SIP Server Deployment Guide

Alternate Routing for Unresponsive URS/ORS

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Alternate Routing for Unresponsive URS/ORS

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SIP Server supports delivering calls to an alternative location in situations in which the Universal Routing Server (URS) or Orchestration Server (ORS) becomes non-operational or unresponsive. If enabled, SIP Server sends the call to a specified alternate DN should URS/ORS fail, or if the call waits too long on a Routing Point.

You can now configure multiple destinations for alternate routing.

In multi-site deployments, calls can be routed by using `route` or `direct-uui` ISCC transaction types, or by using the ISCC Call Overflow mechanism. If `route` or `direct-uui` transaction types are used, Genesys recommends configuring inbound trunks with OOSP (Out Of Signaling Path) for efficient use of alternate routing. That way, a call is removed from SIP Server, minimizing its load.

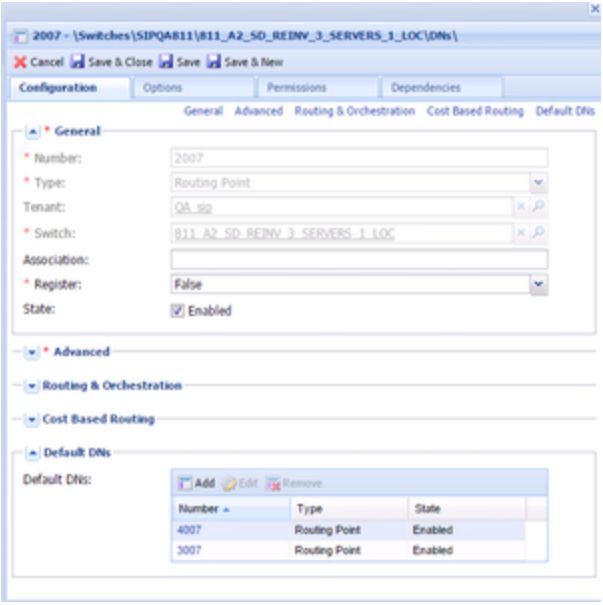
In addition, with this enhancement:

- When multiple alternate destinations are configured, including those located on different switches, SIP Server load balances them in a round-robin manner.
- SIP Server prevents loops in the routing path by ignoring all destinations that were already tried, and rejects the call if none are available.
- SIP Server supports standard log event 52053 for an alternate routing indication.

Feature Configuration

- Use the Application-level option `alternate-route-profile` to define a valid Routing Point DN that contains a Default DNs list. SIP Server uses that list when it encounters a Routing Point with an empty Default DNs list.
- Set the parameter `alternate-route-cof` to `true` to specify that alternate routing uses the ISCC Call Overflow feature.

> ### Important
> Alternate routing with attached data is enabled when alternate destinations are configured in a Default DNs list of the Routing Point DN configuration. However, if you configure the alternate destination using the `default-dn` option (on either the Application or the DN level), the alternate destination will be taken from that `default-dn` option. The alternate destination configured in `alternate-route-profile` will be ignored and not used.



Configuration example: Default DNs list

alternate-route-profile

Setting: Application level
Section: `TServer`
Default Value: An empty string
Valid Values: A Routing Point DN with non-empty Default DNs list
Changes Take Effect: For the next default routing

Defines a Routing Point DN with a Default DNs list in its configuration. This list is used for alternate routing for all Routing Points with an empty Default DNs list.

alternate-route-cof

Setting: `ISCC Protocol Parameters` field of the Switch Access Code configuration object
Default Value: An empty string
Valid Values: `true, false`
Changes Take Effect: After SIP Server restart

When set to `true`, SIP Server uses the ISCC Call Overflow (COF) feature for alternate routing.

Feature Limitations

- Alternate routing does not support default access codes.
- SIP Server does not trigger alternate routing when the `router-timeout` timer is in progress and a URS disconnects from SIP Server, or when SIP Server submits a TUnregisterAddress request from the last T-Library client registered on this Routing Point. SIP Server triggers alternate routing only when the `router-timeout` timer expires.