

Pure Cloud

BYOC Trunk Twilio Basic Setup



Version History

Version	Date	Author	Description of major revisions
0.1	11 Jul 2018	Jerome Saint-Marc	Draft
0.2	15 Oct 2018	Jerome Saint-Marc	Twilio and BYOC Info added
0.3	16 Oct 2018	Jerome Saint-Marc	Screenshot update (doc size)

Summary

The intent of this document is to describe the necessary configuration to connect a 3rd party SIP Trunk (TWILIO) to a PureCloud sandbox org (using the BYOC feature/option).

This document does not cover advanced SIP configuration that could be used for a production system (Number manipulation, Privacy, Resiliency).



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Background information

Twilio

- On "outgoing traffic" from the PureCloud infrastructure to the PSTN [*SIP INVITEs from PureCloud to Twilio Twilio SIP Trunk as Termination*], Twilio authenticates and authorizes the traffic using IP Access Control List, or Digest Authentication, or IP Access Control List and Digest Authentication.
 - Both IP Access Control List and Digest Authentication methods can be supported with Twilio on the BYOC Trunk.
- Twilio requires E.164 format for phone numbers (with international + sign in front).

Recipient

Recipient numbers must be in E.164 format:

Caller ID

Set the Caller Line Identity (CLI) in the From header using E.164 . For example: From: <sip:+447700900000@xxx.pstn.twilio.com>.

- Additional information on SIP with Twilio
 - o <u>Network Information (Twilio Console): https://www.twilio.com/console/sip-trunking/your-network</u>
 - Local Terminations Uris, IP Access Whitelist (Signling IP)
 - Use SIP with Twilio Voice URL: https://www.twilio.com/docs/voice/api/sip-interface
 - Supported Audio Codecs, Twilio SIP Endpoints/Proxies (SRV records and IP Addresses),
 ...
 - Twilio provides global SIP Termination URI for your elastic SIP Trunk (mytrunk.pstn.twilio.com) as well as regional ones (mytrunk.pstn.us1.twilio.com, mytrunk.pstn.<region>.twilio.com).
 - Supported Media Codec G.711/uLaw
 - DTMF Default payload is 101 (RFC 2833).

PureCloud BYOC Cloud

• Information on BYOC Cloud can be found here:

Starting here: https://help.mypurecloud.com/articles/about-byoc-cloud/

And specifically:

https://help.mypurecloud.com/articles/byoc-cloud-public-sip-ip-addresses/



https://help.mypurecloud.com/articles/external-trunk-settings/

• When you configure an External Trunk in PureCloud, you will have to define a SIP Termination URI, which will be specific to your org.

This URI is leveraged to authenticate and to distribute traffic to the proper org (a.k.a. tenant) as the PureCloud SIP Proxies are shared by all tenants in a region.

See here for information on call matching: <u>https://help.mypurecloud.com/articles/carrier-requirements-byoc-cloud/</u>

<u>Ex:</u>

- If your org has been created in the Western Europe region, your termination URI will be: myorgidentifier.byoc.mypurecloud.ie
- If your org has been created in the US region, your termination URI will be: myorgidentifier.byoc.mypurecloud.com
- If your org has been created in the Central Europe region, your termination URI will be: myorgidentifier.byoc.mypurecloud.de
- If your org has been created in the Australia region, your termination URI will be: myorgidentifier.byoc.mypurecloud.au
- If your org has been created in the Japan region, your termination URI will be: myorgidentifier.byoc.mypurecloud.jp

NB: myorgidentifier is a token/name you will choose, which must be unique across tenants (ex: *twilioABC* for Partner ABC).



BYOC Feature & Configuration Pre-Check

If your org is enabled for the BYOC feature/option, your configuration should already contain the following elements (by default, on org creation).

Verify it is the case and that all elements are present and are in active state.

1. BYOC feature

1.1. Via PureCloud Admin UI

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Overview /	Admin Home				
	PureCloud Admi	n			
				٩	
	Account Settings	People & Permissions	Directory	Integrations	
	Subscription	People	Groups	Integrations	
	Organization Settings	Roles / Permissions	Locations	Actions	
		Authorized Organizations	Profile Fields	Bridge	
				Single Sign-on	
				OAuth	
	Documents	Contact Center	Routing	Architect	
	Workspaces	ACD Skills	Scheduling	Architect	
	Search Audits	Utilization	Call Routing		
		Queues	Emergencies		
		Wrap-Up Codes	Data Tables		
		Email			
		Canned Responses			
		Co-browse			
		Web Chat			

In PureCloud Admin, select *Telephony – Trunks*.

