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GVP User Guide

Genesys Voice Platform 85

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Agent Interaction Layer

This chapter covers the actual performance test results done on Agent Interaction Layer (AIL) 7.5. It presents the following topic:

AIL Performance Test Statistics

Genesys conducted tests to measure the performance of AIL when connected to the Genesys Framework. These tests used voice-only, e-mail-only, and blended scenarios. All tests used AIL 7.5 (which is built with Platform SDK libraries).

Test Environment

Table 1 details the test environment used to arrive at the recommended limits for deploying the AIL-based applications.

Important

One basis for understanding the optimized results of all the tests in this section is the use of a dedicated 1 Gigabit network in the lab environment.

Table 1: AIL Test Environment Components

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Component	Host	Hardware	Operating System
Configuration Server 7.5 T-Server G3 7.5 Switch Simulator 6.5.300.02	Host_01	2x Xeon 3.4 GHz/cache 512 KB; 2 GB memory; dedicated 1-Gigabit Ethernet	Microsoft Windows 2003 Server
Component	Host	Hardware	Operating System
AIL 7.5	Host_04	2x Opteron Dual Core; 2.2 GHz/cache 512 KB; 4 GB memory; dedicated 1-Gigabit Ethernet	Microsoft Windows 2003 Server; (J2SDK), Standard Ed., 1.4.2_08
Universal Contact Server	Host_02	2x Xeon 3.4 GHz/cache 512	Microsoft Windows 2003

(UCS) 7.5 Interaction Server 7.5		KB; 2 GB memory; dedicated 1-Gigabit Ethernet	Server
Microsoft SQL Server 2000 (UCS Database)	Host_03	Intel Xeon 3.0 GHz /cache 512 KB; 2 GB memory; dedicated 1-Gigabit Ethernet	Microsoft Windows 2003 Server

Test Tools

The tests used the following steps according to contact center role.

Behavior of Voice Agents

Upon receiving a call, an agent:

1. Answers the call.
2. Waits for 10 seconds.
3. Sets the agent's status to NotReady.
4. Releases the call.
5. Waits for 2 seconds.
6. Becomes Ready.
7. Repeats these steps.

Behavior of E-Mail Agents

Upon receiving an e-mail, an agent:

1. Answers the incoming e-mail.
2. Replies with an outgoing e-mail.
3. Waits for 10 seconds.
4. Sets the agent's status to NotReady.
5. Sends the outgoing e-mail.
6. Waits for 2 seconds.
7. Becomes Ready.
8. Repeats these steps.