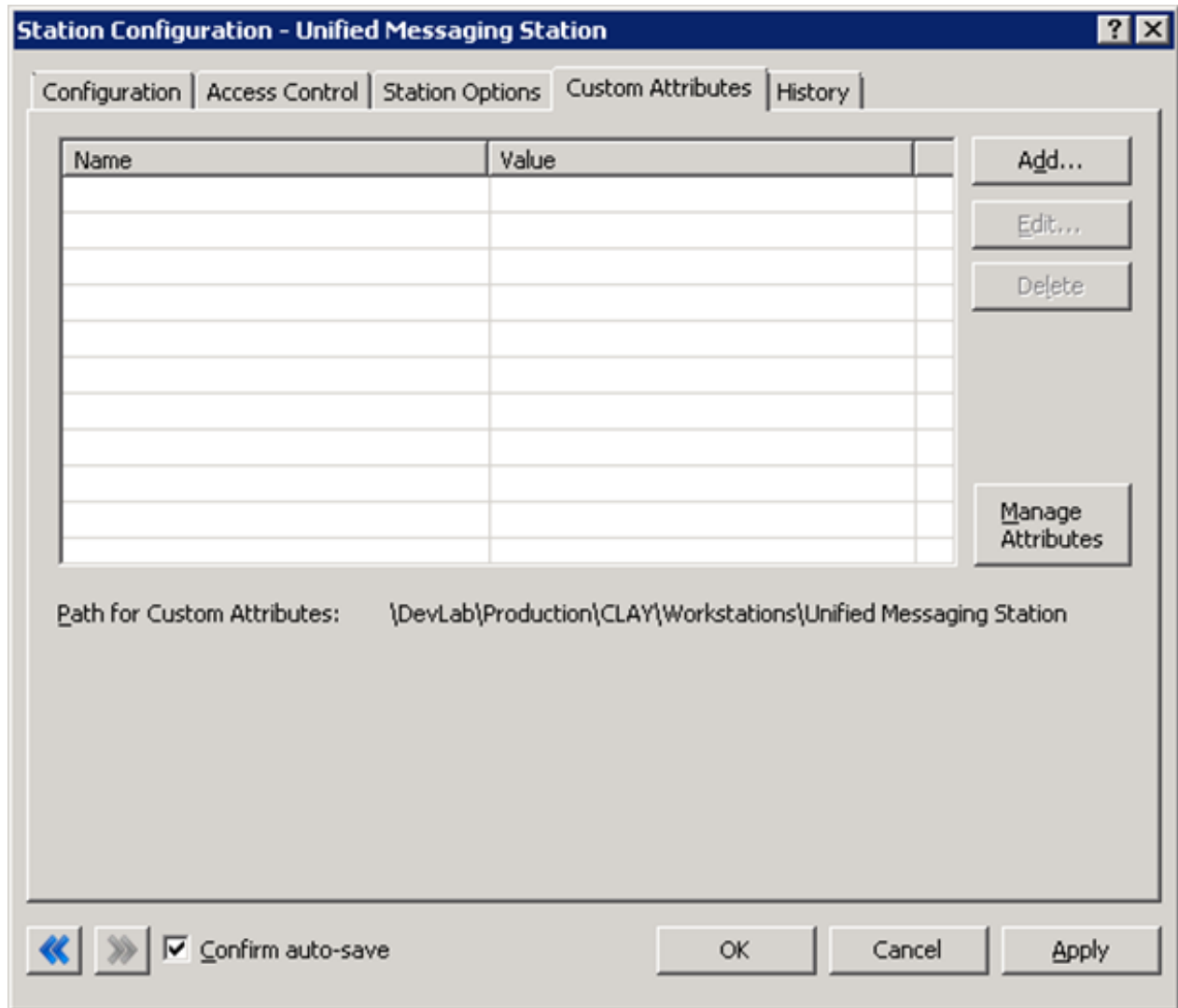
For information about accessing the **Configuration** dialog box, see [Creating a station](#).

To add a custom attribute:

1. In the right pane of the **Stations** container, double-click the Unified Messaging station.

The **Station Configuration** dialog box is displayed.

2. Click the **Custom Attributes** tab.



The **Station Configuration - Unified Messaging Station** dialog box is shown with the **Custom Attributes** tab selected. It features a table with two columns: **Name** and **Value**. To the right of the table are buttons for **Add...**, **Edit...**, **Delete**, and **Manage Attributes**. Below the table, the **Path for Custom Attributes:** is set to `\DevLab\Production\CLAY\Workstations\Unified Messaging Station`. At the bottom, there are navigation arrows, a **Confirm auto-save** checkbox (checked), and **OK**, **Cancel**, and **Apply** buttons.

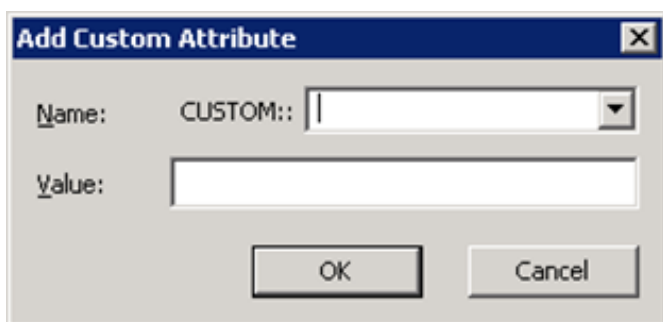
Name	Value

Path for Custom Attributes: \DevLab\Production\CLAY\Workstations\Unified Messaging Station

Navigation: << >> ☒ Confirm auto-save OK Cancel Apply

3. Click **Add**.

The **Add Custom Attribute** dialog box is displayed.



The **Add Custom Attribute** dialog box is shown. It has a **Name:** field with a dropdown menu currently showing **CUSTOM::** and a **Value:** text box. At the bottom are **OK** and **Cancel** buttons.

Name: CUSTOM:: [dropdown]

Value: [text box]

OK Cancel

4. In the **Custom** box, click **Divert for TUI**.

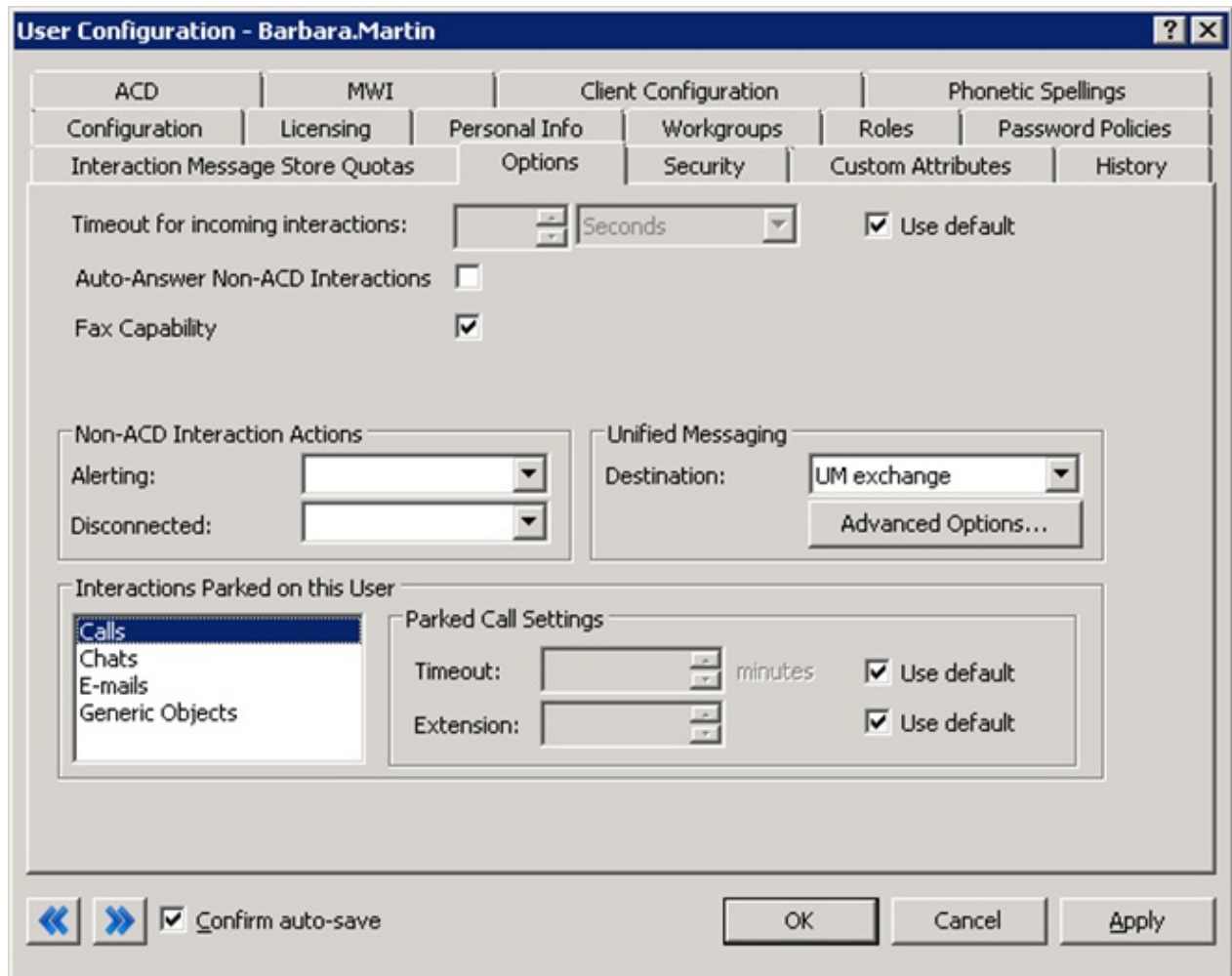
5. In the **Value** box, type **1** and click **OK**.