Telephony / Trunks /	External Trunks	
Topology	External Trunks Phone Trunks	
Metrics		
Trunks	@ Edit @ Delete O Create New O Status Usages C Refresh	
Sites	External Trunk Name 👻 State Listen Port Protocol	Recording
Edge Groups	Filter by External Trunk Name	Filter by Recording
Edges		
Phone Management		
Certificate Authorities		
DID Numbers		
Extensions		



Create a New Trunk.

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0	Telephony / Trunks / Ext	ternal Trunks / Create External Trunk			
\$	Topology	External Trunk Name			
ρ	Metrics	Enter Name	Status Type	New Not Selected	
	Trunks	Туре	13Pe	Not Goldston	
	Siles	Select a Type			
8		Q BYOC Carrier			
	Edge Groups	Trunks between PureCloud and a SIP Carrier.			
Ø	Edges	BYOC PBX Trunks between PureCloud and an IP-PBX			
<u>e</u> "	Phone Management				
	Certificate Authorities				
	DID Numbers				
	Extensions				
0					

If you are prompted for a Type, displaying at least BYOC Carrier as a possible choice, your BYOC license is likely enabled.

If no choice is offered (or if External SIP type is automatically selected), then the BYOC license is likely missing in your org.

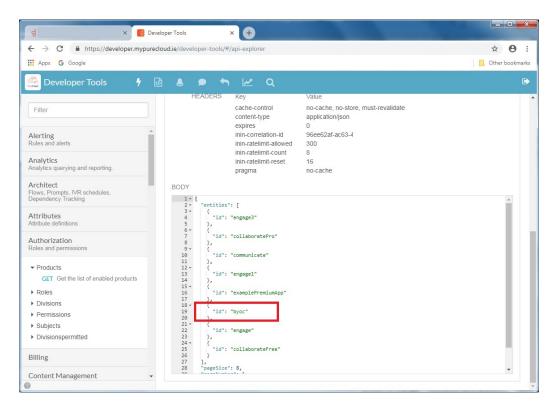
1.2. Via API Call

As an admin, you can log on the PureCloud Developer Tools site, and using the API Explorer, you can request the list of enabled products (Authorization – Products).



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III Apps G Google					Other bookmarks
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Filter	Get queues for user	× Get	current user details.	X Get the list of enabled produ	ucts × × ^
	/api/v2/aut	horization/p	roducts		
Alerting Rules and alerts		abled products. Some mmunicate, and enga		nes are: collaborateFree,	
Analytics Analytics querying and reporting.	PROPERTIES	ininunicate, and enga	age.		- 1
Architect Flows, Prompts, IVR schedules, Dependency Tracking		Send Request	Share Request		
Attributes Attribute definitions	REQUEST DATA				
Authorization Roles and permissions	URL	GET /api/v2/au	thorization/produ	icts	
▼ Products	HEADERS	Key	Value		
GET Get the list of enabled products		Content-Type Authorization	application/json <hidden></hidden>		
▶ Roles					
Divisions Permissions	RESPONSE				
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Billing		cache-control content-type	no-cache, no-store, mus application/json	t-revalidate	
Content Management -		expires inin-correlation-id inin-ratelimit-allowed	0 96ee62af-ac63-4 300		-

Verify that "byoc" appears in the list of authorized products.



To access PureCloud Developer Tools:



- If your org has been created in the Western Europe region, the URL is: <u>https://developer.mypurecloud.ie/developer-tools/#/api-explorer</u>
- If your org has been created in the US region, the URL is: <u>https://developer.mypurecloud.com/developer-tools/#/api-explorer</u>
- If your org has been created in the Central Europe region, the URL is: <u>https://developer.mypurecloud.de/developer-tools/#/api-explorer</u>
- If your org has been created in the Australia region, the URL is: <u>https://developer.mypurecloud.com.au/developer-tools/#/api-explorer</u>
- If your org has been created in the Japan region, the URL is: <u>https://developer.mypurecloud.jp/developer-tools/#/api-explorer</u>

2. Edges

In PureCloud Admin, select *Telephony – Edges*.

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Activity Directory 🕶 I	Documents Performance • Reports	Admin			٩ 🔘
■ Telephony / Edges					
Topology	Edit & Update Version + Provision N	ew Edge † Put In-Service 1 Take Out-o	f-Service C Refresh		
Metrics	Edge Name	▼ State	Edge Group	Site	Software Version
Trunks	Filter by Edge Name		Filter by Edge Group	Filter by Site	•
Sites	O virtual-edge-i-	Managed	PureCloud Voice - AWS	PureCloud Voice - AWS	1.0.0.7252
Edge Groups	O virtual-edge-i-	Managed	PureCloud Voice - AWS	PureCloud Voice - AWS	1.0.0.7252
Edges					
Phone Management					
Certificate Authorities					
DID Numbers					
Extensions					

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

3. Edge Groups

In PureCloud Admin, select *Telephony – Edge Groups*.

