



XCALLY - INNOVAPHONE  
INTEGRATION HOW-TO

Version 1.0

## XCALLY MOTION OMNI CONTACT CENTER

**Xcally Motion** is an advanced contact center software platform designed to optimize customer interactions across channels like voice, chat, social media, email, and SMS. With powerful automation capabilities and flexible integrations, XCALLY helps companies in various sectors such as **finance, healthcare, BPO, retail, and e-commerce** provide personalized and efficient customer service. By streamlining workflows and offering real-time data insights, it enables businesses to enhance customer satisfaction, improve operational efficiency, and foster long-term loyalty.

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**Non-contractual document:** this document describes the main features and uses of the Xcally Motion solution. Some of these features are not delivered in the basic version and require licenses. In case of doubt or if you are interested in one or more of these features, please consult your Xcally partner to verify whether they can be implemented with the proposed licenses.

Depending on the version of Xcally Motion used, the screenshots in this document may differ from those in your interface.

Full documentation is available on the official Xcally website.

## OBJECTIVES AND CONFIGURATION

This document outlines the integration process of the **Omnichannel Contact Center solution Xcally Motion** with the **Innovaphone PBX**. The following steps describe how the integration with the platform was managed. The primary goals of the integration are as follows:

- Establish a connection between the Xcally voice platform and the Innovaphone voice platform, enabling Xcally agents to make calls to Innovaphone users and vice versa.
- Allow Xcally agents to transfer incoming calls from the Xcally queue directly to Innovaphone users.
- Optionally, enable Xcally agents to log in and receive phone calls originating from the Xcally queues directly on their Innovaphone telephone extension.
- Enable agents to set availability status, add disposition notes, and utilize the CRM integrations provided by Xcally.
- Provide the ability for users to manage omnichannel communication directly from the Xcally interface.

For this example, the following versions and configurations were used:

- **Innovaphone PBX** version 15r1 sr3 IPVA, located at IP address 192.168.211.97.
- **Innovaphone App Platform** Build 130006, located at IP address 192.168.211.96.
- **Xcally Motion 3.53.0**, located at IP address 192.168.211.99.

The first thing we need to do is configure **Innovaphone** to create a direct trunk with the **Xcally platform**, following the steps outlined below:

1. **Access the Innovaphone PBX configuration interface.**
2. **Create a new SIP trunk to the Xcally platform.**
3. **Configure the necessary parameters** such as IP address, port, and authentication details.
4. **Define the routing rules** for incoming and outgoing calls.
5. **Test the trunk connection** to ensure proper functionality.

**PBX - sol001.innovaphone.xcally.com: innovaphone Virtual Appliance**

General Interfaces IP4 IP6 Services **PBX** Gateway Maintenance

Config Objects Registrations Calls SOAP Dyn-PBXs

**General**  
Security  
Authentication  
Filter  
myApps  
Chat  
Import  
Export

PBX Mode **Master**

System Name  Use as Domain ☒

PBX Name  DNS

Unknown Registrations ☐ - With PBX Pwd only ☐

Reverse Proxy Addresses  Assume TLS ☐

Media relay endpoints Firewall public IP  TURN ☐

IP address for App Platform DNS  IP  Operation without DNS ☐

Music On Hold URL

External Music On Hold

Response Timeout

Dial Complete Timeout

No of Regs w/o Pwd.  - Security block time(s)

Recall Timeout  - Retries on busy (14s)

Chat no Attachments ☐

Max Call Duration (h)

Group Default Visibility ☒ Presence ☒ On the phone ☒ Presence note ☒ Calls ☒ Calls with Number ☒