Configuring Users

Configure Users to use a third-party Unified Messaging provider in the Interaction Administrator User container.

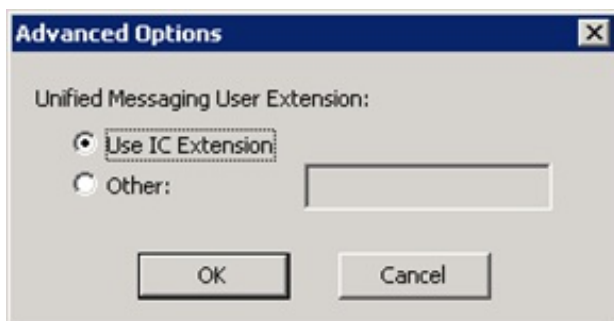
To configure a user:

1. In the right pane of the **Users** container, double-click the name of the user to configure.
The **User Configuration** dialog box is displayed.
2. Click the **Options** tab.



The image shows the 'User Configuration - Barbara.Martin' dialog box with the 'Options' tab selected. The dialog has a tabbed interface with tabs for ACD, MWI, Client Configuration, Phonetic Spellings, Configuration, Licensing, Personal Info, Workgroups, Roles, Password Policies, Interaction Message Store Quotas, Options (selected), Security, Custom Attributes, and History. The 'Options' tab contains several settings: 'Timeout for incoming interactions' with a numeric input, a 'Seconds' dropdown, and a 'Use default' checkbox; 'Auto-Answer Non-ACD Interactions' with an unchecked checkbox; 'Fax Capability' with a checked checkbox; 'Non-ACD Interaction Actions' with 'Alerting' and 'Disconnected' dropdowns; 'Unified Messaging' with a 'Destination' dropdown set to 'UM exchange' and an 'Advanced Options...' button; and 'Interactions Parked on this User' with a list box containing 'Calls', 'Chats', 'E-mails', and 'Generic Objects'. To the right of the list box is the 'Parked Call Settings' section with 'Timeout' and 'Extension' numeric inputs, a 'minutes' label, and 'Use default' checkboxes. At the bottom, there are navigation arrows, a 'Confirm auto-save' checkbox, and 'OK', 'Cancel', and 'Apply' buttons.

3. In the **Destination** box, click the Unified Messaging station you created to handle communications routed between the Customer Interaction Center server and the Unified Messaging server.
For more information, see [Creating a station](#).
4. Click **Advanced Options** to display the **Advanced Options** dialog box.



The image shows the 'Advanced Options' dialog box. It has a title bar with a close button. The main area is labeled 'Unified Messaging User Extension:' and contains two radio buttons: 'Use IC Extension' (selected) and 'Other:'. Next to the 'Other:' radio button is an empty text input field. At the bottom are 'OK' and 'Cancel' buttons.

5. Specify the value to include in the From header on INVITE messages when accessing a user's mailbox or the Diversion header on INVITE messages when calls are transferred to the Unified Messaging server.

For Exchange Server 2010, provide the following:

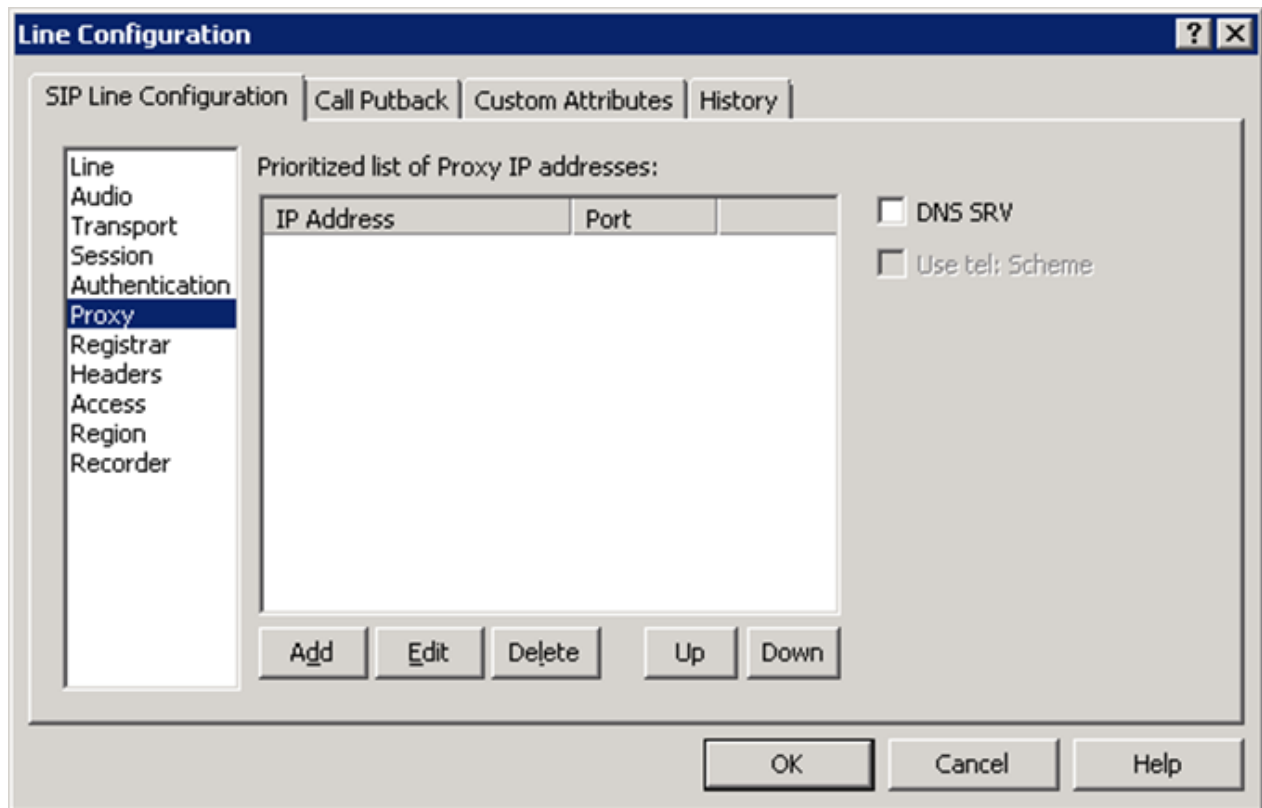
For...	Configure...
Use IC Extension	Select this option when the user's Customer Interaction Center extension matches the user's Unified Messaging extension.
Other	Select this option and provide one of the following: • The user's Unified Messaging extension • The E.164 address entered for the user, such as +13178723000 • The SIP address for the user, prefixed with sip:.The address defaults to the user's e-mail address, such as sip:john.smith@mycompany.com.

Providing for failover and load balancing

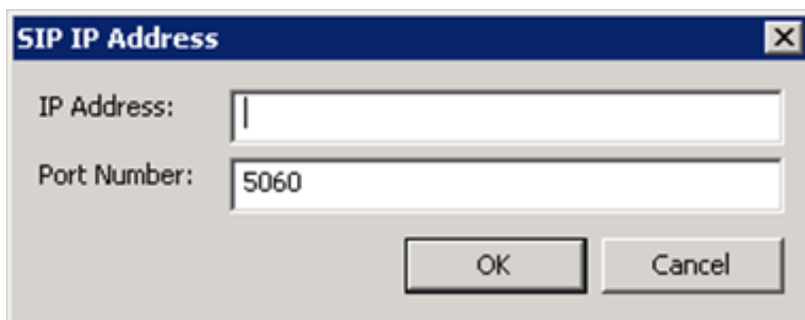
There are two options for providing for failover and automatically balancing the load when multiple Unified Messaging servers are available. The first option is to set up a proxy for each of the Unified Messaging servers. The second option is to set up a single proxy that's used by all the Unified Messaging servers. For more information, see the Interaction Administrator online Help.

To set up multiple proxies:

