Voice Callback and URS

Multiple URSes

12/18/2025

Multiple URSes

Information related to using multiple URSes for VCB is provided in this topic.

Using multiple URSes is activated with the n4 `vcb` option. See VCB Configuration.

When using multiple URSes, agent reservation must be activated (even without the context of VCB). The `agent_reservation` URS option should be set to **true**, **generic** or **implicit** on all URSes. If needed, the associated URSes and T-Servers must also be configured to support the selected agent_reservation method.

Additionally (VCB specific):

- On all URSes (even those not involved in VCB but just routing calls to the same agents as the VCB URSes), the `vcb` option must have n4 set to 1 (see VCB Configuration).
- As a VCB notification cannot use implicit agent reservation, all URSes (even those not involved in VCB but just routing calls to the same agents as the VCB URSes) must be configured to be able to perform explicit agent reservation (regular or centralized). Even if the `agent_reservation` option is set to **implicit**, these URSes still need to be able to perform explicit agent reservation (have a connection to centralized or all involved T-Servers) if needed.

> ## Important
> Using an adjustable hit rate for VCB notifications has some limitations in case of multiple URSes. The multiple URSes case assumes agent reservation is in effect. Agent reservation request carries information only about one call (the one with the highest priority that URS node has). If more than 1 call was selected for notification (call1, call2, and so on), the positioning of the remaining calls in a *global* queue (containing calls from all URSes) is unknown. Other URSes might have routable calls of higher priority than call2, for example. This might result in the corresponding customer waiting for too long before being connected with the agent. A more advanced agent reservation mechanism is required to meet the requirement of this case in an appropriate way (each URS provides a small fragment of the calls from their local queues and gets back a fragment of calls in the global queue composed from pieces provided by each URS). Until such an advanced agent reservation mechanism is created it is recommended that, if using an adjustable hit rate for VCB notifications in a multiple URSes environment, the priority of every VCB call (after it is answered) must be increased in one way or another. (See the VCB Configuration section for more information on the `jump priority` setting).

Before 8.1.400.40, using of multiple URSes disables functionality described in Step 3 (Use Case B and C), VCB Implementation. Reasoning: URS does not know if some other URS was routing a call to the agent (Use Case B) and the content of the other URS's queue of calls. From 8.1.400.40, there is no such limitation, but the described limitations with using these functionalities in a multi-URS environment remains. As mentioned above, if activated (with parameters n8 and/or `n10` of the `vcb` option), it probably will be reasonable to increase the priority of every VCB call (after it is answered) in one way or another.

If multiple URSes are used for VCB but not configured as such (n4 in vcb is 0), the VCB functionality will still work. However, this can potentially result in over dialing of VCB calls (in efect, this is another way to increase the rate of dial notifications).