SIP Cluster Solution Guide

Routing Limitations in SIP Cluster

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Routing Limitations in SIP Cluster

Supported T-Library Requests

The scope of URS within a SIP Cluster environment is to monitor and control Routing Points only. Therefore, the following T-Library requests are supported:

- TRegisterAddress (only for Routing Points)
- TRouteCall
- TApplyTreatment
- TSendDTMF
- TQueryCall
- TQueryServer
- TAttachUserData
- TUpdateUserData
- TDeleteUserData
- TDeleteAllUserData
- TGetAccessNumber
- TCancelReqGetAccessNumber
- TReserverAgent
- TSendEvent
- TPrivateService

IRD Predefined Statistics Not Supported in the SIP Cluster Environment

- RStatLBEWTLAA
- RStatExpectedLBEWTLAA
- RStatExpectedLoadBalance
- RStatLoadBalance

IRD Functions Not Supported in the SIP Cluster Environment

- ACDQ
- AnswerCall
- DeliverCall
- DeliverToIVR
- GetCurrentLeg

- NMTExtractTargets
- ReleaseCall
- ClaimAgentsFromOCS

IRD Objects Not Supported in the SIP Cluster Environment

- Load Balancing

IRD Predefined Macros Not Supported in the SIP Cluster Environment

- MakeAgentNotReady
- RedirectCall
- RedirectCallMakeNotReady

URS Options Not Supported in the SIP Cluster Environment

- transfer_to_agent
- transit_dn
- unix_socket_path
- call_monitoring
- check_call_legs
- count_calls
- lds

URS Capabilities Not Supported in the SIP Cluster Environment

- Cost-based routing
- Support for load balancing
- Support for agents participating in multiple outbound campaigns
- Strategy support for ring-no-answer situations