



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

SIP Cluster Solution Guide

4/21/2025

Contents

- 1 SIP Cluster Solution Guide
 - 1.1 About SIP Cluster
 - 1.2 Component Configuration
 - 1.3 Routing Principles
 - 1.4 Historical Reporting

SIP Cluster Solution Guide

Important

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

Use this guide to find a general overview of how the SIP Cluster works, as well as all special configuration of Genesys components related to the SIP Cluster solution.

About SIP Cluster

Find out how SIP Cluster components and applications work.

[Overview](#)

[Cluster components](#)

[Unsupported functionality](#)

[Deploying SIP Cluster](#)

Component Configuration

Find procedures to set up the core components.

[Configuring SIP Server](#)

[Configuring SIP Proxy](#)

[Configuring SIP Feature Server](#)

[Stat Server](#)

Routing Principles

Find out about a routing concept in SIP Cluster.

[Routing principles](#)

[Agent availability for routing](#)

[Agent reservation](#)

[Routing optimization](#)

[Routing limitations](#)

Historical Reporting

Find out about historical reporting in SIP Cluster.

[Overview](#)

[Architecture](#)

[Deployment considerations](#)

[Operational considerations](#)

[Deployment tasks](#)

[SIP Business Continuity](#)