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Business Edition Premise Provider's Guide

Sizing and performance assumptions

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Sizing and performance assumptions

This page describes the sizing and performance assumptions for each of the Business Edition Premise routing applications.

Voice input assumptions

[+] More Information

Input Assumptions	BEP 50	BEP 100	BEP 300
Agents per system (90% of customers)	50	100	300
Worst-case agents per system	50	100	300
Agent utilization	80%	80%	80%
Call qualification time	60s	60s	60s
Queue time	120s	120s	120s
Talk time	180s	180s	180s
Calculated worst-case values			
Calls/Agent/Hour	16	16	16
Concurrent active calls	100	100	300
Peak CAPS (Call Arrivals per Second)	0.4	0.8	2.2
Busy hour calls	1440	2880	7920
Calls per day	6,667	13,334	40,000
Calls per month	146,674	293,348	880,000
Additional assumptions			
Percentage of hold time	30%	30%	30%
Percentage of transferred calls	30%	30%	30%
Percentage of conference calls	10%	10%	10%
Percentage of monitored calls	5%	5%	5%
Average attached data size	512 bytes	512 bytes	512 bytes
Attached data requests per call	5	5	5
Retention period for historical data	13 months	13 months	13 months
UCS data retention	3 months	3 months	3 months

Input Assumptions	BEP 50	BEP 100	BEP 300
ICON data retention	7 days	7 days	7 days

Email input assumptions

[+] More Information

Input Assumptions	50 Agent	100 Agent	300 Agent
Agents per system (90% of customers)	12	25	75
Worst-case agents per system	12	25	75
Agent utilization	80%	80%	80%
Queue time	1-2 days	1-2 days	1-2 days
Processing time	10m	10m	10m
Calculated worst-case values			
Emails/Agent/Hour	4	4	4
Concurrent active emails being processed by an agent	12	25	75
Peak EAPS (Email Arrivals per Second)	0.2	0.4	1.25
Busy hour emails	720	1440	4500
Emails per day	1667	3334	10,000
Emails per month	36,674	73,348	220,000
Additional assumptions			
Average email size	50 K	50 K	50 K
Average attached data size	512 bytes	512 bytes	512 bytes
Attached data requests per email	5	5	5

Chat input assumptions

[+] More Information

Input Assumptions	50 Agent	100 Agent	300 Agent
Agents per system (90% of customers)	12	25	75
Worst-case agents per system	12	25	75
Agent utilization	80%	80%	80%
Queue time	120s	120s	120s
Processing time	10m	10m	10m

Input Assumptions	50 Agent	100 Agent	300 Agent
Calculated worst-case values			
Chats/Agent/Hour	16	16	16
Concurrent active chats being processed by an agent	4	4	4
Peak chats per second	0.15	0.3	1
Busy hour chats	540	1080	3600
Chats per day	3,000	6,000	18,000
Chats per month	66,000	132,200	396,000

Outbound input assumptions

[+] More Information

Input Assumptions	50 Agent	100 Agent	300 Agent
Agents per system (90% of customers)	20	40	60
Outbound interactions per day	1334	2667	8000
Outbound voice peak IPS	1.5	3	9
Inbound + outbound peak IPS	2	3.8	11.2
Peak Outbound CPH per System	54	108	324
Avg Talk Time (includes ACW)	20s	20s	20s
Outbound campaigns per system	5	5	10
Records per Outbound calling list	4,000	8,000	24,000
Bytes per Outbound calling record	600	600	600
Outbound customer calls (% answered)	33%	33%	33%
Outbound customer calls (% busy)	33%	33%	33%
Outbound customer calls (% no answer)	33%	33%	33%