

Genesys PureCloud Provider SIP Trunk Configuration Guide

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1 Introduction

The intended purpose of this document is to provide a general guideline to configure your Genesys PureCloud Provider SIP Trunk to Portal. This document does not cover advanced SIP configurations that could be used.

To access the Portal, follow the link below https://portal.infobip.com/apps/voice-and-webrtc/sip-trunks

2 Requirements & Information

2.1 GENESYS PURECLOUD

- Your organization will be configured in a Genesys zone which can be identified by the URL you use to login to PureCloud portal. For instance, in the United States:
 - US East 1 (us-east-1) https://login.mypurecloud.com
 - US East 2 (us-east-2) https://login.use2.us-gov-pure.cloud
 - o US West 2 (us-west-2) <u>https://login.usw2.pure.cloud/</u>
- BYOC license is required to create a BYOC Carrier Trunk (Provider trunk)
- BYOC requires a SIP Termination URI which is unique to each organization
- Incoming calls to BYOC are authenticated by IP Access Control List and Request URI SIP Termination URI
- BYOC requires E.164 format phone numbers

Genesys PureCloud Login URL	Infobip Region Name	Infobip Region Name
	(Portal)	(API)
https://login.mypurecloud.jp	AP Northeast 1	AP_NORTHEAST_1
https://login.apne2.pure.cloud	AP Northeast 2	AP_NORTHEAST_2
https://login.apne3.pure.cloud	AP Northeast 3	AP_NORTHEAST_3
https://login.aps1.pure.cloud	AP South 1	AP_SOUTH_1
https://login.mypurecloud.com.au	AP Southeast 2	AP_SOUTHEAST_2
https://login.cac1.pure.cloud	CA Central 1	CA_CENTRAL_1
https://login.mypurecloud.ie	EU West 1	EU_WEST_1
https://login.euw2.pure.cloud	EU West 2	EU_WEST_2
https://login.mypurecloud.de	EU Central 1	EU_CENTRAL_1
https://login.euc2.pure.cloud	EU Central 2	EU_CENTRAL_2
https://login.mec1.pure.cloud	ME Central 1	ME_CENTRAL_1
https://login.sae1.pure.cloud	SA East 1	SA_EAST_1
https://login.mypurecloud.com	US East 1	NA_US_EAST_1
https://login.use2.us-gov.pure.cloud	US East 2	NA_US_EAST_2
https://login.usw2.pure.cloud	US West 2	NA_US_WEST_2

3 Portal Configuration

We will assume that you have created an Infobip Portal account and will purchase at least one DID.

3.1 PORTAL LOGIN

Login to the Portal using your login credentials. <u>https://portal.infobip.com/apps/voice-and-webrtc/sip-trunks</u>

3.2 ADD SIP TRUNK

• Click the "Create SIP Trunk" button and select "Genesys Cloud" trunk type:

0	»	Channels and Numbers / Voice and I	WebRTC / SIP Trunking							ADD FUNDS	Balance	₽ 0
				Voice	nd Wah	пто						
6			dhb	voice a	nu web	RIC						
				Set up voice numbe	rs, SIP trunks and C	all Routing, Recordin	ng, Call Link and WebRTC settings.	earn more 🖸				
回				Numbers SIP	Trunking Call Ro	uting Number N	Assking Call Link WebRTC	Recording				
신												
¢												
1.00			SIP trunks Service Addresses									
£			SIP trunks							CREATE SIP TRUNK		
0) ())			Initiate calls from your existing voice	e platform using Info	bip infrastructure.							
臣			Learn more							Set up a static or registered	SIP	
R									Showing 10 ~	trunk with your SIP infrastrue	ture	
ਿ			SID truck name	Location	Provider	Turne	Status	Action status	Anthen colle	Setup a SIP trunk to your		
			SIP O ON KINGING	Location	FIGWAR	(Abe	Status	Hourin atalua	Active cars	Genesus Cloud		
			Genesys Test 1	New York	Genesys Cloud	N/A	Enabled	Success	0	Set up a SIP trunk to your	unat	
			Genesys 10x	Dubai 1	Genesys Cloud	N/A	Enabled	Success	0	densys radiosa en rei		
			Test	New York	Genesys Cloud	N/A	Enabled	Success	0			
			TEst12212	Sandbox	Genesys Cloud	N/A	Enabled	Success	0			
			eeee	Dubai 1	Genesys Cloud	N/A	Enabled	Success	0			
			Test	Sandbox	Infoblp	Static	Enabled	Success	0			
			Test SIP Trunk	Sandbox	Infobip	Static	Enabled	Creating	0			
			Test FRESHWORKS	Sandbox	Freshworks	N/A	Enabled	Oreating	0			
			Freshworks test	Sandbox	Freshworks	N/A	Enabled	Creating	0			
			test 2 freshworks	Sandbox	Freshworks	N/A	Disabled	Success	0			
Q												

