



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

SIP Cluster Solution Guide

Configuring Genesys Mobile Services

Contents

- 1 Configuring Genesys Mobile Services
 - 1.1 Configure Virtual Queues
 - 1.2 Configure VQ SIP Server
 - 1.3 Configure URS

Configuring Genesys Mobile Services

Genesys Mobile Services (GMS) controls and exposes the Genesys API functionality to external applications by REST APIs. GMS provides a user interface to manage the provisioning and deployment of callback services.

If you are configuring Callback in the 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 route a call to the same agent.

Configure Virtual Queues

In your virtual queues configured for the 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 this solution guide.

Configure VQ SIP Server

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

1. Follow instructions for configuring URS as described in [Configuring Universal Routing Server](#).
2. On the **Options** tab, edit the **vcb** option in the **[default]** section:

```
vcb=30:120:60:1:20:0:1:50:1000
```

3. Apply changes to the URS backup instance.