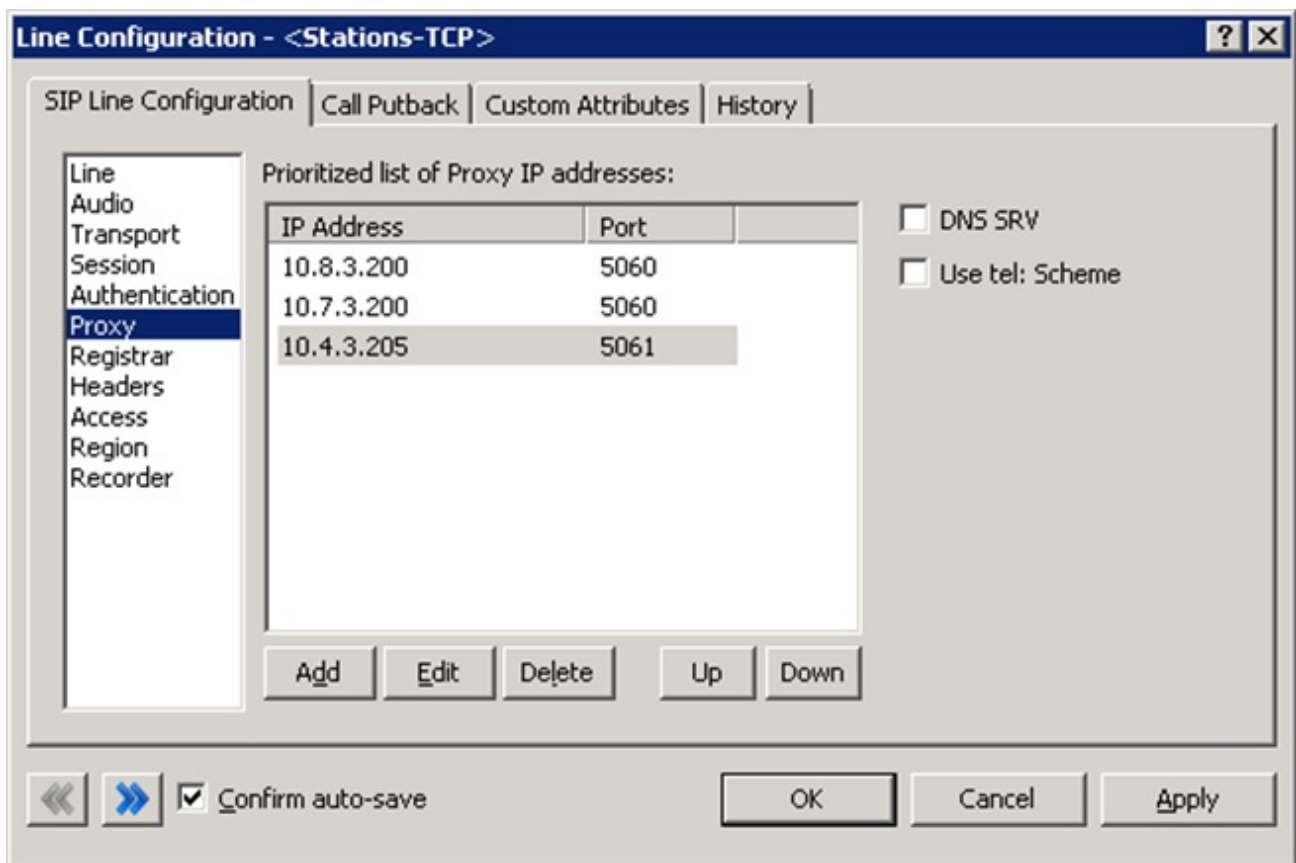
1. In the right pane of the **Lines** container, double-click the line to configure.
The **Line Configuration** dialog box is displayed.
2. In the navigation box on the **SIP Line Configuration** page, click **Proxy**.



3. Click **Add**.
The **SIP IP Address** dialog box is displayed.



4. In the **IP Address** and **Port Number** boxes, specify the SIP IP Address and **5060**.
5. Click **OK**.
6. Add a proxy for each Unified Messaging server.



7. On the **SIP Line Configuration** page, use the **Up** and **Down** buttons to arrange the proxies in the order in which they are to be used.
8. In the right pane of the **Stations** container, double-click the Unified Messaging station.

Station Configuration - Unified Messaging Station [?] [X]

Configuration | Access Control | Station Options | Custom Attributes | History

Station Extension: ☒ Active

Addresses
Audio
Transport
Session
Authentication
Region

Identification SIP Address:

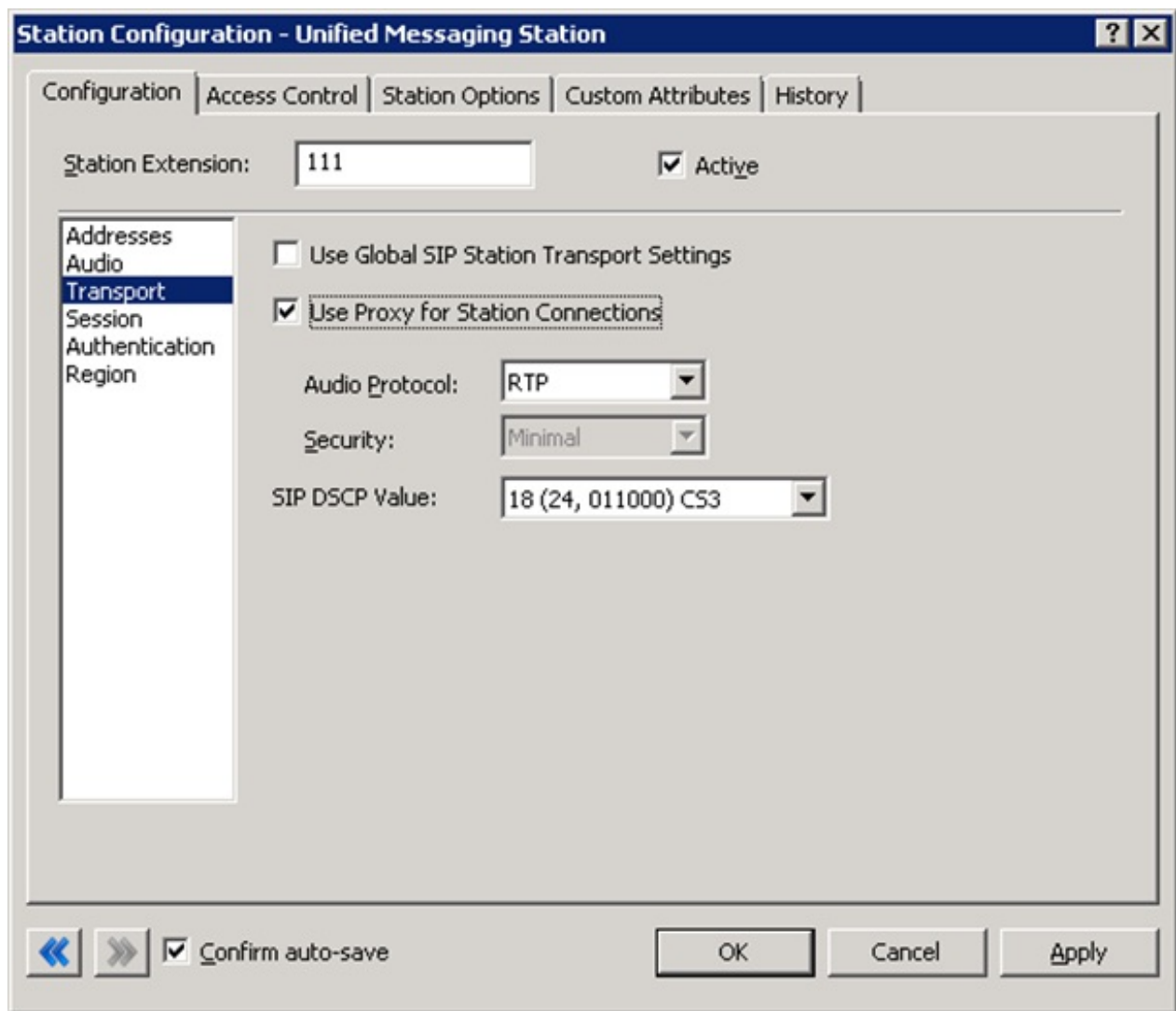
Connection SIP Address:

Contact Line: ▼

Prefix for extension (optional):

◀ ▶ ☒ Confirm auto-save

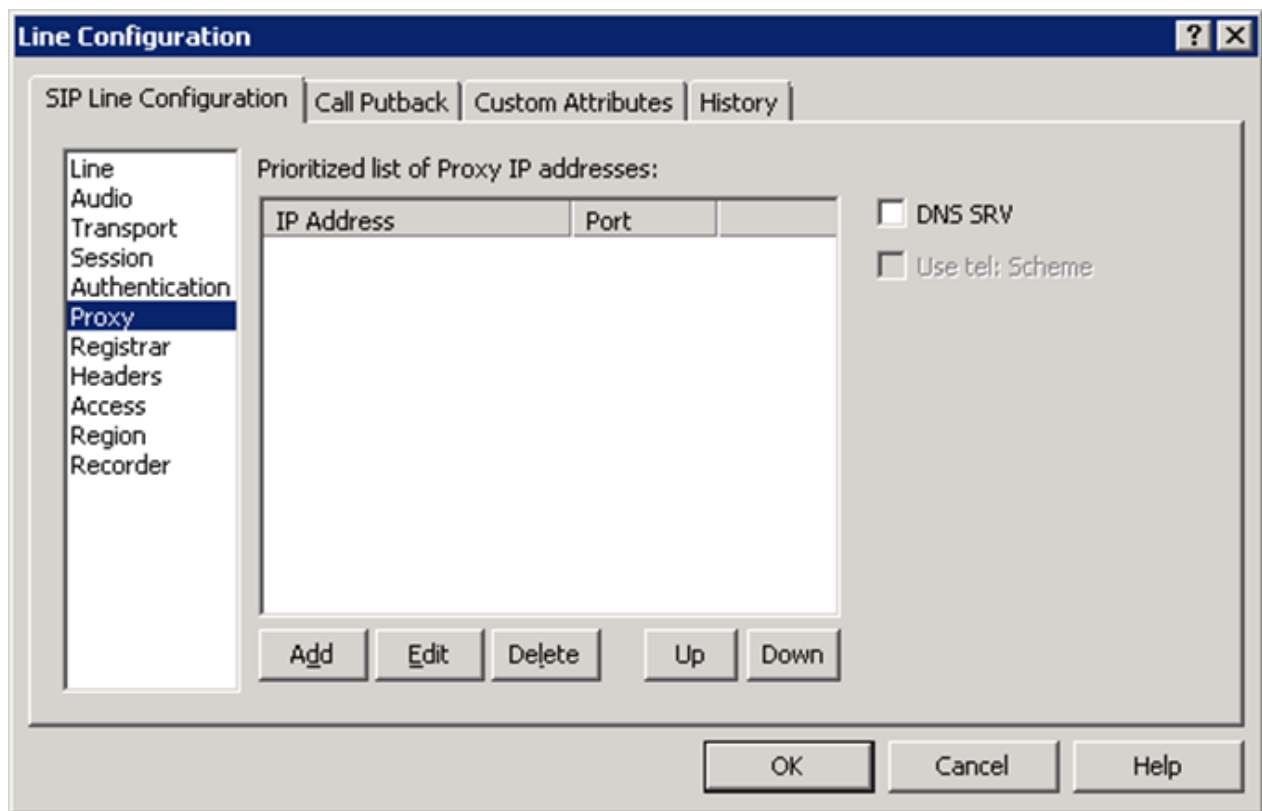
9. In the navigation box on the **Configuration** page, click **Transport** and enable the **Use Proxy for Station Connections** check box.