• Select the appropriate SIP channel plan:

0	>>> Channels and Numbers / Vo	PRICING	ADD FUNDS	1	₽ ?			
¢ ,		Choose plan Set up channels	Configure settings Review order				×	
X		Choose plan						
		Hetered Pay for your call minutes only. View detailed pricing Starting from €9.00 per channel / per month CHOOSE PLAN Competitive channel price Pay only for what you use Fully automated, real-time SIP Channel management	Unlimited Unlimited calls within the US. View detailed pricing Starting from €15.00 per channel / per m CHOOSE PLAN Predictable billing, every month No increased costs as your business Reccomended for small and medium.	US only Onth grows enterprises				
						CANCEL		

LIII	the appropriate number of channels for the choser	i channei	pian.	
0	>>> Channels and Numbers / Voice / SIP Trunking / Create SIP Trunk	PRICING ADD F	UNDS	₽ 0
¢ , [Choose plan Set up channels Configure settings Review order			×
X	Set up channels			
9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9 9	Number of channels Enter the maximum number of channels that you will need. A channel represents a single concurrent inbound or outbound call. Enter number of channels Enter number of channels Estimated			
യ പ്ര ന	€0.00 per month			
	[BACK	NEXT	

• Enter the appropriate number of channels for the chosen channel plan:

- Choose the following trunk settings and click the "Next" button
 - o A SIP Trunk name
 - Service Address = the primary place of use for this trunk. For more information on service addresses and why these should be correctly defined, see <u>https://www.infobip.com/docs/voice-and-video/siptrunking#service-address</u>
 - Genesys Region = select the Region your organization is configured
 - TLS/SRTP Encryption = Enabled or Disabled
 - Enabled if you plan to do encryption using TLS/SRTP
 - Disabled if you plan to do unencrypted using UDP/RTP
 - International Calling = Disabled (Default) or Enabled

0	Channels and Numbers / Voice and WebRTC / SIP Trunking / Create					ADD FUNDS Balance		₽ 0
¢0	Choose plan		Set up channels	Configure settings	Revie	o w order		×
þ								
셷		Configure	settings					
÷								
		SIP trunk name						
Ľ		Gen-PROD-001						
<u> ქ</u> ეა		Region						
2		US West 2			~			
R		Service address ①						
ਿ		Avaz Twist Tower			× ~			
		TLS encryption						
		International calls						
		international data						
Q								
۲						BACK	NE	хт

• Validate that the trunk name, settings and Charges are the expected values and click the "Pay Now" button.

