Outbound Contact Deployment Guide

System Requirements

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System Requirements

This section describes some of the system sizing requirements for the installation of Outbound Contact.

In addition, the following documents on the Technical Support website provide detailed information about the operating systems and databases supported by Outbound Contact:

- *Genesys Supported Operating Environment Reference*
- *Genesys Supported Media Interfaces Guide*

Environmental Sizing

The information provided in this subsection helps you create the most effective environment for running Outbound Contact in your contact center.

The following table shows the recommended sizing requirements for various contact centers.

Outbound Contact Environmental Sizing for Components

Outbound Contact Component	CPU	Memory	Network	Transactions per Second
Outbound Contact Manager	Pentium III, 400 MHz (recommended)	128 MB (Windows 2000 or Windows XP)	10 mbps (minimum)	Not applicable
Outbound Contact Server	Pentium III, 400 MHz (recommended)	512 MB (minimum)	10 mbps (minimum)	0.5—1 transactions per agent per second
CPD Server Supported interfaces: • LSI • Line-side (E1/ T1) • PRI • HMP The CPD Server and the Dialogic cards and drivers it controls must be installed on the same computer.IP version 6 addressing schema (IPv6) is not supported by Dialogic	Single or dual processor, 1GHz	512 MB (minimum)	10 mbps (minimum)	0.5—1 transactions per agent per second

HMP.				
Environmental recommendation for 240 Ports	Dual processor Pentium III, 600 MHz	256 MB	100 mbps	0.5—1 transactions per agent per second
Number of Agents				
25—100	Pentium III, 400 MHz	128 MB	10 mbps (minimum)	0.5—1 transactions per agent per second
10—200	Pentium III, 400 MHz	256 MB	10 mbps (minimum)	0.5—1 transactions per agent per second
20—600	Pentium III, 400 MHz (minimum) + 100 MHz for every 200 agents	256 MB	10 mbps (minimum)	0.5—1 transactions per agent per second
60—1000	Single/dual processor,1 GHz	512 MB	100 mbps	0.5—1 transactions per agent per second
100—2000	Dual processor, 1GHz	512 MB (minimum)	100 mbps	0.5—1 transactions per agent per second
200—4000	Dual processor, 1.5 GHz	512 MB (minimum)	100 mbps	0.5—1 transactions per agent per second

Note:	The list of Dialogic boards might be extended based on their support by the CPD Server. Refer to the *Genesys Supported Media Interfaces Guide* for the current list of supported boards.

Database Sizing

Outbound Contact Server supports IBM's DB2 database, in addition to the previously supported database management systems (Oracle, Microsoft SQL Server, Informix, and Sybase).

The sizing of your database can affect the performance of the Outbound solution. The term sizing pertains to how the database is tuned, the available memory, and the number of processors. The term tuning pertains to the indexing of the calling list. The higher the number of transactions that the database processes, the more the database performance is affected, unless it is properly sized.

When sizing your database, consider the factors shown in the following table.

Database Sizing

Format	Estimated Size for Each

Record	1 KB
Transaction	1 KB
Database	100 MB per 100,000 records per campaign

If the size of one record is equal to the size of one transaction (1 KB) and if the size of the calling list is 100,000 records, the estimated size of the database is 100 MB. See the *Outbound Contact Reference Manual* for more information about database tuning.

Network Traffic

The following table provides basic data about network traffic produced by Outbound specific activities among various Framework and Outbound components. This information can help you determine the optimal component location on the network.

Network Traffic Among Framework and Outbound Components

Primary Data Types	Average Message Length	Messages Per Transaction	Elements Determining Total Message	Traffic Total Traffic Volume
OCS <-> DB Server				
Record from Calling List	0.25 KB + total length of Field Names + average Record Data length	1	Number of Records requested per Select = <Number of Agents in Campaign Group> * <Optimal Buffer Size Coefficient> - <Minimum Buffer Size Coefficient>	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
Update of Record Attributes	0.5 KB	1 if OCS is not configured to save intermediate results, otherwise, 1 per treatment	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
OCS <-> CPD Server				
Dialing Request	0.25 KB + User Data	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
Agent Seize Request (ASM mode only)	0.5 KB	1 per AgentReady TEvent	Conversation Duration	Total Number of successful Contacts

Call Progress Result	0.25 KB	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
OCS <-> Agent Desktop				
Record	0.25 KB + User Data	1 per Answered Call or Preview Record Request	Number of Records processing Desktop sessions	Total Number of successful Contacts, in `Predictive` or `Progressive` mode, <Number Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>, in `Preview` mode
Desktop Protocol Requests	0.25 KB	Typically 2	Number of Records processing Desktop sessions	Total Number of successful Contacts in `Predictive` or `Progressive` mode, <Number Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>, in `Preview` mode
OCS <-> T-Server				
Requests (no CPD Server)	0.25 KB + User Data	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * >Average Number of Attempts per Record>
TEvents	0.25 KB + User Data	5 for simple call-distribution scenario	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>

CPD <->ET-Server				
Dialing Request	0.25 KB + User Data	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
Transfer Request	0.25 KB	1 per Dial Attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>
Agent Seize Request (ASM mode only)	0.5 KB + User Data	1 per AgentReady TEvent	Conversation Duration	
TEvents	0.25 KB + User Data	10 for simple call-distribution scenario, 1 for unsuccessful dial attempt	Hit Ratio, Treatments	<Number of Records from all Calling Lists in Campaign> * <Average Number of Attempts per Record>