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Oracle SBC integration with Genesys PureCloud BYOC and Twilio Elastic Sip Trunking

Technical Application Note

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Revision History

As a best practice always follow the latest Application note available on the Oracle TechNet Website.

<https://www.oracle.com/technical-resources/documentation/acme-packet.html>

Version	Description of Changes	Date Revision Completed
1.0	Oracle SBC integration with PureCloud and Twilio Elastic SIP Trunking Oracle Public IP Address Masked	26 ^h May 2021
1.1	Oracle Public IP Address masked	18 th Nov 2021
1.2	Added New Section - Configure Oracle SBC via Configuration Assistant	27 Jan 2022

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1. Intended Audience

This document is intended for use by Oracle Systems Engineers, third party Systems Integrators, Oracle Enterprise customers and partners and end users of the Oracle Enterprise Session Border Controller (SBC). It is assumed that the reader is familiar with basic operations of the Oracle Enterprise Session Border Controller platform along with Genesys PureCloud.

2. Document Overview

This Oracle technical application note outlines how to configure the Oracle SBC to interwork between Genesys PureCloud and Twilio Elastic Sip Trunk. The solution contained within this document has been tested using Oracle Communication SBC release **cz840p3b**.

In addition, it should be noted that the SBC configuration provided in this guide focuses strictly on the Genesys PureCloud and Twilio Elastic Sip Trunk related parameters. Many SBC applications may have additional configuration requirements that are specific to individual customer requirements. These configuration items are not covered in this guide. Please contact your Oracle representative with any questions pertaining to this topic.

Related documentation can be found below –

2.1. Twilio Elastic SIP Trunking

[Twilio Elastic SIP Trunking](#) is a cloud-based solution that provides connectivity for IP-based communications infrastructure to connect to the PSTN for making and receiving telephone calls to the rest of the world via any

broadband internet connection. Twilio's Elastic SIP Trunking service automatically scales, up or down, to meet your traffic needs with unlimited capacity. In just minutes, you can deploy globally with Twilio's easy-to-use self-service tools without having to rely on slow providers.

Sign up for a free Twilio trial and learn more about configuring your Twilio Elastic SIP Trunk.

2.2. Genesys PureCloud

The Genesys PureCloud solution provides flexibility and interoperability to the PureCloud suite of voice services by allowing you to define SIP trunks between the PureCloud AWS-based Edge and Media Tier and third party carriers over the public Internet.

<https://help.mypurecloud.com/articles/about-byoc-cloud/>

Note IP Addresses, FQDN and configuration names and details given in this document are used for reference purposes only. These same details cannot be used in customer configurations. End users of this document can use the configuration details according to their network requirements. There are some public facing IPs (externally routable IPs) that we use for our testing are masked in this document for security reasons. You can configure any publicly routable IPs for these sections as per specific network architecture needs.

3. Introduction

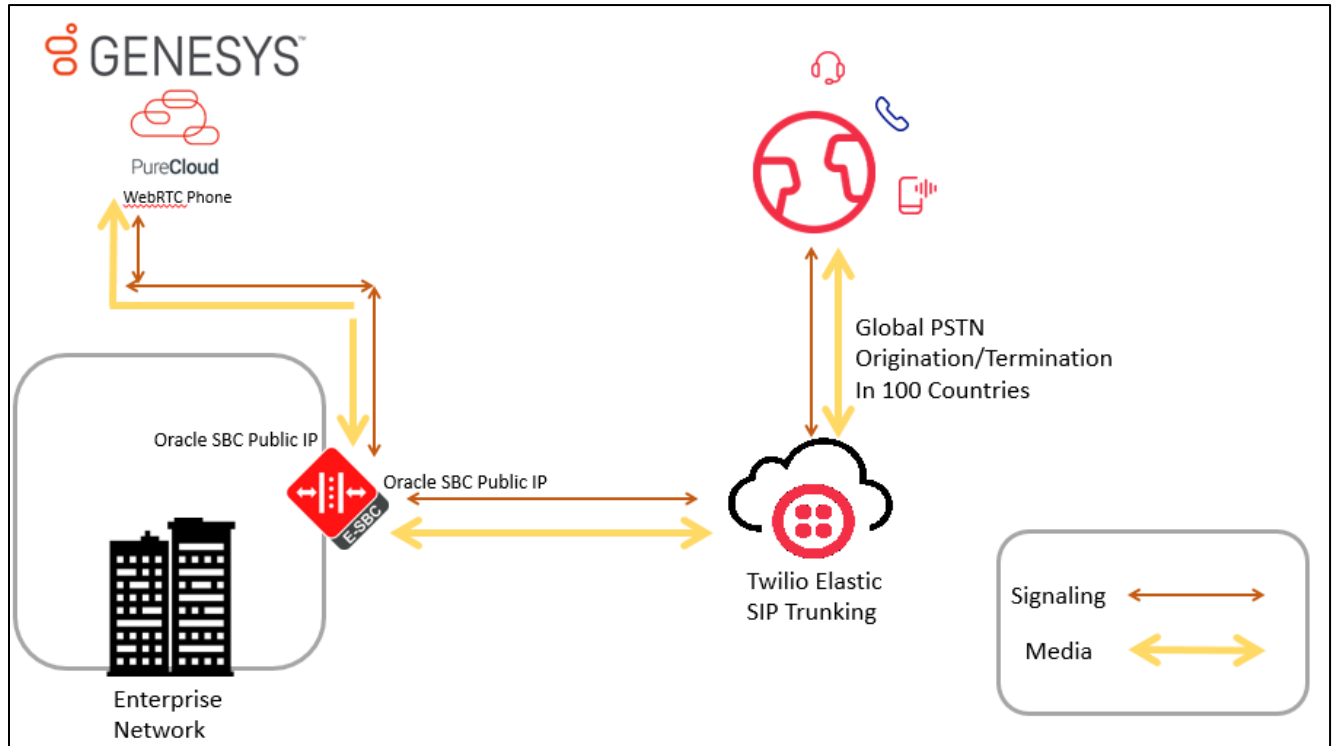
3.1. Audience

This is a technical document intended for telecommunications engineers with the purpose of configuring Genesys PureCloud using Oracle Enterprise SBC. There will be steps that require navigating the Genesys PureCloud configuration, Oracle SBC GUI interface. Understanding the basic concepts of TCP/UDP, IP/Routing, DNS server and SIP/RTP are also necessary to complete the configuration and for troubleshooting, if necessary.

3.2. Requirements

- Oracle Enterprise Session Border Controller (hereafter Oracle SBC) running 8.4.0 version
- Genesys Pure Cloud Solution with BYOC Cloud Setup.
- Twilio Elastic Sip Trunk and Twilio Direct Inward Dial numbers.

3.3. Architecture



Above figure illustrates the connection between Genesys PureCloud, Oracle SBC and Twilio Elastic Sip Trunk. Both PureCloud and Twilio Elastic Trunk are connected to the Oracle SBC Public FQDN /IP

In addition, SBC is used to steer the signaling, media to, and From the PureCloud to Twilio SIP Trunk.

The configuration, validation and troubleshooting are the focus of this document and will be described in three phases -

- Phase 1 – Configuring the Genesys PureCloud
- Phase 2 – Configuring the Oracle SBC.
- Phase 3 – Configuring the Twilio Elastic SIP Trunk

4. Configure Genesys PureCloud

The steps outlined below is the minimum required configuration to pair your SBC with Genesys PureCloud. This is to be used as an example only, and we highly recommend you work with your Genesys representative to implement the correct configuration for your specific environment.

To implement PureCloud BYOC, you use the [Telephony Admin UI to create SIP trunks](#) between the PureCloud Media Tier resources in AWS and third party carriers or devices over the public Internet. The third-party carrier or device can be another cloud service or a device at the customer's premises. The Oracle Enterprise SBC will act as an intermediary between Twilio Elastic SIP Trunk and Genesys PureCloud. The SBC is configured to broker calls as a back-to-back user agent (B2BUA) between the two systems. The Twilio DIDs are assigned to

users on PureCloud System who can originate and accept the calls. These calls traverse through Oracle SBC with which we can implement several security and additional features as per our requirement.

For the purpose of this Application note, the connection between Oracle SBC and Genesys PureCloud is set as UDP.TLS and TCP Transport Protocol are also available as Transport Protocol on Genesys PureCloud.

4.1 External Trunk Configuration

A trunk connects a communication service to a PureCloud telephony connection option and facilitates point-to-point communication. We will configure Oracle Enterprise SBC as an external Trunk on the PureCloud Portal. Detailed steps to configure the external trunk can be found here-

<https://help.mypurecloud.com/articles/create-a-byoc-cloud-trunk/>

To configure the external Trunk Navigate to

Admin> Telephony>Trunks> External Trunks > Create New.

4.1.1 Create a new External Trunk

Type: BYOC Carrier Trunk

Protocol: UDP (TCP and TLS are also available)

4.1.2 Set Inbound SIP Termination Identifier

Inbound SIP Termination Identifier – is the DNS Name we will configure on the Oracle SBC and will be used to route calls towards PureCloud. In this particular example, “OracleSBCPureCloudTesting” will generate the FQDN - [OracleSBCPureCloudTesting.byoc.usw2.pure.cloud](https://help.mypurecloud.com/articles/create-a-byoc-cloud-trunk/) as shown in the example.

The screenshot shows the configuration page for an External Trunk in the PureCloud Portal. The breadcrumb navigation is "Telephony / Trunks / External Trunks / Edit External Trunk". On the left, there is a sidebar menu with options: Topology, Metrics, Trunks, Sites, Edge Groups, Edges, Phone Management, Certificate Authorities, DID Numbers, and Extensions. The main content area is titled "External Trunk Name" and contains a text input field with the value "OracleSolutionsLabBYOCsbc". Below this is a "Trunk State" section with a toggle switch set to "In Service". To the right, there is a "Status" box showing "Operational" (green dot) and "Type" as "Generic BYOC Carrier". Below the status box is a "Metrics" section with three rows: "Inbound Calls" (0), "Outbound Calls" (0), and "QoS Mismatches" (0), each with a small chart icon. Below the metrics is a "Protocol" dropdown menu set to "UDP". In the "Inbound / Termination" section, there is an "Inbound SIP Termination Identifier" text input field with the value "OracleSBCPureCloudTesting" and an "Inbound SIP Termination Header" empty text input field. At the bottom, there is a "DNIS Replacement Routing" section with a toggle switch set to "Disabled".

4.1.3 Set Outbound SIP Servers or Proxies

Outbound SIP Termination FQDN is the Public FQDN of the Oracle SBC.

The screenshot shows a configuration page for Outbound SIP. On the left is a navigation menu with items: Topology, Metrics, Trunks (highlighted), Sites, Edge Groups, Edges, Phone Management, Certificate Authorities, DID Numbers, and Extensions. The main content area is titled 'Outbound' and contains several fields: 'Outbound SIP Termination FQDN' with the value 'solutionslab.cgbubedford.com', 'Outbound SIP TGRP Attribute' (empty), 'TGRP Context-ID' (empty), and 'Outbound SIP DNIS' (empty). Above these fields is a box for 'Inbound Request-URI Reference' containing two INVITE URIs. Below the fields is a box for 'Outbound Request-URI Reference' containing one INVITE URI.

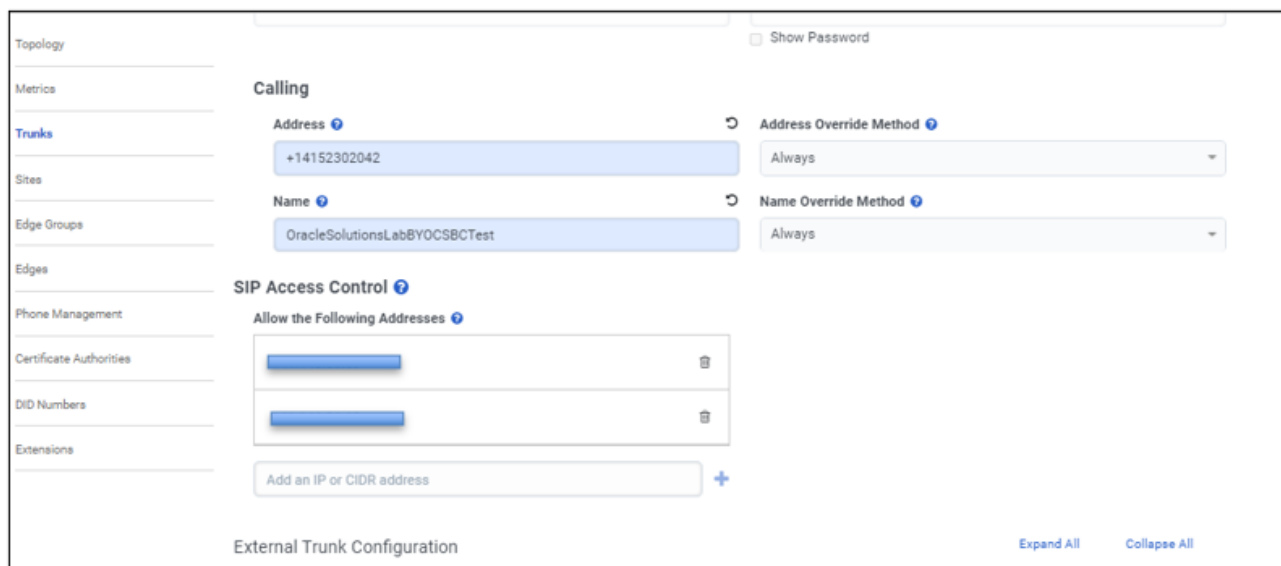
4.1.4 Set Calling Address

The Calling Address is the default number used as an outbound ANI when a call is placed on the Trunk. In case a user has assigned the optionally DID that number can be used in place of the default number.

The screenshot shows a configuration page for Calling. On the left is a navigation menu with items: Topology, Metrics, Trunks (highlighted), Sites, Edge Groups, Edges, Phone Management, Certificate Authorities, DID Numbers, and Extensions. The main content area is titled 'Calling' and contains several sections: 'Address' with the value '19729132636', 'Address Override Method' set to 'Always', 'Name' (empty), and 'Name Override Method' set to 'Always'. Below this is 'SIP Access Control' with a list of 'Allow the Following Addresses' (two empty entries) and an 'Add an IP or CIDR address' button. At the bottom is 'External Trunk Configuration' with a list of expandable sections: General, Transport, Identity, Media, Protocol, Diagnostics, and Custom. There are 'Expand All' and 'Collapse All' buttons. At the very bottom are 'Save External Trunk' and 'Cancel' buttons.

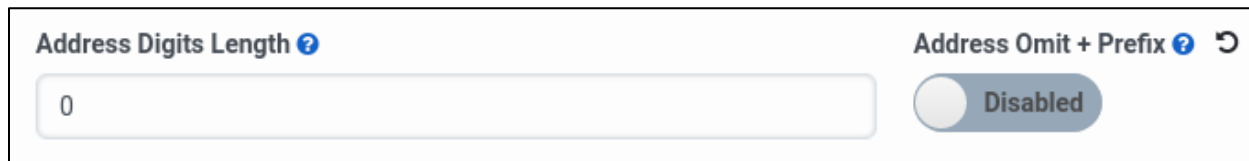
4.1.5 Set SIP Access Control

Whitelist the Oracle SBC IP addresses under the SIP Access Control. (DNS name not supported)



4.1.6 Enable E.164 format

By default calls sent out of trunks do not include the “+” prefix, to enable E.164 number formatting disable omitting the “+”. The settings can be found in the external trunk configuration, under the Identity Section. This setting is available for both inbound and outbound calls.



4.2 Site Configuration.

A site is a list of rules for routing calls. Objects such as phones associated with a site share the same rules. When a user makes a call from a phone, the system looks up the site and the call type in order to route the call to the best outbound phone line, or endpoint. Phones that are associated with a site are usually located in the same general area and have the same general purpose. A site is used to link trunk with Pure Cloud Edge(s).

Detailed steps to configure the Site can be found here-

<https://help.mypurecloud.com/articles/create-site-genesys-cloud-voice/>

4.2.1 Create a New Site

To Create a site, Navigate to **Admin>Telephony>Sites> Create New**.

Type a name into the **Site Name** box.

From the **Location** list, select a location for your site.

From the **Time Zone** list, select your time zone.

Under **Media Model**, select **Cloud**.

Click **Create Site**.

The screenshot shows the 'Telephony / Sites / Edit Site' configuration page. The left sidebar contains navigation links for Topology, Metrics, Trunks, Sites, Edge Groups, Edges, Phone Management, Certificate Authorities, DID Numbers, and Extensions. The main content area has tabs for General, Number Plans, Outbound Routes, and Simulate Call. The 'General' tab is active, showing fields for Site Name (OracleSolutionslabSBCBYOC), Description, Location (Twilio Headquarters), and Time Zone (America/Los_Angeles (-07:00)). A 'Media' section has a 'Geo-Lookup TURN' toggle set to 'Disabled'. An 'Automatic Updates' section has a 'Recurrence Type' dropdown set to 'Daily'. A summary box on the right lists: Default Site (Make this Site my default Site), Type (Branch Site), Media Model (Cloud), Phones (1), Edge Group (PureCloud Voice - AWS), and Topology Diagram (Show Topology).

4.2.2 Number Plans & Classifications

PureCloud provides a set of default number plans that work for most users. We can modify this numbering Plan as per our specific need. We have created a new Numbering Plan “BYOC” where we will define the Numbers that take the route associated with this trunk. You can assign specific numbers, a range or numbers or even use Regex for routing.

Telephony / Sites / Edit Site

Topology: General | **Number Plans** | Outbound Routes | Simulate Call

Metrics: ⓘ Number Plans are evaluated from top to bottom. Order can be changed by dragging and dropping number plans.

Trunks: + New Number Plan Delete Number Plan

Sites: **BYOC** | Emergency | Extension | National | International | Network

Number Plan Name: BYOC

Match Type: E.164 Number List

Digit Length: E.164 Number List

Inter-Country: +1 203-871-0043 → +1 203-871-0043 ❌

Intra-Country: +1 781-443-7247 → +1 781-443-7247 ❌

Number List: +1 888-236-2427 → +1 888-236-2427 ❌

Regular Expression: (empty)

4.2.3 Configure outbound route

The Outbound route binds the numbering plans with the trunk. The classification created in numbering plan should be assigned to the Outbound Route associated with the external trunk.

Telephony / Sites / Edit Site

Topology: General | Number Plans | **Outbound Routes** | Simulate Call

Metrics: ⓘ

Trunks: + New Outbound Route Delete Outbound Route

Sites: **Default Outbound Route**

Outbound Route Name: Default Outbound Route

Description: (empty)

State: Enabled

Distribution Pattern: Sequential Random

External Trunks: OracleSolutionsLabBYOCSCB

Classifications: Emergency x National x International x Network x BYOC x

Select External Trunks: (dropdown)

Save Outbound Routes Cancel

4.2.4 Simulate call

Genesys PureCloud provides a neat feature to test and validate the routing of calls for troubleshooting purpose. Below is an example for a call to BYOC type number classification on this Site. Success indicates a successful routing response.

