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SIP Cluster Solution Guide

Configuring GWS

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Configuring GWS

Web Services and Applications (formerly Workspace Web Edition & Web Services) is a set of REST APIs and user interfaces that provide a web-based client interface to access Genesys services. Web Services and Applications (GWS) supports SIP Cluster with some limitations.

Identification

To identify if the environment is a SIP Cluster, GWS checks if the CloudCluster connections have the **server-role** setting as 5. Once identified, a **GET ../api/v2/genesys-environments/{id}?fields=*** will return the **clusterMode** flag enabled in the response and the Employee login can be used as the agent login.

```
"voiceEnvironments": [
{
  "backupAddress": "%backup_address%",
  "backupDbid": 371,
  "backupPort": "5001",
  "backupServerName": "SIPS_B",
  "backupSipPort": "5060",
  "clusterMode": true,
  "connectionProtocol": "addp",
  "id": "53ef36a3-e10d-45cc-82dd-16db9a600fb1",
  ...
  "tserverConnections": [
  {
    "backupAddress": "%backup_address%",
    "backupDbid": 371,
    "backupPort": "5001",
    "backupServerName": "SIPS_B",
    "backupSipPort": "5060",
    "connectionProtocol": "addp",
    "genesysEnvironmentId": "2ad2a3b5-5f8a-47b0-b196-7465b959416e",
    "id": "6e35d741-db06-4eae-a95f-743c5ef4fe83",
    ...
  }
  ]
}
...
}
```

The **useEmployeeIdAsAgentLoginForSIPCluster** option in the **application.yaml** file must be set to **true**. This setting enables the employee ID to be used as the agent login. The **StartContactCenterSession** call will use the employee ID as the login ID.

Deployments

In a SIP Cluster deployment, WWE is the agent-facing UI and Genesys Softphone is the software SIP Endpoint. There are two possible deployments that GWS supports for SIP Cluster:

- Standalone mode
- Connector mode

Standalone Mode Deployment

In a Standalone deployment, WWE and Softphone run side-by-side in the same data center. The settings for the Softphone including REGISTER URI (including a DN), are shipped with binaries in a configuration file.

Connector Mode Deployment

In a Connector deployment, WWE configures and controls Softphone during runtime. The settings for Softphone is identical in all instances and the configuration is centralized in the configuration environment (including a DN).

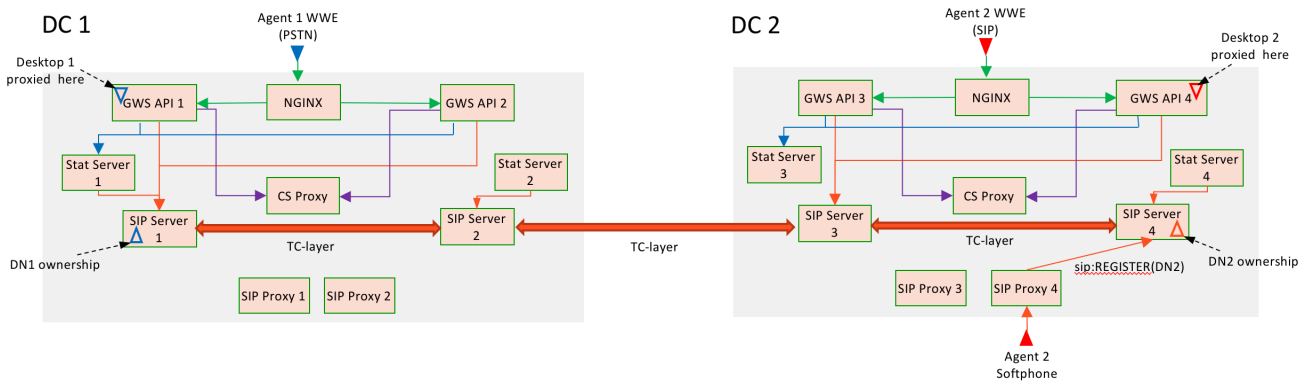
Provisioning

To support SIP Cluster, the following items have to be provisioned.

Person	<ul style="list-style-type: none">• For Standalone Mode, the defaultPlace is not required for hot seating.• For Connector Mode, the defaultPlace is required for hot seating. <p>The Employee ID is used as the AttributeAgentID in TAgentLogin requests when the useEmployeeIdAsAgentLoginForSIPCluster option is set to <i>true</i> in the application.yaml file.</p> <p>Extension DNs are configured under the SIP Cluster switch.</p>
Place	The Extension DN must be configured.

The Agent Login objects should not be configured in the SIP Cluster environment.

GWS Connection to 4-node 2-DC SIP Cluster



All GWS API nodes in one data center connects to:

- one SIP Cluster node
- one Stat Server
- Configuration Server Proxy

All connections have the **locations** parameter specified in the **Application Parameters** section of the **Advanced** tab:

- locations=/APS3

See [Multiple Data Center Deployment](#) for more information on configuring multiple data centers.

SIP Access Point Configuration

Ensure the following items are configured:

- All SIP traffic to SIP Cluster should be sent to one geo-aware SRV FQDN address, e.g., sipcluster.abc.com.
- The SIP Cluster access point SRV FQDN is configured in the **SIP Outbound Proxy DN** of type Voice over IP Service as a value of the **external-contact** parameter in the **[TServer]** section.
- SIP Cluster sends this FQDN as its contact in the outgoing SIP messages. e.g., Record-Route: sipcluster.abc.com
- All SIP clients of the SIP Cluster must support the SRV FQDN and should be able to resolve the SIP Cluster access point SRV FQDN:
 - RM, SBC, Softphones
- **DNS records** should be configured to resolve the SRV FQDN to the SIP Cluster access point closest to the requestor.
- SIP Cluster access point may be SIP Proxy, or SBC, or both.

WWE Provisioning for Softphone

Configure Genesys Softphone with the following patterns, *privilege.sipendpoint.XXX*:

- privilege.sipendpoint.can-use
- privilege.sipendpoint.can-change-microphone-volume

Control Parameters

<p>Softphone Control Parameter</p>	<ul style="list-style-type: none"> • sipendpoint.uri: http[s]://localhost:<softphone-listening-port> <p>Ensure that the protocol is aligned with the GWS browser connection protocol (http or https).</p>
<p>SIP Configuration Parameters</p>	<ul style="list-style-type: none"> • sipendpoint.sip-server-address: SRV FQDN pointing at the SIP Cluster SIP access point, e.g., sipcluster.abc.com • sipendpoint.transport-protocol: udp/tcp/tls
<p>Softphone Specific Parameters</p>	<p>Based on the pattern: <i>.<domain>.<section>.<setting></i>, all parameters in this category are automatically sent to the Softphone. The Softphone overwrites local configuration file settings with the values received from the connector:</p> <ul style="list-style-type: none"> • sipendpoint.policy.device.use_headset=1 • sipendpoint.policy.device.headset_name=*