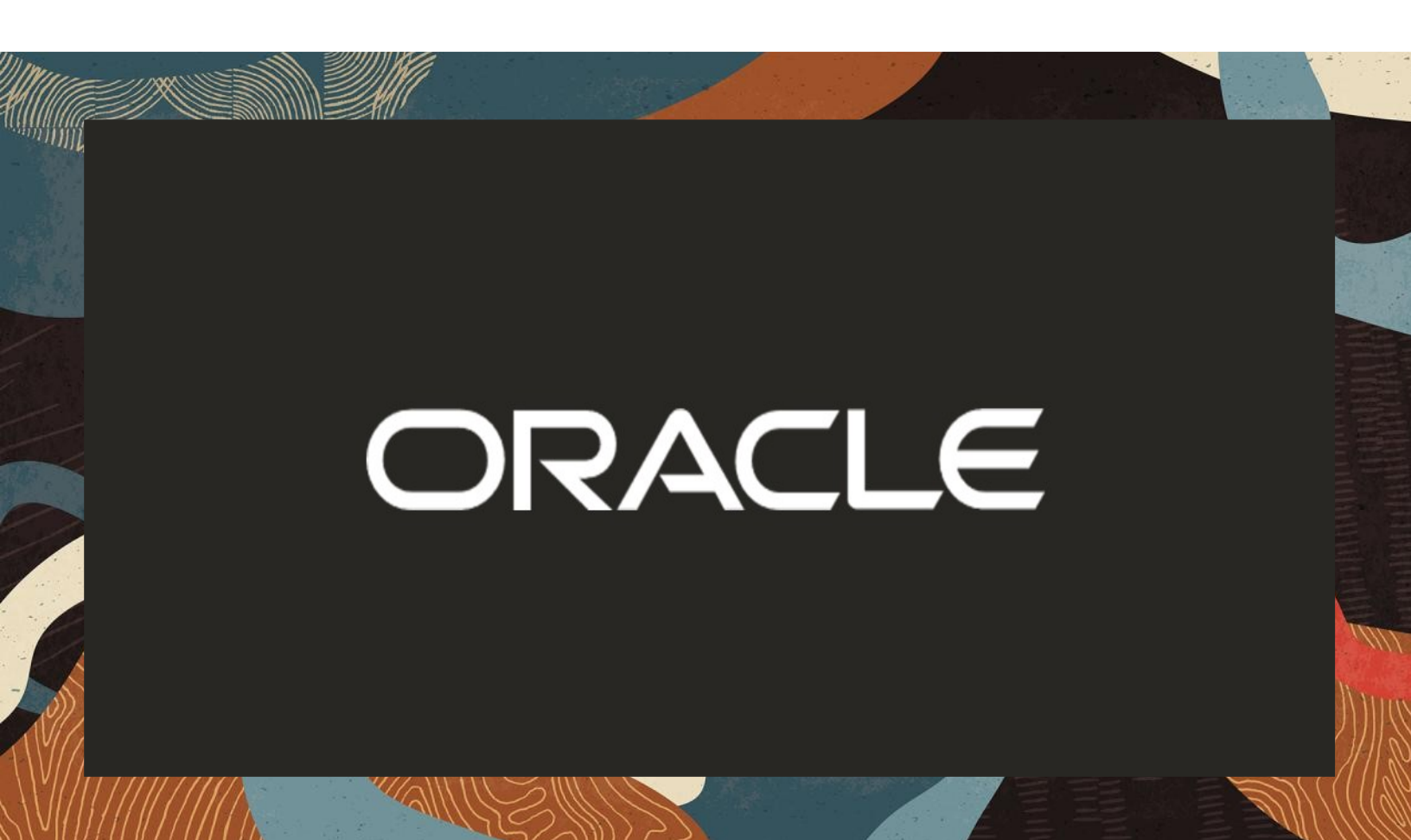




ORACLE

Oracle SBC Integration with Pindrop SIPREC

Technical Application Note

ORACLE

COMMUNICATIONS



Disclaimer

The following is intended to outline our general product direction. It is intended for information purposes only, and may not be incorporated into any contract. It is not a commitment to deliver any material, code, or functionality, and should not be relied upon in making purchasing decisions. The development, release, and timing of any features or functionality described for Oracle's products remains at the sole discretion of Oracle.

Contents

Revision History.....	4
1. Intended Audience.....	4
2. Document Overview.....	4
2.1 Pindrop.....	4
2.2 Oracle SBC with Pindrop SIPREC.....	4
3. Validated Oracle Software Versions.....	5
4. Related Documentation.....	6
Oracle SBC.....	6
Pindrop.....	6
5. Requirements.....	6
5.1 Pindrop SIPREC Interworking Requirements.....	6
5.2 Interaction Correlation Design.....	7
5.3 SIPREC Signaling, Media, and Metadata Considerations.....	7
6. Network Architecture.....	8
7. Configuring the SBC.....	9
7.1 Configure SBC using Web GUI.....	9
7.2 SIPREC Realm and Monitored Realm.....	9
7.3 SIPREC Extension Metadata.....	10
7.4 Session Recording Servers.....	11
7.5 Session Recording Group.....	12
7.6 SIP Manipulation and Dynamic Correlation HMR.....	13
8. SIPREC Signaling, Metadata, and Correlation.....	15
9. Verify Connectivity.....	17
Appendix A - Sanitized Configuration.....	17

Revision History

Document Version	Description	Revision Date
1.0	Initial Release	10-Oct-2026

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 and with SIPREC-based call recording.