Choose plan	Set up channels	Configure settings	O Review order
Review	order		
Summary		Pricing	
Provider	Genesys Cloud	10x Metered SIP channels €10.00 / month	
Plan	Metered	Total €100.00 / month	
Number of cha	innels 10	Plus taxes and regulatory fees. Billing of monthly recurring charges begins as soon as you create a SIP trunk.	
SIP trunk nam	Gen-PROD-001		
Service addre	88 Avaz Twist Tower		
Region	US West 2		
TLS encryptio	n Enabled		
International o	alls Enabled		

• On the order confirmation screen, take note of the **Infobip SBC IP address(es)** and port, **Inbound SIP termination identifier** and **Outbound SIP termination**

Channels and Numbers / Voice and WebRTC / SIP Trunking		ADD FUNDS
	Poyment processing may take a short while.	
	The request has been successfully submitted	
	Our SBC IP addresses Trases are the Paddresses of our primary and backup SBCs. Please communicate these IP addresses to Primary IP address 165.255.112.35001 Backup IP address 165.255.0135.5001	
	Inbound and Outbound termination FQDN Who overlage the Greesy SP Trute Greesy out witreader two indexe amenders to complete the complet	

- Upon returning to the list of SIP trunk, monitor the status of your newly created Cisco Webex trunk until it is in status **Enabled** with an action status **Success**.
- Proceed to the Genesys Cloud Admin Portal.

4 PureCloud BYOC Carrier Configuration

4.1 TRUNK GROUP ID & UNIQUE GENESYS ID

When creating the Genesys SIP Trunk Group we will require two unique parameters required to complete the configuration: **Inbound SIP Termination Identifier**, and **Outbound SIP Termination FQDN**. These are unique to only your Genesys Organization and Trunk and are required by Genesys and Portal carrier to send and receive phone calls. Both parameters are derived from the Trunk ID given at the end of section 3.2.

If you did not save this information while creating the trunk, go back to the list of SIP trunks on the portal (<u>https://portal.infobip.com/apps/voice-and-webrtc/sip-trunks</u>), click on your Genesys Cloud trunk and copy these identifiers from the Overview tab. The SBC IP addresses and associated ports are listed on the IP Addresses tab.

4.2 BYOC FEATURE LICENSE

- BYOC license is required to create a BYOC Carrier Trunk.
- Validate/Activate the BYOC feature.
- Navigate to Admin > Account Settings > Genesys Add Ons.

ര്	Activity	Directory 👻	Documents	Performance 👻	Reports	Admin			
0	Overview /	Admin Home							
52	Gene	esys Clo	ud Admi	n					
0	Current	Task							
CP	We The follo	Welcome to Genesys Cloud! The following steps walk you through the initial setup. You can find additional information for each step in the							
S (Genesys Begin	Genesys Cloud Resource Center. Begin Task Mark this complete							
L2									
0	Search								
ဝွှ	Account	Settings		People & Permis	sions	Directory			
	Subscript	ion		People		Groups			
	Genesys /	Add Ons		Roles / Permission	is vations	Locations Profile Fields			
	organizat	ion octango		Divisions		External Conta	acts		

• Select "Activate" for BYOC Cloud if it does not already say "Active".



4.3 EDGES

റ്റു

• To validate Edges, navigate to Admin > Telephony > Edges.

°0 0	Activity Directory - Documents Overview / Admin Home	s Performance v Reports Ad	lmin
^	Documents	Telephony	Genesys Cloud Voice
5.7	Workspaces	Topology	Number Management
\circ	Search Audits	Metrics	
\sim		Trunks	
		Sites	
5		Edge Groups	
0		Edges	
8		Phone Management	
		Certificate Authorities	
		DID Numbers	
Ø		Extensions	
2,			

• You should see 2 virtual Edges, assigned to an Edge Group and to a Site (created by default in your organization).

ő	Activity Directory -	Documents	Performance 👻	Reports Admin		
۲	Telephony / Edges					
☆	Topology	0 Ed	lit 🔟 Update Version	+ Provision New Edge	个 Put In Service	↓ Take Out of Service
0	Metrics		Edge Name		▼ State	
~	Sites	-	Filter by Edge Name			
-C0	Edge Groups	- 0	🖱 cloud-media-i		Managed Managed	
S	Edges	0	_,			
Q	Phone Management					
Ø	Certificate Authorities					
දු	Extensions					

4.4 EDGE GROUPS

• To validate Edges, navigate to Admin > Telephony > Edge Groups.



