

Note that release 8.0 uses 8.5 templates for all VMs.

The following VM configurations match the following templates:

- UCCE_8.5_win2008_vmv7_v1.1.ova
- UCCE_8.5_win2003_vmv7_v1.1.ova

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Notes on Router 8000 agents VM Configuration for Version 8.0(2+) through 8.5(1)

Used for Unified CCE Router.

Maximum operational capacities:

Notes_on_Version_8.0(2+)_through_8.5(1)_VM_Configurations

- 8,000 concurrent agents
- 69 calls per second

Unified ICME Router, Unified CCH Router, and Unified ICMH Router are unsupported uses.

Notes on Logger 8000 agents VM Configuration for Version 8.0(2+) through 8.5(1)

Used for Unified CCE Logger.

Maximum operational capacities:

- 8,000 concurrent agents
- 69 calls per second

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.

Unified ICME Logger, Unified CCH Logger, and Unified ICMH Logger are unsupported uses.

Notes on Rogger 4000 agents VM Configuration for Version 8.0(2+) through 8.5(1)

Used for Unified CCE Rogger.

Maximum operational capacities:

- 4,000 concurrent agents
- 35 calls per second

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.

Unified ICME Rogger, Unified CCH Rogger, and Unified ICMH Rogger are unsupported uses.

Notes on Agent PG - CTIOS 2000 agents VM Configuration for Version 8.0(2+) through 8.5(1)

Used for Unified CCE Agent PG with CTI OS.

Agent PG types supported:

- CM
- Generic
- System

Desktop supported: CTI Toolkit (all)

Secondary PGs supported (one of the following):

- Media Routing Peripheral Gateway (MR-PG)
 - ◆ Outbound Option with SIP 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)
- 1 CTI OS Server
- 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 Agent PG - CTIOS 450 agents VM Configuration for Version 8.0(2+) through 8.5(1)

Used for Unified CCE Agent PG with CTI OS.

Agent PG types supported:

- CM
- Generic
- System

Desktop supported: 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 Agent PG - CAD 1000 agents VM Configuration for Version 8.0(2+) through 8.5(1)

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
 - ◆ 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)

- 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)

Note that if SQL Server is installed for CAD logging, you may modify the VM to add:

- 2 vCPU (4 vCPU total)
- 4 GB RAM (8 GB total)
- A second vDisk that you size as needed or a default of 80 GB for the SQL DB

Notes on Agent PG - CAD 297 agents VM Configuration for Version 8.0(2+) through 8.5(1)

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)

Note that if SQL Server is installed for CAD logging, you may modify the VM to add:

- 1 vCPU (2 vCPU total)
- 4 GB RAM (6 GB total)
- A second vDisk that you size as needed or a default of 80 GB for the SQL DB

Notes on MR PG 2000 agents 10 PIMs VM Configuration for Version 8.0(2+) through 8.5(1)

Used for Unified CCE MR PG.

MR PIM types supported:

- Outbound Option with SIP 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)
- 10 PIMs

Notes on MR PG 1000 agents 5 PIMs VM Configuration for Version 8.0(2+) through 8.5(1)

Used for Unified CCE MR PG.

MR PIM types supported:

- Outbound Option with SIP 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)
- 5 PIMs

Notes on VRU PG 9600 ports 10 PIMs VM Configuration for Version 8.0(2+) through 8.5(1)

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

VRU PIM types supported:

- CVP
- IP IVR
- Third Party (GED-125)

Maximum operational capacities:

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

Notes on VRU PG 1200 ports 4 PIMs VM Configuration for Version 8.0(2+) through 8.5(1)

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

VRU PIM types supported:

- CVP
- IP IVR
- Third Party (GED-125)

Maximum operational capacities:

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

Notes on Avaya ACD PG VM Configuration for Version 8.0(2+) through 8.5(1)

Used for Unified ICME and ICMH Avaya (Definity) 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 TDM ACD PG 2000 agents VM Configuration for Version 8.0(2+) through 8.5(1)

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 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
- 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 TDM ACD PG 250 agents VM Configuration for Version 8.0(2+) through 8.5(1)

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
- 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 UCC Gateway 2000 agents VM Configuration for Version 8.0(2+) through 8.5(1)

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

Maximum operational capacities:

- 2,000 concurrent agents
- 5 UCC Gateway PIMs

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

Notes on UCC Gateway 450 agents VM Configuration for Version 8.0(2+) through 8.5(1)

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 8.0(2+) through 8.5(1)

Used for Unified CCE Administration Clients.

May also be used for ISE.

Notes on Administration Server - AW VM Configuration for Version 8.0(2+) through 8.5(1)

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 8.0(2+) through 8.5(1)

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: WebView Server is not supported in virtualized deployments.

Notes on AW-HDS-DDS VM Configuration for Version 8.0(2+) through 8.5(1)

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: WebView Server is not supported in virtualized deployments.

Notes on HDS-DDS VM Configuration for Version 8.0(2+) through 8.5(1)

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

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

Note: WebView Server is not supported in virtualized deployments.

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