2. Document Overview

This Oracle technical application note outlines how to configure the Oracle SBC to interwork with Pindrop using SIPREC. The application note focuses on the Oracle SBC configuration required to establish the recording session toward Pindrop, deliver the SIPREC media and metadata, and provide the interaction-correlation and tenant information used by the integration.

The SBC configuration provided in this guide focuses strictly on the parameters required for the Pindrop SIPREC integration. The production call path, contact-center or call-control platform, carrier/PSTN connectivity, network interfaces, routing, and other baseline SBC configuration are assumed to be operational. Pindrop application policies, analytics configuration, API workflows, and customer-specific business logic are outside the scope of this document. Where a Pindrop requirement is deployment-specific, the application note identifies the design consideration without prescribing a value that was not validated in the lab.

2.1 Pindrop

Pindrop provides voice security and authentication capabilities for contact-center and communications environments. Pindrop services can use call signaling, metadata, and, depending on the service and deployment, call audio and DTMF to analyze an interaction. This application note does not configure Pindrop applications or policies; it focuses on the SIPREC interface used by the Oracle SBC to deliver the call-capture information required for the integration.

For additional information, see [Pindrop](#)

2.2 Oracle SBC with Pindrop SIPREC

The Oracle SBC acts as the SIPREC Session Recording Client (SRC). The original customer call continues through the normal call-processing path, while the SBC creates a separate recording session toward the Pindrop Session Recording Server (SRS). The recording session contains SIP signaling, SDP, SIPREC metadata, and separate media streams for the participants in the call.

For the validated interop design, the monitored call realm is associated with a Pindrop Session Recording Group. The Pindrop recording servers are configured as session-recording-server objects in a dedicated SIPREC realm. A Pindrop-specific SIP manipulation adds the required correlation and tenant information to the outgoing SIPREC INVITE.

Term	Description
SRC	Oracle SBC acting as the SIPREC Session Recording Client.
SRS	Pindrop recording endpoint receiving the SIPREC recording session.

Term	Description
SIPREC	SIP-based recording mechanism carrying signaling, recording metadata, SDP, and media.
X-Customer-IXN	Dynamic Pindrop correlation identifier populated from the interaction value associated with the call.
X-Account-ID	Pindrop tenant/account identifier configured for the target Pindrop environment.

3. Validated Oracle Software Versions

The Pindrop SIPREC interoperability configuration and GUI screenshots in this application note were captured on Oracle Enterprise Session Border Controller S-Cz10.1.0. For current deployments, use Oracle Enterprise Session Border Controller release S-Cz10.1.0 or a later supported maintenance release. The SIPREC configuration shown in this document should be validated on the selected target release before production deployment.

The S-Cz10.1.0 release of the Oracle Enterprise Session Border Controller supports the following physical platforms:

Acme Packet 1100

Acme Packet 3900

Acme Packet 3950

Acme Packet 4600

Acme Packet 4900

Acme Packet 6350 (Quad 10GbE NIU only)

Acme Packet 6400

The Enterprise SBC is also supported as a virtual network function on KVM, VMware ESXi, and Microsoft Hyper-V, and on supported public cloud platforms including Oracle Cloud Infrastructure (OCI), Amazon Web Services (AWS EC2), Microsoft Azure, and Google Cloud Platform (GCP). Refer to the S-Cz10.1.0 Release Notes for the supported hypervisor versions, instance shapes, and resource requirements.

4. Related Documentation

Oracle SBC

[Oracle Enterprise Session Border Controller Documentation - S-Cz10.1.0](#)

[Oracle Enterprise Session Border Controller Release Notes - S-Cz10.1.0](#)

[Oracle Technical Application Notes](#)

Pindrop

Contact your Account representative for Pindrop documentation.

5. Requirements

Before configuring the Oracle SBC for Pindrop SIPREC, the production call path must already be operational. Obtain the Pindrop recording-server addresses, signaling transport and security requirements, media requirements, tenant/account identifier, and the agreed interaction-correlation design for the target environment. The validated lab used TCP signaling to two Pindrop recording servers; production transport, security, firewall, and media values

must follow the target Pindrop deployment , however real world production deployments may require TLS connection between SBC and Pindrop Servers.

The Pindrop SIPREC integration in this application note uses the following Oracle SBC configuration objects:

Configuration Element	Purpose in this Integration
realm-config	Associates the monitored call realm with the Pindrop recording group and defines the dedicated recording realm.
sip-interface	Existing SIP signaling interface used by the dedicated SIPREC realm. Baseline interface creation is not repeated in this note.
session-recording-server	Defines each Pindrop Session Recording Server destination.
session-recording-group	Groups the Pindrop recording servers and controls selection/redundancy behavior.
sip-manipulation	Adds the Pindrop tenant header and maps the dynamic interaction value to X-Customer-IXN.
spl-config	Defines the global SIPREC extension-metadata list, including apkt:realm and the Genesys x-inin-cnv header.

5.1 Pindrop SIPREC Interworking Requirements

SIPREC signaling from the Oracle SBC SRC to the Pindrop SRS, using the transport and reachability method agreed for the deployment.

Separate caller and called/agent media streams within the same SIPREC recording session, as required by the selected Pindrop service.

