

The following VM configurations match the UCCE\_10.0\_Win2008\_vmv8\_v1.0.ova template.

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## Notes on Router VM Configuration for Version 10.0(x)

Used for Unified CCE, ICME, CCH, and ICMH Router.

Maximum operational capacities:

	Unified CCE		Unified ICME	NAM
<b>Concurrent Agents</b>	8,000	12,000	28,800	0
<b>Calls Per Second</b>	69	105	115	300

Support for Unified CCH and ICMH CICM Routers is as shown for Unified CCE and ICME, respectively, for single instance usage. You may not deploy multi-instance CICM virtualized.

## Notes on Logger VM Configuration for Version 10.0(x)

Used for Unified CCE, ICME, CCH, and ICMH Logger.

Maximum operational capacities:

	Unified CCE		Unified ICME	NAM
	8,000	12,000	28,800	0
<b>Concurrent Agents</b>	8,000	12,000	28,800	0
<b>Microsoft SQL Edition</b>	Std	Ent	Ent	Std
<b>SAN Required</b>	No	Yes	No	No

Support for Unified CCH and ICMH CICM Loggers is as shown for Unified CCE and ICME, respectively, for single Instance usage. You may not deploy multi-instance CICM virtualized.

Virtual disk configuration notes:

- vDisk 1 = Operating System + application binaries and logs + SQL binaries + SQL tempdb and log files
- vDisk 2 = application database

You may deploy the two vDisks on the same or separate datastores, and you may customize vDisk 2 to meet specific customer database retention requirements.

## Notes on Rogger VM Configuration for Version 10.0(x)

Used for Unified CCE, ICME, CCH and ICMH Rogger.

Maximum operational capacities:

	Unified CCE	Unified ICME	NAM
<b>Concurrent Agents</b>	4,000	4,000	0
<b>Calls Per Second</b>	35	58	150

Support for Unified CCH and ICMH CICM Roggers is as shown for Unified CCE and ICME, respectively, for single Instance usage. You may not deploy multi-instance CICM virtualized.

Virtual disk configuration notes:

- vDisk 1 = Operating System + application binaries and logs + SQL binaries + SQL tempdb and log files
- vDisk 2 = application database

You may deploy the two vDisks on the same or separate datastores, and you may customize vDisk 2 to meet specific customer or database retention requirements.

## Notes on Progger VM Configuration for Version 10.0(x)

Used for Unified CCE Progger upgrade, for existing deployed customers, to version 10.0(x). This deployment type is deprecated and is not supported for new deployments.

Agent PG types supported:

- CM
- Generic

Desktops supported (one of the following):

- Finesse
- CTI Toolkit (all) (Optional?CTI OS Server installed)
- CAD (Optional?CAD Server installed)

Secondary PGs supported:

- Media Routing Peripheral Gateway (MR-PG)
  - ◆ Email Interaction Manager/Web Interaction Manager (EIM/WIM)
  - ◆ SocialMiner
  - ◆ Third-party multi-channel

Maximum operational capacities:

- 450 concurrent agents with Finesse or CTI OS Server
- 297 concurrent agents with CAD Server
- 4 calls per second
- 225 VRU ports (any type) with Finesse or CTI OS Server
- 150 VRU ports (any type) with CAD Server
- 1 CTI OS Server
- 1 Agent CM PIM
- 2 VRU PIMs

## Notes on Large Agent PG VM Configuration for Version 10.0(x)

Used for Unified CCE Agent PG.

Agent PG types supported:

- CM
- Generic
- System

Desktops supported:

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- Finesse
- CTI Toolkit (all) (Optional?CTI OS Server installed)

Secondary PGs supported (one of the following):

- Media Routing Peripheral Gateway (MR-PG)
  - ◆ Outbound Option with SIP Dialer or SCCP Dialer
  - ◆ Email Interaction Manager/Web Interaction Manager (EIM/WIM)
  - ◆ SocialMiner
  - ◆ Third-party multi-channel
- VRU PG

Maximum operational capacities:

- 2,000 concurrent agents
- 1,000 VRU ports (any type)
- 1,500 SIP Dialer ports (each port = 1.33 agents subtracted from capacity)
- 192 SCCP Dialer ports (each port = 4 agents subtracted from capacity)
- 1 CTI OS Server (Optional)
- 1 Agent CM PIM
- 1 CTI Route Point CM PIM (Optional?no agents)
- 8 VRU PIMs / 5 VRU PIMs (System?IP IVR Only)

## Notes on Large CAD Agent PG VM Configuration for Version 10.0(x)

Used for Unified CCE Agent PG with CAD Services.

