

E911 and Emergency Locations

Section	Description
Feature Area	Telephony Infrastructure
Navigation (Sites / Number Plans)	Admin → Telephony → Sites → [site] → Number Plans tab
Navigation (E911 Kari's Law)	Contact Genesys Cloud Voice support directly to configure Kari's Law notifications
Navigation (HELD for Poly phones)	Admin → Telephony → Trunks → External Trunks → [trunk] → General → Outbound → Location Conveyance
Navigation (Location Details)	Admin → Telephony → Locations (for physical address configuration)
Primary Function	Route emergency calls (911) to the correct Public Safety Answering Point (PSAP) based on the caller's location, and comply with Kari's Law requirements

Study Notes

Topic	Explanation
E911	Enhanced 911 — automatically transmits the caller's address and telephone number to the emergency dispatcher when 911 is dialed; no need for the caller to state their location
Traditional 911	Caller must identify their location manually
PSAP	Public Safety Answering Point — the regional emergency services dispatch center that receives 911 calls
Kari's Law	US federal law (effective February 16, 2018) — requires multi-line telephone systems (MLTS) to: (1) allow direct 911 dialing without a prefix, and (2) send a notification to a designated person when 911 is dialed
MLTS	Multi-Line Telephone System — any phone system with multiple lines; contact centers are MLTS operators

Topic	Explanation
Location Details	Configuration in Genesys Cloud that stores a physical location address — used for E911 routing and Kari's Law notifications
HELD	HTTP-Enabled Location Delivery — protocol that allows Poly phones to query a Location Information Server (LIS) for their precise network-based location at call time
LIS	Location Information Service — a server that maps network location data (IP, MAC) to a civic address for E911 purposes

Kari's Law Requirements (US Only)

Kari's Law applies to **Genesys Cloud Voice** customers in the United States.

Requirement	Genesys Cloud Voice Behavior
Direct 911 dialing (no prefix)	Automatically satisfied — no customer action required
Notification to designated location when 911 is dialed	Requires configuration — must be set up with Genesys Cloud Voice support

How to Configure Kari's Law Compliance (Genesys Cloud Voice)

1. Contact **Genesys Cloud Voice support**
2. Provide the following:
 - Full location address (US addresses only — Canadian addresses do not support notification)
 - Email addresses or email-as-text addresses to notify when 911 is dialed (e.g., `user@company.com`, `5551234567@txt.att.net`)

“ Notification is triggered based on the **physical location address** configured in Location Details.

Configuring Emergency Numbers in Sites

For all telephony options, emergency numbers are configured at the site level.

Step	Path
Open Admin	Admin → Telephony → Sites
Select site	Choose the appropriate site
Open Number Plans tab	Click Number Plans
Select Emergency plan	Click on the Emergency number plan in the list
Enter emergency number	Type the emergency services number (e.g., 911 for the US)
Kari's Law note	US users must not alter the 911 number with a prefix or any other modification

⚠ **Warning:** Do **not** assign an emergency number plan to a BYOC trunk unless you have verified with your carrier that they provide emergency services and that the carrier has the correct location for your phone numbers.

BYOC and Emergency Services

Genesys Cloud Voice includes built-in E911 support. BYOC customers must arrange E911 separately:

Option	E911 Approach
Genesys Cloud Voice	E911 included — configured through Location Details and Kari's Law setup with Genesys support
BYOC Cloud	Must check with your carrier — carrier must support E911 for your numbers and locations
BYOC Premises	Must check with your carrier — same requirement; also need to verify site-level number plan configuration

For BYOC E911 setup: Admin → Telephony → Trunks → BYOC trunk → configure as directed by your carrier

HELD — HTTP-Enabled Location Delivery (Poly Phones)

HELD allows Poly phones to retrieve their precise network location from a LIS server and include it in the SIP INVITE when a 911 call is placed, enabling more accurate emergency routing.

Supported phones: Poly VVX, Poly CCX, Poly Edge E

HELD Configuration Steps

Step	Where
1. Enable Location Conveyance on trunk	Admin → Telephony → Trunks → External Trunks → [trunk] → General → Outbound → check Location Conveyance
2. Enter Emergency Routing Service Account ID	From your emergency service provider (or token ID if token authentication is required)
3. Enter Location Information Server URL	URL to send HELD requests to
4. Enable HELD in phone Base Settings	Admin → Telephony → Phone Management → Base Settings → [Poly base settings] → enable HELD

How E911 Works — Genesys Cloud Voice

Agent dials 911



Genesys Cloud Voice looks up the physical location address associated with the agent's number / location



Call routed to appropriate PSAP for that address



PSAP receives caller's address and telephone number automatically (E911)



Locations Configuration

Physical location addresses are configured in: [Admin](#) → [Telephony](#) → [Locations](#)

Each location stores:

- Full physical street address
- Used by E911 routing (Genesys Cloud Voice)
- Used by Kari's Law notification configuration
- Assigned to sites, phones, or users as appropriate

E911 for Remote Workers

Remote workers present a challenge because their physical location is not fixed. Genesys Cloud Voice provides E911 configuration options for remote workers — the physical location address must be kept current for accurate PSAP routing.

Consideration	Detail
Accurate location data required	Inaccurate location may route the 911 call to the wrong PSAP — potentially causing delays
National fallback	If E911 cannot locate the caller, the call may route to a national emergency response service (less accurate, slower)
Remote workers	Must have their location updated when they change physical locations

Key Takeaways

Topic	Summary
E911 vs 911	E911 automatically transmits caller address and number to PSAP; traditional 911 requires caller to state location
Kari's Law	US federal law — MLTS must allow direct 911 dialing AND notify a designated person when 911 is dialed

Topic	Summary
Kari's Law — Genesys Cloud Voice	Direct 911 dialing is automatic; notification requires setup with Genesys Voice support
Kari's Law — BYOC	Customer must check with their carrier
Emergency number config	Admin → Telephony → Sites → Number Plans → Emergency plan
BYOC warning	Do not assign emergency number plan to BYOC trunk without verifying carrier support
HELD	Protocol for Poly phones to deliver precise location to E911 — configured on trunk + base settings
Supported HELD phones	Poly VVX · Poly CCX · Poly Edge E
Locations	Admin → Telephony → Locations — stores physical addresses for E911 and Kari's Law

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