Calling and called party context and relevant original call metadata carried in the SIPREC recording session.

A unique, stable interaction identifier carried toward Pindrop in the agreed location; this application note uses X-Customer-IXN.

The Pindrop X-Account-ID value associated with the target tenant.

Recording-server reachability and redundancy behavior as agreed for the Pindrop deployment.

Note: X-Customer-IXN is a dynamic per-interaction value. The source identifier is deployment-specific and must not be replaced with a fixed value.

5.2 Interaction Correlation Design

Pindrop uses an interaction identifier to correlate the SIPREC recording with the corresponding Pindrop and customer workflows. The identifier is not a fixed Oracle or Pindrop value; multiple formats and locations can be agreed for a deployment.

In the validated Genesys-based lab, the source is the Genesys conversation identifier exposed in SIPREC metadata as x-inin-cnv. It was selected because it is available per interaction and can be mapped dynamically to X-Customer-IXN. This is an example, not a universal requirement.

Other environments can use a different stable source, such as a platform UCID/GUCID, a UUID-type value, or another application interaction identifier. The selected value should be unique, available to the correlating workflow, and maintained for the full logical interaction. If UUI or another existing header is used, confirm that the field is available and not already reserved for another purpose.

Note: For transfers, verify that the selected identifier continues to correlate the same logical customer interaction even if the underlying SIP signaling changes.

5.3 SIPREC Signaling, Media, and Metadata Considerations

Pindrop SIPREC guidance places importance on preserving the information needed to associate the recording with the original interaction. The exact requirement set depends on the Pindrop service and customer deployment; the following items are the relevant design considerations for the Oracle SBC integration.

Aspect	Design consideration for this integration
Interaction correlation	Use an agreed identifier that is unique for the interaction, remains stable for its duration, and can be correlated with the customer or application workflow.
Original call metadata	Preserve original calling/called identity and routing context available in the SIPREC metadata. Where present and required, this can include To, From, P-Asserted-Identity, Diversion, Contact, Identity/STIR-SHAKEN information, and applicable OLI/JIP or other carrier metadata.
Media streams	Deliver the participant audio as separate streams within the same SIPREC session. Avoid unnecessary media manipulation or transcoding unless required by the target design.
DTMF	Where the selected Pindrop service consumes DTMF, preserve the received sequence, timing, and negotiated event method.
Transfers	Validate that the logical interaction remains correlated during transfer scenarios and that the agreed interaction identifier does not unexpectedly change.
Tenant and routing	Use the Pindrop-provided SRS destination and the agreed tenant/routing mechanism. This lab adds X-Account-ID and sends recording sessions to the configured Pindrop SRS group.
Transport and security	Use the transport, certificate, encryption, firewall, and media requirements supplied for the target Pindrop environment; the lab values shown in this note are examples, not universal defaults.

Note: Do not create HMR rules that synthesize metadata which is not present in the original call. Preserve or map only the information required by the agreed Pindrop integration.

6. Network Architecture

The following figure illustrates the logical placement of the Oracle SBC in the Pindrop SIPREC solution. The production call remains on its normal signaling path. The Oracle SBC creates the SIPREC recording session toward Pindrop and sends the recording metadata and forked media streams to the configured Pindrop SRS.

Architecture Overview

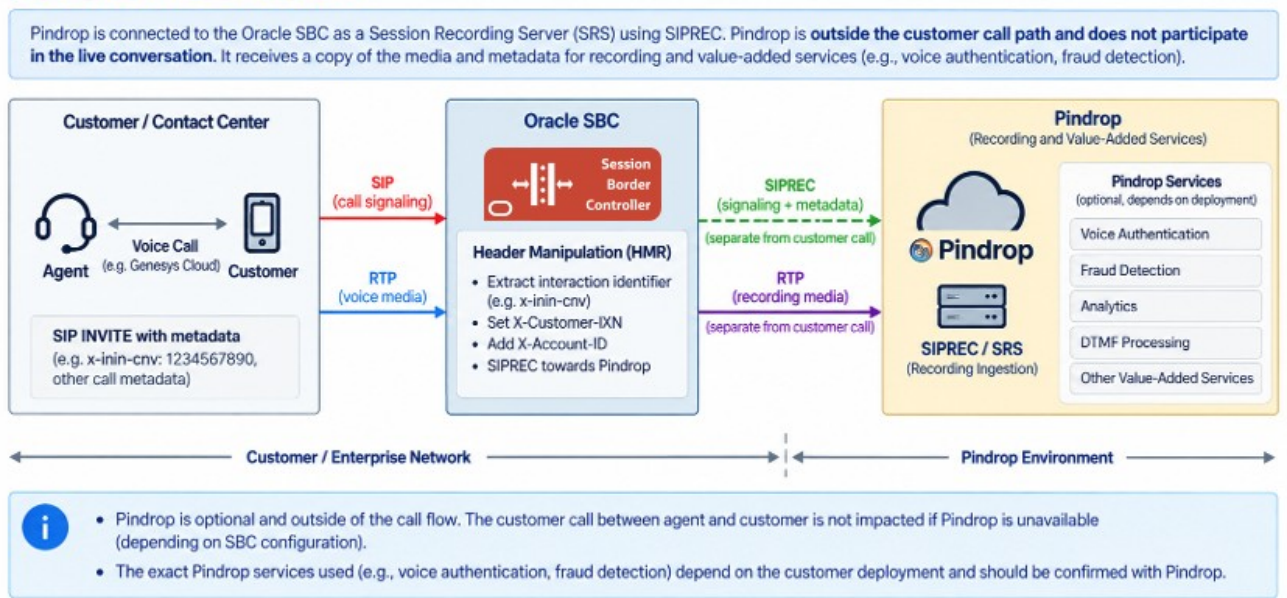


Figure 1 - Oracle SBC and Pindrop SIPREC logical architecture.

