

Avaya CMS capacities

This document describes the supported hardware platforms and capacities for the following Avaya Call Management System (CMS) software:

- Release 13 (R13)
 - r13aa.k Patch Issue VIII and later
 - r13auxaa.k Patch Issue V and later
- Release 13.1 (R13.1) and later

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Using the capacity limits

The capacities described in the following topics are the maximum limits that can be supported by a particular CMS hardware platform. These capacities apply to mirrored, non-mirrored, Standard CMS, and Expanded AUX CMS platforms. You must verify that *none* of the capacity limits is exceeded for a particular hardware platform.

All capacity limits are independent values. For example, if you want to purchase a Sun Blade 150 hardware platform and you use fewer than five Supervisor reports per session you cannot have more than 80 concurrently logged-in supervisors.



Important:

If you exceed even one of the capacity limits for a hardware platform, you require the next higher capacity hardware platform.

Capacity descriptions

The following topics describe the measurements you must use to determine which CMS hardware platform is required.

Busy hour call volume

The busy hour call volume capacity is the call volume during the busy hour.

Calculate the busy hour call volume by adding each trunk seizure or line appearance seized during the busiest hour for calls.

Concurrent supervisors

The concurrent supervisors capacity is the total maximum number of CMS supervisors and CMS terminal emulator logins that exist during the peak busy hour. The concurrent supervisors capacity is not the number of authorized logins, but the number of logins actually used.

Calculate the number of concurrent supervisors by counting the maximum number of supervisor logins and terminal emulator logins that exist during the busy hour period. Each login counts as one. Do not count the number of reports. This calculation must be 400 or less.

Third-party software

The third-party software capacity is the number of external or third party interface applications. Some examples of third-party interfaces are Blue Pumpkin, ODBC, wallboards, Geotel, Operational Analyst, TCS, and IEX.

Calculate the amount of third-party software by counting the number of third party applications used.

Important:

The one exception to this rule is Geotel, which counts as two applications.

Do not count each instance of the application. If you use wallboards, count the wallboards as one application. Do not add up the total number of wallboards.

Agent/skill pairs

The agent/skill pairs capacity is the total number of agent/skill pairs.

Calculate this capacity by multiplying the number of agents by the number of skills each agent can log in to. The number of agents and the number of skills are based on the switch administration. If there are 20 agents, and each agent can log in to 5 skills, you would calculate a value of 100. You must count the total number of skills administered for the agent, not the number of skills used by the agent.

Reports per Supervisor session

The reports per Supervisor session capacity is the average number of simultaneous reports each supervisor will run.

Report elements

The report elements capacity is the average number of report elements.

A report element is an entity that is monitored by an average report. Report elements are not the lines of data rendered on the report but the element that is chosen to run the report against. Some examples of elements are VDNs, skills, and vectors.

Calculate this capacity by counting each element. You would count one element if a report is run for one skill. It does not matter if the report has lines of data for each agent in the skill.

Active agent traces

The active agent traces capacity is the number of agent traces running on the CMS.

Average refresh rate

The average refresh rate capacity is the average refresh rate for real-time reports.

Calculate this capacity by averaging the refresh rates set by your report users. If one-half of the users use a 30-second refresh rate, and the other half use a 10-second refresh rate, you would calculate an average of 20. This number must be between 3 and 30.

Percent refresh rate at three seconds

The percent refresh rate at 3 seconds capacity is the percentage of real-time report users that require a refresh rate of 3 seconds.

Orderable system capacities

The following table lists the capacities and CMS hardware platforms you can purchase from Avaya.

| Capacity | Netra 210 | | Sun Fire V890 | | | |
|-----------------------------------|----------------|------------------|----------------|---------|-----|-----------|
| | Available CPUs | Not applicable | | 2 | 4 | 6 |
| Memory | 1 GB | 3 GB | Not applicable | | | |
| Busy-hour call volume | 200,000 | | 200,000 | 250,000 | | 300,000 |
| Concurrent supervisors | 80 | 150 ¹ | 200 | 250 | 300 | 400 |
| Third-party software | 2 | 3 | 5 | | 7 | |
| Agent skill pairs | 50,000 | 100,000 | 100,000 | | | |
| Reports per Supervisor session | 5 | | 7 | 8 | | 10 |
| Report elements | 4 | 5 | 5 | 7 | 8 | 12 |
| Active agent traces | 100 | 200 | 300 | 400 | | |
| Average refresh rate | 30 seconds | | 30 seconds | | | 3 seconds |
| Percent refresh rate at 3 seconds | 10% | | 20% | 30% | 50% | 100% |

1. If the concurrent supervisor session capacity is greater than 80 but less than or equal to 150, check the number of agents. If the number of agents is less than or equal to 2500, the Netra 210 3 GB model is orderable. If the number of agents is greater than 2500, the Sun Fire V890 2 CPU model is orderable.

Upgradeable system capacities

The following table lists the capacities and CMS hardware platforms you can upgrade to the current CMS load.

| Capacity | Sun Blade 100 ¹ | Sun Blade 150 | | Sun Fire V880 | | | |
|-----------------------------------|----------------------------|----------------|--------|----------------|---------|-----|-----------|
| Available CPUs | Not applicable | Not applicable | | 2 | 4 | 6 | 8 |
| Memory | 512 MB | 1 GB | | Not applicable | | | |
| Busy-hour call volume | 35,000 | 45,000 | 35,000 | 200,000 | 250,000 | | |
| Concurrent supervisors | 50 | 60 | 80 | 200 | 250 | 300 | 400 |
| Third-party software | 2 | 2 | | 5 | | 6 | 7 |
| Agent skill pairs | 50,000 | 50,000 | | 100,000 | | | |
| Reports per Supervisor session | 5 | 5 | | 7 | 8 | | 10 |
| Report elements | 4 | 4 | | 5 | 7 | 8 | 12 |
| Active agent traces | 100 | 100 | | 300 | 400 | | |
| Average refresh rate | 30 seconds | 30 seconds | | 30 seconds | | | 3 seconds |
| Percent refresh rate at 3 seconds | 10% | 10% | | 20% | 30% | 50% | 100% |

1. The Sun Blade 100 is supported only with the Standard CMS load line. The CMS Expanded AUX load line is not supported.

Adding Supervisor sessions to unsupported platforms

You *cannot* upgrade Ultra 5, Enterprise 3000, and Enterprise 3500 platforms to the current CMS load. You can add permissions for more Supervisor sessions and continue to use your current release of the CMS software.

The following table lists the maximum number of Supervisor sessions you can add to a hardware platform.



Important:

The following hardware platforms are limited to 100,000 busy-hour calls.

| Hardware platform | Supervisor sessions |
|--|---------------------|
| Ultra 5 | 1 to 50 |
| Enterprise 3000 or Enterprise 3000 dual processor | 1 to 80 |
| Enterprise 3500 two CPUs | 1 to 200 |
| Enterprise 3500 four CPUs | 1 to 250 |
| Enterprise 3500 six CPUs | 1 to 300 |