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Voice Microservices Private Edition Guide

[Feature support and known limitations](#)

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- Administrator

Understand the differences between the Voice Microservices features and functionality and on-premises voice architecture.

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This page provides high-level information about functionality that is not supported or is only partially supported in Voice Microservices architecture in the cloud compared with the legacy on-premises deployments.

Unsupported functionality in Voice Microservice architecture

The following functionality was supported in legacy, on-premises voice architecture, but is not supported in the cloud-based Voice Microservices architecture:

<ul style="list-style-type: none">• ACD queues• Alternate routing for stranded calls• Inter-Server Call Control (ISCC); that is, multi-site support• "Nailed-up" connections• Associating an ACD queue with a routing point• Asterisk-based voicemail integration• Call park/retrieve• Call pickup• NETANN-based call recording• Media Server reliability NETANN• Supervision of Routing Points (IVR supervision is supported instead)• IP Multimedia Subsystem (IMS) integration• Instant Messaging• Presence from switches and endpoints	<ul style="list-style-type: none">• Smart OtherDN handling• Trunk capacity control• Find Me Follow Me functionality• Hunt Groups feature• Preview interactions functionality• E911 emergency gateway• Remote supervision• Class of Service (COS) functionality• "Dummy" media session parameters (SDP)• P-Access-Network-Info private header• Remote server registration• Shared Call Appearance (SCA)• Do Not Disturb (DND) feature• Opt-out call recording• SDP codec filtering
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- SIP TCP keep-alive mechanism (not supported at the SIP Proxy Service level)
- SIP-based agent login
- SIP phone Device Management functionality

Limitations and constraints in Voice Microservice architecture

The following Voice Microservices features and functionality are supported in the cloud, but with some limitations or constraints:

- A consult call is always supervised.
- The only supported **consult-user-data** model is inherited.
- **No Answer Supervision** timeouts are fixed and not configurable.
- **Wrap-up-time** option configuration at the Route Point level is not supported.
- Authentication of outbound predictive calls (falls under the SIP Authentication feature).
- The Reason Code is not set when placing an agent in the Not Ready state on No-Answer Supervision.
- The Customer-on-Hold Privacy feature is disabled.
- Support for Mute/Unmute for two-party calls (disabled in static configuration).