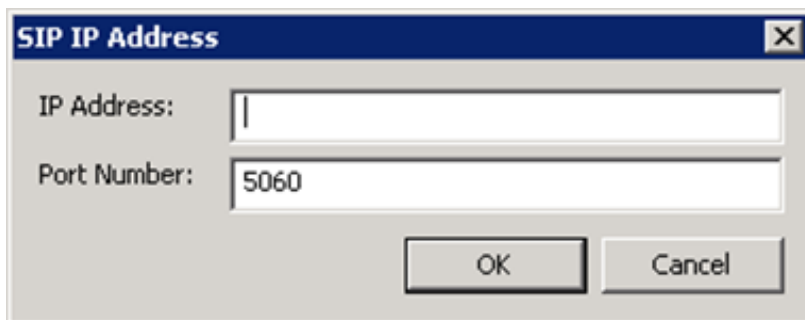
The image shows a 'Station Configuration - Unified Messaging Station' dialog box. It has a title bar with a question mark and a close button. Below the title bar are five tabs: 'Configuration', 'Access Control', 'Station Options', 'Custom Attributes', and 'History'. The 'Configuration' tab is selected. Inside the dialog, there is a 'Station Extension' field with the value '111' and an 'Active' checkbox which is checked. On the left side, there is a vertical list of categories: 'Addresses', 'Audio', 'Transport' (which is highlighted), 'Session', 'Authentication', and 'Region'. To the right of this list, there are several settings: a checkbox for 'Use Global SIP Station Transport Settings' (unchecked), a checkbox for 'Use Proxy for Station Connections' (checked), a dropdown for 'Audio Protocol' set to 'RTP', a dropdown for 'Security' set to 'Minimal', and a dropdown for 'SIP DSCP Value' set to '18 (24, 011000) CS3'. At the bottom of the dialog, there are navigation arrows, a 'Confirm auto-save' checkbox (checked), and three buttons: 'OK', 'Cancel', and 'Apply'.

To set up a single proxy:

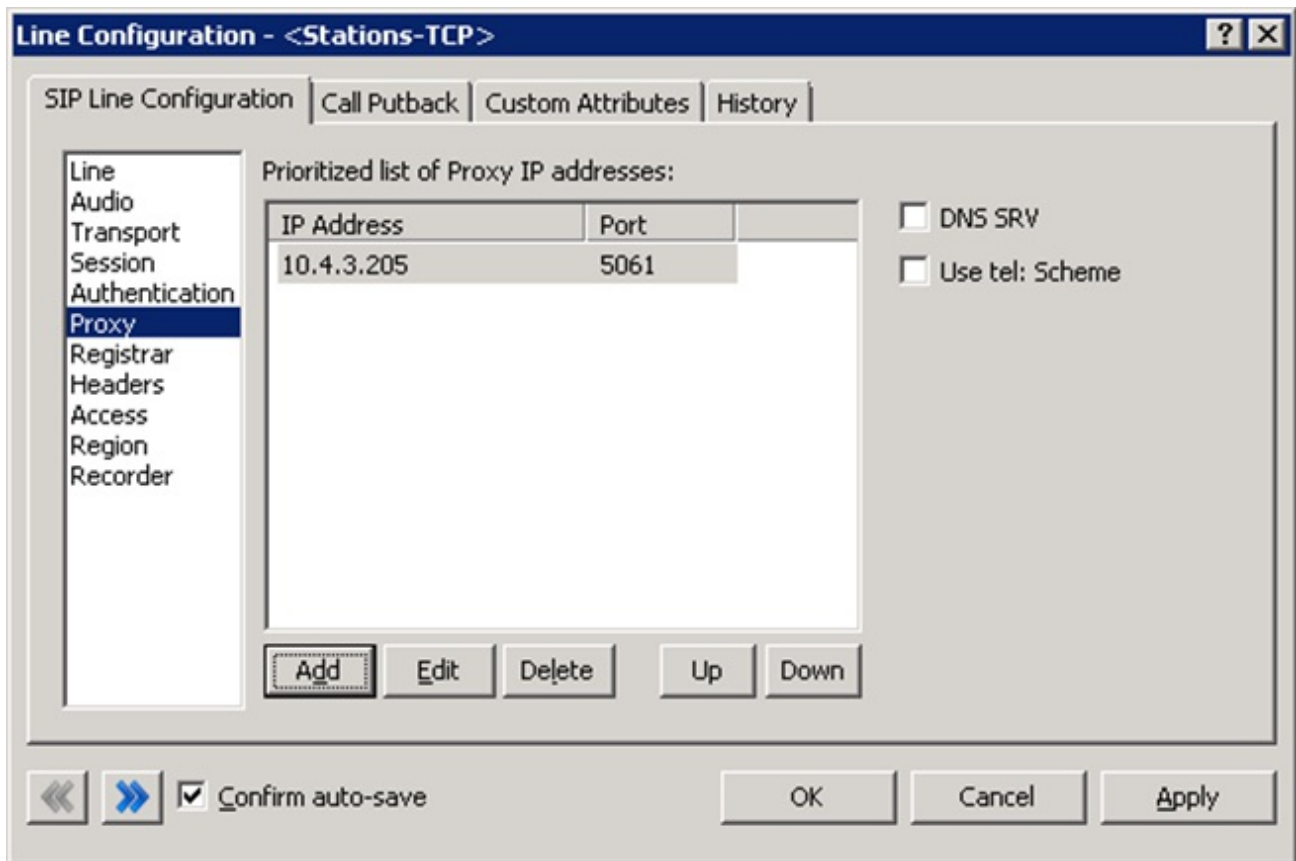
1. In the right pane of the **Lines** container, double-click the line to configure.
The **Line Configuration** dialog box is displayed.
2. In the navigation box on the **SIP Line Configuration** page in the **Line Configuration** dialog box, click **Proxy**.



3. Click Add.
The SIP IP Address dialog box is displayed.



4. In the **IP Address** and **Port Number** boxes, specify the SIP IP Address and **5060**.



5. In the right pane of the **Stations** container, double-click the Unified Messaging station.
The **Station Configuration** dialog box is displayed.
6. In the navigation box on the **Configuration** page, click **Transport** and enable the **Use Proxy for Station Connections** check box.

Station Configuration - Unified Messaging Station [?] [X]

Configuration | Access Control | Station Options | Custom Attributes | History

Station Extension: ☒ Active

Addresses
Audio
Transport
Session
Authentication
Region

☐ Use Global SIP Station Transport Settings
☒ Use Proxy for Station Connections

Audio Protocol:

Security:

SIP DSCP Value:

« » ☒ Confirm auto-save

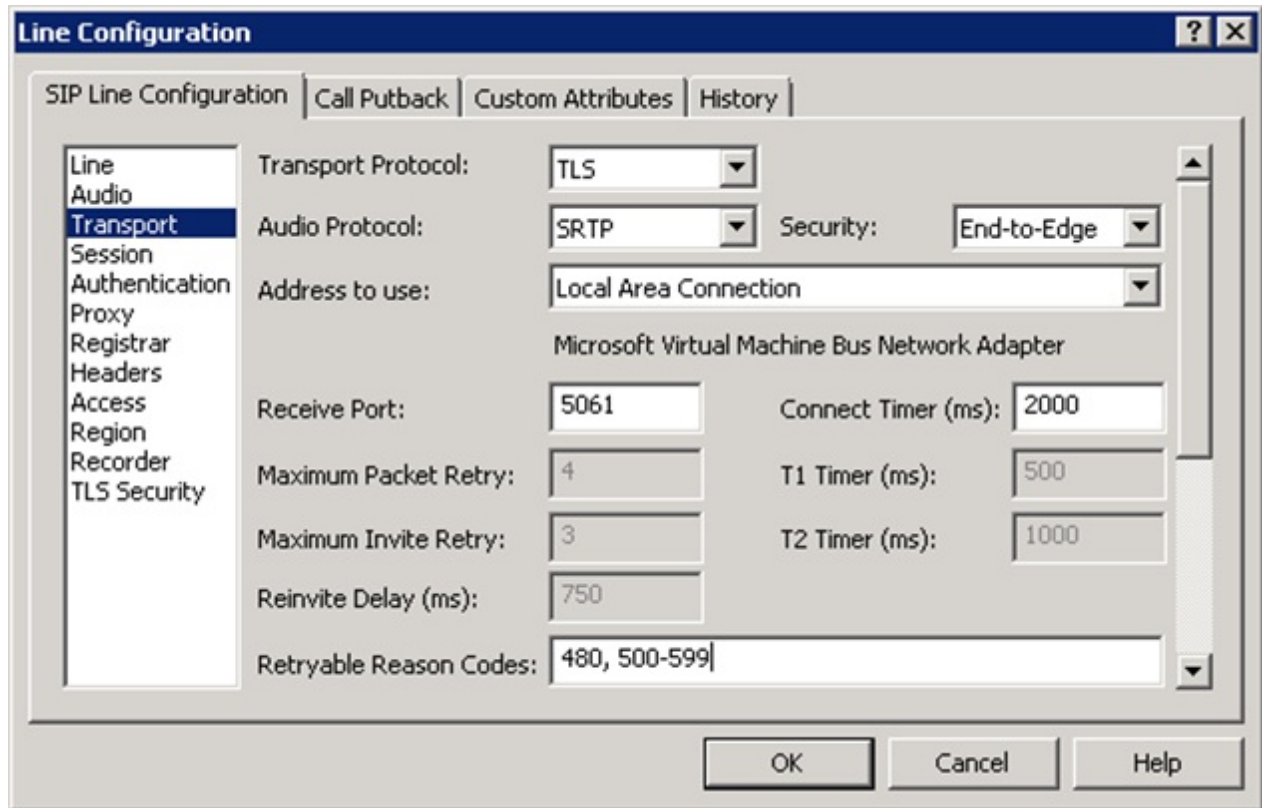
OK Cancel Apply

Encrypting SIP signaling and RTP streams

You can encrypt the SIP signaling stream and the RTP stream using TLS.