For the interoperability lab, the monitored call-facing realm is named genesys and the dedicated recording realm is named siprec. Two Pindrop session-recording-server objects are grouped in the Pindrop recording group for recording-server redundancy.

The x-inin-cnrv to X-Customer-IXN mapping shown in the architecture is specific to this validated Genesys-based lab. In another contact-center or call-control environment, the source interaction identifier can be different while the Oracle SBC still performs the same SIPREC SRC function.

Note: Pindrop SRS IP addresses are redacted in this public version. Realm and object names shown in this document are lab examples. Use values appropriate for the target deployment.

7. Configuring the SBC

This chapter provides step-by-step guidance to configure the Oracle SBC for Pindrop SIPREC. The document assumes that the SBC has already been installed, the management interface has been configured, the product type and entitlements have been applied, and the customer call path is operational.

There are two methods for configuring the Oracle SBC: ACLI or GUI. For the purposes of this application note, the Oracle SBC GUI is used for the configuration examples and the corresponding ACLI path is provided for each configuration object. Any parameter not specifically identified below can remain at its Oracle SBC default value unless required by the target deployment.

7.1 Configure SBC using Web GUI

To access the Oracle SBC GUI, enter the management IP address in a web browser. When the login screen appears, enter the configured administrative credentials. Select the Configuration tab and use Expert mode to access the configuration objects described in this application note.

The configuration examples below focus only on the SIPREC objects required for the Pindrop integration.

7.2 SIPREC Realm and Monitored Realm

Realms are logical groupings used by the Oracle SBC to associate signaling, media, network interfaces, and service behavior. In this integration, the genesys realm represents the monitored call-facing realm. The siprec realm is a dedicated recording realm used for signaling and media toward Pindrop.

The Pindrop Session Recording Group is attached to the monitored realm. The Pindrop outbound SIP manipulation is applied on the dedicated siprec realm.

The siprec realm references the existing SIPREC-facing network/SIP interface used to reach Pindrop. Interface creation and IP addressing are baseline SBC networking tasks and are therefore not repeated here; only the realm association relevant to SIPREC is shown.

GUI Path: media-manager / realm-config

ACLI Path: configure terminal > media-manager > realm-config

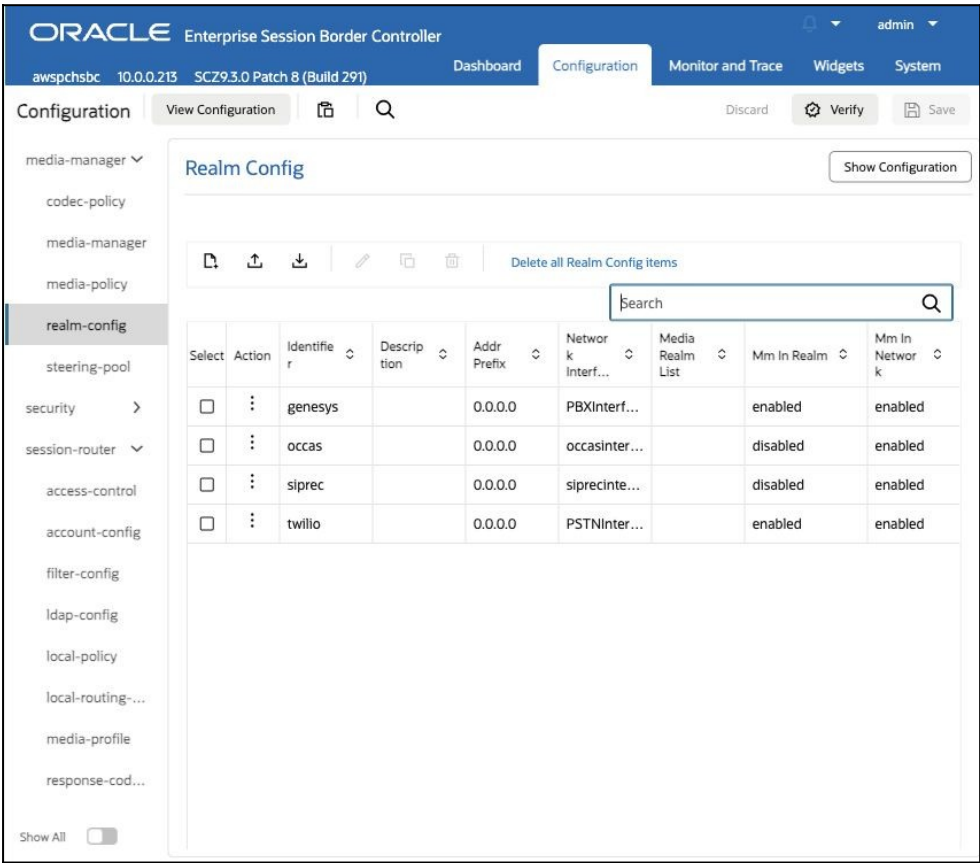


Figure 2 - Oracle SBC Realm Config showing the monitored call realm and dedicated SIPREC realm.

```
media-manager
  realm-config
    identifier          genesys
    network-interfaces  PBXInterface:0.4
    mm-in-realm         enabled
    spl-options         LRE-Identifier
    session-recording-server SRG:pindropsrg
  realm-config
    identifier          siprec
    network-interfaces  siprecinterface:0.4
    out-manipulationid  1_pindrop_siprec_out
```