Overview - PureCloud Ad X		
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Trunks	Filter by Edge Group Name	
Sites	PureCloud Voice - AWS	
Edge Groups		
Edges		
Phone Management Certificate Authorities		
DID Numbers		
Extensions		
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You should see at least 1 Edge Group. Created by default in your org: "*PureCloud Voice – AWS*" (virtual Edges assigned to this Edge Group).

4. Locations

In PureCloud Admin, select *Directory – Locations*.

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	Search Ø Add Location Name O Default PCV Location		

You should see at least 1 Location. Created by default in your org: "Default PCV Location".



5. Sites

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Trunks	Filter by Site Name	Filter by Location	-	
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Edges				
Phone Management				
Certificate Authorities				
DID Numbers				
Extensions				
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In PureCloud Admin, select *Telephony – Sites*.

You should see at least 1 Site. Created by default in your org: "*PureCloud Voice - AWS*" (virtual Edges assigned to this Site).



BYOC Configuration Pre-Requisites (Location & Site)

In order to properly configure and to enable your BYOC Trunk, you must have a Location and a Site defined in your PureCloud org configuration.

1. Location

In PureCloud Admin, select *Directory – Locations*.

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Add a New Location.

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		Paris	State or Province	10000	France	
		Make this location available for use Emergency Number	on sites Manage Site			
0		Save Cancel				Delete Location

Give the location a name (ex: Paris).



Enter a valid address (the address will be checked by an external web service – in order for the Location to be in active state). The Country is important as it will determine which country code is used in Number Plans & Normalization (Trunk and Site configuration).

Select "Make this location available for use on sites" checkbox.

And enter an Emergency Number.

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	Profile Fields	• 06	
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		People Change Membership	
0		Save Cancel	Delete Location

Assign a Site Contact.

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O Add Location			
Name	Address Verified	Site Linked	Action
O Default PCV Location	*	~	1
Paris	~	~	
	Add Location Name Default PCV Location	Add Location Name Address Verified Verified	Add Location Name Address Site Verified Linked

If your Location is properly configured, and its Address has been validated by the external web service, you must see a green check on Address Verified for your new Location.



2. Site

In PureCloud Admin, select *Telephony – Sites*.

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	Topology	Z Edit O Delete O Create New → Usages C Refre	sh		
	Metrics	Site Name	▲ Location	Edge Count Description	
	Trunks	Filter by Site Name	Filter by Location	*	
	Sites	PureCloud Voice - AWS	Default PCV Location	2	
	Edge Groups				
	Edges				
	Phone Management				
	Certificate Authorities				
	DID Numbers				
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Create a New Site.

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٢	■ Telephony / Sites / Edit	Site				
\$2	Topology	General Number Plans Outbound Routes Simulate Call				Î
Q	Metrics	Site Name				
D4	Trunks	Paris Office	Default Site Site Edges	Make this Site my default Site In-Service		
S	Sites	Description	Site Edges	0 Out-of-Service 0 Total		
✍	Edge Groups		Phones	1		
Ø	Edges	Location	51	C Restart all phones assigned to this Site PureCloud Voice - AWS @		
ŊĜ (Phone Management	C Paris •	Edge Group Topology Diagram	Avvs		
	Certificate Authorities					
	DID Numbers	Phone Edge Assignments 🕑				
	Extensions	Use this Site				
		 Use these Sites 				
		Primary Sites	Secondary Sites			
		PureCloud Voice - AWS x	PureCloud Voice - AWS	ĸ		
		NTP Settings @				
0		Alternate NTP Servers				

Give the site a name (ex: Paris Office), and assign the Location we just created (ex: Paris).

Under Phone Edge Assignments, select "Use these Sites", assigning "*PureCloud Voice – AWS*" Site as Primary and Secondary Sites.

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App			er Tools 🗕 Skype for Business - G Actions on Google	Other bookmarks
00	Activity Directory -	Documents Performance v R	eports Admin	Q Off Queue
۲	Telephony / Sites / Edit	Site		
\$	Topology	General Number Plans Ou	tbound Routes Simulate Call	
Q	Metrics	Number Plans are evaluated from t	op to bottom. Order can be changed by dragging and dropping number plans.	
	Trunks	+ New Number Plan	前 Delete Number Plan	
C	Sites		Number Plan Name	
	Edge Groups	1 Emergency	National	
	Edges	‡ Extension	Match Type	
Ø		‡ National	Intra-Country *	
ĝ	Phone Management	1 International	The Intra-Country match type can be used to classify national numbers within the site's own country. It matches	
	Certificate Authorities	1 Network	numbers that start with the site's country code or has a total length of between 7 and 10 digits.	
	DID Numbers		Classification 📀	
	Extensions		National	
		Save Number Plans Cancel		
0				

Note that when creating a new site, some default Number Plans will be added automatically.