To enable encryption on the SIP signaling stream:

1. In the right pane of the **Lines** container, double-click the line to configure.
The **Line Configuration** dialog box is displayed.
2. In the navigation box on the **SIP Line Configuration** page, click **Transport**.
3. In the **Transport Protocol** box, click **TLS**.



To enable encryption on the RTP stream:

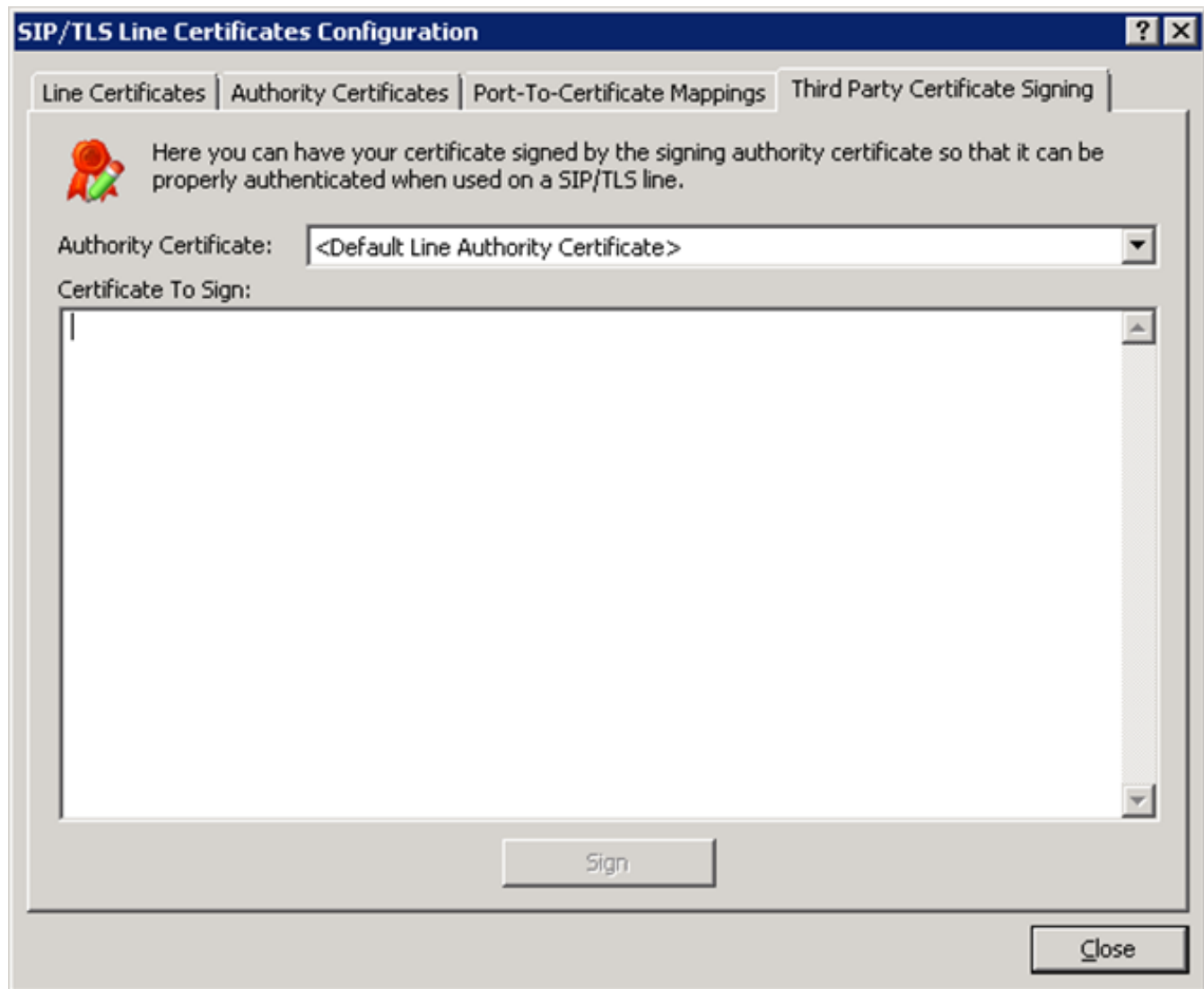
1. In the right pane of the **Lines** container, double-click the line to configure.
The **Line Configuration** dialog box is displayed.
2. In the navigation box on the **SIP Line Configuration** page, click **Transport**.
3. In the **Audio Protocol** box, click **SRTP**.

For more information on these settings, see [Creating a line](#), [Creating a station](#), and *Interaction Administrator Help*.

Digital certificates

You can authenticate SIP/TLS connections to and from the Customer Interaction Center server and the Unified Messaging server using SIP and TLS line certificates. To support TLS, certificates must be configured on both the Customer Interaction Center server and the Unified Messaging server. The Customer Interaction Center server comes preconfigured with a Default Line Authority Certificate that can be used to sign third-party certificates. If a Unified Messaging server uses an existing certificate that has already been signed, you must import the Certificate Authority (CA) certificate on the Customer Interaction Center server. Use the TLS Security option on the SIP line to import the certificate. For more information, see [Creating a line](#) in this document.

The Unified Messaging server certificate is used for outbound connections, or when mutual authentication is required. Install the Default Line Authority Certificate as a trusted CA on the Unified Messaging server for inbound connections, or when mutual authentication is required. The Cipher Suites enabled on the Customer Interaction Center server must include at least one cipher suite supported by the Unified Messaging server.



The image shows a Windows-style dialog box titled "SIP/TLS Line Certificates Configuration". It has four tabs: "Line Certificates", "Authority Certificates", "Port-To-Certificate Mappings", and "Third Party Certificate Signing". The "Third Party Certificate Signing" tab is currently selected. Inside the dialog, there is a red ribbon icon and a message: "Here you can have your certificate signed by the signing authority certificate so that it can be properly authenticated when used on a SIP/TLS line." Below this, there is a label "Authority Certificate:" followed by a dropdown menu showing "<Default Line Authority Certificate>". Underneath is a label "Certificate To Sign:" followed by a large, empty text area. At the bottom of the dialog, there are two buttons: "Sign" and "Close".

Advanced setup

It is possible to use various combinations of multiple SIP lines and multiple Unified Messaging stations to either connect to multiple Unified Messaging servers or support both encrypted and unencrypted connections simultaneously.

For more information about configuration, see [Enable Exchange Server 2010 MWI integration with Interaction SIP Proxy](#).

Exchange Server 2010

A single Unified Messaging IP Gateway can have multiple Unified Messaging Hunt Groups, each with a unique Pilot Identifier. This allows multiple Unified Messaging stations to be created, each with different settings. For more information, see [Creating a station](#).

Enable Exchange Server 2010 MWI integration with Interaction SIP Proxy

Customer Interaction Center, when configured as a Unified Messaging (UM) IP gateway on the Exchange Server, does not natively support delivery of Message Waiting Indicator (MWI) Notify messages to endpoints when a user receives or deletes a message from his or her mailbox. However, you can support MWI messages in this environment if you install Interaction SIP Proxy and do some configuration tasks.

You can configure Interaction SIP Proxy to route MWI Notify messages to SIP endpoints, such as IP telephones, and to route voice mail call setup messages between Exchange Server 2010 and the Customer Interaction Center server.

For more information, see the following:

- [Configuration limitations](#)
- [Install and connect Interaction SIP Proxy](#)
- [Configure Interaction SIP Proxy](#)
- [Configure registration group in Interaction Administrator](#)
- [Create a Unified Messaging station for the Exchange Server Pilot in Interaction Administrator](#)
- [Configure users in Interaction Administrator](#)
- [Configure Exchange Server 2010 UM IP gateways and UM hunt group](#)
- [Configure user mailboxes in Exchange Server 2010 UM](#)

Configuration limitations

Using Interaction SIP Proxy to route MWI Notify messages from Exchange Server 2010 has the following limitations:

- Interaction SIP Proxy will be the destination for all Unified Messaging communications from the Customer Interaction Center server.
- On each Exchange Server 2010 machine, you must create Unified Message IP gateways for Interaction SIP Proxy and each Customer Interaction Center server, including fallback servers in a switchover configuration.
- The Pilot Identifier/Hunt Group that Customer Interaction Center will use will be associated to the Unified Messaging IP Gateway for the Interaction SIP Proxy system.
- Interaction SIP Proxy will have a From based route configured to send Customer Interaction Center traffic to the Exchange server.
- The Unified Messaging extension for the user will match the Customer Interaction Center user extension.
- Polycom phones need to register to the Customer Interaction Center servers as well as the Interaction SIP Proxy system.
- You must set a default station for each user defined in Customer Interaction Center to which you want to send MWI messages.
- The voice mail button on the telephone will not retrieve the voice mail messages for a user.
- If a user logs on or off a station, the MWI indicator will not change.
- The MWI indicator on the phone is enabled when the e-mail message arrives in the mailbox of the user.

