eServices Administrator's Guide

Improving the Performance of the Interaction Server Database

5/5/2025

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To optimize the performance of Interaction Server, try the following steps:

1. Design or redesign the Business Process for greater efficiency; for example, by minimizing the number of processing steps. This provides for the most performance gain for custom Business Processes.

2. Analyze and optimize the SELECT statements generated by Interaction Server. Analyze the execution plans for the generated SELECT statements and create appropriate indexes. This is especially important if you have added an custom Business Processes: the standard indexes provided with the default schema do not take account of any custom database fields, specific conditions configured, and other items added by custom Business Processes. This step might provide all the performance gain that you need.

3. Perform a general tuneup on the database.

4. Partition the database. The subtopics in this section deal with this.