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Callback User's Guide

Configuring Callback in SIP Cluster Environment

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Configuring Callback in SIP Cluster Environment

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.