7.3 SIPREC Extension Metadata

In this application note, in the Pindrop siprec metadata, the value of conversation header coming from Genesys Cloud is also supplied using the mentioned configuration elements in the SBC. The monitored genesys realm enables the LRE Identifier SPL option and the global spl-config extension-header list includes apkt:realm and x-inin-cnv.

Together, these settings make the realm context and the original Genesys interaction header available to the SIPREC metadata carried in the outbound recording INVITE.

Example shared below -

```
<?xml version='1.0' encoding='UTF-8'?>
<recording xmlns='urn:ietf:params:xml:ns:recording'>
  <datamode>complete</datamode>
  <session id="LR5/J7XQS0JWHE1DWqWbcA==">
    <associate-time>2026-06-23T04:41:47</associate-time>
  </session>
  <participant id="MXIijxhiSkZYQT7ukc/J3A=="
session="LR5/J7XQS0JWHE1DWqWbcA==">
    <nameID aor="sip:+17743415078@54.244.22.120">
      <name>&quot;Priyesh Oracle&quot;</name>
    </nameID>
    <send>9PX1L3pcR/hfeYnFcekHKg==</send>
    <associate-time>2026-06-23T04:41:47</associate-time>
    <extensiondata
xmlns:apkt="http://acmepacket.com/siprec/extensiondata">
      <apkt:callingParty>true</apkt:callingParty>

      <apkt:request-uri>sip:+17815321400@10.0.1.11:5060</apkt:request-uri>
      <apkt:realm>genesys</apkt:realm>
      <apkt:header label="x-inin-cnv">
        <value>b2829cb9-2c8b-4810-8c15-a501df73441c</value>
      </apkt:header>
    </extensiondata>
  </participant>
```

GUI Path (realm): media-manager / realm-config / genesys / SPL Options

GUI Path (global): system / spl-config / SPL Options

Configure Extension-Headers globally in spl-config. The configured list Extension-Headers="apkt:realm,x-inin-cnv" causes the SBC to include the required extension metadata for this integration.

LRE-Identifier and Extension-Headers are a paired SIPREC enhancement. If an existing Extension-Headers list is changed, preserve any other headers required by the deployment; save and activate the configuration, then reboot the SBC for the modified list to take effect.

media-manager	
realm-config	
identifier	genesys
spl-options	LRE-Identifier
spl-config	
spl-options	Extension-Headers="apkt:realm,x-inin-cnv"

7.4 Session Recording Servers

A session-recording-server object defines a SIPREC destination. Each Pindrop recording server is associated with the dedicated siprec realm and is configured with the signaling address, port, and transport agreed for the Pindrop environment.

The validated lab defines Pindrop directly through session-recording-server objects grouped in a session-recording-group. A separate session-agent is not used as the Pindrop SIPREC destination in this lab. If a target release or deployment design introduces a session-agent for monitoring or transport behavior, configure it according to the approved Oracle SBC and Pindrop design rather than copying an unrelated example.