System wide Groups ☐

Presence with Alert ☐

Enable External Transfer ☒

No CLIR on internal calls ☐

Media Relay  - No Media Relay if Addresses are identical or private ☐

Generate CDRs ☒

Reverse Lookup URL  Password

Logo URL

Route Root-Node External Calls to  For calls from local PBX only ☐

Route PBX-Node External Calls to

Route Internal Calls to

Escape Dialtone from

Prefix for Intl/Ntl/Subscriber

Country Code/Area Code/Subscriber

Max. length internal number

Adjust LDAP results for e.164 ☐

Tones

Log Calls ☒

Licenses

Name	Count	Usage	Local	Slaves
Port15	0	2	2	0
IPVA15	0	2	2	0
UC15	0	1	1	0

SUBJECT: Innovaphone Integration  
DATA: June 2025



First we need to create a new INTERNAL gateway

Name	<input type="text" value="INTERNAL"/>		
Disable	<input type="checkbox"/>		
Protocol	<input type="text" value="H.323"/>		
Mode	<input type="text" value="Register as Gateway"/>		
Address	<input type="text" value="127.0.0.1"/>		
Address	<input type="text"/>		(alternate)
Local Domain	<input type="text"/>		
Gatekeeper Identifier	<input type="text"/>		
Local Signaling Port	<input type="text"/>		
- Authorization -			
Password	<input type="text"/>	Retype	<input type="text"/>
- Alias List -			
<b>Name</b>	<b>Number</b>		
<input type="text" value="Xcally"/>	<input type="text"/>		
<input type="text"/>	<input type="text"/>		
- Media Properties -			
General Coder Preference	<input type="text" value="G711A"/>	Framesize [ms]	<input type="text" value="20"/>
		Silence Compression	<input type="checkbox"/>
		Exclusive	<input type="checkbox"/>
Local Network Coder	<input type="text" value="G711A"/>	Framesize [ms]	<input type="text" value="20"/>
		Silence Compression	<input type="checkbox"/>
Enable T.38	<input type="checkbox"/>	No DTMF Detection	<input type="checkbox"/>
Media-Relay	<input type="text" value="Off"/>	Video	<input type="checkbox"/>
SRTP Cipher	<input type="text" value="AES128/32"/>	SRTP Key Exchange	<input type="text" value="SDS-DTLS"/>
		Unencrypted SRTP	<input type="checkbox"/>
No ICE	<input type="checkbox"/>	No RTCP-MUX	<input type="checkbox"/>
TURN Only	<input type="checkbox"/>		
Record to (URL)	<input type="text"/>		
- H.323 Interop Tweaks -			
No Faststart	<input type="checkbox"/>	No H.245 Tunneling	<input type="checkbox"/>
Suppress HLC	<input type="checkbox"/>	Suppress FTY	<input type="checkbox"/>
		Suppress Subaddr	<input type="checkbox"/>
<input type="button" value="OK"/>	<input type="button" value="Cancel"/>	<input type="button" value="Apply"/>	<input type="button" value="Delete"/>
		<input type="button" value="Help"/>	

SUBJECT: Innovaphone Integration  
DATA: June 2025



Then we need to create a second gateway

Name	<input type="text" value="Xcally"/>		
Disable	<input type="checkbox"/>		
Protocol	<input type="text" value="SIP/UDP"/>		
Mode	<input type="text" value="Gateway without Registration"/>		
Remote Domain	<input type="text"/>		
Local Domain	<input type="text"/>	<input type="checkbox"/> Filter incoming calls	
Proxy	<input type="text" value="192.168.211.99"/>		
Mask	<input type="text"/>		
STUN Server	<input type="text"/>		
TURN Server	<input type="text"/>		
TURN Username	<input type="text"/>		
TURN Password	<input type="text"/>		
Local Signaling Port	<input type="text"/>		

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- Authorization

Name	<input type="text"/>		
Password	<input type="text"/>	Retype	<input type="text"/>

