Genesys Intelligent Automation Deployment Guide

Sizing Recommendations and Software Prerequisites

5/5/2025

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Sizing Recommendations and Software Prerequisites

This section documents hardware sizing recommendations and software prerequisites for Genesys Intelligent Automation software.

Hardware

The Voice User Interface (VUI) server supports the runtime application that serves customer calls. The number of servers and their specification should be dimensioned based on the number of concurrent calls, or *IVR ports*, to be supported.

The Graphical User Interface (GUI) server provides the Control Centre application that is used to design, configure, deploy, and monitor callflows. Only one GUI server can be active at a time. The specification for this does not depend on the number of IVR ports.

> **Important**
>
> Messaging and Integration Hub Servers should follow the same sizing rules as VUI servers.

Specification	VUI < 100 Ports	VUI 250 Ports	VUI 500 Ports	GUI server
CPU	1 quad core (2.2GHz+)	2 quad core (2.2GHz+)	2 quad core (3.0GHz+)	1 quad core (2.2GHz+)
Memory	8 GB RAM	8 GB RAM	12 GB RAM	8 GB RAM
Network	2x GB NIC	2x GB NIC	2x GB NIC	2x GB NIC
Disk Space	60 GB	60 GB	60 GB	60 GB

Virtualization

Intelligent Automation is fully supported on VMware ESXi 4 and above. If you prefer to deploy on

virtual infrastructure, the following standard server specifications must be provisioned.

Specification	VUI < 100 Ports	VUI 250 Ports	VUI 500 Ports	GUI server
Physical CPU	1 quad core (2.2GHz+)	2 quad core (2.2GHz+)	2 quad core (3.0GHz+)	1 quad core (2.2GHz+)
Physical Memory	16 GB RAM	32 GB RAM	32 GB RAM	16 GB RAM
Network	2x GB NIC	2x GB NIC	2x GB NIC	2x GB NIC
Disk Space	60 GB	60 GB	60 GB	60 GB
vWare	• 2x vCPU • 8 GB vRAM	• 4x vCPU • 8 GB vRAM	• 4x vCPU • 12 GB vRAM	• 2x vCPU • 8 GB vRAM

Important

- Standard server specifications are for installation of the Intelligent Automation Voice User Interface (VUI) and Graphical User Interface (GUI) components only on separate servers. It is assumed that the database will be located on its own server.
- You must procure, supply and configure third-party software for functions such as as Automatic Speech Recognition (ASR) and Text-to-Speech (TTS).
- You can increase the number of available ports by increasing the number of servers.
- High availability requires n*2 servers deployed across a minimum of two physical machines.
- Disk space requirements are sized for the storage volume/drive on each server to be available for the installation of Intelligent Automation and associated files and folders. It does not include sizing for the operating system or other system software.

Software Prerequisites

Intelligent Automation requires operating system and application server software to operate, and Database Management System (DBMS) software for data storage. This section contains the prerequisites for both.

Operating system and application server software

See the Genesys Intelligent Automation page on the *Supported Operating Environments* page for the list of operating systems and web broswers supported. You must ensure that each component has loaded and is running the required software before you install the Intelligent Automation software.

Database software

Intelligent Automation requires two databases, one (called the *core* database) for its configuration, and one for its reports. In release 3.6 and earlier, Microsoft SQL Server and Oracle were supported, and provided the necessary functionality.

See the Genesys Intelligent Automation page on the *Supported Operating Environments* page for the list of databases supported.

IVR technologies and platforms

The Intelligent Automation framework supports enterprise-scale Interactive Voice Response (IVR) technologies and platforms. The Intelligent Automation framework is supported on the following combinations of components.

> **Important**
>
> From Intelligent Automation version 9.0.100, Messaging Server is only used for Web IVR.

Combination #1

Vendor	Component	Versions
Genesys	GVP Media Control Platform (MCP)	8.5.120.66
Genesys	GVP Resource Manager	8.5.120.62
Nuance	Recognizer	10.2.6.2014101615 x86_64 - Package revision 14289
Nuance	Vocalizer	6.0.4.2014102404

Combination #2

Vendor	Component	Version(s)
Genesys	GVP Media Control Platform	8.1.700.44
Genesys	GVP Resource Manager	8.1.700.61
Nuance	Recognizer	9.0.14.2010062422
Nuance	Vocalizer	5.0.3.2010071919

Combination #3

Vendor	Component	Version(s)
Genesys	PureConnect	2017 R4

Vendor	Component	Version(s)
Nuance	Recognizer	10.2.6.2014101615 x86_64 - Package revision 14289
Nuance	Vocalizer	6.0.4.2014102404

Combination #4

Vendor	Component	Versions
Genesys	GVP Media Control Platform (MCP)	8.5.120.66
Genesys	GVP Resource Manager	8.5.120.62
Nuance	Recognizer	11.0.3.2019061409 x86_64 - Package revision 19165
Nuance	Vocalizer	7.2.7.4473bbd53a5b