GUI Path: session-router / session-recording-server

ACLI Path: configure terminal > session-router > session-recording-server

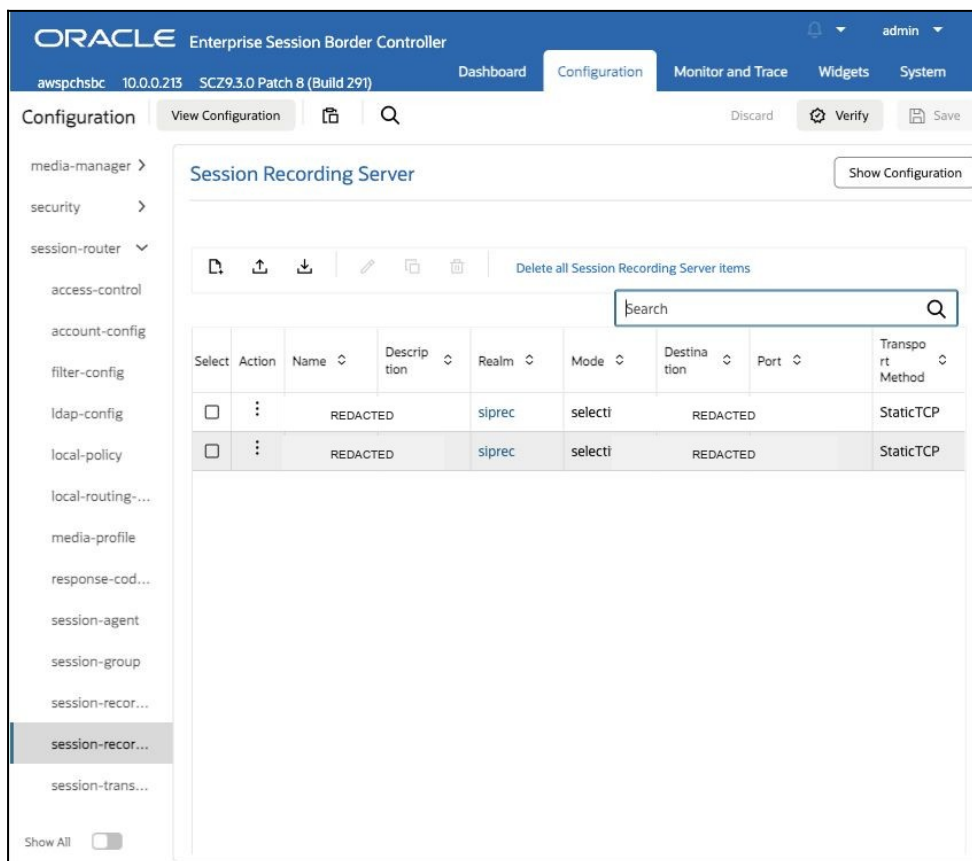


Figure 3 - Oracle SBC Session Recording Server objects for Pindrop. Pindrop SRS addresses redacted.

```

session-router
  session-recording-server
    name [PINDROP SRS A REDACTED]
    realm siprec
    destination [PINDROP SRS A REDACTED]
    port 5060
    transport-method StaticTCP
    mode selective
  session-recording-server
    name [PINDROP SRS B REDACTED]
    realm siprec
    destination [PINDROP SRS B REDACTED]
    port 5060
    transport-method StaticTCP
    mode selective

```

7.5 Session Recording Group

A session-recording-group associates the Pindrop recording destinations with the monitored realm. In the validated lab, the Hunt strategy is used and simultaneous-recording-servers is set to 1 so that one Pindrop recording destination is selected for each recording session. Server-selection and redundancy policy are deployment choices and should match the Pindrop endpoint design.

GUI Path: session-router / session-recording-group

ACL Path: configure terminal > session-router > session-recording-group

The screenshot shows the Oracle SBC Configuration GUI. The top navigation bar includes tabs for Dashboard, Configuration, Monitor and Trace, Widgets, and System. The left sidebar lists various configuration categories, with 'session-recor...' selected. The main content area displays the 'Session Recording Group' configuration page. It features a table with columns: Select, Action, Name, Description, Strategy, Simultaneous Recording Servers, and Session Recording Servers. A single entry is visible in the table with the name 'pindropsrg', strategy 'Hunt', and 1 simultaneous recording server. The session recording servers column shows 'REDACTED'. Above the table, there is a search bar and a 'Delete all Session Recording Group items' button. The bottom of the sidebar has a 'Show All' toggle.

Select	Action	Name	Description	Strategy	Simultaneous Recording Servers	Session Recording Servers
☐		pindropsrg		Hunt	1	REDACTED

Figure 4 - Oracle SBC Session Recording Group used for Pindrop SIPREC. Pindrop SRS addresses redacted.

```

session-router
  session-recording-group
    name pindropsrg
    session-recording-servers [PINDROP SRS B REDACTED],[PINDROP SRS A REDACTED]
    strategy Hunt
    simultaneous-recording-servers 1

```

7.6 SIP Manipulation and Dynamic Correlation HMR

The Pindrop SIP manipulation is applied to the SIPREC realm. In this lab, the selected interaction identifier exists inside the Oracle SBC-generated SIPREC recording metadata as the Genesys x-inin-cnv value, while the agreed Pindrop-facing correlation location is the X-Customer-IXN SIP header. The HMR therefore bridges the value from the SIPREC MIME metadata into the outbound SIPREC INVITE and also adds the X-Account-ID value used for the Pindrop tenant.