• You should see at least 1 Edge Group (created by default in your organization).

00	Activity Directory - Docu	iments Performance v Reports Admin
0	Telephony / Edge Groups	
숬	Topology	Copy III Delete + Create New D Usages
-	Metrics	Edge Group Name
\diamond	Trunks	Filter by Edge Group Name
C	Sites	Genesys Cloud Hybrid Media Group
~	Edge Groups	
S	Edges	
\Box	Phone Management	
<u>a</u>	Certificate Authorities	
Q	DID Numbers	
റ്റു	Extensions	

4.5 LOCATIONS

• To validate and create Locations, navigate to Admin > Directory > Locations.



• You should see at least 1 Location (created by default in your organization).

00	Activity Directory - Doc	uments	Performance 👻	Reports	Admin
0	■ Directory / Locations				
5~2	Groups				
<u> </u>	Locations	Def	ault		
Q	Profile Fields				
C	External Contacts	O Add	Location		
ß			Name		
_		0	Default PCV Locatio	n	
\Box					
0					
Ŕ					

- Click "Add Location".
 - Give the Location a Name.
 - Enter a valid Address (this address will be checked by an external web service).

• Click "Save".

Name			Image			
Astoria		0	Choose File No fi	le chosen		
Site Contact						
Brand Walsh						
Address						
368 38th St						0
Street Address 2	State / Province	/ Region	Zip / Postal Code		Country	
Astoria	0 OR	0	97103-2443	0	United States	~
Notes						

- Select "Make this location available for use on sites" checkbox.Enter a valid Emergency Number.
- Assign a Site Contact.

• Click "Save" again.

National Lines				
	Location Details			
Locations				
Profile Fields				
External Contacts	Name			
-	Astoria			
	Address vered			
	368 38th St			
	Street Address 2			
	City		State / Province / Region	
	Astoria	0	OR	
	Make this location available for use on sites	Manage Site 🕢		
	Emergency Number			
	(312) 007-3309			
	Use as the ANI only if the phone or user di Always use as the ANI	oesn't have a phone ni	umber	
	Notes			
	Site Contact			
	Site Contact Brand Walsh			

4.6 SITES

• To validate and create Sites, navigate to Admin > Telephony > Sites.



• You should see at least 1 Site (created by default in your organization).

00	Activity Directory - [Documents Performance v Reports Admin
0		
☆	Topology	C Edit III Delete + Create New D Usages C Refresh
	Metrics	 Site Name
Ó	Trunks	Pure
D	Sites	O O Dura Claud Vaice - AWS
	Edge Groups	
S	Edges	
D	Phone Management	
~	Certificate Authorities	
Ø	DID Numbers	
දු	Extensions	

- Click "Create New".
 - $\circ\quad$ Give the Site a Name.
 - \circ $\;$ Assign the Location we just created.

- Assign the appropriate Time Zone.
- Click "Create Site".

о <mark>0</mark>	Activity Directory 🛩	Documents Performance - Reports .	Admin) ÷ 💿
	Telephony / Sites			
\$	Topology	Create New Site		×
	Metrics	Site Name	Location	
Ó	Trunks	Astoria Office	⊠ ³ Astoria	Ψ.
	Sites	Time Zone	Media Model 🗇	
	Edge Groups	America/Denver (-07:00)	Cloud Premises	
S	Edges			
	Phone Management	Create Site Cancel		
	Certificate Authorities			

4.7 TRUNKS

• Navigate to Admin > Telephony > Trunks.



• From External Trunks tab, click "Create New".