The screenshot shows the 'Telephony / Sites / Edit Site' interface. The 'Simulate Call' tab is active, displaying the following information:

- Trunks:** +12038710043 (with a 'Simulate Call' button)
- Edge Groups:** ✔ Success
- Edges:**
 - Normalized Number: ✔ tel:+12038710043
 - Number Plan: ✔ BYOC
 - Classification: ✔ BYOC
 - Outbound Route: ✔ Default Outbound Route
- External Trunks:**
 - OracleSolutionsLabBYOCSBC: ✔ This Trunk is operational on all of the associated Edge interfaces.
- Preferred Edges:** None
- Additional Edges:**
 - virtual-edge+i-0561cfbbc881e3384 - Port 1 (WAN) (PureCloud Voice - AWS)
 - virtual-edge+i-0290074b4eb1c255a - Port 1 (WAN) (PureCloud Voice - AWS)

A 'Log' button is visible at the bottom of the interface.

4.3 DID Assignment

4.3.1 Create DID Range

To create a New DID Range or Number Navigate to **Admin.> Telephony > DID Numbers> Create Range**. Provide the DID range and Service Provider name and Click Save

The screenshot shows the 'Telephony / DID Numbers' interface. The 'Create Range' form is visible on the right, and a table of existing DID Ranges is shown in the center.

Create Range Form:

- DID Start:** +1 12038710043
- DID End:** +1 12078710053
- Service Provider:** Twilio
- Comments:** PurecloudtoTwilioviaOracleSBC

DID Ranges Table:

Check	DID Range	Service Provider	Comments
<input type="checkbox"/>	+1 203-871-0043 → +1 203-871-0043	Twilio	PurecloudtoTwilioviaOracleSBC
<input type="checkbox"/>	+1 415-230-2042 → +1 415-230-2042	Twilio	Ecosystem Testing
<input type="checkbox"/>	+1 415-326-7696 → +1 415-326-7696		
<input type="checkbox"/>	+1 415-895-9907 → +1 415-895-9907	Twilio	
<input type="checkbox"/>	+1 415-909-3170 → +1 415-909-3170	Twilio	
<input type="checkbox"/>	+1 602-428-9752 → +1 602-428-9752	Twilio	Chunder 2
<input type="checkbox"/>	+1 602-883-7410 → +1 602-883-7410	Twilio	Chunder 1
<input type="checkbox"/>	+1 781-313-1033 → +1 781-313-1033	byoc	
<input type="checkbox"/>	+1 781-443-7266 → +1 781-443-7266	byoc	
<input type="checkbox"/>	+1 928-275-4426 → +1 928-275-4426	Twilio	Andi Dev?

The interface includes a 'Save' button and a 'Cancel' button at the bottom right of the 'Create Range' form.

4.3.2 Assign DID to User.

On users' profile field, one of the DID can be assigned to PureCloud User as Other Number. The Oracle SBC is configured to send calls from external world to this DID number which will terminate to the user on PureCloud.

Category	Type	Value
Email	Work	
	Personal	
	Other	
Phone	Work	(201) 555-0123 ext.
	Cell	(201) 555-0123 ext.
	Home	(201) 555-0123 ext.
	Other	(781) 349-6949 ext.
Links	External System	http(s)://www.external-system-url.com

5. Configuring the SBC

This chapter provides systematic guidance on how to configure Oracle SBC for Genesys PureCloud and Twilio Elastic SIP Trunking.

5.1. Validated Oracle SBC version

Oracle conducted tests with Oracle SBC 8.4 software – this software with the configuration listed below can run on any of the following products:

- AP 1100
- AP 3900
- AP 4600
- AP 6300
- AP 6350
- VME

6. New SBC configuration

If the customer is looking to setup a new SBC from scratch, please follow the section below.

6.1. Establishing a serial connection to the SBC

Note: The below method is applicable to the SBCs running on Hardware Platforms. For VME and Cloud SBCs the method of configuration will be different to as shown below. Follow the appropriate documentation or contact your Oracle representative for details about how to configure the VME and Cloud SBC platforms.

Connect one end of a straight-through Ethernet cable to the front console port (which is active by default) on the SBC and the other end to console adapter that ships with the SBC, connect the console adapter (a DB-9 adapter) to the DB-9 port on a workstation, running a terminal emulator application such as Putty. Start the terminal emulation application using the following settings:

- Baud Rate=115200
- Data Bits=8
- Parity=None
- Stop Bits=1
- Flow Control=None

Power on the SBC and confirm that you see the following output from the boot-up sequence

```
Starting tLemd...
Starting tServiceHealth...
Starting tCollect...
Starting tAtcpd...
Starting tAsctpd...
Starting tMbcd...
Starting tCommMonitord...
Starting tFped...
Starting tAlgd...
Starting tRadd...
Starting tEbmd...
Starting tSipd...
Starting tH323d...
Starting tbfdd...
Starting tIPTd...
Starting tSecured...
Starting tAuthd...
Starting tCertd...
Starting tIked...
Starting tTscfd...
Starting tFcgid...
Starting tauditd...
Starting tauditpusher...
Starting tSnmpd...
Starting tIFMIBd...
Start platform alarm...
Starting display manager...
Initializing /opt/ Cleaner
Starting tLogCleaner task
Bringing up shell...

Starting acliMgr...
password secure mode is enabled
Admin Security is disabled
Password: █
```

Enter the default password to log in to the SBC. Note that the default SBC password is “acme” and the default super user password is “packet”.

Both passwords have to be changed according to the rules shown below.

```
Password:
%
% Only alphabetic (upper or lower case), numeric and punctuation
% characters are allowed in the password.
% Password must be 8 - 64 characters,
% and have 3 of the 4 following character classes :
%   - lower case alpha
%   - upper case alpha
%   - numerals
%   - punctuation
%
Enter New Password:
Confirm New Password:

Password is acceptable.
```

Now set the management IP of the SBC by setting the IP address in bootparam.

To access bootparam. Navigate to Configure terminal->bootparam.

```
NN4600-139# conf t
NN4600-139(configure)# bootparam

'.' = clear field; '-' = go to previous field; q = quit

Boot File           : /boot/nnSCZ840p3B.bz
IP Address          : 10.138.194.139
VLAN                : 0
Netmask             : 255.255.255.192
Gateway             : 10.138.194.129
IPv6 Address        :
IPv6 Gateway        :
Host IP             :
FTP username        : vxftp
FTP password        : vxftp
Flags               :
Target Name         : NN4600-139
Console Device      : COM1
Console Baudrate    : 115200
Other               :

NOTE: These changed parameters will not go into effect until reboot.
Also, be aware that some boot parameters may also be changed through
PHY and Network Interface Configurations.

      ERROR   : space in /boot      (Percent Free: 40)

NN4600-139(configure)#
```

Note: There is no management IP configured by default.

Setup product type to Enterprise Session Border Controller as shown below.

To configure product type, type in setup product in the terminal

```
NN4600-139#
NN4600-139# setup product

-----
WARNING:
Alteration of product alone or in conjunction with entitlement
changes will not be complete until system reboot

Last Modified 2020-04-30 22:38:15

-----
1 : Product           : Enterprise Session Border Controller
```

Enable the features for the ESBC using the setup entitlements command as shown

Save the changes and reboot the SBC.

```
Entitlements for Enterprise Session Border Controller
Last Modified: Never
-----
 1 : Session Capacity           : 0
 2 :   Advanced                 :
 3 : Admin Security             :
 4 : Data Integrity (FIPS 140-2) :
 5 : Transcode Codec AMR Capacity : 0
 6 : Transcode Codec AMRWB Capacity : 0
 7 : Transcode Codec EVRC Capacity : 0
 8 : Transcode Codec EVRCB Capacity : 0
 9 : Transcode Codec EVS Capacity : 0
10 : Transcode Codec OPUS Capacity : 0
11 : Transcode Codec SILK Capacity : 0

Enter 1 - 11 to modify, d' to display, 's' to save, 'q' to exit. [s]: 1
  Session Capacity (0-128000)           : 500

Enter 1 - 11 to modify, d' to display, 's' to save, 'q' to exit. [s]: 3
*****
CAUTION: Enabling this feature activates enhanced security
functions. Once saved, security cannot be reverted without
resetting the system back to factory default state.
*****
  Admin Security (enabled/disabled)      :

Enter 1 - 11 to modify, d' to display, 's' to save, 'q' to exit. [s]: 5
  Transcode Codec AMR Capacity (0-102375) : 50

Enter 1 - 11 to modify, d' to display, 's' to save, 'q' to exit. [s]: 2
  Advanced (enabled/disabled)           : enabled

Enter 1 - 11 to modify, d' to display, 's' to save, 'q' to exit. [s]: 10
  Transcode Codec OPUS Capacity (0-102375) : 50

Enter 1 - 11 to modify, d' to display, 's' to save, 'q' to exit. [s]: 11
  Transcode Codec SILK Capacity (0-102375) : 50
```

The SBC comes up after reboot and is now ready for configuration.

Navigate to **configure terminal->system->http-server-config**.

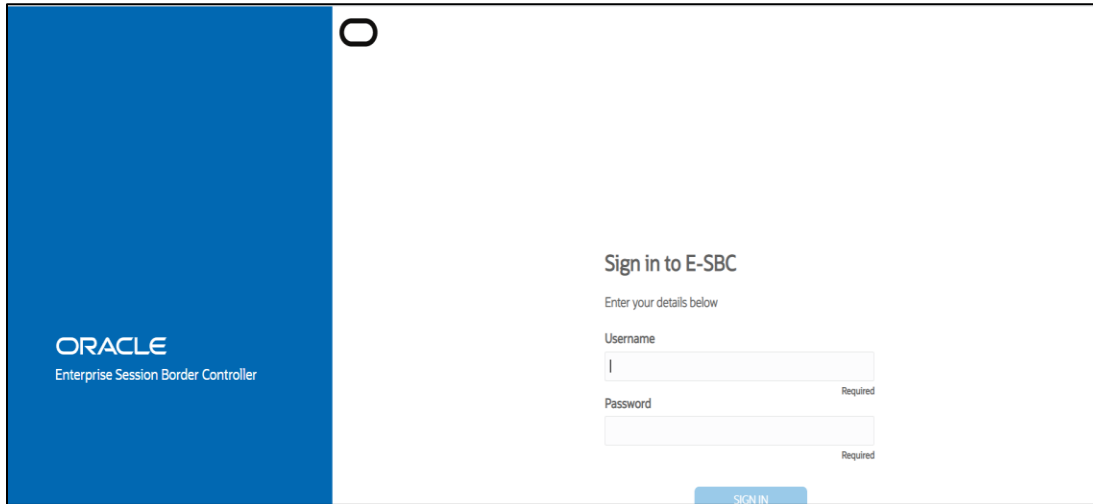
Enable the http-server-config to access the SBC using Web GUI. Save and activate the config.

```
NN4600-139(http-server)#
NN4600-139(http-server)# show
http-server
  name                               webServerInstance
  state                               enabled
  realm
  ip-address
  http-state                          enabled
  http-port                           80
  https-state                         disabled
  https-port                          443
  http-interface-list                 REST,GUI
  http-file-upload-size               0
  tls-profile
  auth-profile
  last-modified-by                    @
  last-modified-date                  2021-01-25 00:16:28
```

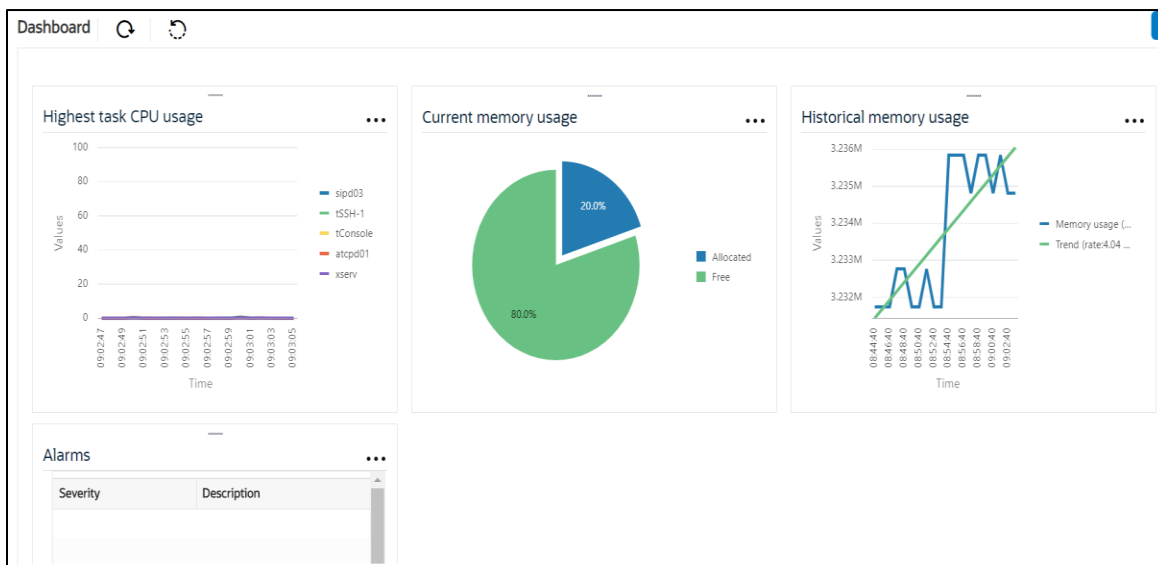

6.2. Configure SBC using Web GUI

In this app note, we configure SBC using the WebGUI.

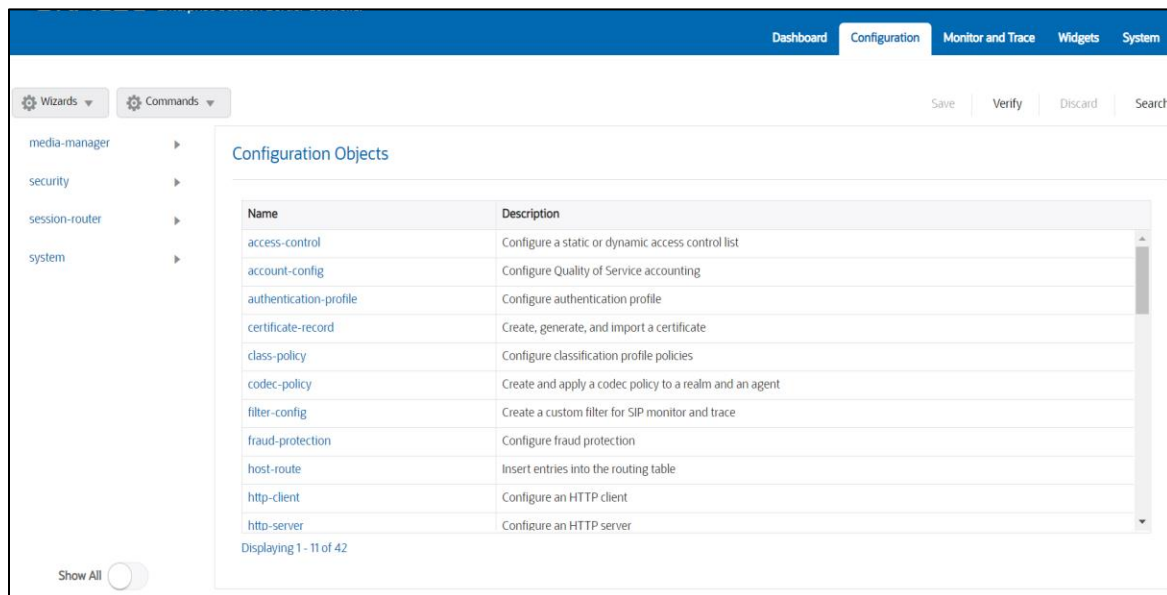
The Web GUI can be accessed through the URL http://<SBC_MGMT_IP>.



The username and password is the same as that of CLI.



Navigate to Configuration as shown below, to configure the SBC



Kindly refer to the GUI User Guide given below for more information.

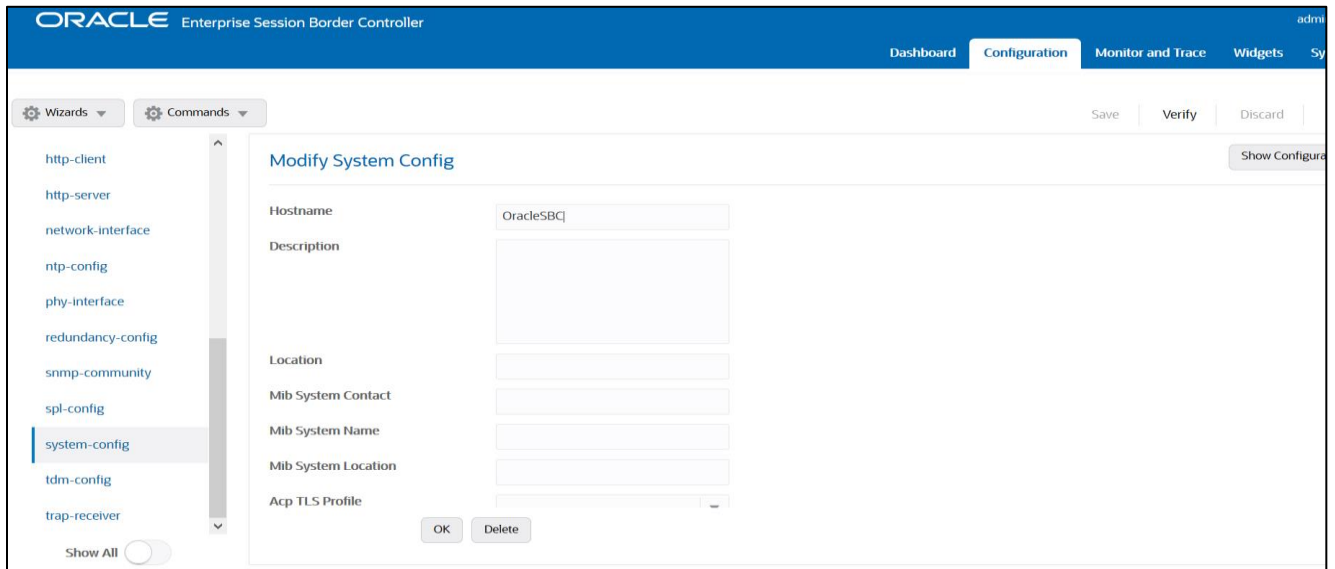
https://docs.oracle.com/en/industries/communications/enterprise-session-border-controller/8.4.0/webgui/esbc_scz840_webgui.pdf

The expert mode is used for configuration.

