

OVA_Template_Details_for_Unified_Contact_Center_Enterprise_Release_8.x

Templates are available for Windows Server 2003 and Windows Server 2008 R2. [Download](#) the appropriate OVA file for the Windows OS that you are configuring. When you deploy the OVA, a drop-down list of the configurations are presented allowing you to select the appropriate configuration for the UCCE sized component that you are installing.

| Configuration Name | vCPU Cores | vRAM / Memory (GB) | vDisk (GB) | vNIC | Notes |
|--|------------|--------------------|-------------------------------|------|--|
| Note: Windows Server 2008 R2 configurations are contained in the UCCE_8.5_win2008_vmv7_v1.1.ova file, Windows Server 2003 configurations are contained in the UCCE_8.5_win2003_vmv7_v1.1.ova file | | | | | |
| Router 12000 agents | 4 | 8 | 1 x80 | 2 | Supported on Windows 2008 only. This template should be used for outbound campaigns that range from 101 to 300. |
| Logger 12000 agents | 4 | 8 | 1x 80 for OS 1x 500 for DB | 2 | The two vDisks can be in the same datastore. The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool. Supported on Windows 2008 only. This template should be used for outbound campaigns that range from 101 to 300. |
| Router 8000 agents | 2 | 4 | 1 x80 | 2 | |
| Logger 8000 agents | 4 | 4 | 1x 80 for OS 1x 150 for DB | 2 | The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool. |
| Rogger 4000 agents | 4 | 4 | 1x 80 for OS 1x 150 for DB | 2 | The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool. |
| Agent PG ? CTIOS 2000 agents | 2 | 4 | 1x 80 | 2 | |

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|--|---|---|-------------------------------------|---|--|
| Agent PG ? CAD 1000 agents | 2 | 4 | 1x 80 | 2 | If SQL is used with CAD , you may add 2 vCPU to VM Properties (i.e., 4 vCPUs in total), 4G vRAM (8G vRAM in total), and a second vDisk for SQL and DB for performance improvement. This second vDisk can be sized as needed, or use the default size of 80 GB. |
| Agent PG ? CTIOS 450 agents | 1 | 2 | 1x 80 | 2 | |
| Agent PG ? CAD 297 agents | 1 | 2 | 1x 80 | 2 | If SQL is used with CAD , you may add 1 vCPU to VM Properties (i.e., 2 vCPUs in total), 4G vRAM (6G vRAM in total), and a second vDisk for SQL and DB for performance improvement. This second vDisk can be sized as needed, or use the default size of 80 GB. |
| MR PG 2000 agents 10 pims | 2 | 4 | 1x 80 | 2 | |
| MR PG 1000 agents 5 pims | 1 | 2 | 1x 80 | 2 | |
| VRU PG 9600 ports 10 pims | 2 | 2 | 1x 80 | 2 | |
| VRU PG 1200 ports 4 pims | 1 | 2 | 1x 80 | 2 | |
| Avaya ACD PG | 2 | 4 | 1x 80 | 2 | See the Hardware and System Software Specification (Bill of Materials) for Cisco Unified ICM/Contact Center Enterprise and Hosted for capacity information. |
| TDM ACD PG 2000 agents | 2 | 4 | 1x 80 | 2 | |
| TDM ACD PG 250 agents | 1 | 2 | 1x 80 | 2 | |
| UCC Gateway PG 2000 agents | 2 | 4 | 1x 80 | 2 | |
| UCC Gateway PG 450 agents | 1 | 2 | 1x 80 | 2 | |
| Administration Client | 1 | 2 | 1x 40 | 1 | (Client AW) |
| Administration Server - AW | 1 | 2 | 1x 40 | 1 | |
| AW-HDS | 4 | 4 | 1x 80 for OS 1x 500 for DB | 1 | (200 reporters.) The two vDisks can be in the same datastore |

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|--|---|---|-------------------------------|---|--|
| | | | | | The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool. |
| AW-HDS 12,000 agents | 4 | 8 | 1x 80 for OS 1x 500 for DB | 1 | (200 reporters.) The two vDisks can be in the same datastore. The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool. |
| AW-HDS-DDS | 4 | 4 | 1x 80 for OS 1x 500 for DB | 1 | (200 reporters.) The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool. |
| AW-HDS-DDS 12,000 agents | 4 | 8 | 1x 80 for OS 1x 500 for DB | 1 | (200 reporters.) The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool. |
| HDS-DDS | 4 | 4 | 1x 80 for OS 1x 500 for DB | 1 | (200 reporters.) The two vDisks can be in the same datastore The DB vDisk can be custom sized at OVA deployment based on solution sizing and customer retention requirements using the DB Estimator tool. |
| CCMP single box 1500 agents | 4 | 4 | 1x 100 | 1 | |
| CCMP Web/App Svr 8000 agents | 4 | 4 | 1x 100 | 1 | |
| CCMP with Config AW 1500 agents | 4 | 4 | 1x 100 | 1 | |
| | 8 | 4 | 1x 250 | 1 | |

CCMP DB only
8000 agents

Back to: [Unified Communications in a Virtualized Environment](#)