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Deployment Models - Sizing Basics

The SRND uses a concept of "Standardized Agent" for sizing deployments. All deployment models "for up to xx Concurrent Agents" are referring to Concurrent **Standardized** Agents.

All sizing numbers in the SRND assume that each agent will handle no more than:

- 12 email messages per hour
- 1 concurrent chat session.

For example, in the following deployment model, there can be a maximum of 80 agents logged in concurrently, each handling 12 emails/hour and 1 concurrent chat session.

Support for up to 80 Concurrent Agents

Support for up to 80 concurrent agents handling email or chat, where each agent can work on emails at the rate of 12 emails per hour, or work on a single active chat session, at the rate of 8 chat sessions per hour. Configuration supports an incoming email rate of 200,000 emails per month. In Cisco Interaction Manager, any combination of agent-customer chat sessions and email agents totaling to 80, can be supported on a five server configuration, consisting of one web server, one application server, one file and messaging server, one services server and one database server.

Item	Web Server (1)	Application Server (1)	File and Messaging Server	Services Server	Database Server
CPU	Intel Xeon (2.33 GHz or higher speed) Quantity: 1	Intel Xeon (2.33 GHz or higher speed) Quantity: 2	Intel Xeon (2.33 GHz or higher speed) Quantity: 2	Intel Xeon (2.33 GHz or higher speed) Quantity: 2	Intel Xeon (2.33 GHz or higher speed) Quantity: 2
RAM	1 GB	2 GB	2 GB	2 GB	4 GB
Hard Disk	Standard HDD	2 x 73 GB Ultra3 SCSI RAID 1	2 x 73 GB Ultra3 SCSI RAID 1	2 x 73 GB Ultra3 SCSI RAID 1	1. 2 x 73 GB RAID 1 – configured as OS and separate logical volume for page file 2. 4 x 73 GB RAID 10 – configured for data files, database log files and full text catalogues.
Equivalent MCS Configuration	7825	7825	7825	7845	7845

Configuration for up to 80 concurrent email and chat agents

More than 1 Concurrent Chat Per Agent

Most customers want their agents to be able to handle more than 1 concurrent chat session. Going from 1 to 2 concurrent chats essentially **halves** the maximum number of concurrent agents the system can support. Each chat session is just another agent session from a sizing perspective.

The SRND uses the following calculation for "Standardized Agents" when sizing for chat sessions:

Standardized Chat agent count = Actual agent count * Average number of concurrent chat sessions ha

Applying this logic to the above deployment model for up to 80 Concurrent Agents

- If each agent is configured to handle 2 concurrent chat sessions, then the maximum number of concurrent agents goes down to 40.
- If each agent is configured to handle 3 concurrent chat sessions, then the maximum number of concurrent agents goes down to 26.
- If each agent is configured to handle 4 concurrent chat sessions, then the maximum number of concurrent agents goes down to 20.

Sizing_and_Impact_of_Concurrent_Chats

- If each agent is configured to handle 5 concurrent chat sessions, then the maximum number of concurrent agents goes down to 16.

As you can see, this can quickly cause major issues in a deployment. If a customer is not aware of this and has 80 actual agents handling 3 concurrent chats, stability problems are bound to happen.

More than 12 Emails Per Hour Per Agent

Most customers have less of an issue with Email sizing than chat, but it is still something to consider when calculating "Standardized Agents." If each agent handle more than 12 emails per hour (on average), the following calculation should be used in calculating number of agents supported by a deployment model.

Standardized Email agent count = Actual agent count * Average number of messages handled per hour