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eServices Multitenancy and Load Balancing Guide

UCS and Interaction Server Proxies

4/24/2025

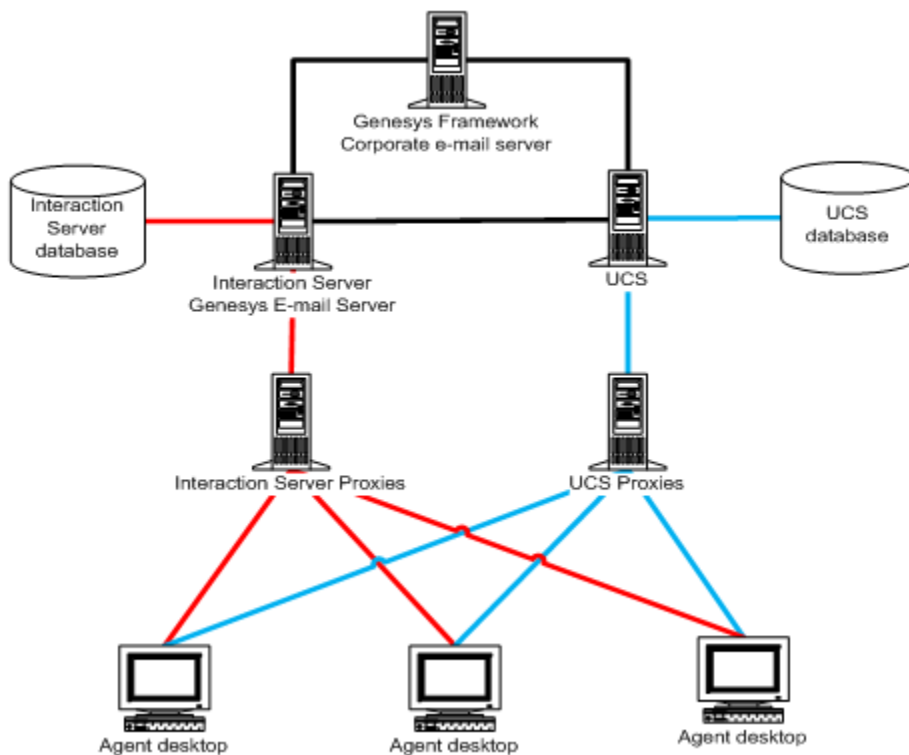
UCS and Interaction Server Proxies

Large numbers of custom desktop (ESP client) connections to Interaction Server and UCS may give rise to performance issues. To mitigate the issues caused by a high load on the server, Genesys introduced Interaction Server Proxy and UCS Proxy in release 7.6.1. Desktop applications can be configured to connect to these Proxies instead of the main server, significantly reducing the load on the server. For example, it is easier for the server to handle 20,000 clients that operate through ten proxies (only ten connections) than to handle the same 20,000 clients that each connect separately.

For a description of how to deploy these Proxy servers, see the "Manual Deployment-UCS Proxy, Interaction Server Proxy, and SMS Server" chapter of the eServices 8.1 Deployment Guide.

Because there are so many variables in deployment (choice of operating system, number of clients, details of architecture, and so on), it is not possible to provide exact guidelines as to when deploying a Proxy server would be advantageous. However it may be stated that you can anticipate performance issues when the number of clients exceeds 10,000.

The diagram below shows a sample deployment using both Interaction Server Proxy and UCS Proxy. Each of the agent desktops in the diagram can represent several thousand agents.



Sample Architecture Using Proxy Servers