

Google Cloud CCaaS BYOC Questionnaire

Please fill out this questionnaire to help us integrate BYOC into your instance. After we receive your questionnaire, we'll give you information for your SIP Trunk, including a pair of SIP FQDN URIs for routing inbound calls to Google Cloud CCaaS.

Requirements:

- Number Format: E.164 (from, to) - Required to support best integration experience to your CRM
- DTMF codec: RFC2833, 4733
- DTMF Payload Type: 101
- Audio Codec: G.711 u-law, a-law
- RTP Port Ranges: 10-60K
- SIP Address: FQDN over public Internet
- Authentication: IP Address ACL
- Security & Encryption: sip-tls/SRTP (optional, but recommended)

Google Cloud CCaaS Instance Name(s):

	.ccaipatform.com
<hr/>	
Development (Optional)	
	.ccaipatform.com
<hr/>	
UAT (Optional)	
	.ccaipatform.com
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Production (Required)	

Customer Contact Information:

Technical Contact

Primary

Secondary

<hr/>	<hr/>	<hr/>
Name	Name	Name
<hr/>	<hr/>	<hr/>
Email	Email	Email
<hr/>	<hr/>	<hr/>
Phone	Phone	Phone

Customer SIP Trunk Information (calls inbound):

Carrier/SBC/PBX Name

Source IP(s)

Source IP(s)

Source IP(s)

Source IP(s)

Call Termination (Outbound calling):

Google Cloud CCaaS

BYOC

SIP TLS + SRTP

Yes

No

Customer SIP Trunk Information (calls outbound):

Carrier/SBC/PBX Name

Destination IP/FQDN

Destination IP/FQDN

Destination IP/FQDN

Destination IP/FQDN

Outbound Distribution Method:

Round Robin

Sequential failover

Weighted (provide weighting)

IP Address Information:

It is important to ensure that the [IP address ranges](#) are added to your Access Control List (ACL) for outbound call termination. **Note - we recommend adding ALL IP ranges to avoid call failures.**