National and International Number Plans will identify national and international numbers (based on the assigned Location Country – Ex: +33 for France) and will transform these numbers into proper E.164 format.

You can add your own customized Number Plans (RegEx) if necessary.



Twilio

We'll assume that you have created an account on Twilio and that you have purchased at least one phone number.

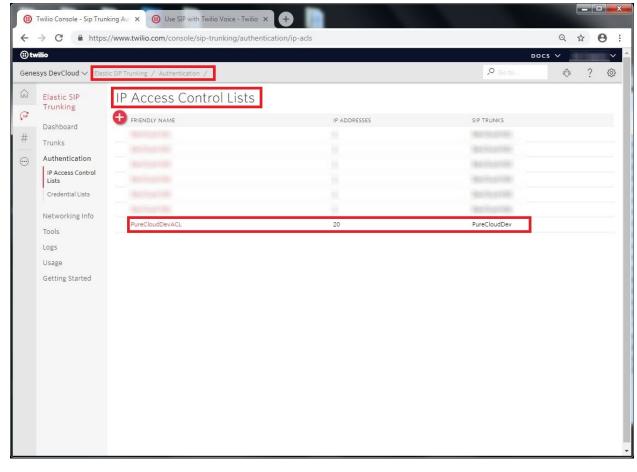
1. Twilio Authentication (Trunk Termination)

Twilio authenticates and authorizes the traffic using IP Access Control List, or Digest Authentication, or IP Access Control List and Digest Authentication.

1.1. Define an IP Access Control List

Using the Twilio console, under "*Elastic SIP Trunking*" – "*Authentication*" – "*IP Access Control Lists*" (<u>https://www.twilio.com/console/sip-trunking/authentication/ip-acls</u>), define an IP Access Control List, containing the PureCloud BYOC public SIP IP Addresses (<u>https://help.mypurecloud.com/articles/byoc-cloud-public-sip-ip-addresses/</u>).

The list must at least contain the PureCloud BYOC public SIP IP Addresses corresponding to your organization's region (i.e. the region on which your PureCloud organization is deployed).



Give the IP Access Control List List a name (ex: PureCloudDevACL).

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esys DevCloud 🗸 🛛 Ela	stic SIP Trunking / Authe	entication / IP Access Control /	,♀ Go ta ♦ ?
Elastic SIP Trunking Dashboard	PureCloud Properties		
Trunks	FRIENDLY NAME	PureCloudDevACL	
Authentication	ASSOCIATED SIP TRUNKS	PureCloudDev	
IP Access Control Lists Credential Lists	ASSOCIATED SIP DOMAINS	-	
Networking Info	IP Addresses		
Tools		FRIENDLY NAME	IP Access Control Lists may have up to 100 IP addres
Logs	52.203.12.137	lb01.byoc.us-east-1.mypurecloud.com	
Usage Getting Started	54.82.241.192	lb02.byoc.us-east-1.mypurecloud.com	
Getting Started	54.82.241.68	lb03.byoc.us-east-1.mypurecloud.com	
	54.82.188.43	lb04.byoc.us-east-1.mypurecloud.com	
	52.212.65.21	lb01.byoc.eu-west-1.mypurecloud.ie	
	52.212.66.56	lb02.byoc.eu-west-1.mypurecloud.ie	
		lb03.byoc.eu-west-1.mypurecloud.ie	
	52.212.61.62		
	52.212.61.62	lb04.byoc.eu-west-1.mypurecloud.ie	

Add the PureCloud BYOC public SIP IP Addresses (<u>https://help.mypurecloud.com/articles/byoc-cloud-public-sip-ip-addresses/</u>) corresponding to your organization's region (or all of them as in the example above – for simplicity).

1.2. Define a Credential List

Using the Twilio console, under "*Elastic SIP Trunking*" – "*Authentication*" – "*Credential Lists*" (<u>https://www.twilio.com/console/sip-trunking/authentication/cls</u>), define a Credential List, with at least one credential, which will be used by the BYOC Trunk for Digest Authentication (outgoing traffic/Twilio Termination).



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#	Dashboard Trunks	PureCloudDevCred	1	PureCloudDev	1
	Authentication				
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	Credential Lists				
	Networking Info				
	Tools				
	Logs				
	Usage				
	Getting Started				

Give the Credential List a name (ex: *PureCloudDevCred*).