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- Media Properties

General Coder Preference	<input type="text" value="G711A"/>	Framesize [ms]	<input type="text" value="20"/>	Silence Compression	<input type="checkbox"/>	Exclusive	<input type="checkbox"/>
Local Network Coder	<input type="text" value="G711A"/>	Framesize [ms]	<input type="text" value="20"/>	Silence Compression	<input type="checkbox"/>		
Enable T.38	<input type="checkbox"/>	No DTMF Detection	<input type="checkbox"/>	Media-Relay	<input type="text" value="Off"/>	Video	<input type="checkbox"/>
SRTCP Cipher	<input type="text" value="AES128/32"/>	SRTCP Key Exchange	<input type="text" value="SDES-DTLS"/>	Unencrypted SRTCP	<input type="checkbox"/>		
No ICE	<input type="checkbox"/>	No RTCP-MUX	<input type="checkbox"/>	TURN Only	<input type="checkbox"/>		
Record to (URL)	<input type="text"/>						

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- SIP Interop Tweaks

Accept INVITE's from Anywhere	<input type="checkbox"/>	(affects registered interfaces only)
Enforce Sending Complete	<input type="checkbox"/>	(affects outgoing SIP calls only)
No Video	<input type="checkbox"/>	
No Early Media	<input type="checkbox"/>	(affects outgoing SIP calls only)
No Inband Information on Error	<input type="checkbox"/>	(affects incoming SIP calls only)
No Inband Disconnect	<input type="checkbox"/>	(affects connected SIP calls only)
No Remote Hold Signaling	<input type="checkbox"/>	(affects connected SIP calls only)
Take Refer-To URI as Remote Target URI	<input type="checkbox"/>	(affects handling of REFER)
To Header when Sending INVITE	<input type="text" value="Called Party"/>	(affects outgoing SIP calls only)
From Header when Sending INVITE	<input type="text" value="Fixed AOR"/>	(affects registered interfaces only)
Identity Header when Sending INVITE	<input type="text" value="CGPN in user part of URI"/>	(affects registered interfaces only)
Reliability of Provisional Responses	<input type="text" value="Supported"/>	(affects outgoing SIP calls only)
Microsoft Presence Format	<input type="checkbox"/>	

From the PBX object page then a new object:

PBX - sol001.innovaphone.xcally.com: innovaphone Virtual Appliance

General Interfaces IP4 IP6 Services **PBX** Gateway Maintenance

Config Objects Registrations Calls SOAP Dyn-PBXs

User  new show  
• sol001

Gateway

192.168.211.97/PBX01/ADMIN/mod\_cmd\_login?cmd=show&user-guid=7fdfe4f7cb6c6801b3f400155dd33e02&loc=\*1&filter=\*&config=\*&volp=\*&lic=&pseu

**General Gateway**

Type: Gateway

Description:  Hide from LDAP ☐ New Account ☐

Long Name: Xcally Display Name: Xcally

Name: Xcally Number: 2 Critical ☐

E-Mail: Xcally

Password:  retype Password:

Node: root Local ☐

PBX: sol001 Reject ext. Calls ☐

Trace ☐

Max Calls:  Response Timeout:

Hide Connected Endpoint ☐

Reporting ☐

Devices

Hardware Id	Name	App	PBX Pwd	No IP Filter	TLS only	No Mobility	Config VOIP	Reverse Proxy	Single Reg.	Media Relay	No SRTP
Xcally			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

OK Cancel Apply Delete Help

Users	users	users	+	+
Users Admin	users-admin	users-admin	+	+
Users Api	users-apis	users-apis	+	+
Virtual Background	virtualbackground	virtualbackground	+	+
Voicemail en	voicemail-en	root	sol001	+
Voicemail it	voicemail-it	root	sol001	+
Xcally	Xcally	2	Xcally	+
Xcally Motion		root		+

App	+
App	+
App	+
App	+
Voicemail	+
Voicemail	+
Gateway	+
App	+

192.168.211.96  
192.168.211.51\*  
192.168.211.96  
192.168.211.96  
192.168.211.96

And finally, on Innovaphone side the routes needed to forward calls to the gateway created.