Install and connect Interaction SIP Proxy

1. Through Genesys or your Genesys partner, purchase Interaction SIP Proxy.
2. Install Interaction SIP Proxy.

For information on installation requirements and procedures, see "Interaction SIP Proxy installation or upgrade" in *Interaction SIP Proxy Technical Reference*.

3. In the Interaction SIP Proxy web interface, configure Interaction SIP Proxy to connect to the Customer Interaction Center server by selecting **System > IC Integration**.

For more information, see "Connect Interaction SIP Proxy to the Customer Interaction Center server" in *Interaction SIP Proxy Technical Reference*.

4. Using Interaction Administrator, trust the connection from the Interaction SIP Proxy system.

For more information, see "Trust the Interaction SIP Proxy connection and assign a location" in *Interaction SIP Proxy Technical Reference*.

Configure Interaction SIP Proxy

1. Open a web browser and navigate to the URL address of the Interaction SIP Proxy address server.
2. Enter the user name and password for Interaction SIP Proxy and select the **OK** button.
3. In the upper right corner, select the **Config** icon.
4. On the **General** tab, set the following controls as indicated:

- **Digest Authentication No**
- **Record Route Yes**
- **Rewrite Request URI Yes**
- **Registration has Priority Yes**

5. Select the **Server Plan** tab.

The **Config-Server Plan** page is displayed.

6. On the right side of the page, select the **insert** hyperlink.

A set of controls is displayed.

7. In the box at the top of the set, enter a name for this server plan. Use a name, such as "Exchange UM MWI" or something similar, so that you can identify this entry easily in the future.

8. In the **Destinations** box, enter the address of the Exchange Server 2010 system.

You can specify an IP address, host name, or fully-qualified domain name.

9. Change other settings, such as **Protocol** and **Timeout**, as necessary.

For more information on these controls, see *Interaction SIP Proxy Help* by selecting the **Help** icon in the upper right corner of the page.

10. Select the **Apply** button.

The entry is saved and displayed.

11. Select the **Routing** tab.

The **Config-Routing** page is displayed.

12. On the right side of the page, select the **insert** hyperlink.

A set of controls is displayed.

13. In the box to the right of the check box, enter a name for this route.

Note:

Include "IC UM MWI" or something similar in this name to ensure you can identify it easily in the future.

14. In the **From Address** box, enter the following text:

(.*)@server_address

server_address is the address of your Customer Interaction Center server. You can specify an IP address, host name, or fully-qualified domain name.

15. In the **To Address** box, enter the following text:

.*

16. In the **Routes to** box, enter **\$1**.

17. In the list box to the right of the **Routes to** box, select the server plan that you created earlier in this procedure.

18. In the **Description** box, you can, optionally, enter text to further identify this route.
19. Select the **Apply** button.
The route entry is saved and displayed.
20. Ensure that the check box for the route you created is enabled.

Note:

If you use a switchover pair of Customer Interaction Center servers, you must repeat steps 11 through 20 for the second server.

21. Select the **Authentication** tab.
The **Config-Authentication** page is displayed.
22. On the right side of the page, select the **insert** hyperlink.

The following set of controls is displayed.

23. In the **Registration Id** box, enter a unique, identifiable string for a managed IP telephone that you want to receive MWI messages.
For more information on defining and configuring managed IP telephones in Interaction Administrator, see "Home > Interaction Administrator > IC Server > Managed IP Phones" in *Interaction Administrator Help*.
24. In the **Username** box, enter the user name for the specified station.

Note:

You set the user name and password for a station through the **Stations** container in Interaction Administrator.

25. In the **Password** box, enter the password for the specified station.
26. In the **Aliases** box, enter the extension that is assigned to the user of this station.

Note:

You set the extension number for a user through the **Users** container in Interaction Administrator.

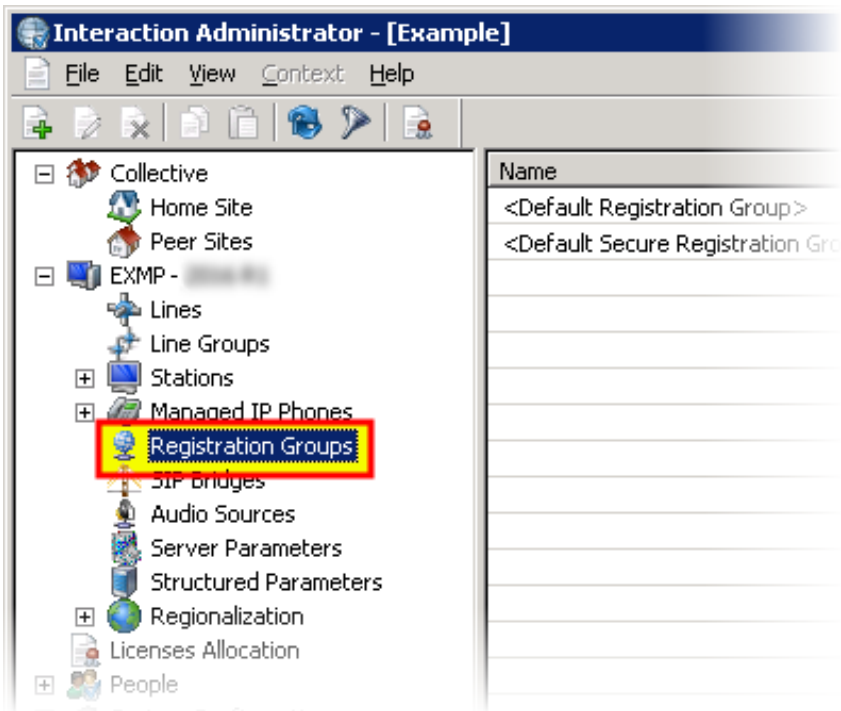
27. On the right side of the page, select the **Apply** button.

The authentication entry is saved and displayed.

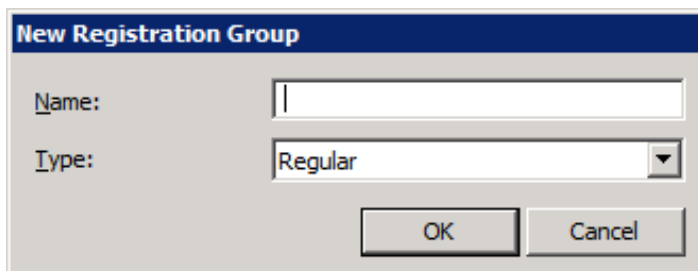
Configure registration group in Interaction Administrator

To receive MWI messages, each managed IP telephone must use a Customer Interaction Center registration group with the appropriate configuration. To create the registration group, do the following steps:

1. Log on to Interaction Administrator.
2. In the left pane, expand the container for your Customer Interaction Center server.



3. Select the **Registration Groups** container.
4. In the right pane, right-click an open area and select **New** from the resulting shortcut menu. The **New Registration Group** dialog box is displayed.



5. In the **Name** box, enter a unique, identifiable name for this IP telephone registration group.
 6. In the **Type** list box, select the **Regular** entry.
 7. Select the **OK** button.
- The **Registration Group Configuration** dialog box is displayed.

Registration Group Configuration - MWI Registration Group [?] [X]

Configuration | Options

 Managed IP phones will send communications through the registrations in the specified order. Add additional registrations for redundancy.

Name:

Type: Regular

Registrations

Type	Details
------	---------

Add...
Edit...
Remove
Move Up
Move Down

OK Cancel

8. Select the **Add** button.
The **Add Registration** dialog box is displayed.

9. Select the **Obtain registration settings automatically using DNS SRV** option.
10. In the **Domain** box, enter domain in which the Customer Interaction Center server resides.
For example, if the fully qualified domain name of the Customer Interaction Center server is CICserver1.mycompany.com, enter mycompany.com in the **Domain** box.
11. In the **Transport Protocol** area, select the **TCP** option.
12. Select the **OK** button.
The DNS SRV entry is saved and displayed in the **Registration Group Configuration** dialog box.
13. In the **Registration Group Configuration** dialog box, select the **Add** button.
The **Add Registration** dialog box is displayed.
14. Select the **Obtain registration settings automatically from this proxy** option.
15. In the **SIP Proxy** list box, select the Interaction SIP Proxy server that you installed and configured previously in this procedure.
16. In the **Alternate Address** box, enter an address that the managed IP telephone can use to send SIP messages to the Interaction SIP Proxy server.

Important!

Specify the information in the **Alternate Address** box only if the IP telephones exist in locations other than the one that contains this Interaction SIP Proxy server.

17. In the **Transport Protocol** area, select the **TCP** option.
18. Select the **OK** button.

The Interaction SIP Proxy entry is saved and displayed in the **Registration Group Configuration** dialog box.

Registration Group Configuration - MWI Registration Group

Configuration Options

Managed IP phones will send communications through the registrations in the specified order. Add additional registrations for redundancy.