ő	Activity Directory - Doc	suments Performance - Reports	Admin		¢ (
۲	Telephony / Trunks / Exte	rnal Trunks			
5^2	Topology	External Trunks Phone Trunks			
~	Metrics				
0	Trunks	Copy Delete + Crea	te New 🕜 Status 🕞 Usage	s C Refresh	
	Sites	External Trunk Name	✓ State	Listen Port Protocol	Recording
<u> </u>	Edge Groups	Pure			Filter b 👻
S	Edges	PureCloud Voice - AWS	In Service		Disabled
	Phone Management				
~	Certificate Authorities				
Ø	DID Numbers				
දු	Extensions				

- Give the External Trunk a Name.
- Select BYOC Carrier from the Type dropdown.
- Select Generic BYOC Carrier from the next Type dropdown.
- Set Trunk State to In Service.
- Select the appropriate Protocol from the Protocol dropdown:
 - Select TLS if you Enabled TLS/SRTP in section 3.2
 - $_{\odot}$ Select UDP if you Disabled TLS/SRTP in section 3.2
- Input the unique identifier discussed in section 4.1 for the Inbound SIP Termination Identifier.
- Scroll down the page to reveal more of the configuration.

Topology	External Trunk Name			
Metrics	ZZZASTO68975-CORPOFF072 Portal Trunk		Status	New
Trunke	Туре		1914	U dalate broodana
	BYOC Carrier	*		
Sites	Generic BYOC Carrier	*		
Edge Groups				
Edges	Trunk State ③		Protocol ⑦ TLS	
Phone Management				
Certificate Authorities	Inbound / Termination			
DID Numbers	Inbound SIP Termination Identifier ①	c	Inbound SIP Termi	nation Header 💮
	ZZZAST068975-CORPOFF072			
Extensions	DNIS Replacement Routing ①			
	Disabled			
		believe d Dereve		

- Input the Unique Outbound SIP Termination FQDN discussed in section 4.1 as the Outbound SIP Termination FQDN.
- Add the SIP Server IP and Ports one at a time, clicking the "+"" button each time. These correspond to the SBC IP Addresses that were returned when creating the

trunk under section 3.2. See section 4.1 if you did not copy and save the SBC IP Addresses at that time.

Topology	Outbound Outbound SIP Termination FQDN ⑦	c
Metrics	ZZZAST068975-CORPOFF072.peerlessnetwork	.io
Trunks	Outbound SIP TGRP Attribute ⑦	TGRP Context-ID ⑦
Sites		
Edge Groups	Outbound SIP DNIS ⑦	
Edges		
Phone Management	Ou	utbound Request-URI Reference
Certificate Authorities	INVITE sip:+xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx	x@ZZZAST068975-CORPOFF072.peerlessnetwork
DID Numbers		
Extensions	SIP Servers or Proxies ⑦	
Extensions	SIP Servers or Proxies ⑦	8

• Scroll down the page to reveal more of the configuration.

• Validate the two SIP Server IP and were automatically added to SIP Access Control

00	Activity Directory -	Documents Performance - Rep	orts Admin	
		External Trunks / Create External Trunk		
5~7	Topology	SIP Access Control ⑦		
~	Metrics	Allow the Following Addresses ⑦		
Q	Trunks	208.93.42.173	自	
CP	Sites	207.223.68.61	8	
	Edge Groups			
S	Edges	Add an IP of CIDR address	•	

- Expand the Media section of External Trunk Configuration
 - \circ $\;$ Select the Site previously created in the Media Site dropdown
 - Set PMCU in the Preferred Codec List, and remove all other Codecs
 - If you Enabled TLS/SRTP in section 3.2, complete the below step for SRTP. If you Disabled TLS/SRTP in section 3.2, proceed to the next bullet point to set DTMF Payload.
 - Select "Show legacy SRTP ciphers" and add the two cipher suites below:
 - AES_CM_128_HMAC_SHA1_80