PBX - sol001.innovaphone.xcally.com: innovaphone Virtual Appliance

General Interfaces IP4 IP6 Services PBX **Gateway** Maintenance

General Interfaces SIP GK **Routes** CDR0 CDR1 Calls

admin Login Help

From	To	Counter	CGPN	Maps
GW1:Xcally	GW2:INTERNAL			→
GW2:INTERNAL	GW1:Xcally			→

Then we can proceed on Xcally Side for trunk Section, and in this example is reported the configuration needed to setup the trunk with Innovaphone PBX:

The screenshot displays the Xcally Motion web interface. On the left is a dark sidebar with a menu including 'New Experience', 'WhatsApp Connector', 'Video', 'Cally Square', 'Jscripty', 'AI Prompts', 'Tools', 'Canned Answers', 'Cloud Providers', 'Custom Dashboards', 'Dispositions', 'Intervals', 'OpenAI Bots', 'Pauses', 'Pause Reasons', 'Scheduler', 'Sounds', 'Tags', 'Templates', 'Triggers', 'Trunks' (highlighted), 'Variables', 'Analytics', 'Integrations', 'App Zone', 'Settings', and 'Help'. The main content area is titled '#2 Innovaphone' with a sub-header 'Created At 08/07/25 10:56:03'. Below this are tabs for 'Settings', 'Advanced', and 'Other Fields'. The 'Settings' tab is active, showing a 'General' section with the following fields: 'Name' (Innovaphone), 'Active' (toggle on), 'Host' (192.168.211.97), 'Secret' (Password), 'Default User' (Authentication username: from-sip), 'Caller ID' (Type: Friend), 'DTMF Mode' (rfc2833), 'NAT' (force\_rport,comedia), 'Qualify' (Yes), 'Allowed Codecs' (ulaw,alaw,gsm), 'Insecure' (port,invite), and 'Calls Limit' (1000). A 'Description' field is at the bottom.

