# Callback User's Guide

Configuring Callback in SIP Cluster Environment

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If you are configuring Callback and a SIP Cluster in a multiple URS environment, additional configuration steps are required to ensure that agent reservation conflicts do not occur when a single agent becomes available and there are multiple URS instances trying to dial and route a call to the same agent.

> ## Important
>
> For more information on this scenario, read Deploying SIP Cluster.

## Configure Virtual Queues

First, in your virtual queues configured for your SIP cluster, ensure that enough agents will be available by creating, in the **Options** tab, the section __ROUTER__ that contains the agent_reservation option.

For example:

```
[__ROUTER__]
agent_reservation=8
```

> ## Important
>
> There are two underscores at the beginning of the section name and two underscores in the ending of section name, that is, 4 underscores in total.

To determine the correct value for agent reservation, see Agent Availability for Routing in the SIP Cluster Solution Guide.

## Configure SIP Cluster Nodes

For each VQ SIP Server node of your SIP Cluster, create a __ROUTER__ section that includes agent_reservation=false.

```
[__ROUTER__]
agent_reservation=false
```

## Configure URS

For each URS HA Pair in your environment, follow the below instructions:

- Work on one URS HA pair at a time.
- Make changes to the URS instance, which currently operates in a backup mode.
  1. Add connections to VQ SIP Server nodes in the **Connections** tab.
  2. For each connection, make sure that:
     Connection Protocol=addp

     Trace Mode=Trace on Both Sides

     Remote timeout = 11

     Local timeout = 7

     Port ID = default
  3. In the **Options** tab, edit the `vcb` option in the `default` section:

     `vcb=30:120:60:1:20:0:1:50:1000`
  4. Apply changes to the URS backup instance.