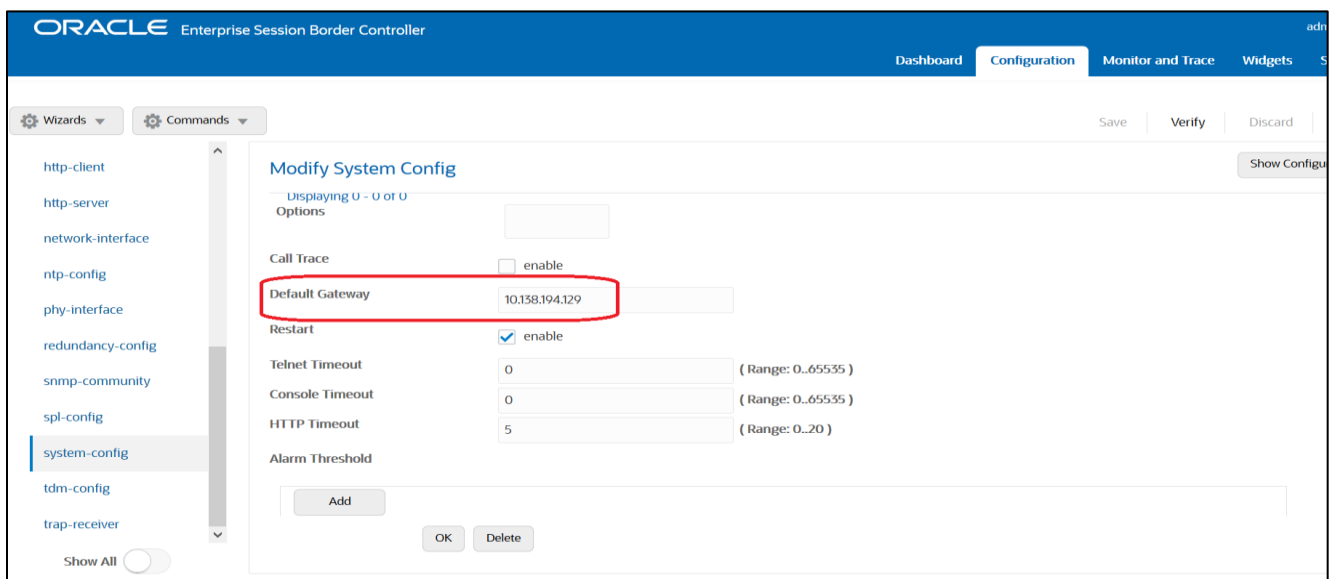
Tip: To make this configuration simpler, one can directly search the element to be configured, from the Objects tab available.

6.3. Configure system-config

Navigate to system->system-config



Please enter the default gateway value in the system config page.



For VME, transcoding cores are required. Please refer the documentation here for more information

https://docs.oracle.com/en/industries/communications/enterprise-session-border-controller/8.4.0/releasenotes/esbc_scz840_releasenotes.pdf

The above step is needed only if any transcoding is used in the configuration. If there is no transcoding involved, then the above step is not needed.

6.4. Configure Physical Interface values

To configure physical Interface values, Navigate to System->phy-interface.

Here we have configured, Network-interface M00 for Twilio Elastic Sip Trunk and M10 for PureCloud.

Parameter Name	Twilio Elastic Sip Trunk (M00)	PureCloud (M10)
Slot	0	0
Port	0	1
Operation Mode	Media	Media

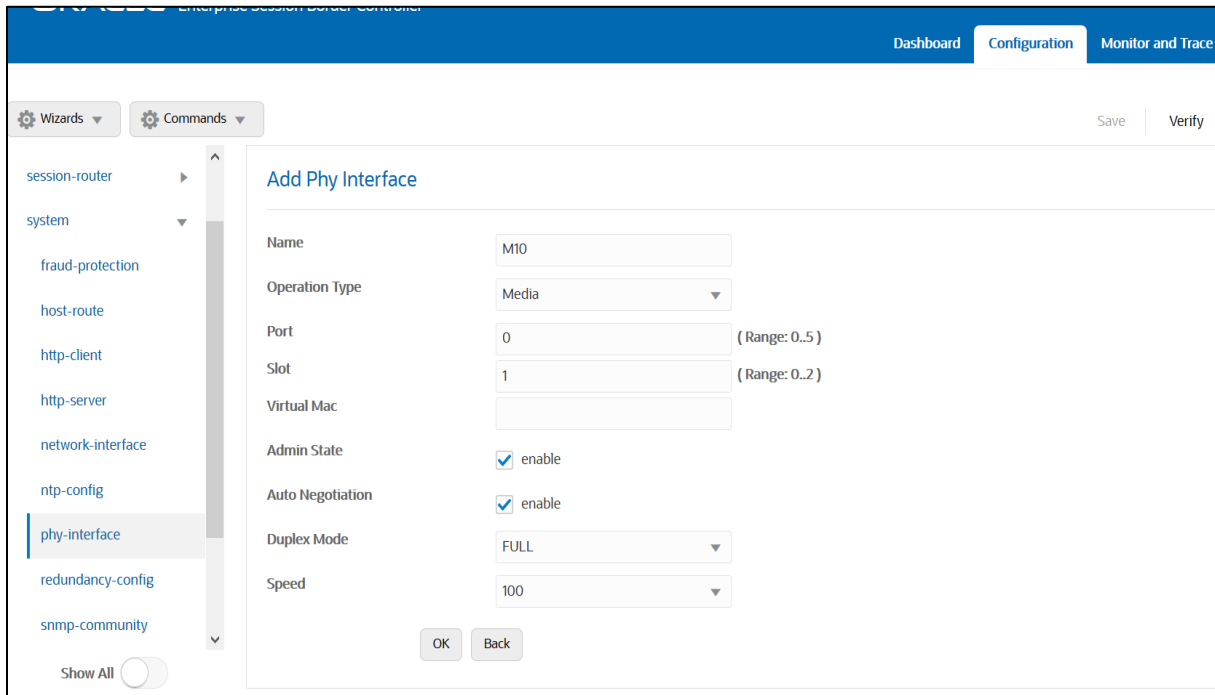
Please configure M00 interface as below.

The screenshot shows the Oracle Enterprise Session Border Controller configuration interface. The top navigation bar includes 'Dashboard', 'Configuration', and 'Monitor and Trace'. The left sidebar lists various configuration categories, with 'phy-interface' selected. The main content area is titled 'Add Phy Interface' and contains the following configuration fields:

- Name: M00
- Operation Type: Media
- Port: 0 (Range: 0..5)
- Slot: 0 (Range: 0..2)
- Virtual Mac: (empty)
- Admin State: enable
- Auto Negotiation: enable
- Duplex Mode: FULL
- Speed: 100

At the bottom of the form are 'OK' and 'Back' buttons.

Please configure M10 interface as below



6.5. Configure Network Interface values

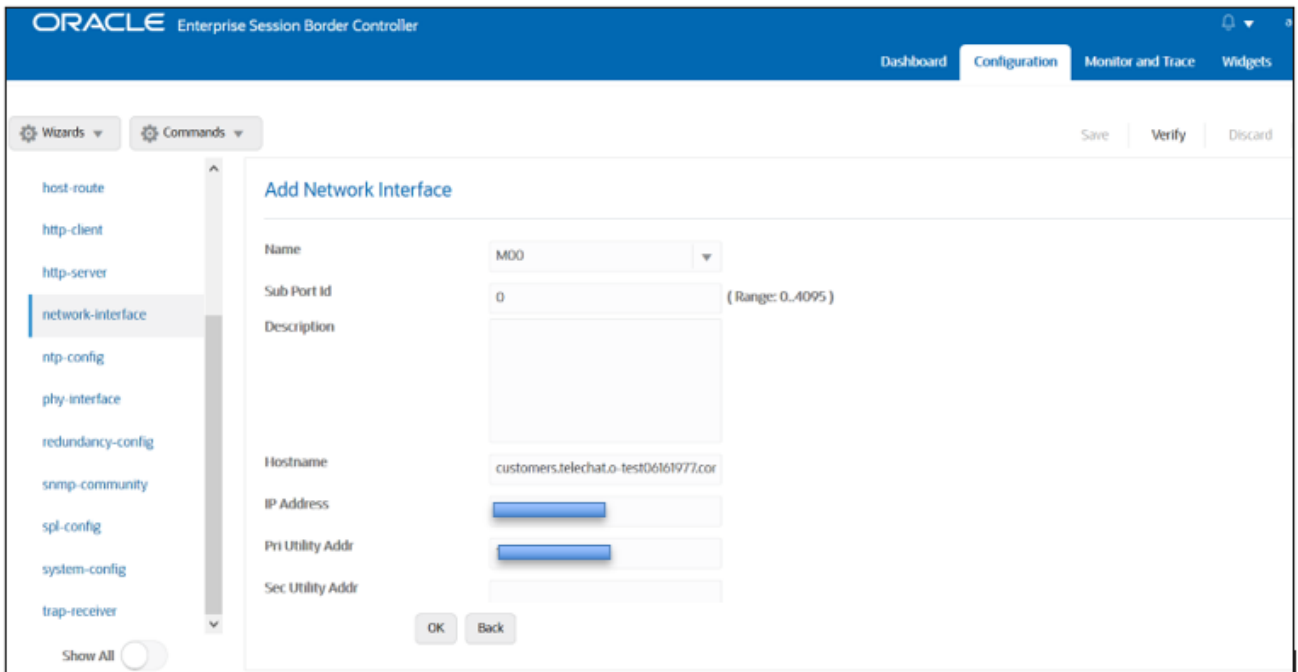
To configure network-interface, Navigate to system->Network-Interface. Configure interface

The table below lists the parameters, to be configured for both the interfaces.

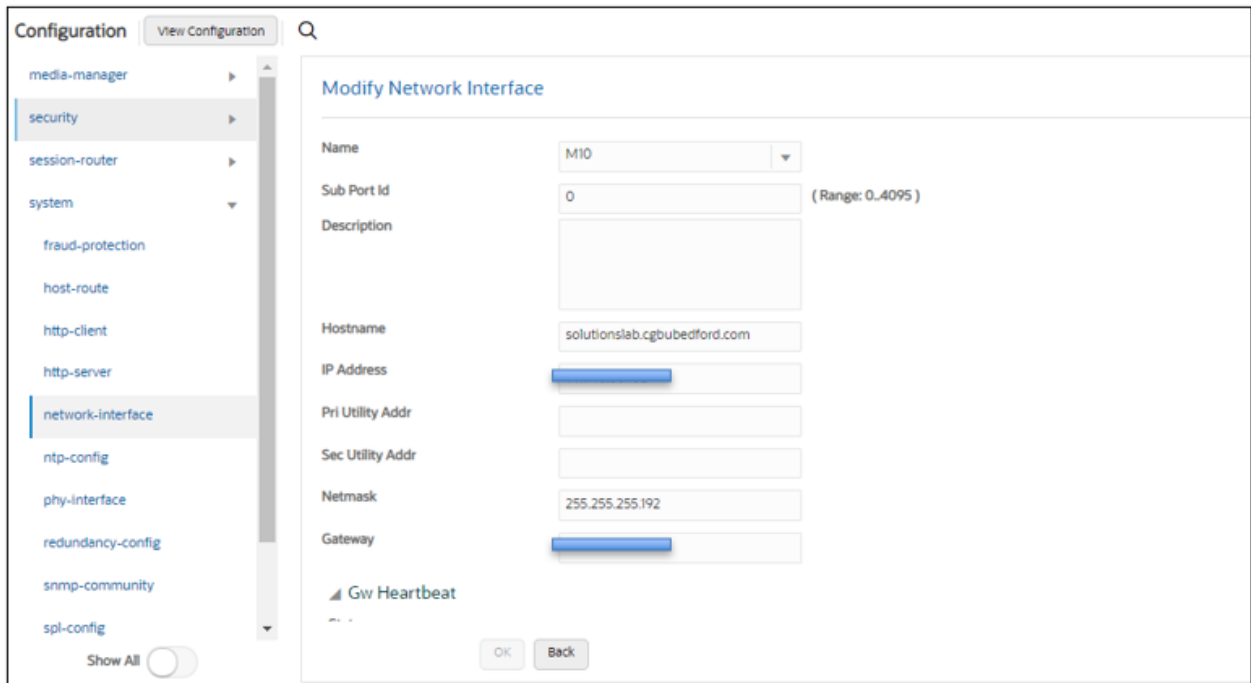
Note: The provided network IP addresses are given for example purpose only. In the real world scenario We cannot same networks on two network-interfaces hence make sure you use a different IP range for each Network-interface.

Parameter Name	Twilio Network interface	PureCloud Network interface
Name	M00	M10
Host Name	customers.telechat.o-test06161977.com	solutionslab.cgbubedford.com
IP address	[Redacted]	[Redacted]
Netmask	255.255.255.192	255.255.255.192
Gateway	[Redacted]	[Redacted]
dns-ip-primary	8.8.8.8	8.8.8.8
dns-ip-backup1	8.8.8.4	8.8.8.4
dns-domain	customers.telechat.o-test06161977.com	solutionslab.cgbubedford.com

Please configure network interface M00 as below



Similarly, configure network interface M10 as below

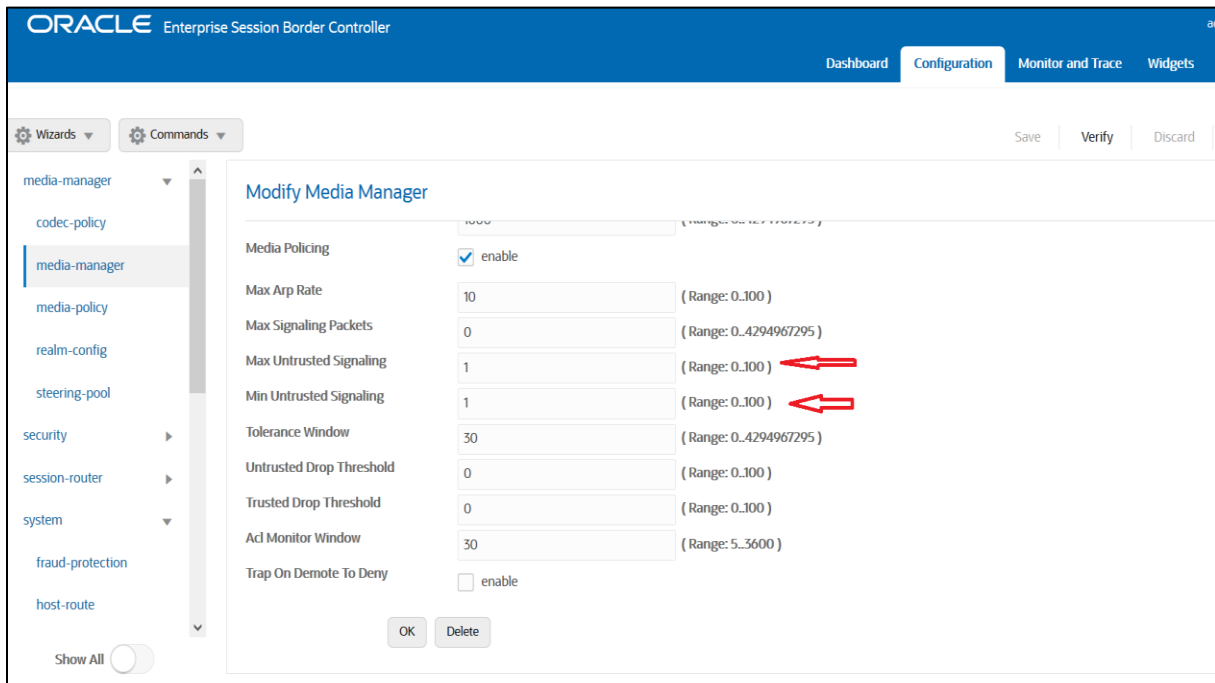
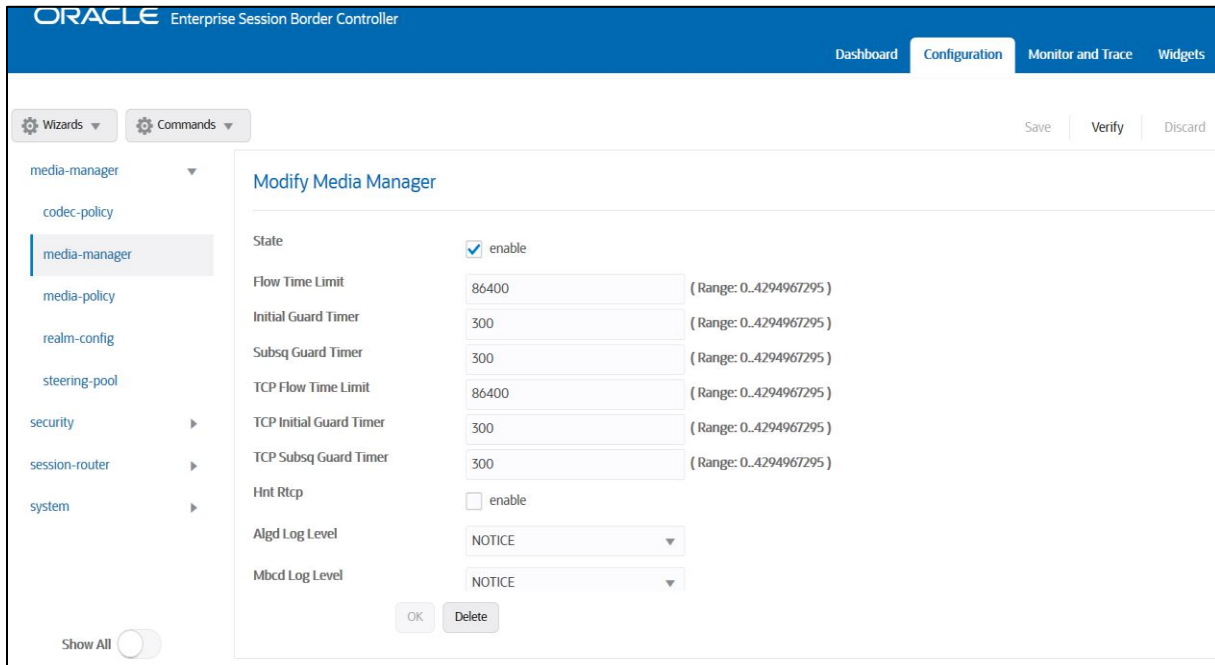


6.6. Enable media manager

Media-manager handles the media stack required for SIP sessions on the SBC. Enable the media manager option as below.

In addition to the above config, please set the max and min untrusted signaling values to one.

Navigate to Media-Manager->Media-Manager



6.7. Configure Realms

Navigate to realm-config under media-manager and configure a realm as shown below. The name of the Realm can be any relevant name according to the user convenience.