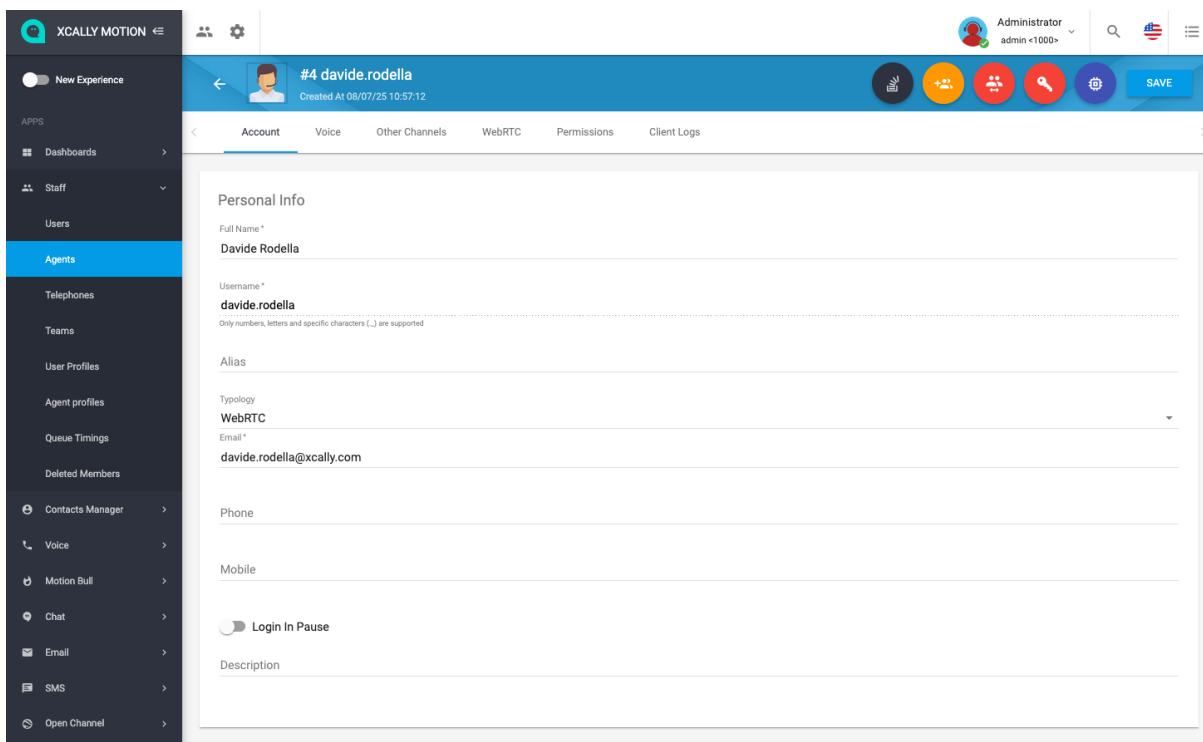
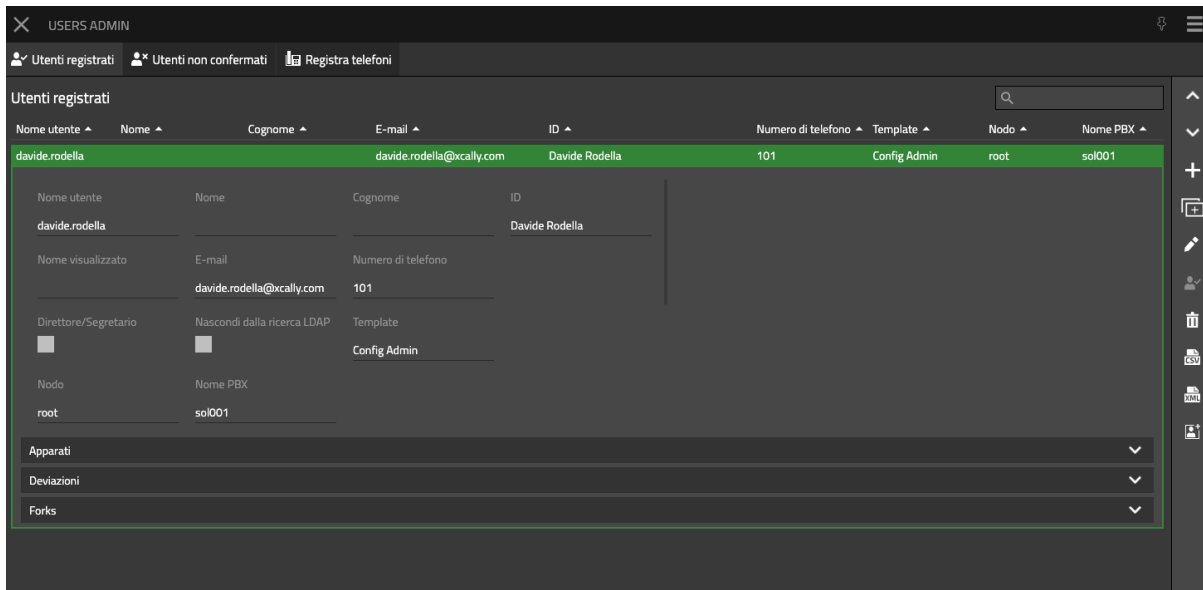


Then we create a route dedicated to forward the call from Xcally dedicated to 1XX extension through the trunk configured:

The screenshot shows the Xcally Motion web interface. The left sidebar contains a menu with options like Dashboards, Staff, Contacts Manager, Voice, and Outbound Routes (which is highlighted). The main content area displays the 'General' settings for a route named '#30 \_1.'. The settings include: Phone Number (set to '\_1'), Context (set to 'from-sip'), Recording (set to 'wav'), Cut Digits, Company, Alias, and Description (set to 'Rotta verso Innovaphone'). A 'SAVE' button is visible in the top right corner.

This screenshot shows the same Xcally Motion interface, but with the 'Edit Outbound Dial' dialog box open. The dialog box contains the following fields: Trunk (set to 'Innovaphone'), Caller ID (with a note 'Supported format: "CallerID" <number>'), Prefix, Tags (set to 'None'), Timeout, Options (set to 'xXU(xcally-mixmonitor-context)'), and URL. A 'SAVE' button is at the bottom of the dialog. In the background, the 'Applications List' and 'Drag & Drop Routing' sections are visible.

