GVP HSG Pages

CTI Connector and CTI Connector with ICM Capacity Testing

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These two tables (one for Windows, one for Linux) describe the capacity testing for overall system performance when the CTI Connector is tested with multiple Media Control Platform instances. Results are provided for CTI applications and treatments using both GVPi and the NGI. In addition, CPUs of varying types and speeds were used for testing on Windows and are specified for each application.

Table: CTI Connector and CTI Connector with ICM Capacity Testing (Windows)

Application Type	Hardware	Peak CAPS	Peak Ports	Comments
CTI Connector				
CTI treatments and bridge transfer application.	2x Quad Core Xeon E5335, 2.0 GHz	25(MCPs w/ GVPi)	800	A call that starts with a prompt-play and route request with 3 treatments and then bridge transfers to an agent. Tested with 5 Media Control Platform instances. GVP 8.1.4 only.
CTI treatments and one-step transfer application with GVPi.	2x Quad Core Xeon E5335, 2.0 GHz	25(MCPs w/ GVPi)	800	A call that starts with a prompt-play and route request with 3 treatments and then transfers to an agent. Tested with 5 Media Control Platform instances. GVP 8.1.4 or earlier.
CTI treatments and bridge transfer application with NGI.	2x Quad Core Xeon E5335 2.0GHz, 4 GB RAM, 270 GB SAS hdd	15(MCPs w/ NGI)	480	A call that starts with a prompt play and route request with 3 treatments, and then a bridge transfer to an agent. Tested with 5 Media Control Platform instances (GVP 8.1.3 or later).
CTI treatments and One-Step Transfer	2x Quad Core Xeon E5335 2.0GHz, 4	25(MCPs w/ NGI)	800	A call that starts with a prompt play

Application Type	Hardware	Peak CAPS	Peak Ports	Comments
application with NGI.	GB RAM, 270 GB SAS hdd			and route request with 3 treatments, and then transfers (in one step via CTIC) out to an agent. Tested with 5 Media Control Platform instances (GVP 8.1.3 or later).
CTIC - ICM				
CTIC-ICM treatments, followed by a bridge transfer. (Call variable event is set to ICM.)	2x Quad Core Xeon E5335 2.0GHz, 2.53 GHz	22(MCPs w/ NGI)	440	Transfer with CED, Call and ECC variable events passing from two MCP instances to a single ICM. Tested on Windows 2008 R2 (GVP 8.1.4 and 8.1.5 releases), with CTIC installed in CRI mode.
CTIC-ICM (CRI mode) treatments, followed by a bridge transfer. Set Call Variable event to ICM (overall system performance, using multiple MCPs, NGi)	2x Quad Core Xeon E5630 2.53GHz	25 CAPS overall system (MCP/NGi)	500 (overall system)	Bridge Transfer with CED, Call and ECC Variable passing from MCP to ICM. Only one ICM is configured. Tested on Windows 2008 R2. (GVP 8.1.6+)
CTIC-ICM scripts treatments, followed by a cancellation and blind transfer. (Call Variable event is set to ICM.)	2x Quad Core Xeon E5335 2.0GHz	30(MCPs w/ NGI)	600	Different tenants associated with two VRU-PGs; A blind transfer with CED, Call and ECC variable passing from two MCP instances to two ICMs. Tested on Windows 2008 R2 (GVP 8.1.4 or later releases), with CTIC installed in SCI mode.

Table: CTI Connector and CTI Connector with ICM Capacity Testing (Linux)

Application Type (Linux)	Hardware	Maximum CAPS	Tested Ports	Comment
CTI Connector				

Application Type (Linux)	Hardware	Maximum CAPS	Tested Ports	Comment
CTI treatments and bridge Transfer application (overall system performance, with multiple MCPs, GVPi)	2x Quad Core Xeon E5630 2.53GHz	25 CAPS overall system (MCP/GVPi)	800 (overall system)	Call starts with a prompt play and route request with 3 treatments and then bridge transfer to an agent. Tested with 5 MCPs. Support x86 only, GVP 8.1.4+.
CTI treatments and One Step Transfer application (overall system performance, with multiple MCPs, GVPi)	2x Quad Core Xeon E5630 2.53GHz	25 CAPS overall system (MCP/GVPi)	800 (overall system)	Call starts with a prompt play and route request with 3 treatments and then transfer out to an agent. Tested with 5 MCPs. Support x86 only, GVP 8.1.4+.
CTI treatments and bridge Transfer application (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5410 2.53GHz	20 CAPS overall system (MCP/NGi)	640 (overall system)	Call starts with a prompt play and route request with 3 treatments and then bridge transfer to an agent. Tested with 5 MCPs on EL 5.x x64, GVP 8.1.5 or later.
CTI treatments and bridge transfer application (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5335 2.33GHz	20 CAPS overall system (MCP/NGi)	640 (overall system)	Call starts with a prompt play and route request with 3 treatments and then bridge transfer to an agent. Tested with 5 MCPs on EL 6.4 x64, GVP 8.1.7 or later.
CTI treatments and bridge transfer application (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5630 2.53GHz	20 CAPS overall system (MCP/NGi)	640 (overall system)	Call starts with a prompt play and route request with 3 treatments and then bridge transfer to an agent. Tested with 5 MCPs. Support x86, GVP 8.1.4