• AES_CM_128_HMAC_SHA1_32

	w Madia		
Topology	• Media		
Metrics	Media site	Astoria Office's media regions	
Trunks	Astoria Office The media regions set on this site are used for inhound and outbour	Americas (US West)	
Sites	calls. The number plans of this site are also used for nubbing that came on this trunk and have to be sent back out.	in	
Edge Groups			
Edges			
Phone Management	DSCP Value ①	Media Method 💮	
Certificate Authorities	2E (46, 101110) EF	- Normal	
DID Numbers	Preferred Codec List ③	O SRTP Cipher Suite List ③	
Extensions	+ + audio/PCMU		
		◆ ↓ AES_CM_128_HMAC_SHA1_32	

0

Set DTMF Payload to 101 Select RTP Events from the DTMF Method dropdown 0

Topology	DTMF Settings	
	DTMF Payload ①	DTMF Method ⑦
Metrics	101	RTP Events
Trunks		
Sites	Recording	
200000. 22	Line Recording ③	Consult Line Recording ③
Edge Groups	Disabled	Disabled
Edges	Automatic Level Control ①	Continue on External Bridged Transfer ⑦
Phone Management	Disabled	Disabled
-	Audio Format ①	Dual Channel 🕐
Certificate Authorities	audio/cpus -	Disabled
DID Numbers		
	Compliance	

• Click "Save External Trunk" to finish and put the Trunk into service.

ő	Activity Directory - I	Documents Performance - Reports Adm	in
0	Telephony / Trunks / E	xternal Trunks	
52	Topology	External Trunks Phone Trunks	
	Metrics		
0	Trunks	Copy 🕅 Delete + Create New	(i) Status
G	Sites	External Trunk Name	State
ۍ د	Edge Groups	•	
S	Edges	PureCloud Voice - AWS	In Service
$\overline{\mathbf{C}}$	Phone Management	ZZZASTO68975-CORPOFF072 Portal Trunk	In Service

4.8 OUTBOUND ROUTES

• <u>Navigate to Admin > Telephony > Sites.</u>

ő	Activity Directory -	Documents Performance - Reports	Admin
0	Overview / Admin Home		
~>	Documents	Telephony	Genesys Cloud Voice
~	Workspaces	Topology	Number Management
0	Search Audits	Metrics	
~		Trunks	
G		Sites	
5		Edge Groups	
ດ		Edges	
8		Phone Management	
		Certificate Authorities	
Ы		DID Numbers	
~		Extensions	
Ø			
~			
<u>S</u>			

• Locate and select the Site created in previous steps.

00	Activity Directory - Docu	nents Performance v Reports Adm	n
	≡ Telephony / Sites		
52	Topology	C Edit 🔟 Delete + Create New D Usage	es 📿 Refresh
	Metrics	□ Site Name	tion Edge Count
\diamond	Trunks	- Filt	er by Location 🗸
C°	Sites	Astoria Office - Asto	ia
	Edge Groups	Q PureCloud Voice - AWS Defa	ult PCV Location 2
S	Edges		
\Box	Phone Management		
~	Certificate Authorities		
Ø	DID Numbers		
<u>ڳ</u>	Extensions		

- Select the Outbound Route tab.
 - $\circ\quad$ Give the Outbound Route a name.
 - Set State to Enabled.
 - Select the previously created External Trunk from the Select External Trunk Dropdown.
 - $_{\odot}$ $\,$ Set the Classifications to International and National.
 - Click "Save Outbound Route".

00	Activity Directory - D	ocuments Performance - Rep	oorts Admin	÷ ب (۱
۲	Telephony / Sites / Edit	Site		
€2	Topology	General Number Plans Outbound	d Routes 🛆 Site Links Simulate Call	
0	Metrics Trunks	+ New Outbound Route	Outbound Route Name	Delete Outbound Route
C	Sites	ZZZASTO68975-CORPOFF072 Ro 🛕	ZZZAST068975-CORPOFF072 Route	Sequential Random External Trunks ⑦
~	Edge Groups		Description	↑ ↓ ZZZASTO68975-CORPOFF0
S	Edges		State	
Ð	Phone Management		Enabled	
<u> </u>	Certificate Authorities		Classifications	Select External Trunks *
ß	DID Numbers		National x International x	
<u>ക</u>	Extensions	Save Outbound Routes Cancel		

- Select the Simulate Call tab.
 - Enter a valid National or International number.
 - Click "Simulate Call".

