SIP Cluster Solution Guide

Unsupported and Partially Supported Functionality

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Contents

Unsupported and Partially Supported Functionality

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

This topic provides high-level information about functionality that is not supported or partially supported in this release of SIP Cluster. Consult documentation of particular products and corresponding product teams for possible limitations of their products in the SIP Cluster architecture.

Solution	Limitations or differences
SIP Server	Certain features or functionality are either not supported in SIP Cluster or are not fully supported. For full details, see: • Unsupported SIP Server functionality • Unsupported SIP Server configuration options • Partially supported SIP Server functionality
Universal Routing	The following Universal Routing functionality is not supported in SIP Cluster: • Certain functions and objects, see Routing Limitations • Some predefined statistics and predefined macros • Strategy for ring-no-answer situations • Cost-based routing • Load balancing • Agents participating in multiple outbound campaigns
Historical Reporting	All Interaction Concentrator and Genesys Info Mart functionality is supported in SIP Cluster, but certain data is no longer reported or is reported differently. For more information, see Historical Reporting Deployment Considerations.
Web Services and Applications	Web Services and Applications (GWS):

Solution	Limitations or differences
	• Complete SIP Cluster integration and support will be implemented and documented in GWS version 9.0. The existing version of GWS 8.5 is also available for SIP Cluster deployment and requires a Product Management approval. The following Workspace Web Edition 8.5.2 on-premises features are not supported for SIP Cluster: • Remote agent phone number support • Nailed up connection establishment on first call • Routing Point monitoring and coaching
Genesys Interaction Recording (GIR)	The GIR solution supports SIP Cluster premise deployments, but with limitations where features cannot be configured at the Agent Login object level, such as wrap-up-time and Full-time Recording.

Unsupported SIP Server functionality

The following SIP Server functionality is not supported in SIP Cluster:

- ACD Queues
- ISCC (Multi-site support)
- Alternate Routing - Stranded Calls
- Associating an ACD Queue with a Routing Point
- Asterisk Voice Mail Integration
- Call Completion Features
- Call Park/Retrieve
- Call Pickup
- Call Recording NETANN-Based
- Supervision of Routing Points (IVR supervision supported instead)
- Remote Supervision
- Class of Service
- Dummy SDP
- E911 Emergency Gateway

- Find Me Follow Me
- Hunt Goups
- IMS Integration
- Instant Messaging
- Media Server Reliability NETANN
- Nailed-Up Connections
- P-Access-Network-Info Private Header
- Presence from Switches and Endpoints
- Preview Interactions
- Remote Server Registration
- Shared Call Appearance
- Smart OtherDN Handling
- Trunk Capacity Support

Unsupported SIP Server configuration options

This list contains SIP Server configuration options that are not supported and not related to the functionality listed above.

Application level:

- dtmf-payload
- external-registrar
- emergency-recording-cleanup-enabled
- emergency-recording-filename
- internal-registrar-enabled
- internal-registrar-domains
- internal-registrar-persistent
- max-legs-per-sm
- registrar-default-timeout
- shutdown-sip-reject-code
- sip-legacy-invite-retr-interval
- sip-retry-timeout

Partially supported SIP Server functionality

The following table presents SIP Server functionality partially supported in SIP Cluster. The table entries use these notations:

- N—Not supported
- Y—Supported
- P—Partially supported
- App—Application-level setting

- DN—DN-level setting
- AL—Agent Login-level setting
- Ext—AttributeExtensions
- RP—Routing Point

Feature Name	Setting Level	Supported	Comments
Alternate Routing			
Alternate Routing - Unresponsive ORS/URS		P	Alternate routing via ISCC is not supported. A call can be redirected only within a SIP Cluster node receiving a call.
sip-invite-timeout	App	Y	

Feature Name	Setting Level	Supported	Comments
no-response-dn	DN	P	It works but conflicts with SIP Feature Server forwarding.
default-dn	App, DN (RP)	Y	
router-timeout	App	Y	
default-route-point	App	Y	
Automatic Inactive Agent Logout			
auto-logout-timeout	App, DN (RP)	P	Only on the Application level is supported.
auto-logout-ready	App, DN (RP)	P	Only on the Application level is supported.
logout-on-disconnect	App, DN (RP)	P	Only on the Application level is supported.
Call Recording MSML-based			
recording-filename	App	Y	
msml-record-support	App	Y	
record-consult-calls	App	Y	
record	DN	P	Only on the DN level is supported, but on the Agent Login level is not.
Dynamic Call Recording			
id	Ext	N	
record	Ext	P	It is supported only in TRouteCall.
dest	Ext	N	
params	Ext	N	
Emulated Agents			
emulate-login	Ext	N	
emulated-login-state	App, DN	P	Only on the Application level is supported.
agent-strict-id	App	N	
sync-emu-agent	App, DN	N	
override-switch-acw	App	N	
untimed-wrap-up-value	App	N	
wrap-up-time	App, DN, Ext	P	Only on the Application level and in AttributeExtensions are supported.
wrap-up-threshold	App	N	
legal-guard-time	App, Ext	Y	
timed-acw-in-idle	App	Y	

Feature Name	Setting Level	Supported	Comments
acw-in-idle-force-ready	App	Y	
agent-emu-login-on-call	App, DN, Ext	N	
agent-logout-on-unreg	App, Ext	N	
enable-agentlogin-presence	App	N	Implemented in SIP Feature Server instead.
enable-agentlogin-subscribe	App	N	Implemented in SIP Feature Server instead.
auto-logout-ready	App, DN	P	Only on the Application level is supported.
auto-logout-timeout	App, DN	P	Only on the Application level is supported.
logout-on-disconnect	App, Ext	Y	
logout-on-out-of-service	App	Y	
reason-in-extension	App	P	It is triggered by NOTIFY. But SIP Cluster does not know the agent state.
agent-logout-reasssoc	App	N	TRegisterAddress from the same client name does not re-associate ownership, only TAgentLogin does.
Endpoint Service Monitoring			
oos-check	DN	Y	
oos-force	DN	Y	
recovery-timeout	DN	Y	
oos-options-max-forwards	DN	Y	
sip-oos-enabled	DN	N	Passive OOS is not supported.
No-Answer Supervision			
*-no-answer-overflow	App, DN, AL	P	agent-no-answer-overflow -- Only on the Application level is supported.
*-no-answer-action	App, DN, AL	P	agent-no-answer-action -- Only on the Application level is supported.
*-no-answer-timeout	App, DN, AL	P	agent-no-answer-timeout -- Only on the Application level is supported.
nas-private	App	Y	
set-notready-on-busy	App	Y	
NO_ANSWER_TIMEOUT	Ext	Y	
NO_ANSWER_OVERFLOW	Ext	Y	
NO_ANSWER_ACTION	Ext	Y	

- Multi-Site Supervision--Supervision works when a supervisor is in SIP Cluster and an agent is in the standalone switch. It does not work when a supervisor is on the standalone switch and an agent is in SIP Cluster.