GUI Path: session-router / sip-manipulation

ACLI Path: configure terminal > session-router > sip-manipulation

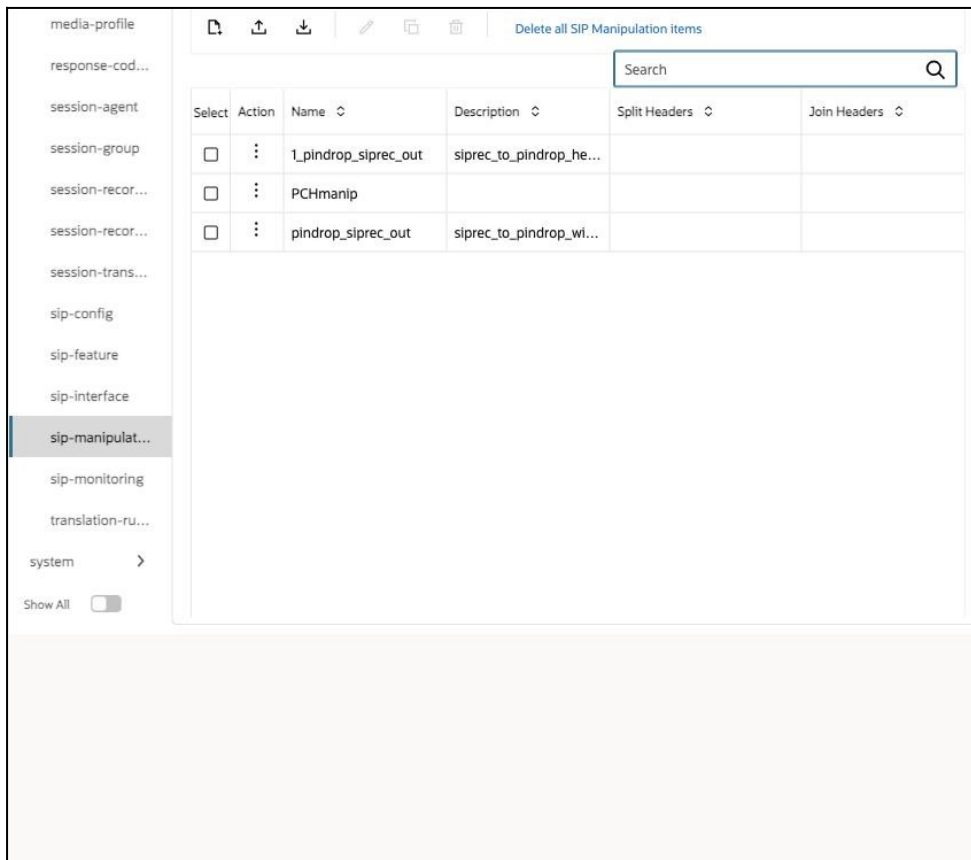


Figure 5 - Oracle SBC SIP Manipulation objects used for the Pindrop SIPREC integration.

The HMR is not required because Pindrop universally expects a Genesys conversation ID. It is required in this implementation because the chosen correlation source and the agreed Pindrop-facing location are different. For another call-control platform, adapt the extraction rule to the actual interaction identifier available in that environment while preserving the dynamic mapping to the agreed Pindrop field.

The rule sequence first stores the multipart Content-Type context, locates the x-inin-cnv value inside the SIPREC MIME content, stores the captured value, and then adds it as X-Customer-IXN. The tenant value is configured

separately as X-Account-ID. Keeping the correlation value dynamic allows each recording session to carry the identifier associated with that specific interaction.

Note: Preserve the agreed header spelling and the dynamic nature of X-Customer-IXN. The Pindrop account identifier is not shown in this document. If a non-Genesys interaction source is used, change the extraction rule rather than hard-coding X-Customer-IXN.



Figure 6 - Dynamic interaction-correlation mapping used in the validated Genesys-based lab

sip-manipulation	
name	1_pindrop_siprec_out
description	siprec_to_pindrop_headers
header-rule	
name	storeMime
header-name	Content-Type
action	store
header-rule	
name	storeIxn
header-name	Content-Type
action	manipulate
element-rule	
name	storeIxn
type	mime-content
action	store
match-value	<apkt:header label="x-inin-cnv">...<value>{^[<]+}</value>
header-rule	
name	addXCustIxn
header-name	X-Customer-IXN
action	add
new-value	\$storeMime.\$storeIxn.\$1
header-rule	
name	addXaccountID
header-name	X-Account-ID
action	add
new-value	<PINDROP_ACCOUNT_ID>

8. SIPREC Signaling, Metadata, and Correlation

The SIPREC INVITE generated by the Oracle SBC contains multipart content with the recording SDP and SIPREC metadata. The SBC-generated metadata identifies participants and media streams and can also contain information copied from the original call. The Pindrop-specific HMR in this lab adds the correlation and tenant headers needed by the integration without changing the original production call path.

Field	Oracle SBC Source	Use / design consideration
X-Customer-IXN	Interaction value selected for the deployment. In this lab it is x-inin-cnv extracted from SIPREC metadata by 1_pindrop_siprec_out.	Interaction correlation. The value must be dynamic, unique for the logical interaction, and stable for the required call lifecycle.
X-Account-ID	Configured Pindrop tenant/account value.	Pindrop tenant/account routing for the target environment. Treat the value as deployment-specific configuration.
Request-URI / To	Oracle SBC SIPREC signaling and the configured Pindrop SRS destination.	SIPREC addressing and, depending on the Pindrop design, part of tenant/customer routing.
Original call identity	Original call information carried in SIPREC metadata, where available.	Preserve calling/called context such as From, To, P-Asserted-Identity, Diversion, Contact, and other agreed metadata rather than reconstructing it unnecessarily.
SIPREC XML and SDP	Oracle SBC-generated recording session.	Participant metadata, stream association, codec/media description, and the metadata context used by the HMR.
Recorded media / DTMF	Forked media associated with the SIPREC session.	Validate separate participant streams and any service-specific DTMF or media requirements with Pindrop.

Validated lab correlation path: the Genesys x-inin-cnv value is present in the SIPREC recording metadata, 1_pindrop_siprec_out extracts that value, and the SBC adds it to the outgoing recording INVITE as X-Customer-IXN. Pindrop then receives the recording session with the correlation value in the agreed SIP header.

Metadata provenance in this lab: the global Extension-Headers configuration copies x-inin-cnv into the SIPREC extension metadata, while LRE-Identifier adds the genesys realm context as apkt:realm. The HMR does not create the interaction identifier; it reads the x-inin-cnv value already present in the SIPREC MIME metadata.

This correlation path is intentionally described as an example. X-Customer-IXN is not intrinsically a Genesys identifier; it is the Pindrop-facing correlation header used in this integration. For another platform, keep the same design principle but extract the stable interaction identifier that exists in that call flow.

Where original call metadata is already available inside the SIPREC XML, preserve it rather than adding redundant HMR. Additional manipulation should be introduced only when the target Pindrop deployment requires a field in a different location or format and that behavior has been validated.

