Router/Logger Example 1 Configuration seems to be incorrect, please see below:

1) A typical UCM subscriber will support at most 500 agents. A UCM cluster has a historical maximum of 2,000 agents. There should be four, rather than two UCM clusters in the UCS Design.

2) A CVP Call Server (in this case Call + VXML) will support 900 calls, where calls are defined as (self service + queue + connected to agents). The server count is then calls / 900, rounded up. With 8,000 agents and 3,600 CVP ports, calls is equal to 8,000 + 3,600 = 11,600. 11,600 / 900 = 12.88888; rounded up to 13. For a geographically split core with N+N redundancy, 13 CVP Call + VXML virtual servers are required at each core. Only 4 per core are reflected in the example.

3) It seems another VRU PG pair is warranted, given the logic of #2, above.

4) Is it a valid design to have SIP dialers on four Agent PG pairs? Would it be better to put the SIP dialer alone on a VM or more than one VM?

5) Is one CVP Report Server per every four CVP Call + VXML servers really enough?

Respectfully, Dan Eccher ShoreGroup, Inc.

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Question to Server spec for UCCE

HI Tems, As we know that Unified IP-IVR is supported with Unified CCE on UCS B-Series solution and on UCS C-Series with the model (UCS-C210-VCD2) only as guide of UC on UCS

Our customer want to deploy to IP-IVR and ICM using the UCS-C250-M2 of UCS server

Is it possible to deploy to UCS-C250-M2 ?

Thanks Regards

UCCE for 12,000 agents

For "Router/Logger Example 2" (Router/Logger - up to 12,000 CTIOS Agents) We need a confirmation for ESXi Server A-4 and ESXi Server B-4. The example shows: 4 HDS on A4 and 4 HDS on B4. From my point of view it is not possible for several reasons: - 4 HDS on the same blade is not possible. - Total amount of Vcpu by blade is more than supported. -- Lotfi AMARI

-Thanks for the update (Now, ADS/HDS/DDS on four different ESXi) -- Lotfi

Addition of B230 Blades

There is no mention of the change in sizing due to the newer blades?

Are we looking to add this soon?

Kevin Petley

PG co-res w/ Unity Connection

Can we get DocWiki updated to reflect co-res support with other UC apps including Unity Connection under the following conditions:

The rule is you must use the 1000 user OVA (1vCPU) for Unity Connection. In addition, any server hosting a Unity Connection VM must reserve 1 vCPU for use by the ESXi scheduler (this has always been required for Unity Connection).

So you will effectively have:

1 cpu ? agent PG 1 cpu ? CUCM 1 + 1 cpu ? Unity Connection

For a total of 4 vCPUs for your desired workload.

The following section would be updated to reflect CUC in addition to UCM/CUP/IPIVR.

Note: EXCEPTIONS to the above VM co-residency table:

```
On a C-Series server, the HDS cannot co-reside with a Router, Logger, or a PG.
PG (in CCE solutions up to 1000 CTIOS agents or 500 CAD agents) VMs can be co-resident with
```

Thanks, Jon Nelson