SIP Cluster Solution Guide

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> **Important**
>
> SIP Cluster solution is under restricted availability. Contact Product Management for more information.

Use this guide to find a general overview of how the SIP Cluster works, as well as all special configuration of Genesys components related to the SIP Cluster solution.

About SIP Cluster

Find out how SIP Cluster components and applications work.

Overview

Cluster components

Unsupported functionality

Deploying SIP Cluster

Component Configuration

Find procedures to set up the core components.

Configuring SIP Server

Configuring SIP Proxy

Configuring SIP Feature Server

Stat Server

Routing Principles

Find out about a routing concept in SIP Cluster.

Routing principles

Agent availability for routing

Agent reservation

Routing optimization

Routing limitations

Historical Reporting

Find out about historical reporting in SIP Cluster.

Overview

Architecture

Deployment considerations

Operational considerations

Deployment tasks

SIP Business Continuity