Agent PG types supported:

- CM
- Generic
- System

Desktops supported:

- Cisco Agent Desktop (CAD)
- CTI Toolkit (all) (Optional?CTI OS Server installed)

Secondary PGs supported (one of the following):

- Media Routing Peripheral Gateway (MR-PG)
  - ◆ Outbound Option with SIP Dialer or SCCP Dialer
  - ◆ Email Interaction Manager/Web Interaction Manager (EIM/WIM)
  - ◆ SocialMiner
  - ◆ Third-party multi-channel
- VRU PG

Maximum operational capacities:

- 1,000 concurrent agents
- 1,000 VRU ports (any type)
- 750 SIP Dialer ports (each port = 1.33 agents subtracted from capacity)
- 192 SCCP Dialer ports (each port = 4 agents subtracted from capacity)
- 1 CAD Server
- 1 CTI OS Server (Optional)
- 1 Agent CM PIM
- 1 CTI Route Point CM PIM (Optional?no agents)
- 8 VRU PIMs / 5 VRU PIMs (System?IP IVR Only)

Virtual disk configuration notes:

- vDisk 1 = Operating System + application binaries and logs
- vDisk 2 = SQL binaries + SQL tempdb and log files + application database

You may deploy the two vDisks on the same or separate datastores, and you may customize vDisk 2 to meet specific customer database requirements.

## Notes on Small Agent PG VM Configuration for Version 10.0(x)

Used for Unified CCE Agent PG.

Agent PG types supported:

- CM
- Generic
- System

Desktops supported:

- Finesse
- CTI Toolkit (all)

Secondary PGs supported (one of the following):

- Media Routing Peripheral Gateway (MR-PG)
  - ◆ Email Interaction Manager/Web Interaction Manager (EIM/WIM)
  - ◆ SocialMiner
  - ◆ Third-party multi-channel
- VRU PG

Maximum operational capacities:

- 450 concurrent agents

- 225 VRU ports (any type)
- 1 CTI OS Server
- 1 Agent CM PIM
- 2 VRU PIMs / 0 VRU PIMs (System)

## Notes on Small CAD Agent PG VM Configuration for Version 10.0(x)

Used for Unified CCE Agent PG with CAD Services.

Agent PG types supported:

- CM
- Generic
- System

Desktops supported:

- Cisco Agent Desktop (CAD)
- CTI Toolkit (all) (Optional?CTI OS Server installed)

Secondary PGs supported (one of the following):

- Media Routing Peripheral Gateway (MR-PG)
  - ◆ Email Interaction Manager/Web Interaction Manager (EIM/WIM)
  - ◆ SocialMiner
  - ◆ Third-party multi-channel
- VRU PG

Maximum operational capacities:

- 297 concurrent agents
- 150 VRU ports (any type)
- 1 CAD Server
- 1 CTI OS Server (Optional)
- 1 Agent CM PIM
- 2 VRU PIMs / 0 VRU PIMs (System)

Virtual disk configuration notes:

- vDisk 1 = Operating System + application binaries and logs
- vDisk 2 = SQL binaries + SQL tempdb and log files + application database

You may deploy the two vDisks on the same or separate datastores, and you may customize vDisk 2 to meet specific customer database requirements.

## **Notes on Large MR PG VM Configuration for Version 10.0(x)**

Used for Unified CCE MR PG.

MR PIM types supported:

- Outbound Option with SIP Dialer or SCCP Dialer
- Email Interaction Manager/Web Interaction Manager (EIM/WIM)
- SocialMiner
- Third-party multi-channel

Maximum operational capacities:

- 2,000 concurrent multi-channel agents
- 1,500 SIP Dialer ports (each port = 1.33 agents subtracted from capacity of associated Peripheral's Agent PG)
- 192 SCCP Dialer ports (each port = 4 agents subtracted from capacity)
- 10 PIMs

## **Notes on Small MR PG VM Configuration for Version 10.0(x)**

Used for Unified CCE MR PG.

MR PIM types supported:

- Outbound Option with SIP Dialer or SCCP Dialer
- Email Interaction Manager/Web Interaction Manager (EIM/WIM)
- SocialMiner
- Third-party multi-channel

Maximum operational capacities:

- 1,000 concurrent multi-channel agents
- 750 SIP Dialer ports (each port = 1.33 agents subtracted from capacity of associated Peripheral's Agent PG)
- 120 SCCP Dialer ports (each port = 4 agents subtracted from capacity)
- 5 PIMs

## **Notes on Large VRU PG VM Configuration for Version 10.0(x)**

Used for Unified CCE, ICME, CCH and ICMH VRU PG.

VRU PIM types supported:

- CVP
- IP IVR
- 3rd Party (GED-125)

Maximum operational capacities:

- 9,600 ports
- 40 calls per second
- 10 PIMs

## **Notes on Small VRU PG VM Configuration for Version 10.0(x)**

Used for Unified CCE, ICME, CCH and ICMH VRU PG.

VRU PIM types supported:

- CVP
- IP IVR
- 3rd Party (GED-125)

Maximum operational capacities:

- 1,200 ports
- 10 calls per second
- 4 PIMs

## **Notes on Avaya ACD PG VM Configuration for Version 10.0(x)**

Used for Unified ICME and ICMH Avaya ACD PG.

