Performance Management Advisors Deployment Guide

Scaling the Web Services to Increase Capacity

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Contents

Scaling the Web Services to Increase Capacity

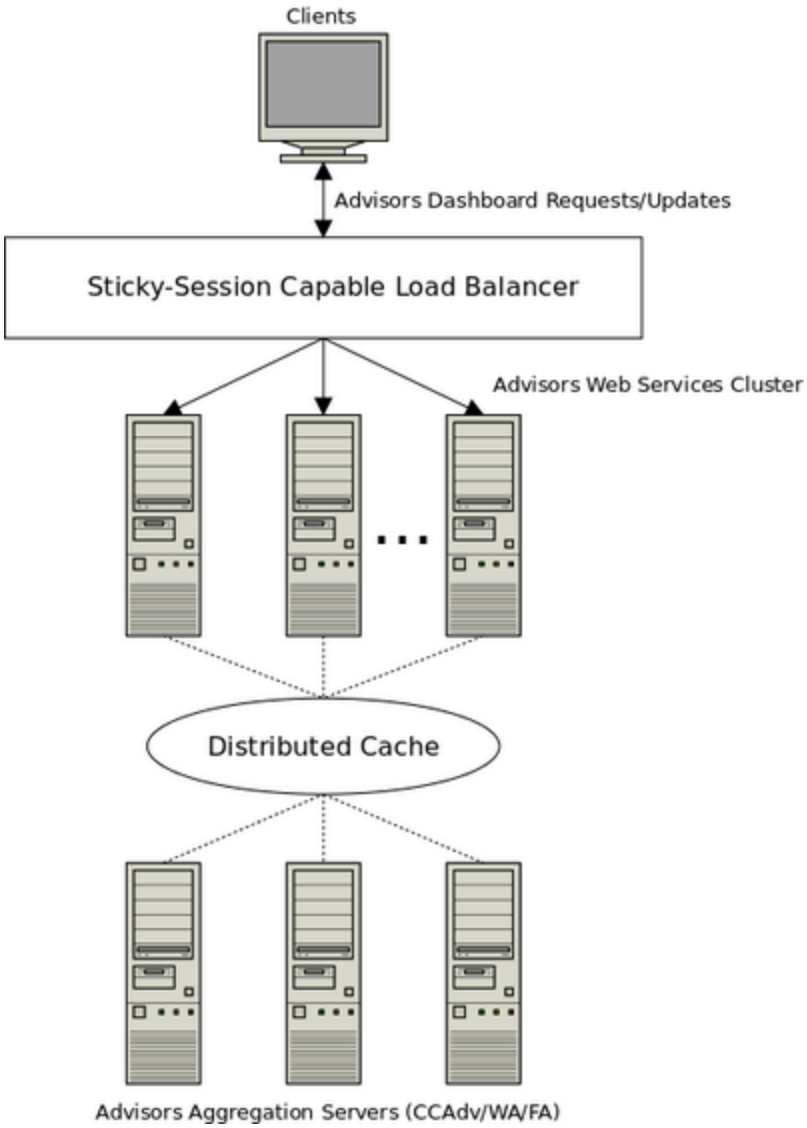
This page provides information about scaling your Pulse Advisors Web Services in order to increase capacity in your environment.

Advisors Web Services Module

The Advisors Web Services module is offered as part of the Platform installation package. It contains the Web services responsible for delivering updates to, and handling requests for, the Contact Center Advisor, Workforce Advisor, and Frontline Advisor dashboards. These Web services retrieve the data produced by the Advisors aggregation servers, and which is held in a shared distributed cache, and deliver it to the Advisors user's dashboards that are running in a Web browser.

Layout

The following diagram provides a high-level view of how a scalable Web services deployment is structured. Note that, for simplicity, other supporting Advisors/Genesys components are not included in the diagram.



Scaling

To serve more Advisors dashboard users, you can deploy additional instances of the Advisors Web Services module. The Web services handle requests and updates for all Advisors modules. When adding additional user capacity, you deploy the same type of instance, regardless of the particular Advisors module that users are planning to use.

Recommendations

- For best performance, the Advisors Web Services module should be deployed to its own server, which is not running any other major Advisors and/or Genesys components. Because the responsiveness of the Advisors dashboards at any given moment depends on the performance of these Web services, it is important to ensure that they have the necessary system resources available at all times. Avoid running resource-intensive jobs, and so on, on these instances for the best experience.

- Users accessing the Web services instances are ideally distributed equally across the cluster. This might be challenging because established, persistent connections cannot be redirected to other servers. Investigating the different load distribution strategies available in your particular load balancer might be helpful in trying to maintain a healthy balance as users connect/disconnect.
- In addition to providing load distribution, many load balancers also offer options to redirect traffic away from unresponsive servers. For availability purposes, consider having additional capacity in your Web services cluster. The Web service instances provide a health check resource that can be accessed without authentication by load balancers and other devices as a means of checking the instance's availability. See the notes on the Health Check API for technical details.