÷	Twilio Console - Sip Trui	nking Au × () Use SIP with Twilio		One Transfer London Chara	-		Q	☆ (e :
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£) ₩ ₩	Elastic SIP Trunking Dashboard Trunks Authentication IP Access Control Lists Credential Lists Networking Info	PureCloudDevCr Properties FRIENDLY NAME ASSOCIATED SIP TRUNKS ASSOCIATED SIP DOMAINS Credentials	PureCloudDevCred PureCloudDev						
	Tools Logs Usage Getting Started	CREDENTIAL USER NAME	Delete this Credential List	PASSWORD changes	password				×



Add a credential (*ex: username = pctrunkuser – password = PCTrunkPassword2018*).

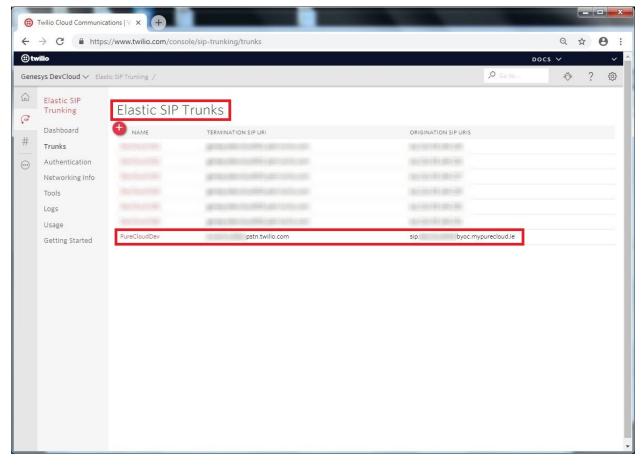
The username and password will be used during PureCloud BYOC trunk configuration (Digest Authentication in Outbound section).

2. Twilio Trunk (Elastic SIP Trunk)

Create a new Elastic SIP Trunk with Twilio, which will interconnect with your PureCloud's infrastructure (via a BYOC Trunk).

2.1. Define a Trunk (to your PureCloud's organization)

Using the Twilio console, under "*Elastic SIP Trunking*" – "*Trunks*" (<u>https://www.twilio.com/console/sip-trunking/trunks</u>), define a new SIP Trunk.



Give the Trunk a friendly name (ex: PureCloudDev).

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(1)	Twilio Console - Sip Tru	nking Tru 🗙 📵 Use SIP with	Twilio Voice - Twilio	× +		-	_			- x	
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		SYMMETRIC RTP	cel <u>Delete this</u>	1 ATA 1 1 1	P is enabled Twilio w		remote RTP stream is coming from a	and start			-

Secure Trunking is not supported yet with PureCloud BYOC Trunks. Check release notes for future updates (<u>https://help.mypurecloud.com/release-notes/</u>).

PureCloud does not trigger SIP REFER. It can only consume (receive) SIP REFER received from the Trunk.

2.2. Configure Trunk Termination

Under your Trunk, in the Termination tab, define the necessary settings to allow calls from PureCloud, to the PSTN, via this Twilio Trunk:

- Twilio Termination URI i.e. *mytwilioidentifier*.pstn.twilio.com This URI will be used by the PureCloud infrastructure to direct SIP Traffic towards Twilio.
- o Authentication Define an IP Access Control List and/or a Credential List

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Gene	esys DevCloud 🗸 🛛 Ela	tic SIP Trunking / PureCloudDev /		O Go to	ø	?	<u>ن</u>
 	Elastic SIP Trunking PureCloudDev General Termination Origination Numbers < Back	authentication scheme (IP Access Termination URI Configure a SIP Domain Name to towards Twillo. Be sure to select US1. Learn more about Terminati TERMINATIO Authentication <u>View all Aut</u> The following IP ACLs and Creden	SIP URI .pstn.twilio.com	your communications infrastructure ed version isn't selected, then your tr	e to direct SI		
		IP ACCESS CONTROL LISTS	PureCloudDevACL	•			
			PureCloudDevCred		your comm	unicatior	15
		If using Master CPS capabilities,	Elastic SIP Trunk will have different CPS levels per region, which are shown below ou may choose a level of CPS, per region, to be applied at the master account lev er-provision the CPS to allow for more flexibility in expected call flow. If you want am more 7 Delete this Trunk	el. This is the max level of CPS you w			ne

Define a unique Termination SIP URI for your Twilio Trunk (ex: *purecloudABC.pstn.twilio.com*). This URI (or its regional ones) will be used during PureCloud BYOC trunk configuration (SIP Server or Proxies in Outbound section).