Name: MWI Registration Group

Type: Regular

Registrations

Type	Details
DNS SRV	mycompany.com (TCP)
SIP Proxy	SIP Proxy 1 [172.17.110.86] (TCP)

Add... Edit... Remove Move Up Move Down

Confirm auto-save OK Cancel Apply

Important!

Ensure that the DNS SRV entry is listed first in the Registrations box.

Create a Unified Messaging station for the Exchange Server Pilot in Interaction Administrator

Important!

This procedure requires that you have created a Pilot Identifier number on the Exchange Server 2010 UM.

1. Log on to Interaction Administrator.
2. In the left pane, expand the configuration for your Customer Interaction Center server.
3. Select the **Stations** container.
4. In the right pane, right-click an open area and select **New** from the resulting shortcut menu.

The **Entry Name** dialog box is displayed.

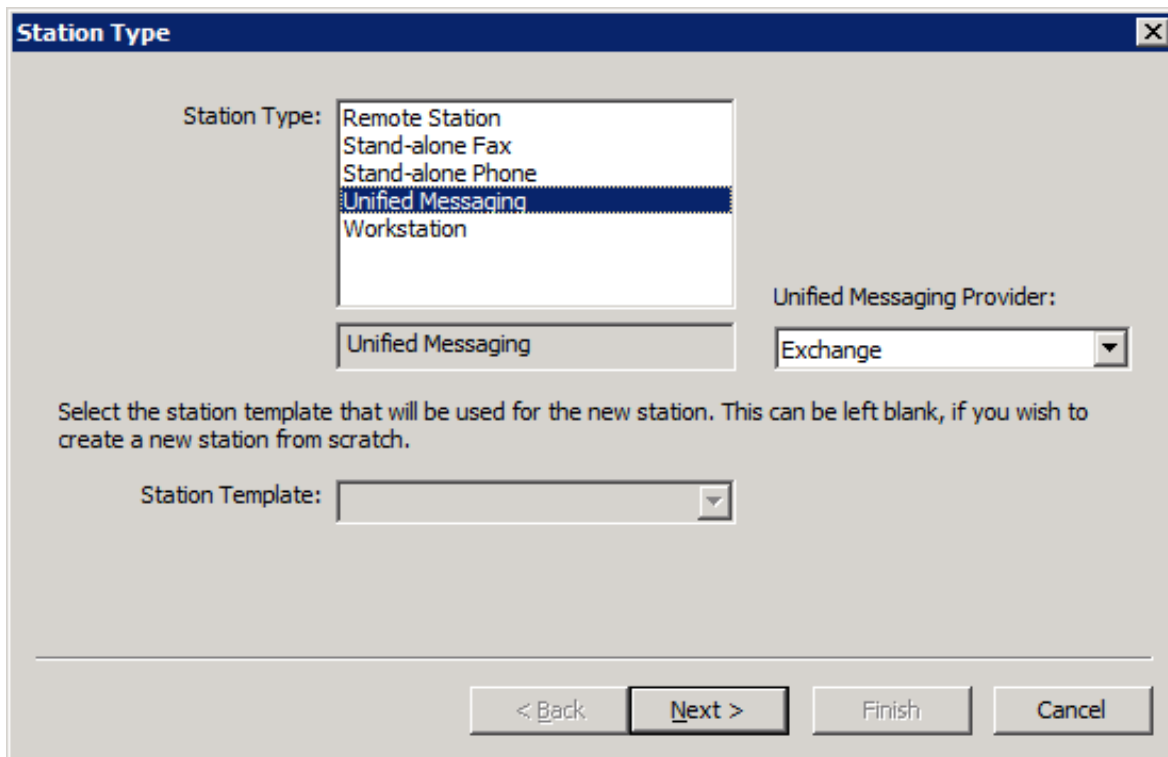
Entry Name

Enter Station Name

OK Cancel

5. In the **Enter Station Name** box, enter **EXCHANGE**.
6. Select the **OK** button.

The **Station Type** dialog box is displayed.



The image shows a 'Station Type' dialog box with a blue title bar and a close button. It contains a 'Station Type' list box with five options: 'Remote Station', 'Stand-alone Fax', 'Stand-alone Phone', 'Unified Messaging' (which is selected and highlighted in blue), and 'Workstation'. Below this list box is a text box containing 'Unified Messaging'. To the right, there is a 'Unified Messaging Provider:' label and a dropdown menu showing 'Exchange'. Below these fields is a paragraph of text: 'Select the station template that will be used for the new station. This can be left blank, if you wish to create a new station from scratch.' followed by a 'Station Template:' label and an empty dropdown menu. At the bottom, there are four buttons: '< Back', 'Next >', 'Finish', and 'Cancel'.

Station Type: Remote Station
Stand-alone Fax
Stand-alone Phone
Unified Messaging
Workstation

Unified Messaging Provider: Exchange

Select the station template that will be used for the new station. This can be left blank, if you wish to create a new station from scratch.

Station Template:

< Back Next > Finish Cancel

7. In the **Station Type** box, select **Unified Messaging**.
 8. In the **Unified Messaging Provider** list box, select **Exchange**.
 9. Select the **Next** button.
- The **Configuration** dialog box is displayed.

Configuration

Station Extension: **Auto** ☒ **Active**

Addresses

- Audio
- Transport
- Session
- Authentication
- Region

Identification SIP Address: **Edit...**

Connection SIP Address: **Edit...**

Contact Line:

Prefix for extension (optional):

< Back Next > Finish Cancel

10. In the **Station Extension** box, enter the number for the Exchange Pilot Identifier.
11. Select the **Edit** button to the right of the **Identification SIP Address** box.
The **Identification SIP Address** dialog box is displayed.

Identification SIP Address

☒ **Use a predefined format (sip:user@host:port)**

☐ **Use User Portion Only**

User Portion: Host: Port:

Address:

☐ **Use an alternate format**

Address:

OK Cancel

12. In the **User Portion** box, enter the number of the Exchange Pilot Identifier.
13. In the **Host** box, enter the address of the Interaction SIP Proxy server that you configured earlier in this procedure.
14. Select the **OK** button.

The address is displayed in the **Configuration** dialog box.

15. In the **Configuration** dialog box, select the **Edit** button to the right of the **Connection SIP Address** box.
The **Connection SIP Address** dialog box is displayed.

Connection SIP Address

☒ Use a predefined format (sip:user@host:port)

User Portion: Host: Port:

Address:

sip:@:

☐ Use an alternate format

Address:

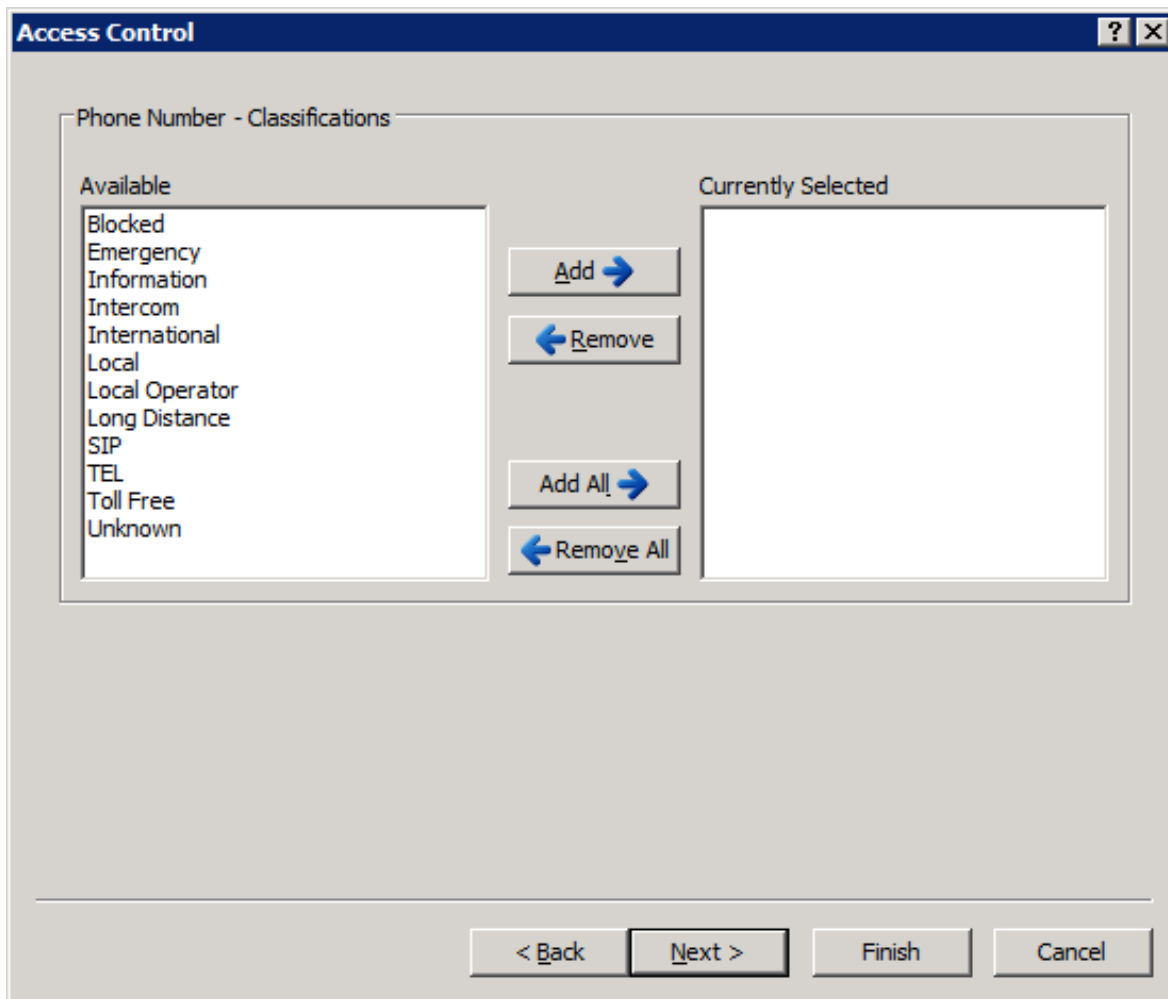
OK Cancel

16. In the **User Portion** box, enter the number of the Exchange Pilot Identifier.
17. In the **Host** box, enter the address of the Interaction SIP Proxy server that you configured earlier in this procedure.
18. In the **Port** box, enter **5060**.
19. Select the **OK** button.
The address is displayed in the **Configuration** dialog box.
20. In the **Contact Line** list box of the **Configuration** dialog box, select the Customer Interaction Center SIP line that you want to use for this station.