• Validate a successful response.

00°	Activity Directory - I	Documents Performance - Reports	s Admin 💮 🗘				
٢	■ Telephony / Sites / Edi	it Site					
52	Topology	General Number Plans Outbound Ro	utes 🛆 Site Links Simulate Call				
	Metrics						
0	Trunks	allows you to test before applying the changes	ar, "Number Plans", and "Outbound Houtes" tabs. You do not need to save before simulating a call. This I.				
D	Sites	18007074214	- Simulate Call				
•	Edge Groups	Success					
S	Edges	Calling Address ⑦	⊘ tel:+18007074214				
	Phone Management	Site's Media Regions 🕥	⊘ us-west-2				
		Number Plan ①	⊘ National				
	Certificate Authorities	Classification ①	⊘ National				
ß	DID Numbers	Outbound Route (1)	ZZZASTO68975-CORPOFF072 Route				
0,,	Extensions	External Trunks (2)					
\cap		ZZZASTO68975-CORPOFF072 Portal Trunk	O This Trunk is operational on all of the associated Edge interfaces.				
			Preferred Edges 💮				
			None				
			Additional Edges				
			cloud-media+i-0b9b7387522439142 - Port 1 (WAN) (PureCloud Voice - AWS) cloud-media+i-04d4aada57b9a848a - Port 1 (WAN) (PureCloud Voice - AWS)				
			Media Regions 🗇				
			us-west-2				

4.9 DID NUMBERS

• Navigate to Admin > Telephony > DID Numbers.



• Select the DID Ranges tab.

• Click "Create Range".

ő	Activity Directory - I	Documents	Performa	nce 🔻	Reports	Admin
	■ Telephony / DID Numbe	ers				
~	Topology	DID Assi	gnments	DID Ranges		
24	Metrics	Create Range				
\bigcirc	Trunks		DID Range			
Гø	Sites		+1 312-667-	→+1 :	312-667-	
	Edge Groups					
S	Edges					
Ð	Phone Management					
~	Certificate Authorities					
Ø	DID Numbers					
<u>ڳ</u>	Extensions					

- Select the appropriate Country from the DID Start dropdown.
- Enter the DID that was purchased from the Portal in the DID Start.
- Select the appropriate Country from the DID End dropdown.
- Enter the DID that was purchased from the Portal in the DID End (enter the same as DID Start if only one DID was purchased).
- Enter the Service Provider.
- Click "Save".

Telephony / DID Nu	mbers					
Тороюду	DID A	Assignments	DID Ranges			
Metrics	\oplus	Create Range				Create Range
Trunks		DID Range		Service Provider	Comments	DID Start
Sites		+1 312-667-	→ +1 312-667·	Peerless		*** +1 • +161645755
Edge Groups						DID End
Edges						+1 • +161645755
Phone Management						Service Provider
Certificate Authorities						Comments
DID Numbers						sector rend
Extensions						

• Assign this number to a Person from the DID Assignments tab.

ő	Activity Directory 🕶 [Documents Performan	ice 🔻 Reports	Admin	
0	Telephony / DID Numbe	rs			
☆	Topology	DID Assignments	DID Ranges		
9	Metrics	Assign		Vie	w: All 👻
ß	Trunks	DID Number		Assignee	Service Provider
S	Sites	+1 312-667-			
R	Edge Groups	+1 616-457-55	55		
0	Agent Assistance				
දු	Phone Management				
	Certificate Authorities				
	DID Numbers				
	Extensions				