Now let's create a new user for Innovaphone PBX with number 101 and an Xcally agent with internal 201.



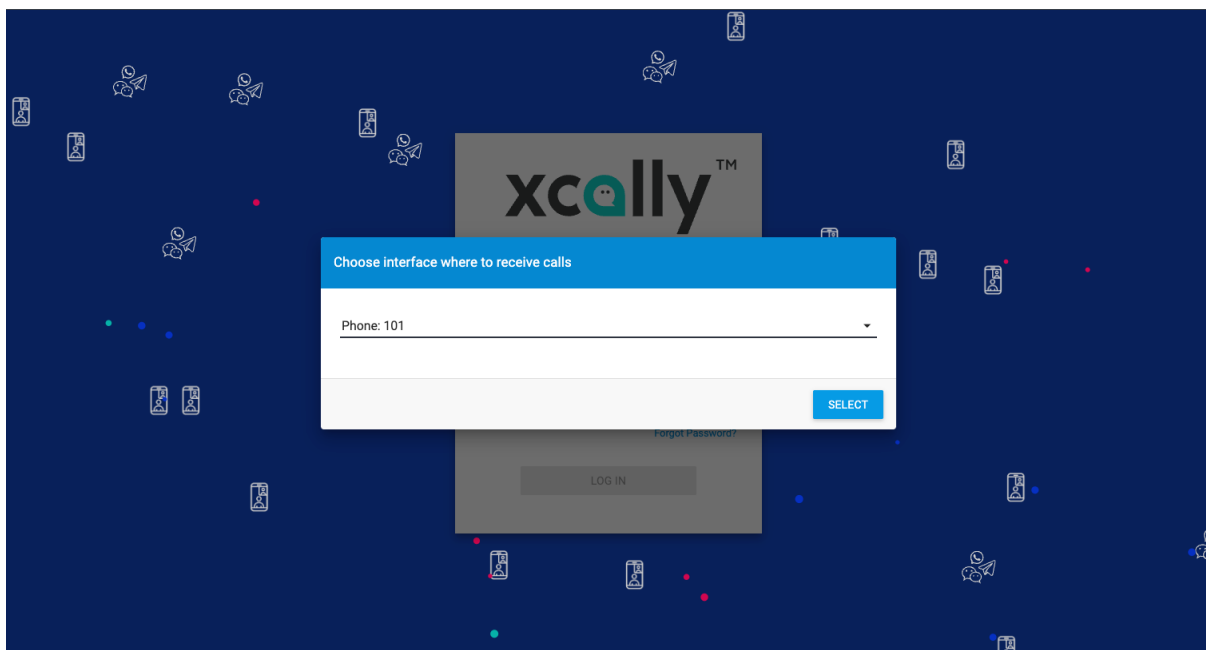
At this point, the configuration is complete, and we can test the call flow between the two servers. For this example, **1XX extensions** have been created on the **Innovaphone PBX** and **2XX extensions** on **Xcally Motion**.

You can perform a test call between an **Innovaphone user with extension 101** and an **Xcally agent with extension 201**.

In **Xcally**, we can now set up a new agent with the type **External**. Once logged in, Xcally prompts for the phone extension where the calls from the queue should be delivered. The agent can then select their own **Innovaphone PBX extension**.

The screenshot shows the Xcally Motion web interface. On the left is a dark sidebar with navigation options: New Experience, APPS (Dashboards, Staff, Users, Agents, Telephones, Teams, User Profiles, Agent profiles, Queue Timings, Deleted Members), Contacts Manager, Voice, Motion Bull, Chat, Email, SMS, Open Channel, and Fax. The main content area is titled '#5 Innovaphone' and shows the 'Personal Info' form. The form fields are: Full Name\* (Innovaphone Agent), Username\* (Innovaphone), Alias, Typology (External), Email\* (innovaphone@xcally.com), Phone (101), and Mobile. There are also toggle switches for 'Hot desk' and 'Login In Pause', and a 'Description' field. The top right of the interface shows the user 'Administrator admin <1000>' and a 'SAVE' button.

