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SIP Cluster Solution Guide

Configuring Genesys Mobile Services

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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.