Use the following table as a configuration example for the three realms used in this configuration:

Config Parameter	Twilio Realm	GenesysCloud Realm
Identifier	TwilioSipTrunk	GenesysCloud
Network Interface	M00	M10
Mm in realm	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Media Sec policy	sdespolicy	RTP
Access Control Trust Level	High	High

Configuration View Configuration

media-manager
 codec-policy
 media-manager
 media-policy
 realm-config
 steering-pool
 security ▶
 session-router ▶
 system ▶

Modify Realm Config

Identifier:

Description:

Addr Prefix:

Network Interfaces:

Media Realm List:

Mm In Realm: enable

ORACLE Enterprise Session Border Controller

Dashboard Configuration Monitor and Trace

Wizards Commands Save Verify

media-manager
 codec-policy
 media-manager
 media-policy
 realm-config
 steering-pool
 security ▶
 session-router ▶
 system ▼
 fraud-protection
 host-route
 Show All


Add Realm Config

Out Translationid:

In Manipulationid:

Out Manipulationid:

Average Rate Limit: (Range: 0..4294967295)

Access Control Trust Level: 

Invalid Signal Threshold: (Range: 0..4294967295)

Maximum Signal Threshold: (Range: 0..4294967295)

Untrusted Signal Threshold: (Range: 0..4294967295)

Nat Trust Threshold: (Range: 0..65535)

Max Endpoints Per Host:

Create another realm for Genesys PureCloud –

Configuration View Configuration

- media-manager
- codec-policy
- media-manager
- media-policy
- realm-config**
- steering-pool
- security
- session-router
- system

Modify Realm Config

Identifier: GenesysCloud

Description:

Addr Prefix: 0.0.0.0

Network Interfaces: M10:0.4

Media Realm List:

Mm In Realm: enable

ORACLE Enterprise Session Border Controller

Dashboard Configuration Monitor and Trace

Wizards Commands

Save Verify

- media-manager
- codec-policy
- media-manager
- media-policy
- realm-config**
- steering-pool
- security
- session-router
- system
- fraud-protection
- hncf-route

Add Realm Config

Out Translationid:

In Manipulationid:

Out Manipulationid:

Average Rate Limit: 0 (Range: 0..4294967295)

Access Control Trust Level: **high**

Invalid Signal Threshold: 0 (Range: 0..4294967295)

Maximum Signal Threshold: 0 (Range: 0..4294967295)

Untrusted Signal Threshold: 0 (Range: 0..4294967295)

Nat Trust Threshold: 0 (Range: 0..65535)

Max Endpoint Per Net:

OK Back

For more information on Access Control Trust Level, please refer to SBC Security guide link given below:

https://docs.oracle.com/en/industries/communications/session-border-controller/8.4.0/security/sbc_scz840_security.pdf

6.8. Configuring a certificate for SBC

This section describes how to configure the SBC for TLS and SRTP communication for Twilio Elastic SIP Trunking. Twilio Elastic SIP Trunking allows TLS connections from SBC's for SIP traffic, and SRTP for media traffic. It requires a certificate signed by one of the trusted Certificate Authorities.

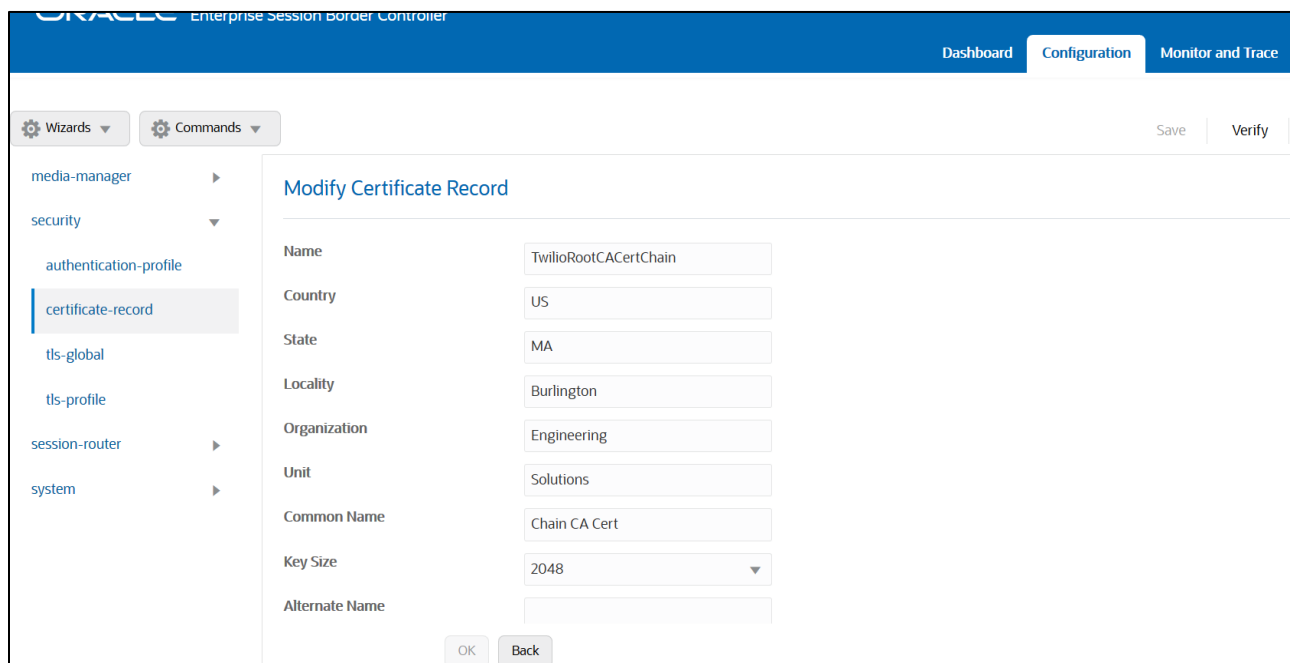
The process includes the following steps:

- 1) Create a certificate-record – “Certificate-record” are configuration elements on Oracle SBC, which captures information for a TLS certificate – such as common-name, key-size, key-usage etc.
 - SBC – 1 certificate-record assigned to SBC
 - Root – 1 certificate-record for root cert
- 2) Deploy the SBC and Root certificates on the SBC

Step 1 – Creating the certificate record

Twilio Elastic SIP Trunking uses certificates from a CA (Certificate Authority) for establishing the TLS connections from SBC's for SIP traffic, and SRTP for media traffic. It is important that you add the following root certificate to establish TLS connection from the link given below:

<https://www.twilio.com/docs/sip-trunking#rootCA>

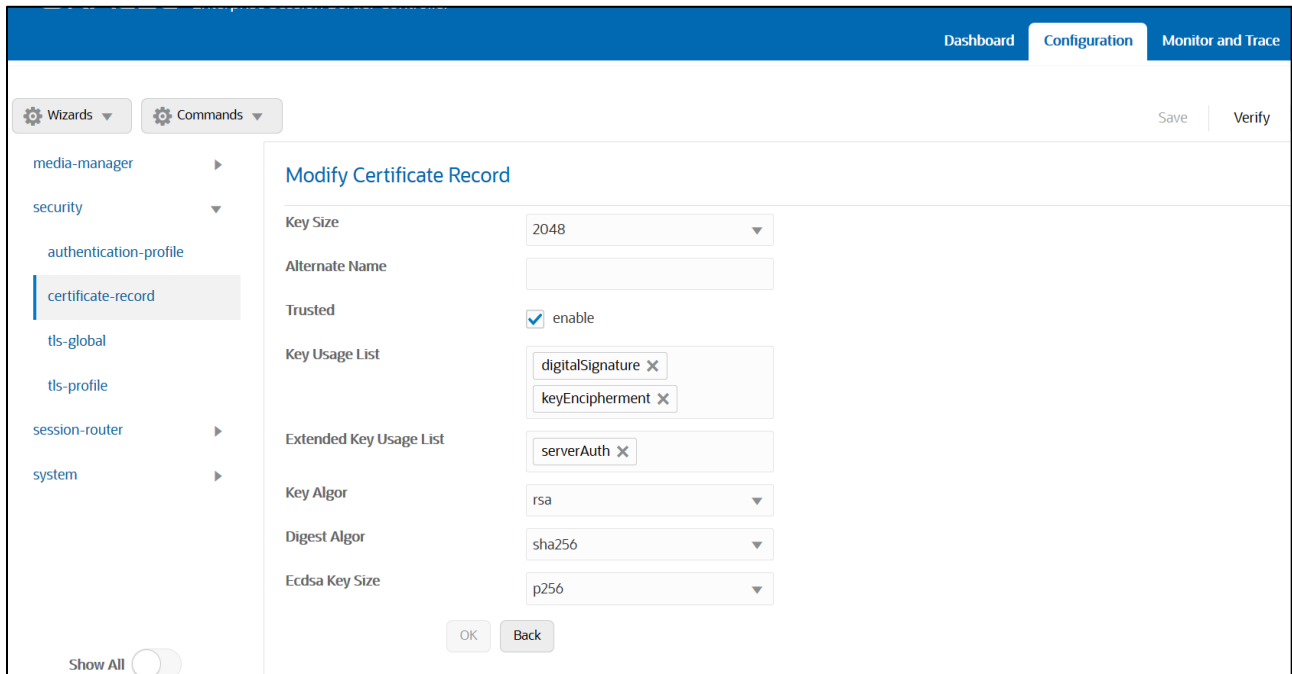


The screenshot shows the Oracle Enterprise Session Border Controller (SBC) Configuration page. The page has a blue header with the Oracle logo and the text "Enterprise Session Border Controller". On the right side of the header, there are three tabs: "Dashboard", "Configuration" (which is active), and "Monitor and Trace". Below the header, there are two buttons: "Wizards" and "Commands". On the right side of the page, there are two buttons: "Save" and "Verify".

The main content area is titled "Modify Certificate Record". It contains a form with the following fields:

Name	TwilioRootCACertChain
Country	US
State	MA
Locality	Burlington
Organization	Engineering
Unit	Solutions
Common Name	Chain CA Cert
Key Size	2048
Alternate Name	

At the bottom of the form, there are two buttons: "OK" and "Back".



The table below specifies the parameters required for certificate configuration. Modify the configuration according to the certificates in your environment.

Config Parameter	Digicert Intermediate	DigiCert Root CA
Common Name	DigiCert SHA2 Secure Server CA	DigiCert Global Root CA
Key Size	2048	2048
Key-Usage-List	digitalSignature keyEncipherment	digitalSignature keyEncipherment
Extended Key Usage List	serverAuth	serverAuth
Key algor	rsa	rsa
Digest-algor	Sha256	Sha256

Step 2 – Generating a certificate signing request

(Only required for the SBC’s end entity certificate, and not for root CA certs)

Please note – certificate signing request is only required to be executed for SBC Certificate – not for the root/intermediate certificates.

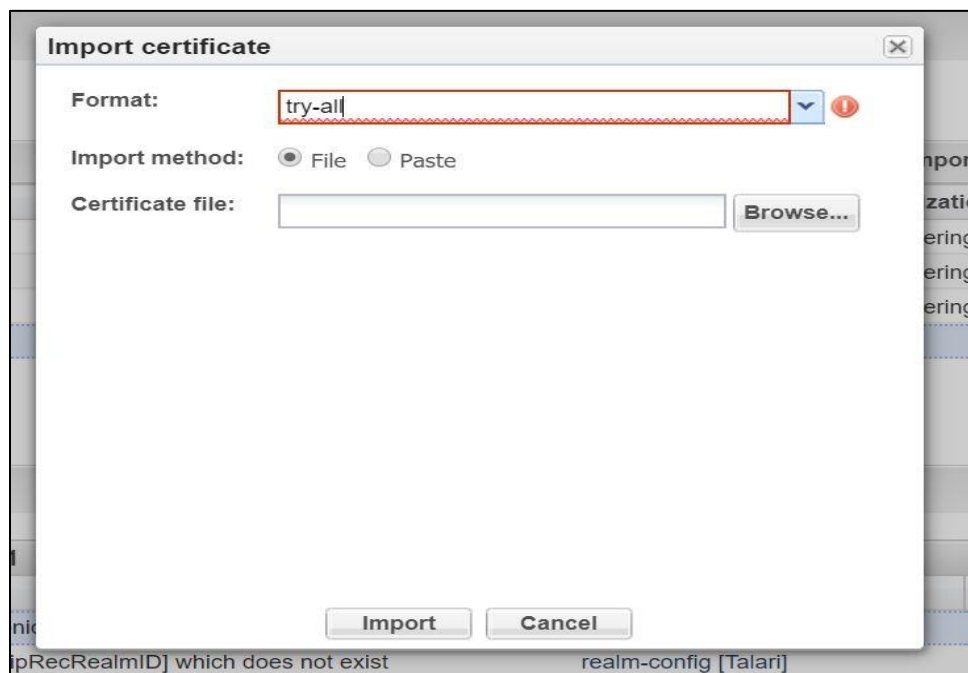
- Select the certificate and generate certificate on clicking the “Generate” command.
- Please copy/paste the text that is printed on the screen as shown below and upload to your CA server for signature.



- Also, note that a save/activate is required

Step 3 – Deploy SBC & root certificates

Once certificate signing request have been completed – import the signed certificate to the SBC. Please note – all certificates including root and intermediate certificates are required to be imported to the SBC. Once done, issue save/activate from the WebGUI



Repeat these steps to import all the root and intermediate CA certificates into the SBC:
At this stage, all the required certificates have been imported to the SBC for Twilio Elastic SIP Trunk.

6.9. TLS-Profile

A TLS profile configuration on the SBC allows specific certificates to be assigned.

Navigate to security-> TLS-profile config element and configure the tls-profile as shown below

The below is the TLS profile configured for the Twilio Elastic SIP Trunk :

The screenshot displays the 'Modify TLS Profile' configuration page. The left sidebar shows a navigation tree with 'security' expanded and 'tls-profile' selected. The main area contains the following configuration fields:

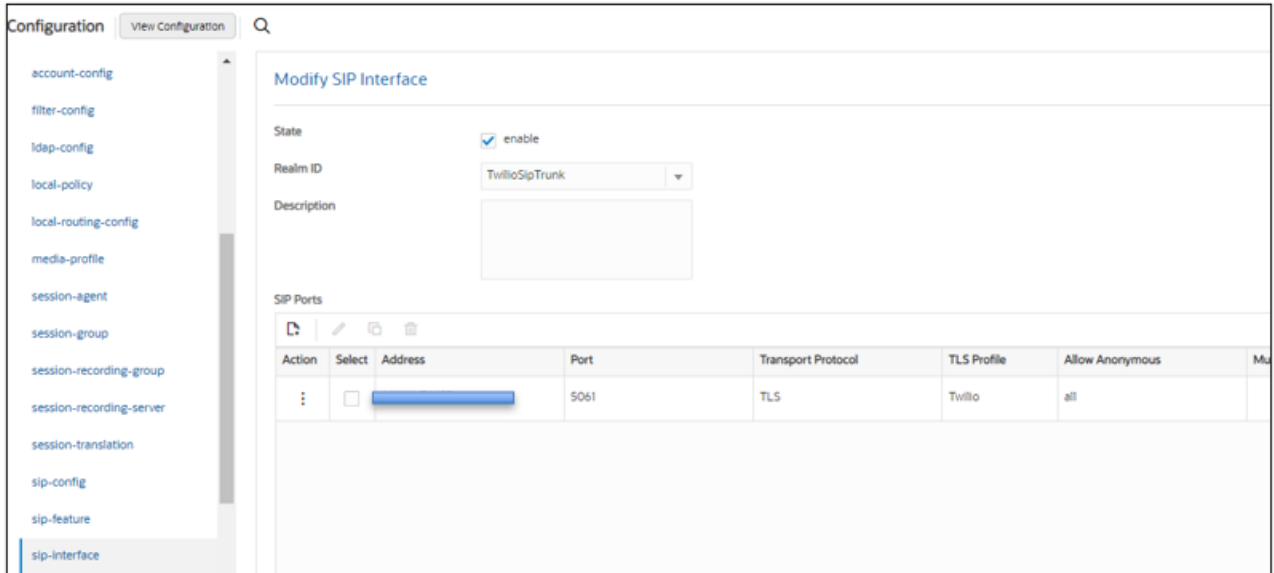
- Name: TLSProfile1
- End Entity Certificate: Enterprise
- Trusted Ca Certificates: DigiCertInter X, DigiCertRoot X
- Cipher List: DEFAULT X
- Verify Depth: 10 (Range: 0..10)
- Mutual Authenticate: enable
- TLS Version: tlsv12
- Options: (empty text box)
- Cert Status Check: enable
- Cert Status Profile List: (empty text box)
- Ignore Dead Responder: enable
- Allow Self Signed Cert: enable

6.10. Configure SIP Interfaces

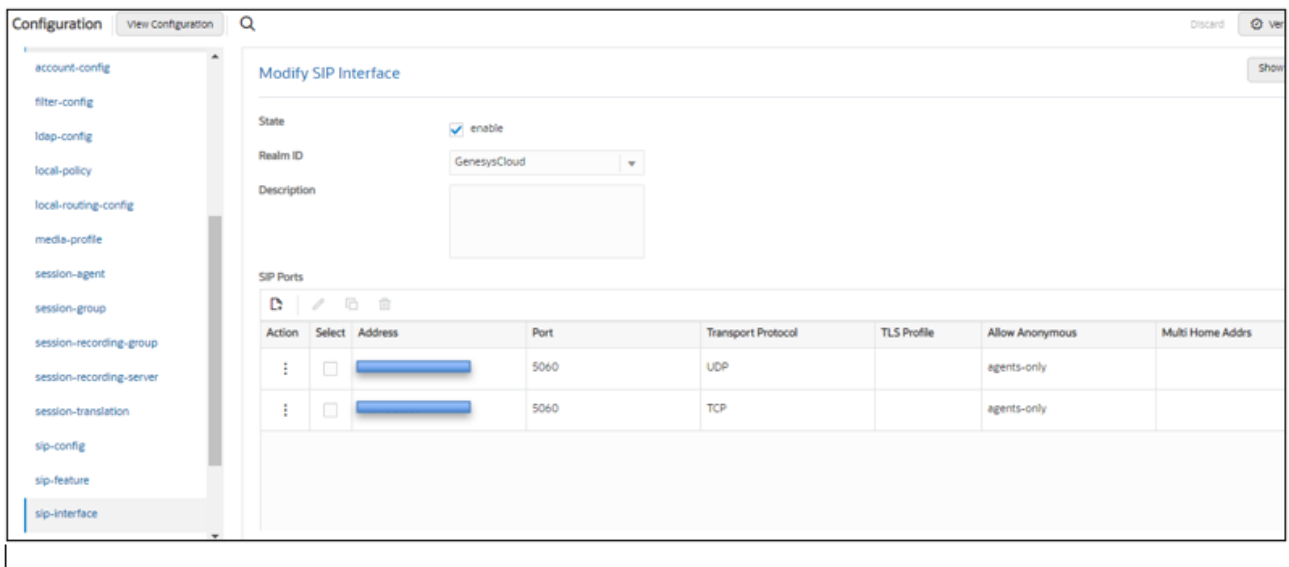
Navigate to sip-interface under session-router and configure the sip-interface as shown below. Please configure the below settings under the sip-interface.

Please Configure sip-interface for the Twilio Elastic SIP Trunk as below:

- Tls-profile needs to match the name of the tls-profile previously created
- Set allow-anonymous to agents-only to ensure traffic to this sip-interface only comes from the particular Session agents added to the SBC.



