Genesys SIP Communication

Within the Genesys Multimedia Communication Manager solution, Genesys SIP Communication is the core that provides enterprise telephony capabilities.

Unified Contact Center and Enterprise Telephony Platform
Genesys Multimedia Communication Manager uses the Genesys SIP VoIP Platform as the foundation for the world’s leading contact center solution. Genesys SIP Communication extends this platform to support enterprise users—those who need business phones but aren’t contact center agents. Using this single platform simplifies communications management. It also frees you from maintaining an ACD separate from the PBX, and this directly leads to a lower total cost of ownership.

Calling Features
SIP Communication provides very common and easy-to-use telephony services for all your enterprise communication needs. This includes making and receiving calls, call holding, transferring, and more. The Genesys Media Server is included for providing audio treatments such as music on hold, ring back tones, etc.

SIP Communication provides support for enhanced 911 (E-911) calling through a tight integration with 911 Enable, a market leader for emergency VoIP calls.

Genesys SIP Voicemail, which extends SIP Communication with voicemail support, is available as an option.

Open Interoperability
The entire range of compatible devices in the Genesys SIP ecosystem can be used with SIP Communication. For end users, this includes phones from leading vendors such as Yealink, Audiocodes, Polycom, and CounterPath, as well as Genesys phones. And behind the scenes, the same open approach supports many third-party integrations: session border controllers from Acme, AudioCodes, and Sonus; gateways from Cisco, AudioCodes, and others; and extensive interoperability with other switches, session managers, and SIP-enabled elements.

Complete Software Solution
SIP Communication is a 100% software solution. It runs on off-the-shelf hardware, on your choice of operating systems: Windows Server 2008, Windows Server 2012, or Red Hat Enterprise Linux.

Reliability
Communication is critical to enterprise success. Downtime means lost sales, frustrated customers, and unacceptable delays. SIP Communication delivers 99.999% reliability. With optional high availability and multi-data center business continuity capabilities, SIP Communication offers superb reliability.
Features and Capabilities

- Placing calls
- Receiving calls
- Caller ID (CLID/COLR)
- Call hold
- Call forwarding¹
- Do not disturb¹
- Call waiting
- Single-step transfer
- Two-step transfer
- Call consultation/toggle
- Dial plan
- Conference³
- Voicemail²
- Message waiting indication²
- Emergency services (E-911)³
- Distinctive ringing indication¹
- Multi-appearance (multiple calls on same line)
- Multi-line (multiple dialed numbers on same endpoint)
- Speakerphone¹
- Headset¹
- Auto-answer¹
- Speed dial¹
- Redial¹
- Call log¹
- Call timer¹
- 99.999% availability
- Hunt groups (simultaneous, linear, circular)
- Shared call appearance
- Find-me, follow-me (sequential and/or simultaneous call forwarding)
- Automated phone provisioning
- Call detail records

Supported Operating Systems

- Windows Server 2008 64-bit
- Windows Server 2012 64-bit
- Red Hat Enterprise Linux v5.x 64-bit

About Genesys

Genesys is the market leader in omnichannel customer experience (CX) and contact center solutions in the cloud and on-premises. We help brands of all sizes make great CX great business. The Genesys Customer Experience Platform powers optimal customer journeys consistently across all touchpoints, channels, and interactions to turn customers into brand advocates. Genesys is trusted by over 4,500 customers in 80 countries to orchestrate more than 100 million digital and voice interactions each day.

Visit us at www.genesys.com or call us at +1.888.436.3797.

¹ Requires support by SIP phone
² Requires SIP Voicemail add-on
³ Requires 911 Enable