GENESYS™

eServices Multitenancy and Load Balancing Guide

SMS Server

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SMS Server

SMS Server is scalable if necessary in order to deal with high volumes of inbound SMS messages arriving from an SMS Center.
Genesys suggests the following method of scaling:

- Take the set of telephone numbers from which SMS messages can arrive and divide it into subsets. For example, you can define one subset as numbers in the (650) area code, and a second one as numbers in the (925) and (510) area codes.

- Deploy one SMS Server for each subset.

- Be sure that every served telephone number belongs to exactly one subset.

- Have all of the SMS Servers running simultaneously, to serve all inbound traffic.