SIP Cluster Solution Guide

Configuring Outbound Contact

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Configuring Outbound Contact

Outbound Contact supports a VoIP deployment that enables automated outbound dialing and call-progress detection when using SIP Server in the SIP Cluster environment. Outbound Contact Server (OCS) supports all VoIP dialing modes in the SIP Cluster environment.

Complete the following configuration to enable outbound functionality in your SIP Cluster environment:

- Configure the OCS application
- Configure Switch objects
- Configure a Communication DN
- Configure Trunk Group DNs

Configure the OCS application

1. Follow the standard deployment procedure for deploying OCS.
2. On the **Connections** tab, add the following connections:
   - The primary SIP Server of the SIP Cluster Node that is deployed in the same data center. OCS is connected to the T-Controller port, **TCport**, and only to one SIP Cluster Node in the data center. However, if the Smart Proxy module is enabled, connect OCS to the **SmartProxy** port instead.
   - The primary VQ SIP Server that is deployed in the same data center.
   - The primary Stat Server that is deployed in the same data center.

OCS supports load balancing when operating in a SIP Cluster environment. See OCS Load Balancing in SIP Cluster for details.

Configure Switch objects

In the SIP Cluster Switch and VQ Switch, in the **General** tab, set the **T-Server** field to None.

Configure a Communication DN

1. Under **Switches** > **VQ-switch** > **DNs**, create a Communication DN. Only one Communication DN must be created in the VQ-switch.

2. In the **Annex** tab of the Communication DN, create the **[default]** section. In the **[default]** section, create the **outbound_contact_server** option and set it to `true`.

Configure Trunk Group DNs

1. Under **Switches** > **SIP_Cluster** > **DNs**, create a DN of type **Trunk Group** for each data center.
2. In the **Annex** > **[OCServer]** section, set the **outbound_contact_server** to `true`.
3. In the **Annex** > **[TServer]** section, configure the following configuration options:

Name	Value
contact	::msml
geo-location	<A string identifying the data center to which this DN belongs>
cpd-capability	mediaserver
make-call-rfc3725-flow	1
refer-enabled	false
request-uri	sip:msml@<RM-SRV-FQDN>;gvp-tenant-id=Environment (FQDN of the active-active RM pair resolved in SRV records)
ring-tone-on-make-call	false
subscription-id	Environment

Running Campaign Groups

- When campaign groups run in Active-backup mode, note the following:
  - Only one OCS is used at a time.
  - All campaign groups run on this OCS.
  - OCS in another data center is used only in a disaster recovery scenario.
- When campaign groups run in Active-active mode, they run on the OCS in both data centers.

Limitation: If multiple OCS instances are running campaign groups in parallel in the same environment, one OCS is not aware what campaign groups have been already run on the other OCS.