You must enable at least one of the Authentication method on that Trunk (IP Access Control List, Credential List). In this example, we enable both of them. Add the *PureCloudDevACL* IP Access Control List we created earlier. Add the *PureCloudDevCred* Credential List we created earlier.

2.3. Configure Trunk Origination

Under your Trunk, in the Origination tab, define to which address the incoming traffic, from the PSTN, will be directed.

• Origination URI – This URI corresponds to your BYOC Termination URI.

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 G[*] <i>#</i> 	Elastic SIP Trunking PureCloudDev General Termination Origination	Origination Incoming traffic to your communication Origination URIs Configure the IP address (or FQDN) of Show more about provisioning for his	f the network element entry po		astructure (e.g. IP-PBX, Si	8C).				
	Numbers			PRIORITY	WEIGHT	ENABLED				
	< Back	sip: pyoc.mypureclo	udlie	10	10	~			×	
		CNAM Lookup Look up the caller ID name for Origina Call Logs. The price is \$0.01/call. CNAM LOOKUP	ation calls from the PSTN. If pre	sent it is included in the SIP INVIT	E towards your IP commu	nications infrastructure	and displ	ayed in :	the	
		Disaster Recovery In the case of a disaster, preventing y built on Twillo's powerful scripting to replicating the functionality of your P DISASTER RECOVERY URL	ol called TwiML. You can use Tv							
		Make a Test Call If you want to check that your commi- place a test call to any of you number if your configuration is working Save Cancel								

If you have already chosen an identifier for your PureCloud BYOC Trunk SIP Termination URI (ex: *twilioABC*), you can add a SIP Origination URI as follows:

- o If your org has been created in the Western Europe region *sip:twilioABC.byoc.mypurecloud.ie*
- If your org has been created in the US region *sip:twilioABC.byoc.mypurecloud.com*
- o If your org has been created in the Central Europe region *sip:twilioABC.byoc.mypurecloud.de*
- o If your org has been created in the Australia region *sip:twilioABC.byoc.mypurecloud.au*
- o If your org has been created in the Japan region <u>sip:twilioABC.byoc.mypurecloud.jp</u>

2.4. Assign Numbers

Under your Trunk, in the Numbers tab, assign a phone number (one you have purchased).

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Take a note of this number – Ex: 33123456789 (France +33).



BYOC Trunk Configuration for Twilio

1. Trunk

In PureCloud Admin, select *Telephony – Trunks*.

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	ypurecloud.ie/directory/#/engage/telephonyAdmin/trunks/external	۲
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		Q Off Queue
Telephony / Trunks / E	xtemal Trunks	
Topology	External Trunks Phone Trunks	
Metrics		
Trunks	@ Edit @ Delete O Create New O Status Usages C Refresh	
Sites	External Trunk Name 👻 State Listen Port Pro	otocol Recording
Edge Groups	Filler by External Trunk Name	Filter by Recording 👻
Edges		
Phone Management		
Certificate Authorities		
DID Numbers		
Extensions		
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Create a New External Trunk.

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00								÷
0	Telephony / Trunks / Ext	ernal Trunks / Create External Trunk						
\$	Topology	External Trunk Name						٦
Q	Metrics	Twilio	Status Type	New Not Selected				
	Trunks	Туре						
2	Sites	BYOC Carrier Select a Type						
	Edge Groups							
Ø	Edges	Configuration options will be available when a Type is selected						
õ	Phone Management	Save External Trunk Cancel						
	Certificate Authorities							
	DID Numbers							
	Extensions							
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Give the External Trunk a name (ex: *Twilio*). Select "*BYOC Carrier*" as Type. And then "*Generic BYOC Carrier*" as sub-Type.

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\$	Topology	External Trunk Name							1
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⋳	Phone Management								
and the second	Certificate Authorities	Inbound / Termination							
Ø	DID Numbers	SIP Termination URI 📀							
ලු"	Extensions	byoc.mypurecloud.i							
-		Outbound							
		SIP Servers or Proxies 📀							
		Enter at least one address below							
0		Hostname or IP Address Port -	-						Ŧ

Set the Trunk State to In-Service.

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		Enter at least one addre	ss below						
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Enter the identifier you selected for your unique SIP Termination URI (ex: *twilioABC.byoc.mypurecloud.ie*).