Note: When transfer scenarios are in scope, test both the SIPREC session behavior and the interaction identifier. A successful transfer test must remain correlatable as the same logical interaction according to the agreed Pindrop design.

9. Verify Connectivity

After the configuration is saved and activated, place a controlled test call and verify that the Oracle SBC creates the SIPREC recording session toward Pindrop. Confirm recording-server reachability, recording-session state, the expected Pindrop-specific headers, and the media/metadata elements required by the selected Pindrop service.

The following commands are useful during validation:

```
show rec
show running-config realm-config
show running-config spl-config
show configuration session-recording-servers
show configuration session-recording-groups
show configuration sip-manipulation 1_pindrop_siprec_out
```

During validation, confirm the following:

X-Customer-IXN is present and matches the source interaction identifier carried in the SIPREC metadata for the same call.

X-Account-ID contains the Pindrop tenant/account value approved for the target environment.

The SIPREC session is established to one of the configured recording servers and the configured redundancy behavior operates as expected.

Calling/called context and any required original call metadata are present in the recording session without unintended overwriting.

The participant media streams are present and mapped as expected; where DTMF is required by the Pindrop service, confirm it is received correctly.

If transfers are in scope, repeat the test across the transfer and confirm that the logical interaction remains correlated using the same agreed identifier.

Appendix A - Sanitized Configuration

The following configuration excerpt contains the principal objects used by this application note, including the global SIPREC extension-metadata configuration and the lab correlation HMR. Replace the lab addresses, Pindrop tenant value, interface names, and any deployment-specific correlation source with values approved for the target deployment. Retain x-inin-cnv only where it is the agreed Genesys interaction source.

```

media-manager
  realm-config
    identifier
      session-recording-server
      spl-options
    realm-config
      identifier
      network-interfaces
      out-manipulationid
      genesys
      SRG:pindropsrg
      LRE-Identifier
      siprec
      siprecinterface:0.4
      1_pindrop_siprec_out

spl-config
  spl-options
    Extension-Headers="apkt:realm,x-inin-cnv"

session-router
  session-recording-group
    name
    strategy
    simultaneous-recording-servers 1
  session-recording-server
    name
    realm
    destination
    port
    transport-method
    mode
    <PINDROP_SRS_1>
    siprec
    <PINDROP_SRS_1_IP>
    5060
    StaticTCP
    selective
  session-recording-server
    name
    realm
    destination
    port
    transport-method
    mode
    <PINDROP_SRS_2>
    siprec
    <PINDROP_SRS_2_IP>
    5060
    StaticTCP
    selective

sip-interface
  realm-id
  sip-port
  address
  transport-protocol
  spl-options
  siprec
  10.0.3.101
  TCP
  HeaderNatPublicSipIfIp=[REDACTED],HeaderNatPrivateSipIfIp=10.0.3.101

steering-pool
  ip-address
  start-port
  end-port
  realm-id
  10.0.3.101
  10000
  20000
  siprec

sip-manipulation
  name
  description
  header-rule
    name
    header-name
    action
    storeMime
    Content-Type
    store
  header-rule
    name
    header-name
    action
    storeIxN
    Content-Type
    manipulate
  element-rule
    name
    type
    action
    match-value
    storeIxN
    mime-content
    store
    <apkt:header label="x-inin-cnv">...<value>([<+)</value>
  header-rule
    name
    header-name
    action
    addXCustIxN
    X-Customer-IXN
    add

```

new-value	\$storeMime.\$storeIdxn.\$1
header-rule	
name	addXaccountID
header-name	X-Account-ID
action	add
new-value	<PINDROP_ACCOUNT_ID>

Note: The sanitized HMR shows the validated Genesys x-inin-cnv extraction. For a different call-control platform, replace the match rule with the actual agreed interaction-ID source and validate the resulting SIPREC INVITE with Pindrop.

Note: Before deploying any configuration change, preserve a backup of the existing SBC configuration and validate the complete change in the target environment.

CONNECT WITH US

- blogs.oracle.com/oracle
- facebook.com/oracle
- x.com/oracle
- oracle.com

ORACLE

Oracle Corporation, World Headquarters

2300 Oracle Way
Austin, TX 78741, USA

Worldwide Inquiries

Phone: +1.650.506.7000 or
Phone: +1.800.392.2999

Integrated Cloud Applications & Platform Services

Copyright © 2026, Oracle and/or its affiliates. All rights reserved. This document is provided for information purposes only, and the contents hereof are subject to change without notice. This document is not warranted to be error-free, nor subject to any other warranties or conditions, whether expressed orally or implied in law, including implied warranties and conditions of merchantability or fitness for a particular purpose. We specifically disclaim any liability with respect to this document, and no contractual obligations are formed either directly or indirectly by this document. This document may not be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without our prior written permission.

Oracle and Java are registered trademarks of Oracle and/or its affiliates. Other names may be trademarks of their respective owners.

Intel and Intel Xeon are trademarks or registered trademarks of Intel Corporation. All SPARC trademarks are used under license and are trademarks or registered trademarks of SPARC International, Inc. AMD, Opteron, the AMD logo, and the AMD Opteron logo are trademarks or registered trademarks of Advanced Micro Devices. UNIX is a registered trademark of The Open Group. 0615