Application Type (Linux)	Hardware	Maximum CAPS	Tested Ports	Comment
				or later.
CTI treatments and one step transfer application (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5410 2.33GHz	25 CAPS overall system (MCP/NGi)	800 (overall system)	Call starts with a prompt play and route request with 3 treatments and then transfer out to an agent. Tested with 5 MCPs on EL 5.x x64, GVP 8.1.5 or later.
CTI treatments and One Step Transfer application using INFO + INFO model (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5335 2.33GHz	25 CAPS overall system (MCP/NGi)	800 (overall system)	Call starts with a prompt play and route request with 3 treatments (using INFO + INFO model) and then transfer out to an agent. Tested with 5 MCPs on RHEL 6.4 x64, GVP 8.1.7 or later.
CTI treatments and One Step Transfer application (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5335 2.33GHz	25 CAPS overall system (MCP/NGi)	800 (overall system)	Call starts with a prompt play and route request with 3 treatments and then transfer out to an agent. Tested with 5 MCPs on EL 6.4 x64, GVP 8.1.7 or later.
CTI treatments and One Step Transfer application (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5630 2.53GHz	25 CAPS overall system (MCP/NGi)	800 (overall system)	Call starts with a prompt play and route request with 3 treatments and then transfer out to an agent. Tested with 5 MCPs. Supports x86, GVP 8.1.4.
CTIC - ICM				
CTIC-ICM treatments, followed by a bridge transfer in CRI mode.	2x Quad Core Xeon E5335 2.0GHz	30 CAPS overall system (MCP/NGi)	600 (overall system)	Bridge Transfer with CED, Call and ECC Variable passing from MCP to ICM. Only one ICM is configured.

Application Type (Linux)	Hardware	Maximum CAPS	Tested Ports	Comment
Set call variable event to ICM (overall system performance, with multiple MCPs, NGi)				Tested on GVP 8.1.7 EL 6.4 x64.
CTIC-ICM treatments, followed by a bridge transfer in CRI mode. Set call variable event to ICM (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5335 2.0GHz	25 CAPS overall system (MCP/NGi)	500 (overall system)	Bridge Transfer with CED, Call and ECC Variable passing from MCP to ICM. Only one ICM is configured. Tested on GVP 8.1.6 EL 5.x x64.
CTIC-ICM treatments, followed by a bridge transfer in CRI mode. Set call variable event to ICM (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5335 2.0GHz	22 CAPS overall system (MCP/NGi)	440 (overall system)	Bridge Transfer with CED, Call and ECC Variable passing from MCP to ICM. Only one ICM is configured. Tested on GVP 8.1.5 x64.
CTIC-ICM treatments, followed by a bridge transfer in CRI mode. Set call variable event to ICM (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5335 2.0GHz	18 CAPS overall system (MCP/NGi)	270 (overall system)	Bridge Transfer with CED, Call and ECC Variable passing from MCP to ICM. Only one ICM is configured. Tested on GVP 8.1.4 x86.
CTIC-ICM scripts treatments, followed by cancellation and blind transfer. Set Call Variable event to ICM (overall system performance, with multiple MCPs, NGi)	2x Quad Core Xeon E5335 2.0GHz	30 CAPS overall system (MCP/NGi)	600 (overall system)	Different Tenant tied to two VRU-PGs, Blind Transfer with CED, Call and ECC Variable passing from MCP to ICM. Two ICMs are configured. GVP 8.1.4 or later.
CTIC-ICM scripts treatments, followed by cancellation and blind transfer. Set Call Variable event to ICM (overall system	2x Quad Core Xeon E5335 2.0GHz	30 CAPS overall system (MCP/NGi)	600 (overall system)	Different Tenant tied to two VRU-PGs, Blind Transfer with CED, Call and ECC Variable passing from MCP to ICM. Two ICMs are configured.

Application Type (Linux)	Hardware	Maximum CAPS	Tested Ports	Comment
performance, with multiple MCPs, NGi)				Tested with 3 MCPs on RHEL 6.4 x64, GVP 8.1.7 or later.