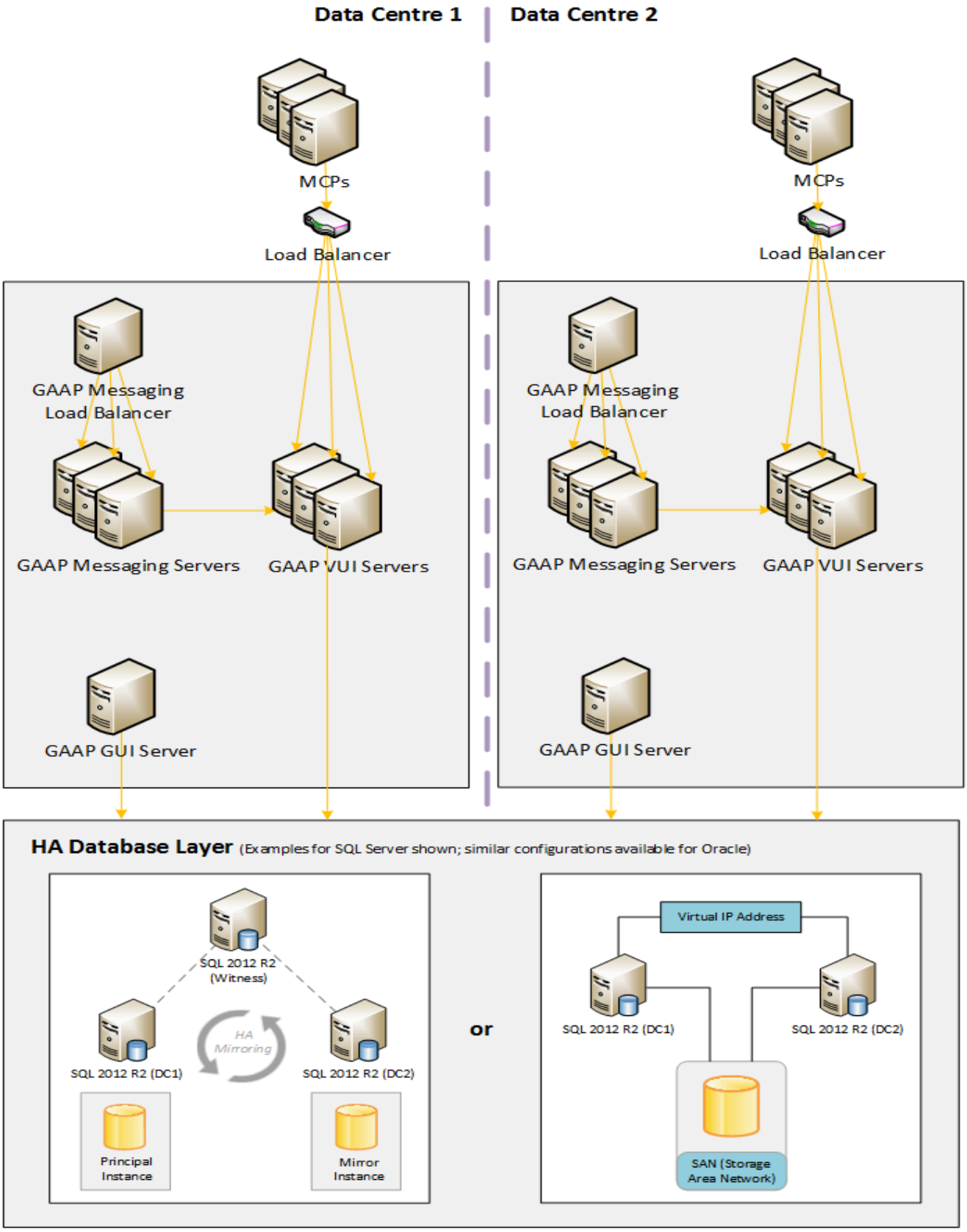
Minimum Supported Standards and Protocols

The Intelligent Automation framework supports industry-defined open standards and protocols. The following standards and protocols are supported.

Standard	Version	Description
Voice Extensible Markup Language (vXML)	2.1	Standard for designing phone-based application dialogs with callers.
Speech Recognition Grammar Specification (SRGS)	1.0	Standard to define syntax for representing grammars for use in speech recognition.
Semantic Interpretation for Speech Recognition (SISR)	1.0	Client-side grammar logic to validate grammars.
HTTP and HTTPS	1.1	Secure management of communication of data between Intelligent Automation and external sources.

Intelligent Automation framework high-availability (HA) architecture

Refer to the following graphic for a deployment example of Intelligent Automation framework and validated Microsoft SQL Server architecture in a high-availability (HA) architecture.


Data Centre 1
Data Centre 2
MCPs
Load Balancer
MCPs
Load Balancer
GAAP Messaging Load Balancer
GAAP Messaging Servers
GAAP VUI Servers
GAAP GUI Server
GAAP Messaging Load Balancer
GAAP Messaging Servers
GAAP VUI Servers
GAAP GUI Server
HA Database Layer (Examples for SQL Server shown; similar configurations available for Oracle)
SQL 2012 R2 (Witness)
SQL 2012 R2 (DC1)
HA Mirroring
SQL 2012 R2 (DC2)
Principal Instance
Mirror Instance
or
Virtual IP Address
SQL 2012 R2 (DC1)
SQL 2012 R2 (DC2)
SAN (Storage Area Network)