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Genesys Interaction Recording Solution Guide

Disk Storage Recommendations

Disk Storage Recommendations

This section provides disk storage recommendations for premise Genesys Interaction Recording deployments.

MP3 is the archival and playback format; therefore, the storage sizing is a direct function of the MP3 bitrate, the duration of recording files, and the retention period. The estimates below are based on calculations using MP3 recordings at 16 kbit/s.

Storage Size Estimations

There are three sizing levels considered:

1. Small—0 to 150 seats
2. Medium—150 to 300 seats
3. Large—300 to 1000 seats

The following tables provide estimates per level.

	Small	Medium	Large
Average Calls per Day	11400	22800	96000
Average Call Duration	210	210	210
Storage Period (Days)	100	100	100

Quality	Small	Medium	Large	Quality	Small	Medium	Large
Average Size per Day in GB				Average Storage in TB			
16 kilobytes per second	4.6	9.2	38.4	16 kilobytes per second	0.44	0.9	3.76