Similarly, Configure sip-interface for the PureCloud as below:



Once sip-interface is configured – the SBC is ready to accept traffic on the allocated IP address.

6.11. Configure session-agent

Session-agents are config elements, which are trusted agents who can send/receive traffic from the SBC with direct access to trusted data path. Session-agents are config elements which are trusted agents who can send/receive traffic from the SBC with direct access to trusted data path.

Navigate to session-router->Session-Agent and Configure the session-agents for the Twilio Elastic SIP Trunk

- Host name to “oracle.pstn.twilio.com”**, port to 5061
- realm-id – needs to match the realm created for the Twilio Elastic SIP Trunk
- transport set to “staticTLS”

**NOTE: Connection to Twilio Elastic SIP Trunking is available in multiple geographic edge locations. If you wish to manually connect to a specific geographic edge location that is closest to the location of your communications infrastructure, you may do so by pointing your communications infrastructure to any of the following localized Termination SIP URIs:

- {example}.pstn.ashburn.twilio.com (North America Virginia)
- {example}.pstn.umatilla.twilio.com (North America Oregon)
- {example}.pstn.dublin.twilio.com (Europe Ireland)
- {example}.pstn.frankfurt.twilio.com (Europe Frankfurt)
- {example}.pstn.singapore.twilio.com (Asia Pacific Singapore)
- {example}.pstn.tokyo.twilio.com (Asia Pacific Tokyo)
- {example}.pstn.sao-paulo.twilio.com (South America São Paulo)
- {example}.pstn.sydney.twilio.com (Asia Pacific Sydney)

[Click here for more information on Twilio Elastic SIP Trunking IP Address](#)

Similarly, configure the session-agents for the PureCloud:

The screenshot displays the 'Modify Session Agent' configuration interface. On the left, a navigation menu lists various configuration sections, with 'session-agent' selected. The main area contains the following fields:

- Hostname: OracleSBCPureCloudTesting.byoc.usw
- IP Address: (empty)
- Port: 5060 (Range: 0,1025..65535)
- State: enable
- App Protocol: SIP
- App Type: (empty)
- Transport Method: UDP
- Realm ID: GenesysCloud
- Egress Realm ID: (empty)
- Description: (empty)
- Match Identifier: (empty)

At the bottom right, there are 'OK' and 'Back' buttons.

6.12. Configure local-policy

Local policy config allows the SBC to route calls from one end of the network to the other based on routing criteria. To configure local-policy, Navigate to Session-Router->local-policy.

To route the calls from PureCloud to Twilio Sip Trunk, Use the below local –policy

Modify Local Policy

From Address: * X

To Address: * X

Source Realm: GenesysCloud X

Description:

State: enable

Policy Priority: none

Policy Attributes

Action	Select	Next Hop	Realm	Action	Terminate Recursi...	Cost	State	App Protocol	Lookup	Next Key
:	<input type="checkbox"/>	oracle.pstn.twilio.c...	TwilioSipTrunk	none	disabled	0	enabled		single	

To route the calls from the Twilio Elastic SIP Trunk to PureCloud, Use the below local –policy

Modify Local Policy

From Address: * X

To Address: * X

Source Realm: TwilioSipTrunk X

Description:

State: enable

Policy Priority: none

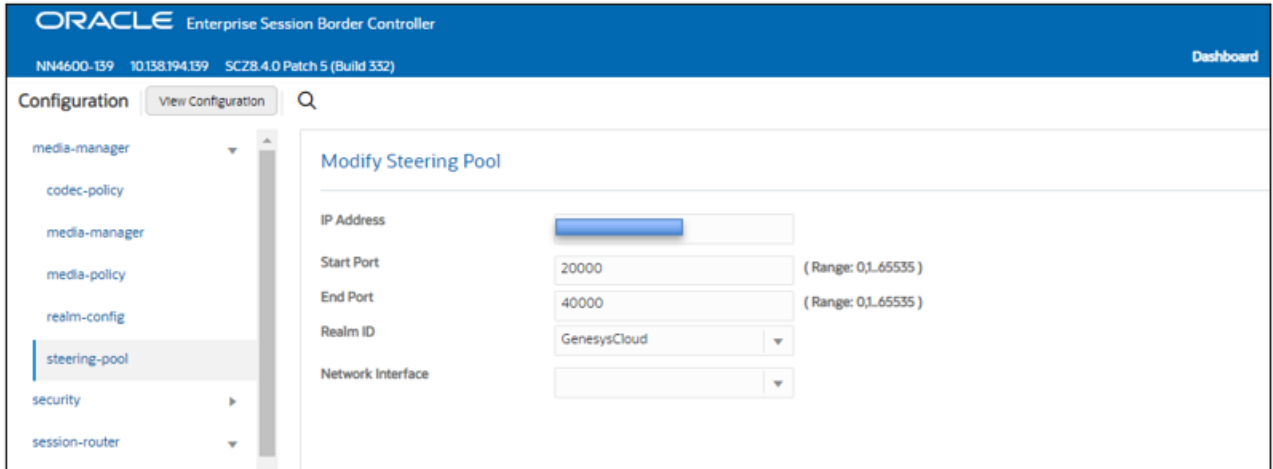
Policy Attributes

Action	Select	Next Hop	Realm	Action	Terminate Recursi...	Cost	State	App Protocol	Lookup	Next Key
:	<input type="checkbox"/>	OracleSBCPureClo...	GenesysCloud	none	disabled	0	enabled		single	

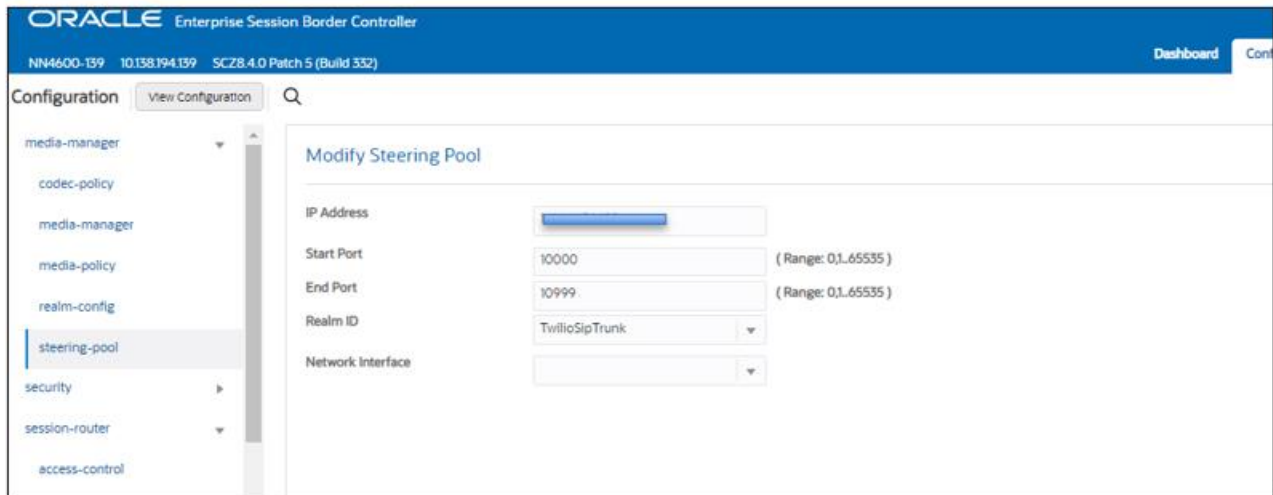
6.13. Configure steering-pool

Steering-pool config allows configuration to assign IP address(s), ports & a realm.

PureCloud Steering pool.



Twilio steering pool.



6.14. Enable OPTIONS Ping response.

To simplify the ORACLE SBC sip manipulation, from GA Release SCZ830m1p7, there is a new parameter introduced under the **Session agent** configuration element.

The parameter name is **Ping response**.

Ping Response:

When this parameter is enabled, the SBC responds with a 200 OK to all Sip Options Pings it receives from trusted agents. This takes the place of the current Sip Manipulation, RepondOptions.

ORACLE Enterprise Session Border Controller

Dashboard Configuration Monitor and Trace Widgets

Wizards Commands Save Verify Discard

Modify Session Agent

Hostname: oracle.pstn.twilio.com

IP Address: []

Port: 5061 (Range: 0,1025..65535)

State: enable

App Protocol: SIP

App Type: []

Transport Method: StaticTLS

Realm ID: TwilioRealm

Foreign Realm ID: []

OK Back

Show All

- ldap-config
- local-policy
- local-routing-config
- media-profile
- session-agent
- session-group
- session-recording-group
- session-recording-server
- session-translation
- sip-config

ORACLE Enterprise Session Border Controller

Dashboard Configuration Monitor and Trace Widgets System

Wizards Commands Save Verify Discard Se

Modify Session Agent

Out Translationid: []

Trust Me: enable

Local Response Map: []

Ping Response: enable

In Manipulationid: []

Out Manipulationid: []

Manipulation String: []

Manipulation Pattern: []

Trunk Group: []

Max Register Sustain Rate: 0 (Range: 0..999999999)

OK Back

Show All

- ldap-config
- local-policy
- local-routing-config
- media-profile
- session-agent
- session-group
- session-recording-group
- session-recording-server
- session-translation
- sip-config
- sip-feature
- sip-interface

6.15. Configure sdes profile

Please Navigate to →Security → Media Security →sdes profile and create the policy as below.

The screenshot shows the Oracle Enterprise Session Border Controller configuration interface. The left sidebar lists various configuration categories, with 'media-security' expanded and 'sdes-profile' selected. The main content area is titled 'Add Sdes Profile' and contains the following fields:

- Name: SDES
- Crypto List: AES_CM_128_HMAC_SHA1_80, AES_CM_128_HMAC_SHA1_32
- Srtp Auth: enable
- Srtp Encrypt: enable
- SrTCP Encrypt: enable
- Mki: enable
- Egress Offer Format: same-as-ingress
- Use Ingress Session Params: (empty)

Buttons for 'OK' and 'Back' are located at the bottom of the form.

6.16. Configure Media Security Profile

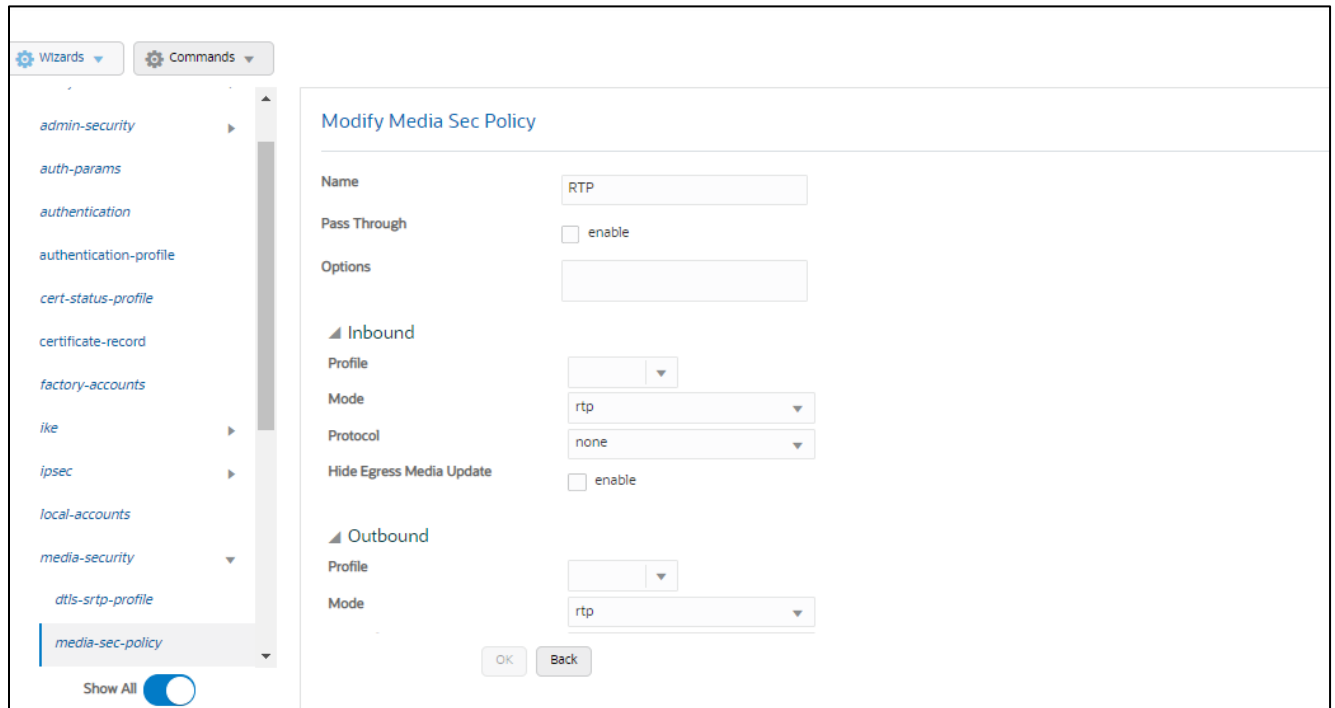
Please Navigate to →Security → Media Security →media Sec policy and create the policy as below:
Create Media Sec policy with name SDES, which will have the sdes profile, created above.
Assign this media policy to Twilio Realm as it use TLS/SRTP.

The screenshot shows the Oracle Enterprise Session Border Controller configuration interface. The left sidebar lists various configuration categories, with 'media-security' expanded and 'media-sec-policy' selected. The main content area is titled 'Add Media Sec Policy' and contains the following fields:

- Name: SDES
- Pass Through: enable
- Options: (empty)
- Inbound:
 - Profile: SDES
 - Mode: srtp
 - Protocol: sdes
 - Hide Egress Media Update: enable
- Outbound: (empty)

Buttons for 'OK' and 'Back' are located at the bottom of the form.

Similarly, Create Media Sec policy with name **RTP** to convert srtp to rtp for the PureCloud, which will use only TCP/UDP as transport protocol. **Assign this media policy to the GenesysCloud Realm.**



6.17 Access Control

To enhance the security of your Oracle Session Border Controller, we recommend configuration access controls to limit traffic to only trusted IP addresses on all public facing interfaces

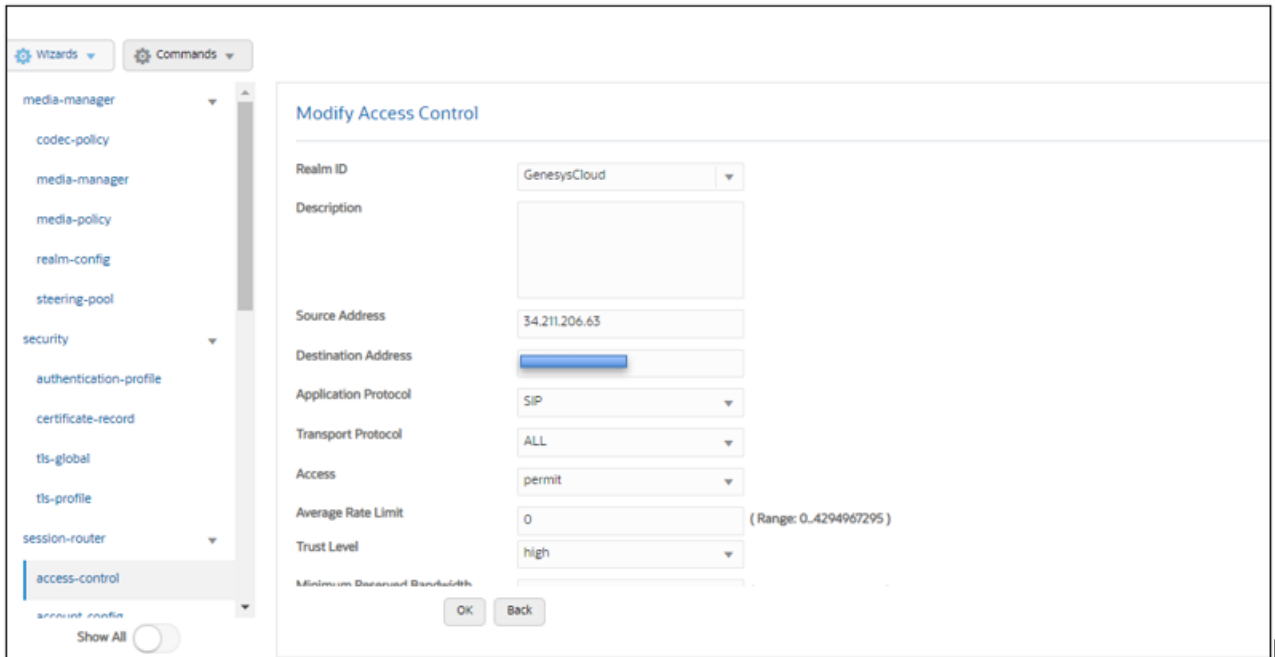
GUI Path: session-router/access-control

Please use the example below to configure access controls in your environment for both PureCloud IP's, as well as SIP Trunk IP's (if applicable).

The PureCloud DNS Name - OracleSBCPureCloudTesting.byoc.usw2.pure.cloud resolves to the below IPs.


34.211.206.63
54.244.22.120
52.33.193.56
52.32.193.99

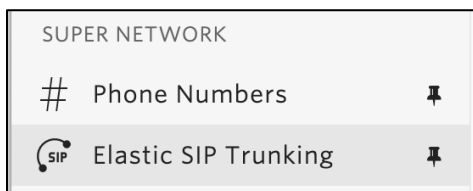
Configure access-control for each IP PureCloud IP Address as shown in the below example.



Notice the trust level on this ACL is set to high. When the trust level on an ACL is set to the same value of as the access control trust level of its associated realm, this create an implicit deny, so only traffic from IP addresses configured as ACL's with the same trust level will be allowed to send traffic to the SBC. For more information about trust level on ACL's and Realms, please see the [SBC Security Guide, Page 3-10](#).

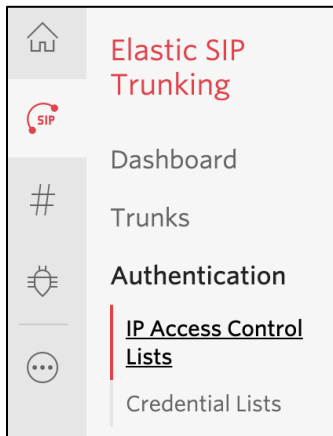
7. Twilio Elastic SIP Trunking Configuration

From your [Twilio Console](#), navigate to the [Elastic SIP Trunking](#) area (or click on the  icon on the left vertical navigation bar).

