Web Services and Applications Deployment Guide

Sizing

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Sizing

This article describes the sizing requirements for your contact center based on the number of agents using Genesys.

Sizing recommendations for standard deployment

Standard hardware requirement is as follows:

- 4CPU cores, 16GB RAM, 32GB HDD for Standard GWS VM.
- One VM for API (no WWE) + Platform service – can handle 1000 concurrent agents, login rate 1 agent/sec, transactions not limited factor.
- For small non-production lab deployments with less than 10 concurrent agents, databases may be deployed on the same VM or host.

Sizing recommendations based on concurrent agents usage

The following table provides hardware sizing information for each Data Center based on the number of concurrent agents' usage.

Contact Center Size	Hardware Sizing for HA	Service Description

Small (<=1000 concurrent agents)	1+1 GWS VMs (or 1 single GWS VM for non-HA deployments)	• GWS API Service
		  • API processing
		  • Statistics Indexing
		  • Configuration Indexing
		  • WWE Static Content
		• GWS Platform Service

Medium (<=5000 concurrent agents)	1+1 GWS VMs	• GWS API Service
		  • Statistics Indexing
		  • Configuration Indexing
		• GWS Platform Service

	N+1 GWS VMs (1 VM per 1000 concurrent agents)	• GWS API Service

		• API processing • WWE Static Content • GWS Platform Service
	Optional: 1 Load Balancer	• WWE Static Content
Large (>5000 concurrent agents)	1+1 GWS VMs	• GWS API Service • Statistics Indexing
	1+1 GWS VMs	• GWS API Service • Configuration Indexing
	N+1 GWS VMs (1 VM per 1000 concurrent agents)	• GWS API Service • API processing
	K+1 GWS VMs	• GWS Platform Service (half as many VMs as API Service VMs)
	1 Load Balancer (determined by the customer)	• Balances the load between GWS API Service nodes and GWS Platform Service nodes
	1 Load Balancer	• WWE Static Content
Platform Service-only (typically for Outbound Contact Expert without Agent Desktop)	1+1 GWS VMs	• GWS Platform Service

> **Important**
> You can choose to partition a single Load Balancer for both external and internal load balancing.

Redis Sizing Guidelines

For production deployments of GWS 8.6, the requirements of 3 primary and 3 replica nodes for a Redis cluster should be sufficient.
The number of Redis keys is 6 keys per agent (1 key per agent session, 3 keys per current active

session, 1 key per call, 1 key per agent's interactions), with key size up to 4kB
Index size: 50 MB per 10,000 agents
Throughput: Up to 12 operations/sec with Redis under high load for each agent session (depends on specific traffic profile for a deployment)