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S	Edges	Enabled		sip.twilio.com					
	Phone Management	User Name 🕝	5	Password 😧					
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Ø	DID Numbers	Calling		Show Password					
e"	Extensions	Address 🚱	5	Address Override Method 🔞					
		+3312345678		Always				-	
		Name 📀	5						
		PartnerABC							
		SIP Access Control @							
0		Allow the Following Addresses 🔞							+



Under Outbound:

- SIP Servers or Proxies:
 - Configure the global SIP Termination URI corresponding to your Twilio Trunk.
 purecloudABC.pstn.twilio.com
 - Or more specifically to your PureCloud org region
 - Ex: for byoc.mypurecloud.ie
 - purecloudABC.pstn.ie1.twilio.com (Ireland)

 purecloudABC.pstn.de1.twilio.com (Frankfurt) (see here for list of Twilio Localized Termination URIs: <u>https://www.twilio.com/console/sip-trunking/your-network</u>)

- Digest Authentication:
 - o If you have enabled Digest Authentication (Credential List) on your Twilio Trunk.
 - o Enabled Digest Authentication.
 - Set Realm to *sip.twilio.com*
 - Set User Name with the username you created in your Twilio Credential List (Ex: Username = *pctrunkuser* in *PureCloudDevCred* Credential List).
 - Set Password with the password you created in your Twilio Credential List (Ex: Password = *PCTrunkPassword2018* in *PureCloudDevCred* Credential List).
- Calling:
 - When working with a SIP Trunk provider, which provides PSTN/Carrier connectivity, the ANI provided in outbound call request (PureCloud to PSTN via Twilio) must be one of the purchased numbers. It has to be set properly on the calling party side, or can also sometimes be overridden by default by the Trunk provider.
 - Set Address with the value of one of your purchased Twilio numbers (ex: +3312345678).
 - Set Address Override Method to "Always".
 - Set Name with any value you want (ex: *PartnerABC*). The name will be carried up to the called user device, if supported.

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	Sites	54.244.51.0/30	ŵ				
	Edge Groups	54.171.127.192/30	÷				
S	Edges	35.156.191.128/30	<u>前</u> •				
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and the second	Certificate Authorities						
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0		 Transport 					
		Identity					
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0		Custom					+

Under SIP Access Control:

Configure the list of possible Twilio SIP Endpoints as a list of IP Addresses or as CIDR. (see here for list of Twilio Signaling IPs: <u>https://www.twilio.com/console/sip-trunking/your-network</u>)

Ex: As CIDRs

- 54.172.60.0/30
- 54.244.51.0/30
- 54.171.127.192/30
- 35.156.191.128/30
- 54.169.127.128/30
- 54.252.254.64/30
- 177.71.206.192/30
- 54.65.63.192/30

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	Sites	Identity Type 📀 From 👻				
	Edge Groups	Outbound				
S	Edges	Apply Header Privacy 📀 Apply User Privacy 📀				
⋳	Phone Management	Enabled				
	Certificate Authorities	Calling				
Ø	DID Numbers	Address Transformation 🚱				
මී	Extensions	Match Regular Expression Format Regular Expression				
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Under External Trunk Configuration - Identity – Outbound.

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ලි	Extensions	Match Regular Expression	Format Regular Expression		+		
		Address Digits Length 📀	Address Omit + Prefix 😧 🖸				
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0		Address Transformation 🚱					÷

Make sure that *Calling – Address Omit + Prefix* is **Disabled** (Enabled by default).



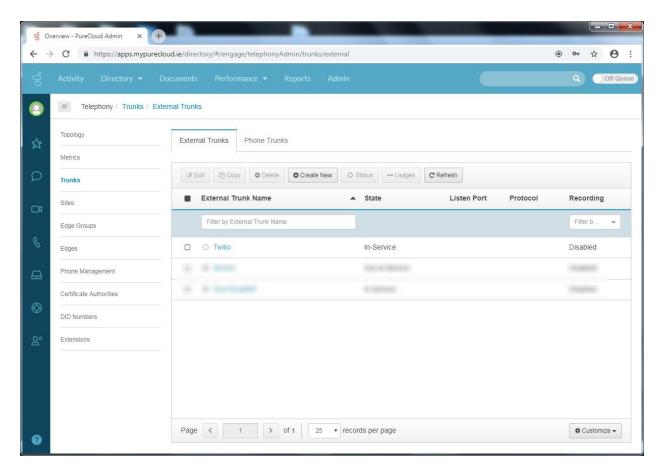
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		U	Disabled				
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Make sure that Called – Address Omit + Prefix is **Disabled** (Enabled by default).

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		DTMF Settings						
		DTMF Payload 🕢		DTMF Method 😧				
		101		RTP Events			-	
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Under External Trunk Configuration – Media, you can tune the list of preferred Codecs, based on Twilio supported codecs (Ex: *G.711/uLaw*) and DTMF method [see <u>https://www.twilio.com/docs/voice/api/sip-interface</u>].



Twilio External Trunk should be in service.

2. Outbound Route

Go back to the site you have created (ex: Paris Office) [Telephony - Sites].