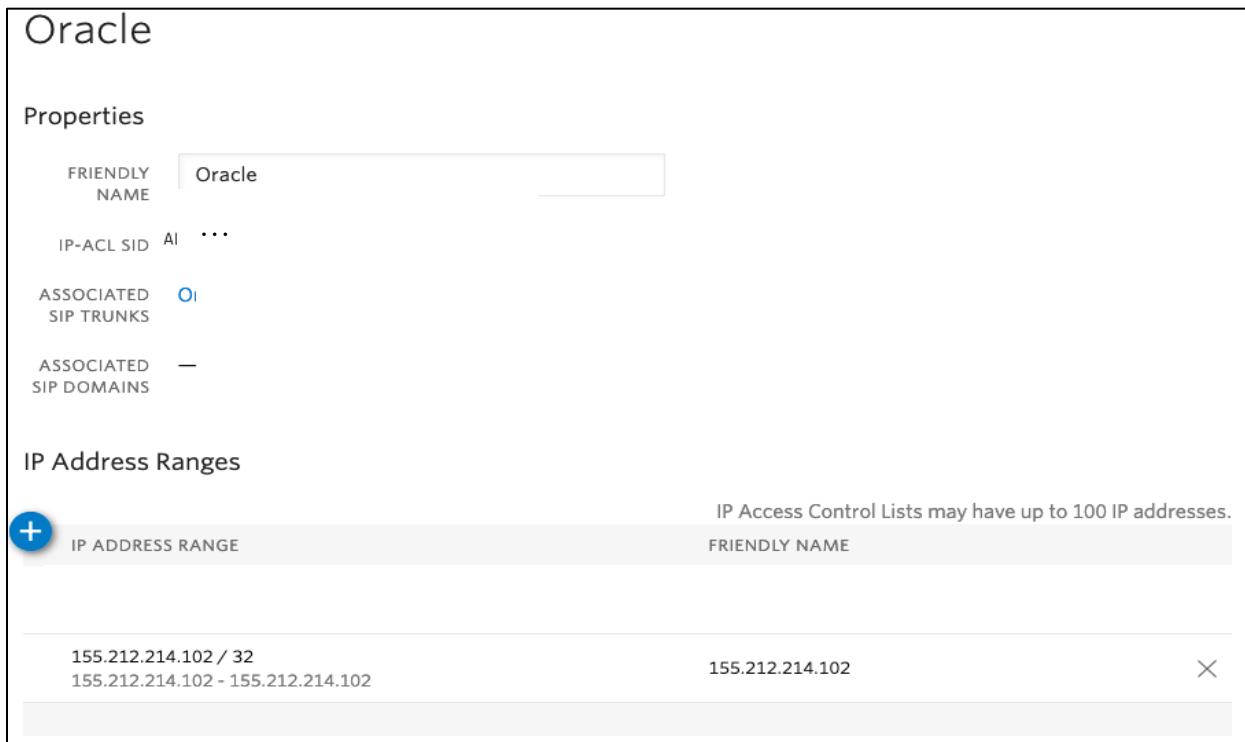


7.1. Create an IP-ACL rule

Click on [Authentication](#) in the left navigation, and then click on [IP Access Control Lists](#).



Create a new IP-ACL, for example call it "Oracle" and add your SBCs IP addresses.



7.2. Create a new Trunk

For each geographical region desired (e.g., North America, Europe), create a new Elastic SIP Trunk.

Now click on **Trunks** again on the left vertical navigation bar, and create a new Trunk.

Create A New SIP Trunk ✕

Name your new SIP Trunk, then configure it in the following steps.

FRIENDLY NAME

Under the **General Settings**, you can enable different features as desired.

Features

To learn more about SIP Trunking features, please [see our user documentation](#). 🔗

Call Recording ⓘ

Enabled Calls will be recorded.

Call Recording

Recording Trim

Disabled Silence will not be trimmed from recording

Secure Trunking ⓘ

Enabled TLS must be used to encrypt SIP messages on port 5061, and SRTP must be used to encrypt the media packets. Any non-encrypted calls will be rejected

Call Transfer (SIP REFER) ⓘ

Enabled Twilio will consume an incoming SIP REFER from your communications infrastructure and create an INVITE message to the address in the Refer-To header

Enable PSTN Transfer ⓘ
Allow Call Transfers to the PSTN via your Trunk.

Symmetric RTP ⓘ

Enabled Twilio will detect where the remote RTP stream is coming from and start sending RTP to that destination instead of the one negotiated in the SDP

▶ **Additional Features**

In the **Termination** section, select a Termination SIP URI.

Termination URI

Configure a SIP Domain Name to uniquely identify your Termination SIP URI for this Trunk. This URI will be used by your communications infrastructure to direct SIP traffic towards Twilio. Be sure to select a localized SIP URI to ensure your traffic takes the lowest latency path. If a localized version isn't selected, then your traffic will be sent to US1. [Learn more about Termination Settings](#)

TERMINATION SIP URI

[Show Localized URIs](#)

Click on "Show localized URI's", copy, and paste this information, as you will use this on your SBC to configure your Trunk.

NORTH AMERICA VIRGINIA	oracle.pstn.ashburn.twilio.com
NORTH AMERICA OREGON	oracle.pstn.umatilla.twilio.com
EUROPE DUBLIN	oracle.pstn.dublin.twilio.com
EUROPE FRANKFURT	oracle.pstn.frankfurt.twilio.com
SOUTH AMERICA SAO PAULO	oracle.pstn.sao-paulo.twilio.com
ASIA PACIFIC SINGAPORE	oracle.pstn.singapore.twilio.com
ASIA PACIFIC TOKYO	oracle.pstn.tokyo.twilio.com
ASIA PACIFIC SYDNEY	oracle.pstn.sydney.twilio.com

Or

Assign the IP ACL ("Oracle") that you created in the previous step.

Authentication [View all Authentication lists](#)

The following IP ACLs and Credential Lists will be used to authenticate the INVITE for termination calls inbound to Twilio.

IP ACCESS CONTROL LISTS

CREDENTIAL LISTS

In the **Origination** section, we will need to add Origination URI's to route traffic towards your Oracle SBC. The recommended practice is to configure a redundant mesh per geographic region (in this context a region is one of North America, Europe, etc.). In this case, we configure two Origination URIs, each egressing from a different Twilio Edge.

Click on 'Add New Origination URI', we will depict the configuration for North America:

Add Origination URL ✕

ORIGINATION SIP URI

PRIORITY
Priority ranks the importance of the URI. Values range from 0 to 65535, where the lowest number represents the highest importance.

WEIGHT
Weight is used to determine the share of load when more than one URI has the same priority. Its values range from 1 to 65535. The higher the value, the more load a URI is given.

ENABLED ON

Continue to add the other Origination URIs, so you have the following configuration:

Origination URIs

Configure the IP address (or FQDN) of the network element entry point into your communications infrastructure (e.g. IP-PBX, SBC).

Show more about provisioning for high service availability

	ORIGINATION URI	PRIORITY	WEIGHT	ENABLED	
+	sip:155.212.214.102;edge=ashburn	10	10	✓	✕
	sip:155.212.214.103;edge=umatilla	20	10	✓	✕

In this example, Origination traffic is first routed via Twilio's Ashburn edge, if that fails then we will route from Twilio's Umatilla edge.

7.3. Associate Phone Numbers on your Trunk

In the **Numbers** section of your Trunk, add the Phone Numbers that you want to associate with each Trunk. Remember to associate the Numbers from a given country in the right Trunk. For example, associate US & Canada Numbers with the North American Trunk and European Numbers with the European Trunk etc.

Numbers View my Addresses

Emergency Calling Update: Each number must be associated with an emergency address with matching ISO Country. Please select numbers to enable from one country at a time.

+ Number Filter Choose Action ▾

NUMBER	FRIENDLY NAME	COUNTRY	EMERGENCY CALLING STATUS	EMERGENCY ADDRESS	<input type="checkbox"/>
+18 07904044	(850) 790-4044	US	Enabled	375 BEALE ST 3rd floor suite, SF, CA, 94105	<input type="checkbox"/>
+16 05220303	(689) 220-3033	US	Enabled	375 BEALE ST 3rd floor suite, SF, CA, 94105	<input type="checkbox"/>
+17 07100055	(714) 210-0055	US	Disabled		<input type="checkbox"/>

Configuring the Oracle SBC through Config Assistant

When you first log on to the Oracle SBC, the system requires you to set the configuration parameters necessary for basic operation. To help you set the initial configuration with minimal effort, the SBC provides the Configuration Assistant.

The Configuration Assistant, which you can run from the Web GUI or the Acme Command Line Interface (ACLI), asks you questions and uses your answers to set parameters for managing and securing call traffic. You can use the Configuration Assistant for the initial set up to make to the basic configuration. Please check "Configuration Assistant Operations" in the [Web GUI User Guide](#) and "Configuration Assistant Workflow and Checklist" in the [ACLI Configuration Guide](#)

Please note, applying a configuration to the SBC via the Configuration Assistant will overwrite any existing configuration currently applied to the SBC. **We highly recommend this only be used for initial setup of the SBC. This feature is not recommended to be used to make changes to existing configurations.**

Configuration package is available starting in release nnSCZ840p7 and nnSCZ900p2.

Section Overview and Requirements

This section describes how to use our Configuration Assistant feature as a quick and simple way to configure the Oracle SBC for integration with Genesys PureCloud and Twilio Elastic SIP Trunk.

The pre-requisites are given below.

- SBC running release SCZ840p7 or later which will have this template package by default added to the SBC code.
- TLS certificate for the SBC preferably in PKCS format, or access to PureCloud supported CA to sign certificate once CSR is generated by the SBC.

The following outline assumes you have established initial access to the SBC via console and completed the following steps:

- Configured boot parameters for management access
- Setup Product
- Set Entitlements
- Configured HTTP-Server to establish access to SBC GUI

Initial GUI Access

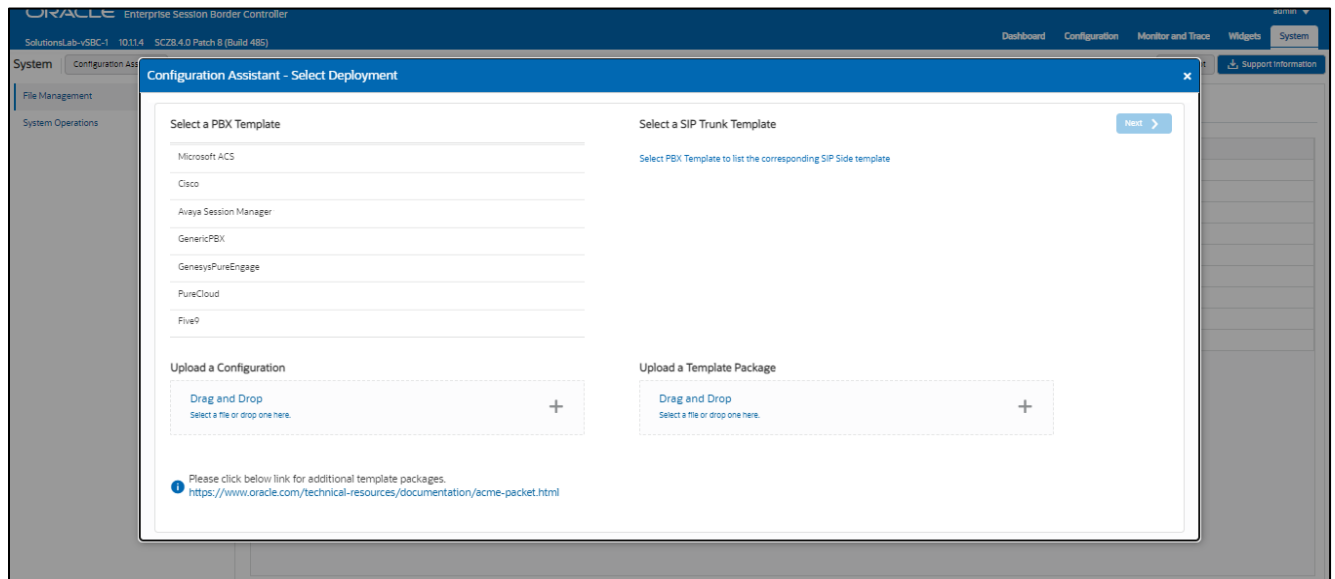
The Oracle SBC WebGui can be accessed by entering the following in your web browser.
`http(s)://<SBC Management IP>`.

The username and password are the same as that of the CLI.

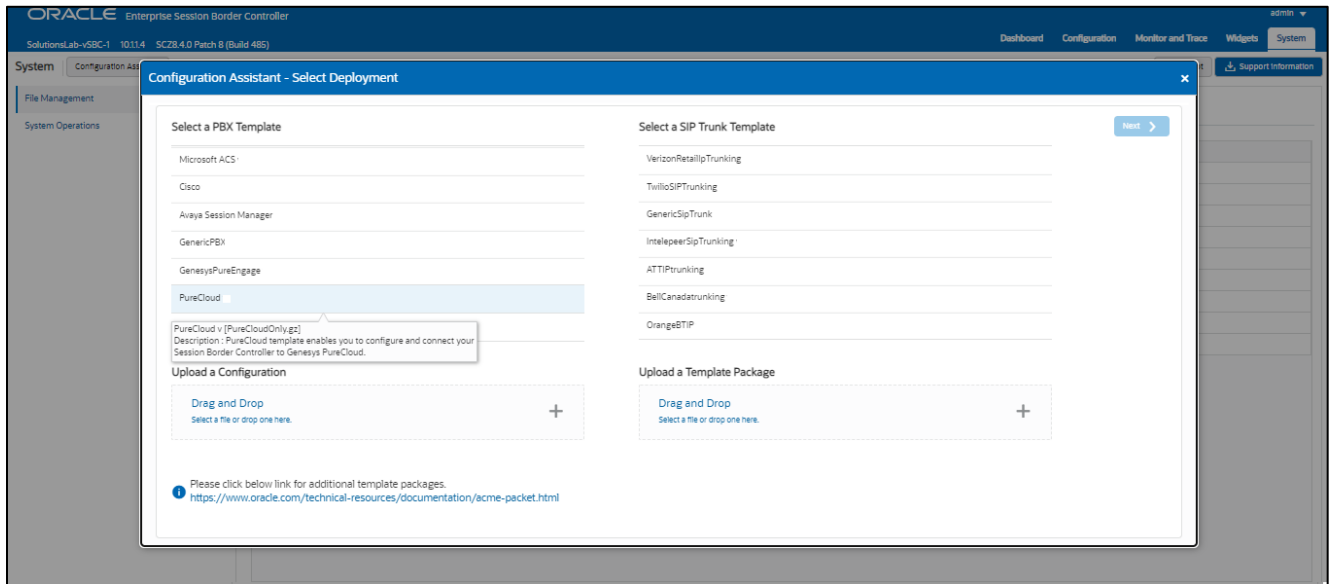
If there is no configuration on the SBC, the configuration assistant will show immediately upon login to the SBC GUI as shown below

PureCloud Configuration Assistant

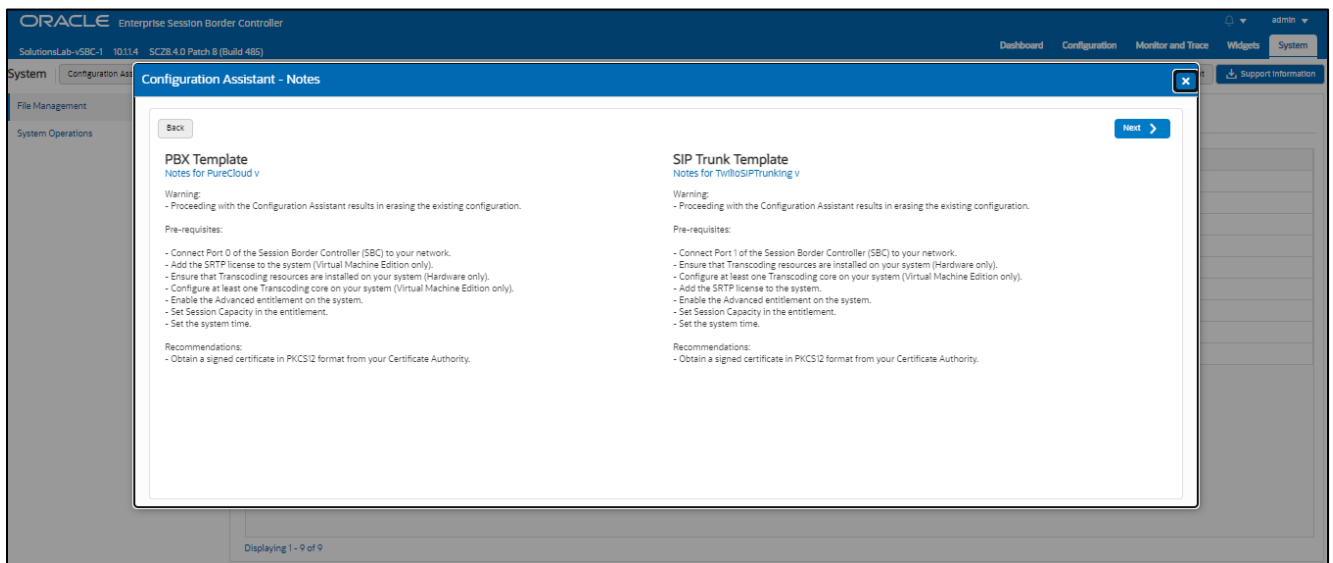
For a new SBC deployment, once access to the GUI is configured, you will see the following when logging in for the first time:



Under PBX template, we'll select PureCloud template. This brings up a list of available sip trunk templates.



Select TwilioSIPTrunking template and click Next at the top to access the Notes page. Pay close attention to the information here, as this is a list of warnings, pre-requisites, and recommendations:



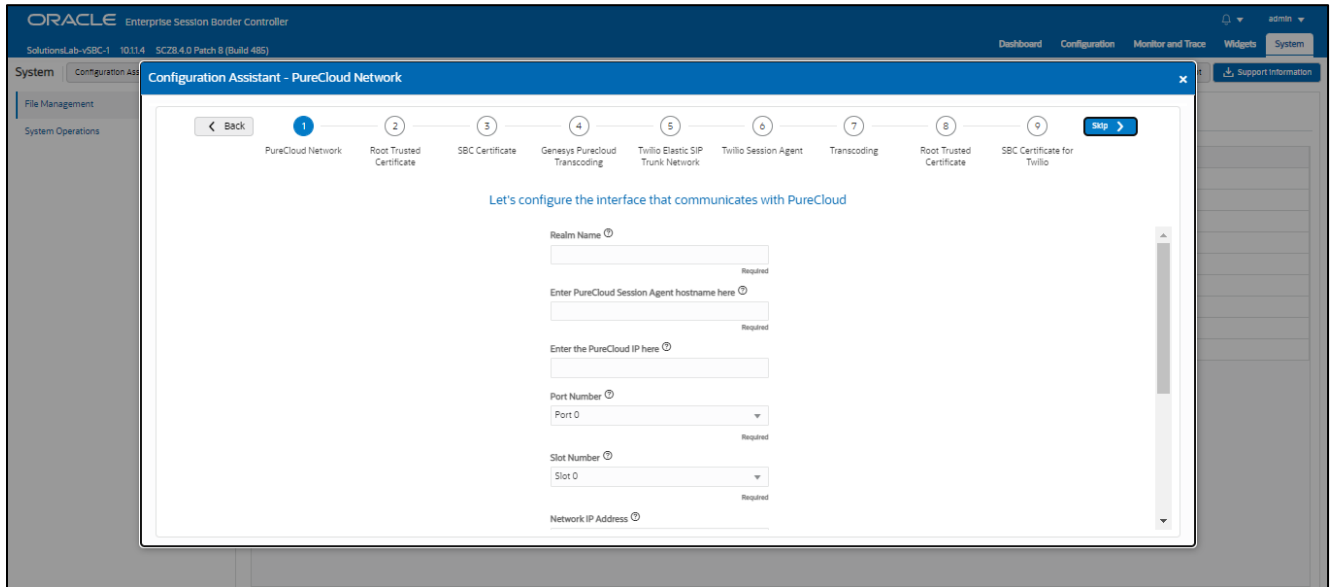
Clicking “Next” on the Notes page triggers the configuration assistant to do a system check. This ensures that all of the system requirements for the platform and sip trunk you have selected have been met before proceeding to configuration pages. If they have not been met, you will be greeted by a page providing the opportunity to setup entitlements, add license keys, etc. before moving on to the configuration.

