Callback User's Guide

Configuring Callback in SIP Cluster Environment

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Contents

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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.