For additional requirements, please refer to the [Cisco Unified ICM ACD Supplements for Avaya and the Supported Switches \(ACDs\) matrix.](#)

Desktop supported: CTI Toolkit (all) (Optional?CTI OS Server installed)

Maximum operational capacities:

- 2,000 concurrent agents without CTI OS Server
- 1 CTI OS Server (Optional)
  - ◆ 3,000 agents with 5 Skill Groups per agent
  - ◆ 2,500 agents with 10 Skill Groups per agent
  - ◆ 2,000 agents with 15 Skill Groups per agent
  - ◆ 1,500 agents with 20 Skill Groups per agent

## **Notes on Large TDM ACD PG VM Configuration for Version 10.0(x)**

Used for Unified ICME and ICMH TDM ACD PG.

For additional requirements and information about TDM ACD types supported by applicable Unified CCE release, please refer to the [Cisco Unified ICM Supported Switches \(ACDs\) matrix.](#)



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Desktop supported: CTI Toolkit (all) (Optional?CTI OS Server installed)

Secondary PGs supported (one of the following):

- Media Routing Peripheral Gateway (MR-PG)
- VRU PG

Maximum operational capacities:

- 2,000 concurrent agents
  - ◆ Use of MR PG limits TDM ACD PG to 200 concurrent agents
- 1,000 VRU ports (any type)
- 1 CTI OS Server (Optional)
- 1 TDM ACD PIM with CTI OS Server installed
- 5 TDM ACD PIMs without CTI OS Server installed
- 8 VRU PIMs

### **Notes on Small TDM ACD PG VM Configuration for Version 10.0(x)**

Used for Unified ICME and ICMH TDM ACD PG.

For additional requirements and information about TDM ACD types supported by applicable Unified CCE release, please refer to the [Cisco Unified ICM Supported Switches \(ACDs\) matrix](#).

Desktop supported: CTI Toolkit (all) (Optional?CTI OS Server installed)

Secondary PG supported: VRU PG

Maximum operational capacities:

- 250 concurrent agents
- 125 VRU ports (any type)
- 1 CTI OS Server (Optional)
- 1 TDM ACD PIM with CTI OS Server installed
- 5 TDM ACD PIMs without CTI OS Server installed
- 2 VRU PIMs

### **Notes on Large UCC Gateway PG VM Configuration for Version 10.0(x)**

Used for UCC Gateway PG, Parent ICME to Child UCCE integrations.

Maximum operational capacities:

- 2,000 concurrent agents
- 5 UCC Gateway PIMs

Notes on Large TDM ACD PG VM Configuration for Version 10.0(x)

You may connect the UCC Gateway PG to Unified CCE or Unified CCX systems (not both).

## **Notes on Small UCC Gateway PG VM Configuration for Version 10.0(x)**

Used for UCC Gateway PG, Parent ICME to Child UCCE integrations.

Maximum operational capacities:

- 450 concurrent agents
- 5 UCC Gateway PIMs

You may connect the UCC Gateway PG to Unified CCE or Unified CCX systems (not both).

## **Notes on Administration Client VM Configuration for Version 10.0(x)**

Used for Unified CCE Administration Clients.

May also be used for ISE.

## **Notes on Administration Server - AW VM Configuration for Version 10.0(x)**

Used for Unified CCE Administration Workstation (AW.)

Maximum operational capacities:

- 50 concurrent Real-Time monitoring sessions
  - ◆ Administration Client
  - ◆ ISE
  - ◆ CUIC
  - ◆ Third Party

## **Notes on AW-HDS VM Configuration for Version 10.0(x)**

Used for Unified CCE Administration Workstation - Historical Data Server.

Maximum operational capacities:

- 200 reporting users, each running:
  - ◆ 2 real-time reports / max 50 rows each
  - ◆ 1 historical report per hour returning not more than 800 rows or with a data set not larger

than 3000

**Note:** Unified CCE deployments for up to 12,000 agents require SAN storage and Microsoft SQL Enterprise Edition.

## **Notes on AW-HDS-DDS VM Configuration for Version 10.0(x)**

Used for Unified CCE Administration Workstation - Historical Data Server - Detailed Data Server.

Maximum operational capacities:

- 200 Reporting Users, each running:
  - ◆ 2 real-time reports / max 50 rows each
  - ◆ 1 historical report per hour returning not more than 800 rows or with a data set not larger than 3000

**Note:** Unified CCE deployments for up to 12,000 agents require SAN storage and Microsoft SQL Enterprise Edition.

## **Notes on HDS-DDS VM Configuration for Version 10.0(x)**

Used for Unified CCE Historical Data Server - Detailed Data Server.

Maximum operational capacities: 200 Reporting Users, each running 2 historical report per hour either returning not more than 800 rows or with a data set not larger than 3000

**Note:** Unified CCE deployments for up to 12,000 agents require SAN storage and Microsoft SQL Enterprise Edition.

## **Notes on Sigtran Gateway VM Configuration for Version 10.0(x)**

Used for Unified ICME and ICMH Sigtran Gateway.

## **Notes on Remote Silent Monitor VM Configuration for Version 10.0(x)**

Used for Unified CCE and CCH Remote Silent Monitor.

Maximum operational capacities: 80 concurrent sessions

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