Once all requirements for your selected templates have been satisfied, you can proceed to the configuration pages.

Page 1- PureCloud Network

Page 1 of the template is where you will configure the network information to connect to PureCloud Network.

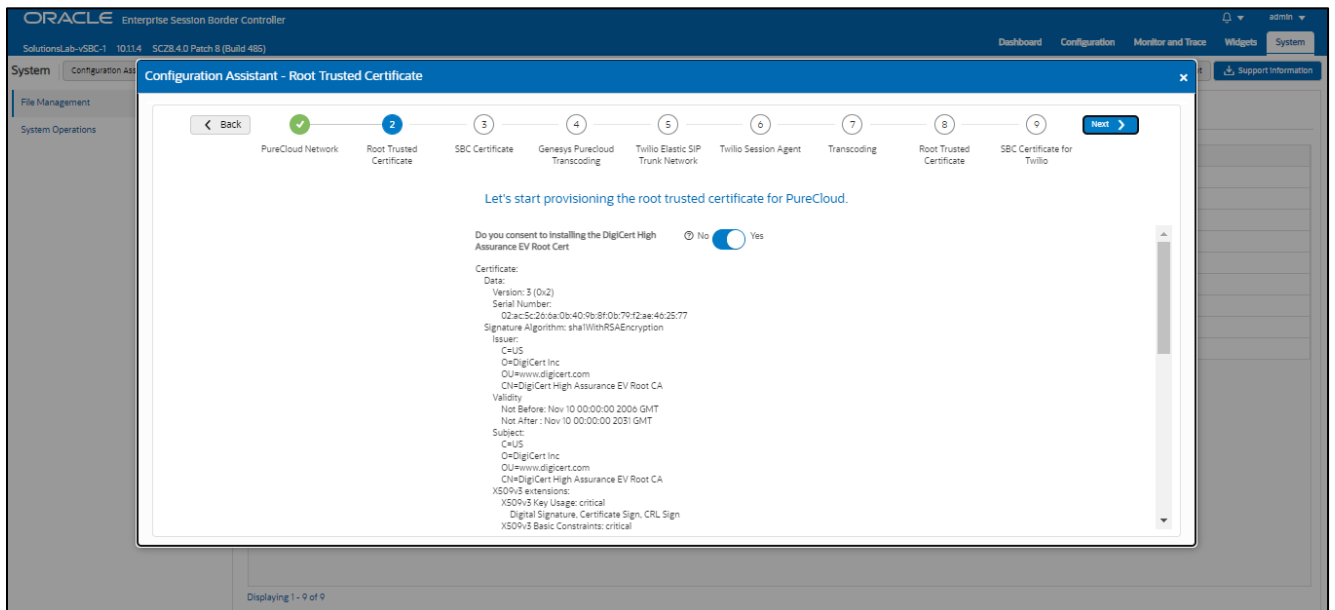
Next to each field is a help icon. If you hover over the icon, you will be provided with a description or definition of each field. Also, pay close attention to which fields are listed as “required”.



Page 2 - Import DigiCert Trusted CA Certificate for PureCloud

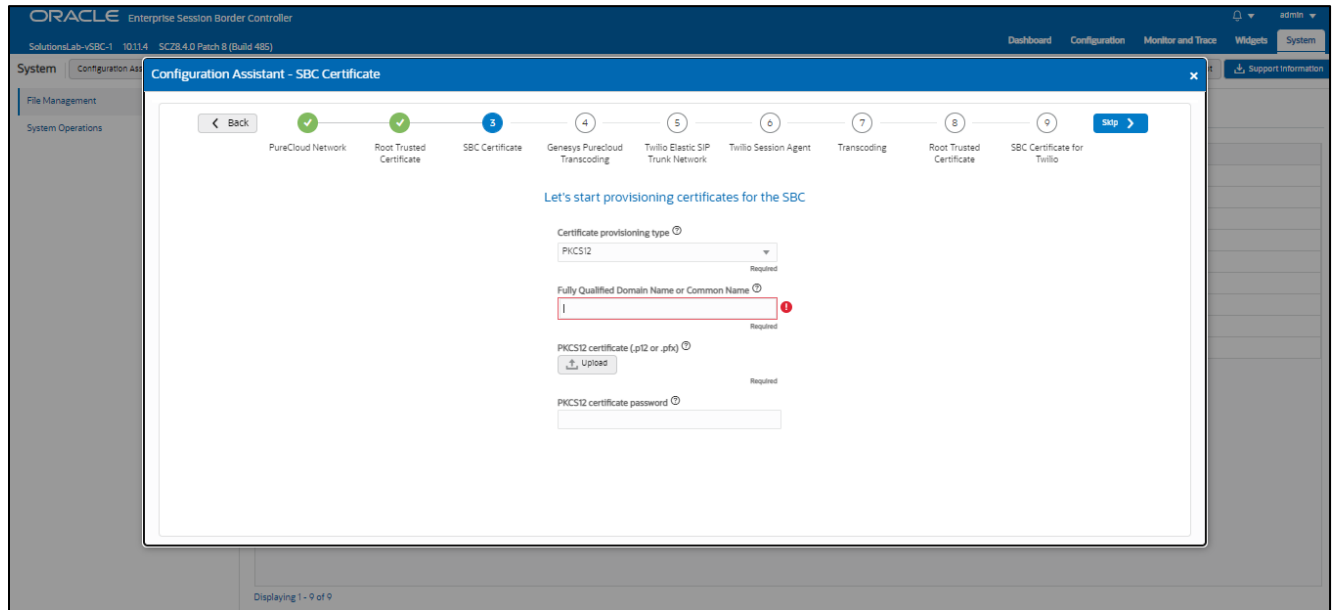
Page 2 of this template is where the SBC will import the **DigiCert High Assurance EV Root Cert CA** certificate, which PureCloud uses to sign the certificates it presents to the SBC during the TLS handshake.

Importing the PureCloud Root CA certs is enabled by default.



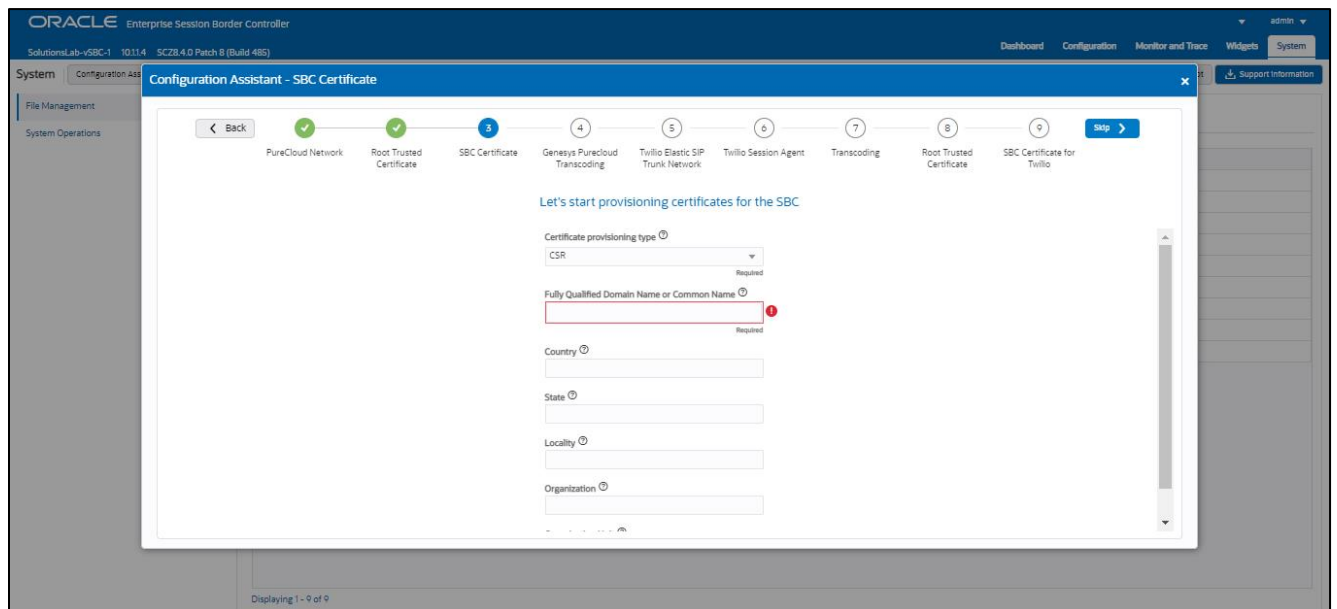
Page 3 - SBC Certificates for PureCloud side

By default, the SBC is set to import a certificate in PKCS12 format. This is the simplest and recommended way to add a certificate to the Oracle SBC. Using this method, you will add the SBC's hostname under "FQDN or Common Name" field, upload a certificate signed from one of the PureCloud Supported CA Vendors, and enter the certificates password.



Certificate Signing Request (CSR)

The alternative to importing a PKCS12 certificate to the SBC is to configure a certificate and generate a certificate signing request that you will have signed by a PureCloud supported CA. Same as PKCS12, you will enter the SBC's hostname under "FQDN or Common Name" and "Country" field (required) and answer the remaining question presented on this page (optional).

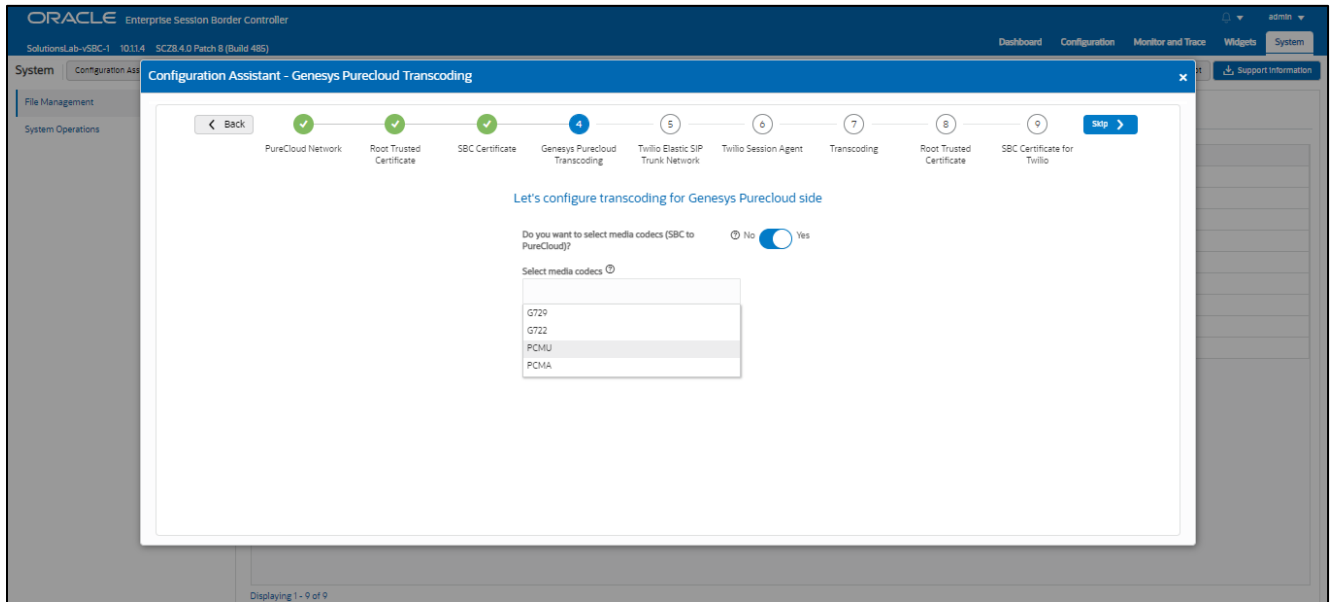


Page 4 – PureCloud side Transcoding

Page 4 is where you will be able to configure transcoding between the SBC and PureCloud.

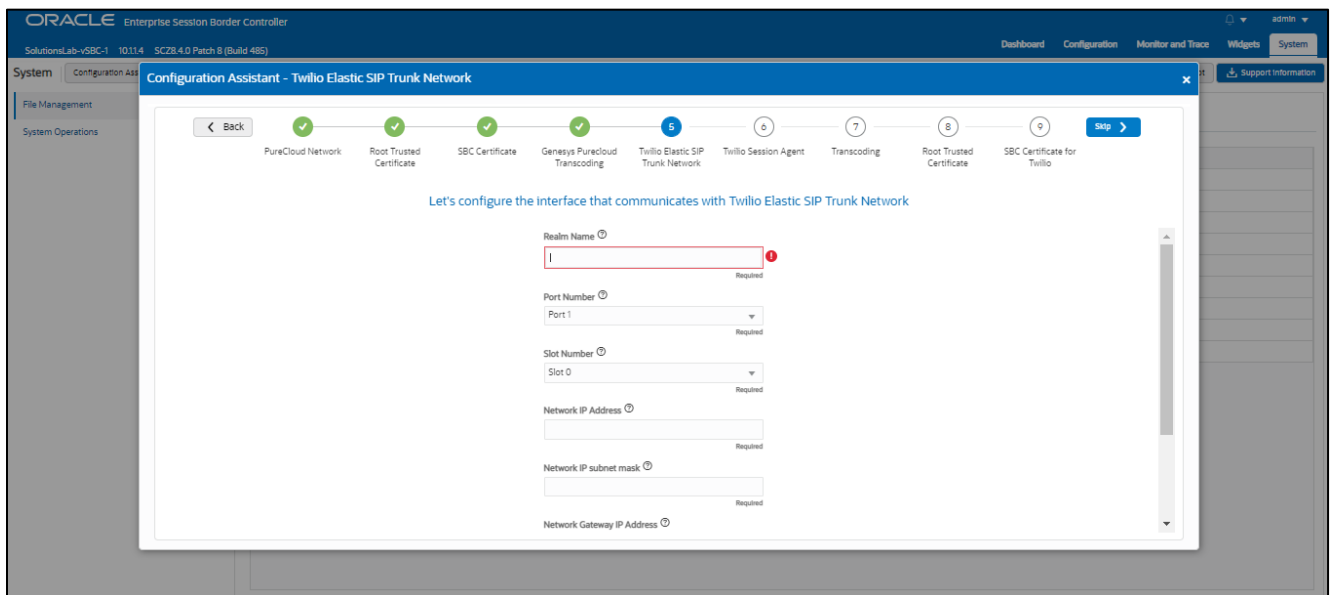
Once transcoding features is set to “yes”, you will then have an option to select additional media codecs you want included in offers/answers toward PureCloud. If you select yes to either question regarding media codecs, you will be presented with a required drop down.

You can select as many codecs from the list presented.



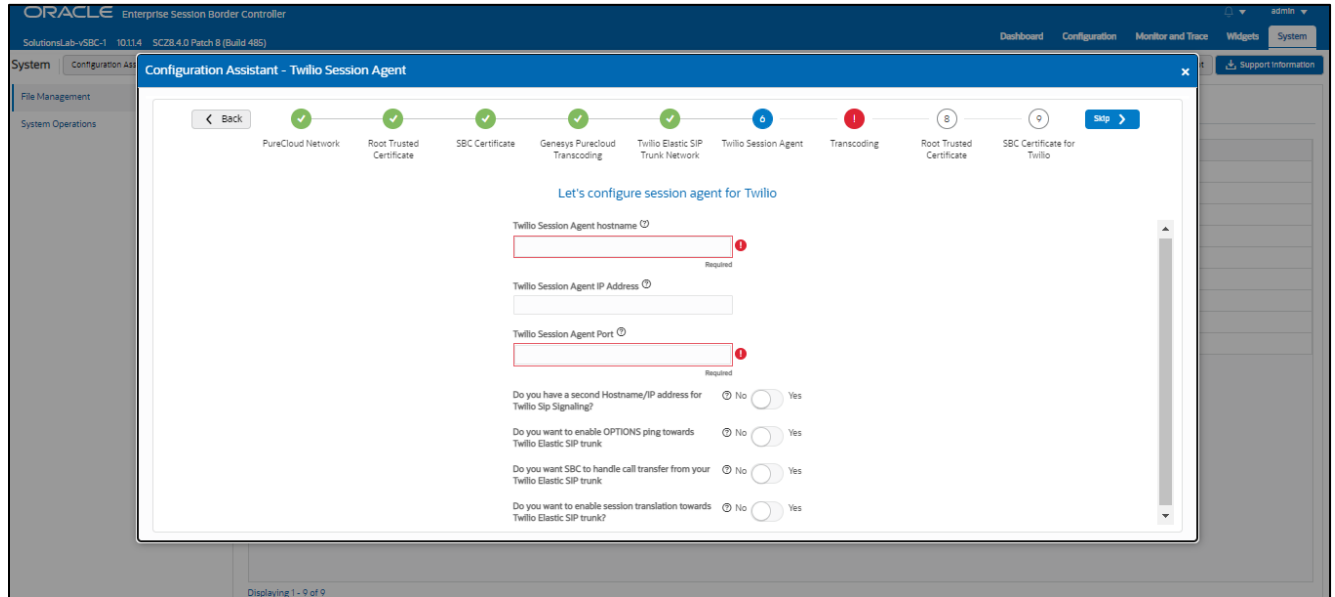
Page 5 – Twilio Elastic Sip Trunk Network

Page 5 of the template is where you will configure the network information to connect to Twilio SIP trunk Network. Please fill the required fields and Press Next.



Page 6 – Twilio Session Agent

Page 6 of the template is where you will configure the Twilio Session Agent details where you will enter the next hop IP address and port for sip signaling to and from your Twilio SIP trunk.