Now once this agent logs in:

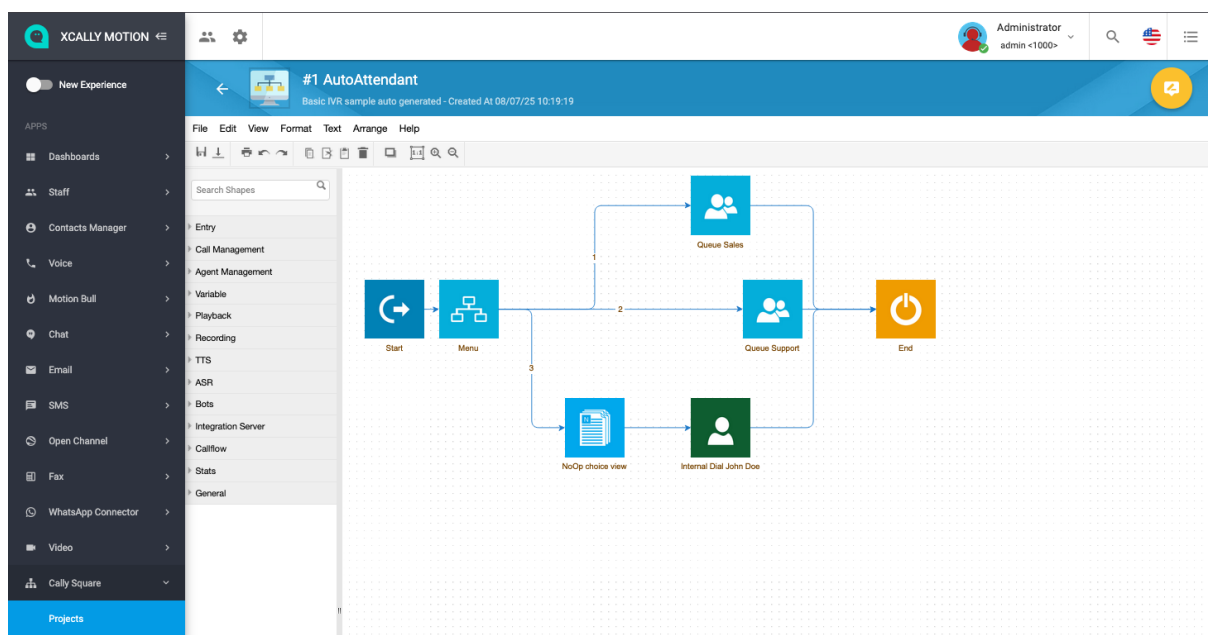


Now the agent is logged into the **Xcally Motion** solution, and calls assigned to the agent are directly forwarded to the **Innovaphone PBX device**.

## CONCLUSION

With this configuration, it is now possible to make the two systems fully interoperable, combining the capabilities of the **Innovaphone PBX** with the features of the **Omnichannel Contact Center** in a seamless and manageable way. This integration allows the strengths of both platforms to work together, enabling efficient call handling and advanced functionalities.

Additionally, by leveraging the powerful **Cally Square engine** of **Xcally Motion**, users can easily create and manage complex IVRs (Interactive Voice Response) before calls are forwarded to the queue. This integration provides a simple yet effective way to enhance customer interactions, improving the overall efficiency of call management.



## EXAMPLE CONFIGURATION AND SUPPORT

This document provides a simple example configuration for the integration of the **Innovaphone PBX** and **Xcally Motion** systems. For any questions or specific requests, you can directly contact **Xcally** at [davide.rodella@xcally.com](mailto:davide.rodella@xcally.com). We remain available to assist with any additional support or tailored configurations to meet your needs.