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				Q Off Queue
	≡ Telephony / Sites / Edit	t Site		
\$	Topology	General Number Plans	Outbound Routes Simulate Call	
Ω	Metrics	+ New Outbound Route		Delete Outbound Route
	Sites	Twilio Route	Outbound Route Name Twilio Route	Distribution Pattern Sequential Random
	Edge Groups		Description	External Trunks 📀
S	Edges			↑ ↓ ■ Twilio 🔒
⋳	Phone Management		State	
Ø	Certificate Authorities		Classifications	Select External Trunks
V	DID Numbers		International x National x	
ĝ	Extensions	Save Outbound Routes	Cancel	
8				

Create an Outbound Route (ex: *Twilio Route*), with Enabled *State* set, using the new *Twilio* trunk (as External Trunks), and leveraged for outbound calls to national or international numbers (Classifications matching Number Plans defined in *Site – Number Plans* tab).

3. Simulate Call

You can verify your configuration (no messages sent to the SIP Trunk Provider – this is just to check objects on PureCloud side).

Go back to the site you have created (ex: Paris Office) [Telephony - Sites].

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00			Q Off Queue
۲	Telephony / Sites / Edit	Site	
\$2	Topology	General Number Plans Outbound Routes Simulate Call	
Ω	Metrics	Simulate call will use settings from the "General", "Number Plans", and "Outbound Routes" tabs. You do not need to save before simulating a call. This allows	
	Trunks	you to test before applying the changes.	
8	Sites	0123456789 - Simulate Call	
⋳	Edge Groups		
Ø	Edges		
ĝ	Phone Management		
	Certificate Authorities		
	DID Numbers		
	Extensions		
0			

You can type a number (ex: national like 0123456789 or international like +33123456789) and simulate a call.

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0	■ Telephony / Sites / Edit S	Site										
\$	Topology	General Number Plans Outbound Ro	ites Simulate Call									
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Ω	Trunks	 O Simulate call will use settings from the "General", "Number Plans", and "Outbound Routes" tabs. You do not need to save before simulating a call. This allows you to test before applying the changes. 										
	Sites	0123456789 👻	Simulate Call									
	Edge Groups	✓ Success										
S	Edges	Normalized Number 🕢	✓ tel:+33123456789									
	Phone Management	Number Plan 😨	National									
	Certificate Authorities	Classification 🚱	National Twilio Route									
Ø	DID Numbers	External Trunks 🚱										
	Extensions	Twilio	 This Trunk is operational on all of the a 	associated Edge interfaces.								
			Edge Interfaces									
			 virtual-edge-i-00e9373725cddfa virtual-edge-i-079ff630dce4b1f40)					
	► Log											
0												

Result will display number after normalization and successful selection of Number Plan, Outbound Route and Virtual Edges.



4. **DID Numbers**

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		trat 🥃 Genesys Administrat 🥃 Develo		Actions on Google		_	Other bookmarks
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\$	Topology	Assignments DID Numbers					
Ω	Metrics	DID Start	DID End	Service Provider	Comments		
□\$	Trunks	+33	→ +33	Twilio	ľ	×	
C	Sites						
៲	Edge Groups						
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8,	Phone Management						
	Certificate Authorities	DID Start	→ DID End		ľ	+	
	DID Numbers						
	Extensions						
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In PureCloud Admin, select *Telephony – DID Numbers – DID Numbers tab*:

Configure the numbers you purchased from Twilio (ex: +33123456789).

You can then assign this number to a user (Person).

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00	Activity Directory - Do	ocuments Performance v Reports Admin			Q Off Queue				
0	■ Telephony / DID (Direct Inv	ward Dial) Numbers / Assignments							
\$2	Topology	Assignments DID Numbers							
P	Metrics								
C3	Trunks	C Refresh							
B	Sites	DID Number	▼ Туре	Assignee					
Ø	Edge Groups	Filter by DID Number							
Ø	Edges	- +33	Person						
ĝ	Phone Management								
	Certificate Authorities								
	DID Numbers								
	Extensions								
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Or assign the number to an IVR Script, via *Routing – Call Routing*. PureCloud BYOC Trunk – Twilio Basic Setup

Context Context States and Stat

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🛄 Apps 💪 Google 🥃 Genesys Administrat 🤤 Genesys Administrat 🤤 Developer Tools 🏮 Skype for Business 🔓 Actions on Google							🛄 🤇	Other bookmarks		
								٩	Off Que	ue
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Ω	Call Routing				Find Routing		Q			
	Emergencies	Name				Inbound Phone Numbers	Schedule Group & Call Flows			
S	Data Tables									
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						No data available				
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