Important!

The SIP line that you select for Contact Line must be configured to use the TCP protocol and port 5060.

21. In the **Configuration** dialog box, select the **Next** button.
The **Access Control** dialog box is displayed.



22. In the **Available** box, select **SIP** and then select the **Add** button.
23. Select the **Finish** button.

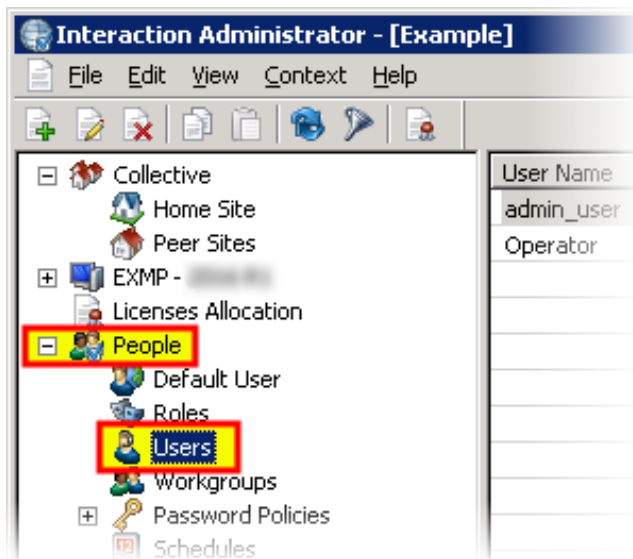
The station for Exchange Unified Messaging is saved and displayed in Interaction Administrator.

Configure users in Interaction Administrator

Note:

You must do this procedure for each user who you want to receive MWI messages from Exchange Server 2010 UM.

1. Log on to Interaction Administrator.
2. In the left pane, expand the container for your Customer Interaction Center server.
3. Select the **Users** container.



4. Double-click a user entry that you want to configure to receive MWI messages from Exchange Server 2010 UM. The **User Configuration** dialog box is displayed.

5. In the **Extension** box, enter the UM Extension configured in Exchange Server 2010 UM.
6. In the **Default Workstation** list box, select the station that will receive MWI messages for this user.
7. Select the **Options** tab. The **Options** tab is displayed.

User Configuration - Kerry Smith

Configuration | Licensing | Personal Info | Workgroups | Roles | Password Policies | ACD | MWI
 Client Configuration | Phonetic Spellings | Options | Security | Custom Attributes | History

Incoming Faxes

☒ Fax capability
 Web Client fax format: [] ☒ Use default

Unified Messaging

Destination: [] **Advanced options**

Non-ACD Interactions

☐ Auto-Answer Non-ACD Interactions
 Alerting Action: []
 Disconnected Action: []

Incoming Interactions

Timeout: [] Seconds ☒ Use default

Navigation: [] [] ☒ Confirm auto-save **OK** **Cancel** **Apply**

8. In the **Destination** list box in the **Unified Messaging** area, select the **EXCHANGE** registration group that you created previously in this procedure.
9. Select the **OK** button.

The changes to this user entry are saved.

Configure Exchange Server 2010 UM IP gateways and UM hunt group

1. Open the **Exchange Management Console** window.
2. In the left pane, expand the **Organization Configuration** container.
3. In the left pane, select the **Unified Messaging** item.

The **Unified Messaging** pane is displayed on the right side.

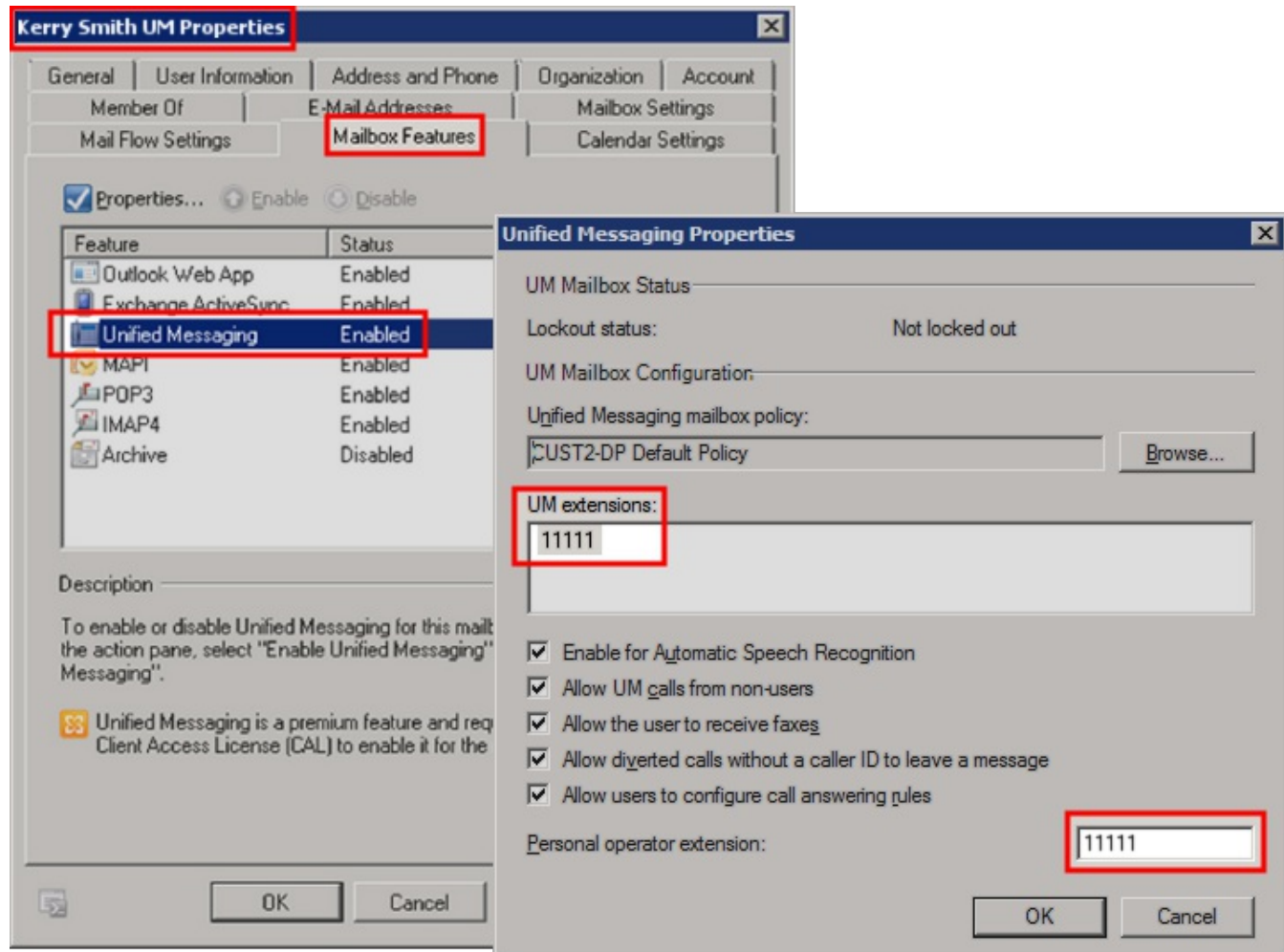
4. Select the **UM IP Gateways** tab.
5. Using the **Add Expression** button, add the following servers:
 - Primary Customer Interaction Center server
 - Secondary Customer Interaction Center server, if using a switchover pair
 - The Interaction SIP Proxy server that you configured earlier in this procedure

Important!

Ensure that you set the **Pilot Identifier** for the default UM hunt group of the Interaction SIP Proxy server UM IP Gateway to the value you specified in the [Create a Unified Messaging station for the Exchange Server Pilot in Interaction Administrator](#).

Configure user mailboxes in Exchange Server 2010 UM

In Microsoft Exchange Server 2010 UM, configure each user mailbox to have the UM extension that you specified for that user in Interaction Administrator.



Change Log

The following table lists the changes to the *Unified Messaging Technical Reference* since its initial release.

Date	Changes
01-October-2011	Initial Release
23-July-2013	• Updated formatting • Added content for supporting MWI messages from Exchange Server 2010 UM with Interaction SIP Proxy
05-September-2014	Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Interactive Intelligence Product Information site URLs, and copyright and trademark information.
13-October-2015	• Updated cover page to reflect corporate branding • Updated "Copyright and trademark information" page • Minor edits
08-August-2017	• Removed Exchange Server 2010 TLS cipher suites section from Digital certificates topic. • Updated copyright and trademark page.
10-May-2018	Rebranded from Interactive Intelligence to Genesys
14-June-2019	Reorganized the content only, which included combining some topics and deleting others that just had an introductory sentence such as, "In this section..."