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SIP Cluster Solution Guide

SIP Cluster Components

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Important

SIP Cluster solution is under restricted availability. Contact Product Management for more information.

The SIP Cluster includes several core and supporting components:

- **SIP Server** provides the hardware-to-software interface for calls.
- **SIP Proxy** acts as SIP registrar and hides the SIP Server infrastructure from SIP endpoints.
- **SIP Feature Server** handles voicemail, provides the user interface for configuring and using dial plans.
- **Orchestration Server and Universal Routing Server** provide voice-routing capabilities.
- **Stat Server** provides support for the reporting of interactions in the cluster environment.
- **Historical Reporting** in the SIP Cluster solution provides detailed data, analytics, and reports about activity in your entire contact center, through use of several Genesys products:
 - Interaction Concentrator
 - Genesys Info Mart
 - Reporting and Analytics Aggregates (RAA)
 - Genesys Customer Experience Insights (GCXI) (which replaces the deprecated Genesys Interactive Insights [GI2])
- **Web Services and Applications (GWS)** is a set of REST APIs and user interfaces that provide a web-based client interface to access Genesys services. Workspace Web Edition is the required desktop for this solution. The Genesys softphone or a Genesys supported SIP hardphone can be used for voice interactions with the agent. The agent can log into any data center as he or she is effectively logging into a single switch.
- **Outbound Contact** is an automated system that is used to create, modify, and run outbound dialing campaigns/dialing sessions in which agents interact with customers.
- **Genesys Mobile Services (GMS)** controls and exposes the Genesys API functionality to external applications by REST APIs, and provides critical callback services.
- **Genesys Interaction Recording** is a call recording solution, screen capture, and Quality Monitoring (QM) tool utilized to store, manage, and playback recorded voice conversations and screen captures, as well as provide quality assurance.

See [Client connections in SIP Cluster](#) and the diagram that illustrates component connectivity in the SIP Cluster.

What is a SIP Cluster Node

A SIP Cluster node instance is a set of components running on a computer host. An HA pair of SIP Cluster instances forms a SIP Cluster node.

Reference configuration of the SIP Cluster node contains the following components:

- SIP Server
- URS
- ORS
- Stat Server
- Interaction Concentrator

All components are deployed with corresponding redundancy. To increase call process capacity, deploy several SIP Cluster nodes.

Minimum Recommended Versions

The following table lists the components and their minimum recommended versions that are part of the SIP Cluster solution.

| Component Name | Minimum Recommended Version |
|------------------------------------|-----------------------------|
| Genesys Info Mart | 8.5.011.04 |
| Genesys Interaction Recording | 8.5.222.00 |
| Genesys CX Insights (replaces GI2) | 9.0.007.03 |
| Genesys Mobile Services | 8.5.112.05 |
| GVP Media Control Platform | 8.5.185.34 |
| GVP Resource Manager | 8.5.185.37 |
| Interaction Concentrator | 8.1.514.10 |
| Management Framework | 8.5.1+ |
| Orchestration Server | 8.1.400.67 |
| Outbound Contact Server | 8.1.509.06 |
| SIP Feature Server | 8.1.202.06 |
| SIP Proxy | 8.1.100.72 |
| SIP Server | 8.1.103.11 |

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|-------------------------------|------------|
| Stat Server | 8.5.108.19 |
| Universal Routing Server | 8.1.400.45 |
| Web Services and Applications | 8.5.202.40 |