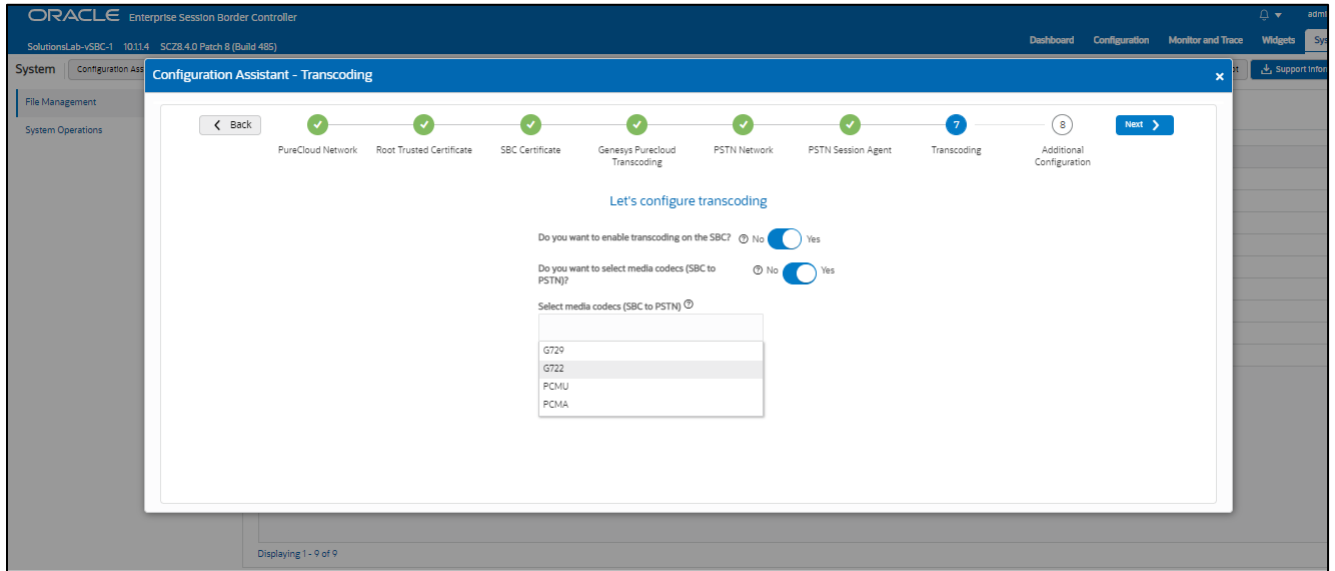


Please fill the required fields and click Next.

Page 7 - Twilio side Transcoding

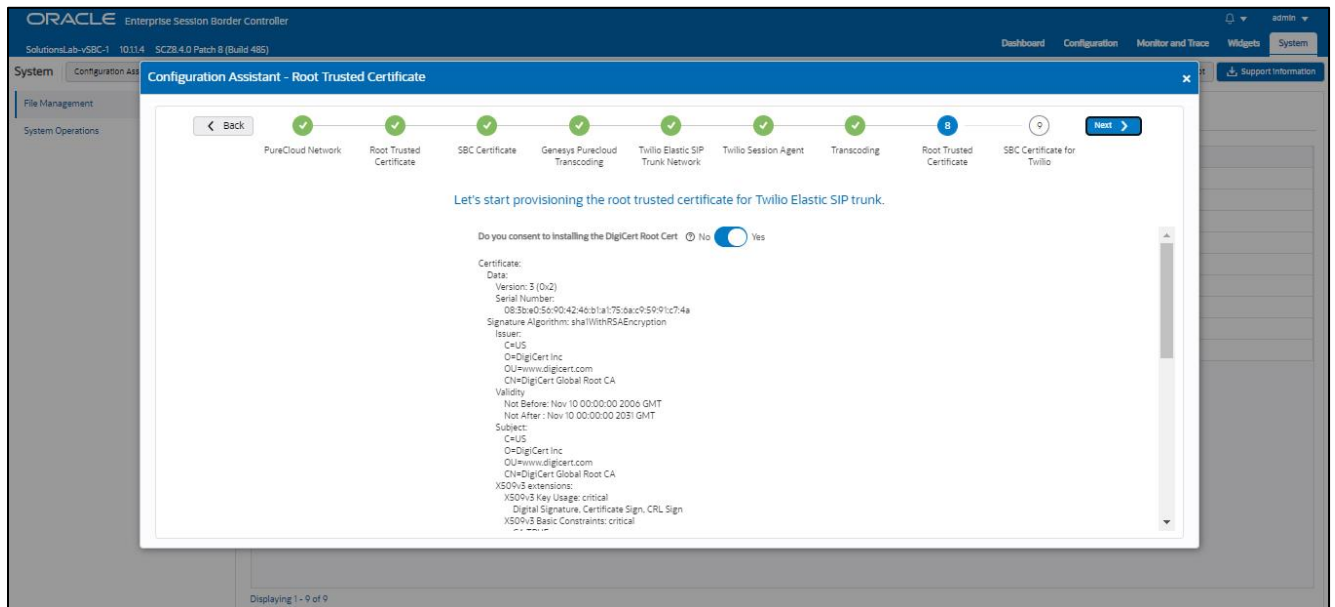
Page 7 is where you will be able to configure transcoding between the SBC and Twilio Trunk.

Once transcoding features is set to "yes", you will then have an option to select additional media codecs you want included in offers/answers towards Twilio trunk. If you select yes to either question regarding media codecs, you will be presented with a required drop down. You can select as many codecs from the list presented.



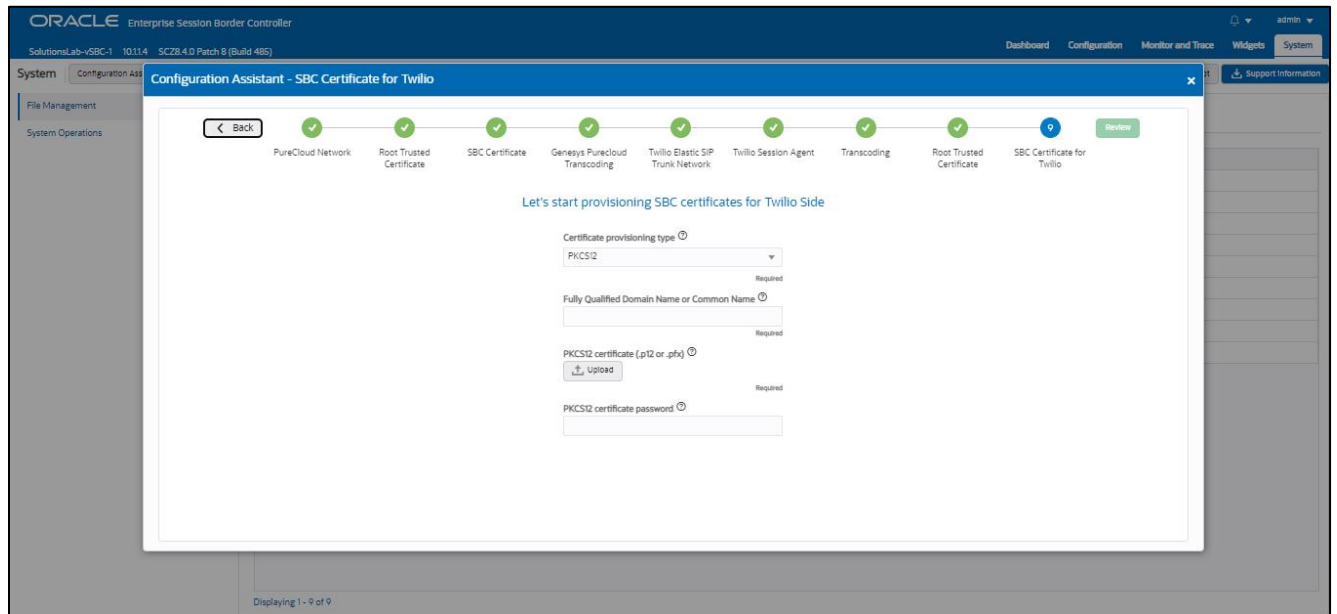
Page 8 – Import Digi Cert Root CA Certificate for Twilio Side

Page 8 of this template is where the SBC will import the DigiCert Root CA certificate, which Twilio uses to sign the certs it presents to the SBC during the TLS handshake. Importing the DigiCert Root CA certs is enabled by default.



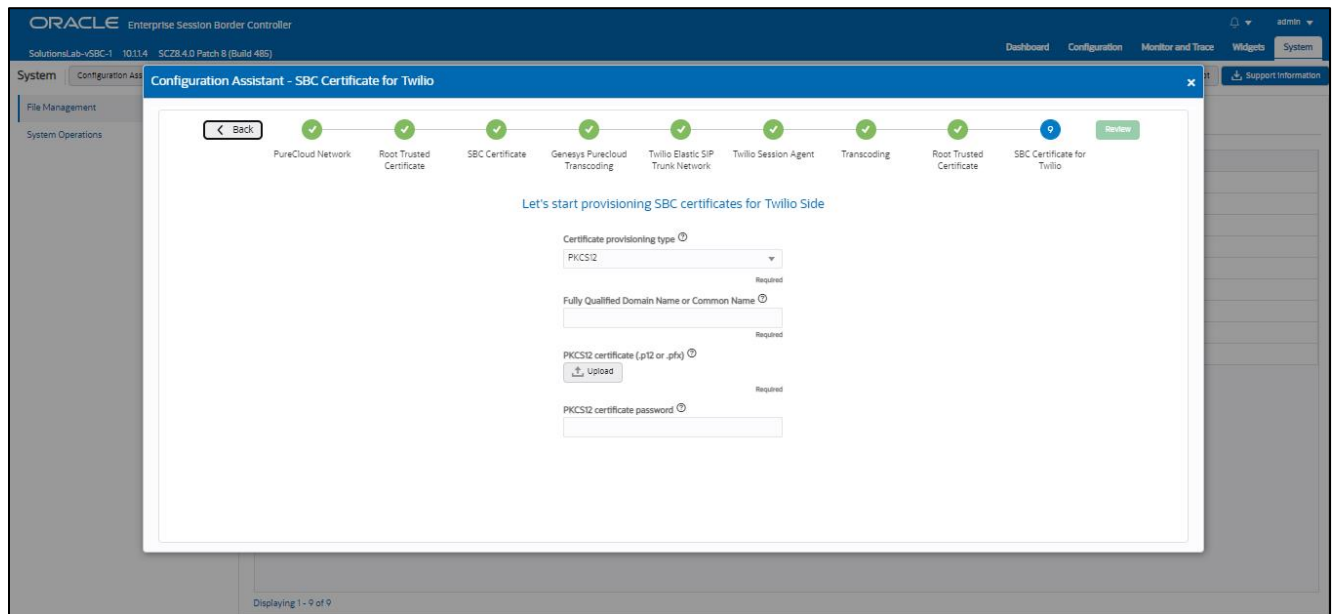
Page 9 – SBC Certificate for Twilio

Just like PureCloud on Page 3, Page 9 of this template is where you provide the SBC Certificate for Twilio Side. You can either create a different SBC Certificate or reuse the SBC Certificate created for PureCloud depending upon your specific requirement.



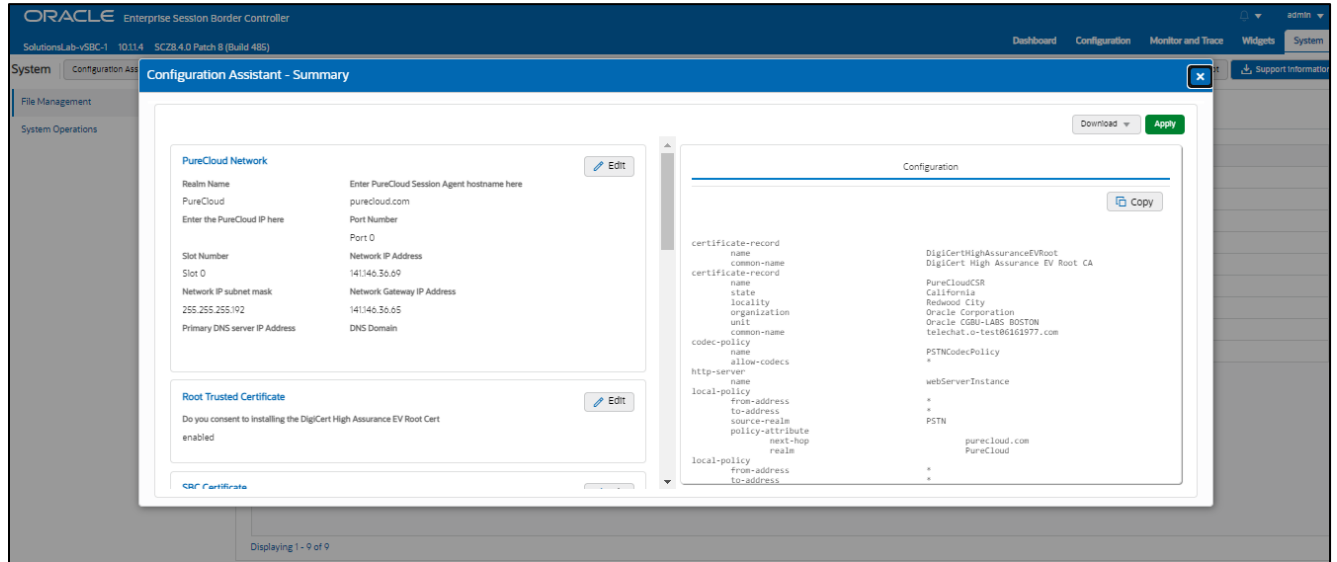
Review

At the end of the template, you will notice in the top right, a “*Review*” tab. If all 9 pages presented across the top are showing green, indicating there are no errors with the information entered, click on the “*Review*” tab.



The screen looks like below after clicking the Review Tab. The left side of the review page contains all of the entries added on each page and allows for editing each page individually if necessary.

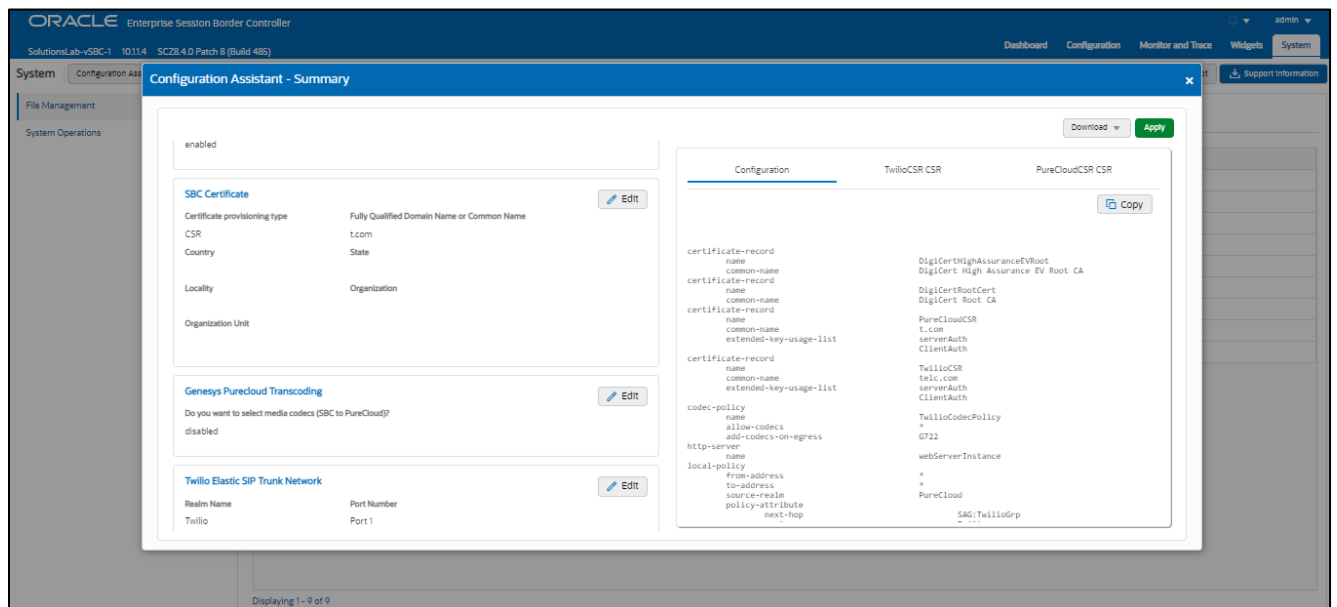
The right side displays the entire configuration created and when applicable, will also have a CSR tab that contains a certificate that can be signed by a CA authority.



On the left side of the review contains the entries for each page. Each page has an “*Edit*” tab that can be used to make changes to the information entered on that specific page without having to go through the entire template again.

On the right side of the review page, under the “*Configuration*” tab is the ACLI output from the SBC. This is the complete configuration of the SBC based on the information entered throughout the template. Also on the right side of the review page you may see another tab, “*CSR*”.

On Page 3 and Page 9 of the template, if you chose CSR from the drop-down menu instead of PKCS, the SBC configures a certificate record and generates a certificate signing request for you.



Click the copy button under the CSR and paste the output into a text file. Next, provide the txt file to your CA for signature. Once the certificate is signed by the CA, you will need to import that certificate into the SBC manually, either via ACLI or through the GUI.

Note: if you chose to import a certificate in PKCS12 format on page 3, the CSR tab will not be present under review.

Download and/or Apply

The template provides you with the ability to “Download” the config by clicking the “*Download*” tab on the top right. Next, click the “*Apply*” button on the top right, and you will see the following pop-up box appear.

Now you can click “*Confirm*” to confirm you want to apply the configuration to the SBC. The SBC will reboot. When it comes back up, the SBC will have a basic configuration in place for PureCloudPhone with Twilio Sip Trunk.


Configuration Assistant Access

Upon initial login, if the Configuration Assistant Template does not immediately appear on the screen, you can access by clicking on the “*SYSTEM*” tab, top right of your screen. After that, click on the “*Configuration Assistant*” tab, top left. This allows end users to access the Configuration Assistance at any time through the SBC GUI.

9. Test Plan Executed

We have executed the following test plan to validate the interworking between Genesys PureCloud and Twilio SIP Trunk via Oracle SBC.

Test	Description	Pas s	Fail
Outbound Local	Place an outbound call to a local number	YES	
Outbound Long-Distance	Place an outbound call to a long-distance number	YES	
Outbound International	Place an outbound call to an international number (if applicable)	YES	
Outbound Toll-Free	Place an outbound call to a toll-free number	YES	
Inbound	Place an inbound call to the range of numbers pointed to your system	YES	
Hold	Place an outbound call to any number, place call on hold for 1 minute, take call off hold	YES	
Transfer Call	Place a call, transfer the call, ensure both parties connect successfully	YES	
Call Forward	Enable call forward on phone, place call to phone, confirm call forwards successfully	YES	
Conference	Create a conference call with 3 or more people on the same call	YES	
DTMF	Call 1-800-COMCAST, confirm DTMF is received	YES	



Outbound Duration	Place outbound call, keep it connected for 10+ minutes	YES	
Inbound Duration	Place inbound call, keep it connected for 10+ minutes	YES	



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Integrated Cloud Applications & Platform Services

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