eServices Deployment Guide

Estimating Database Size

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Estimating Database Size

This section suggests some ways of estimating the size of the Universal Contact Server (UCS) and Interaction Server databases. Please keep in mind that these are rough estimates only. The size of a database file on a hard drive depends on a number of factors other than the number of interactions it contains. For example:

- The size of a database file can vary according to the DBMS platform you are using.
- Interactions are not uniform in size. An e-mail may be as small as 4 KB or it may be 200 KB or more. Also, interactions can include attachments, which can increase size greatly.

> **Important**
>
> You can configure Universal Contact Server Manager to automatically archive and/or prune old messages to keep this database to a manageable size. See Universal Contact Server Manager Help for more information.

Interaction Server's Event Logger functionality requires its own separate database.

The following procedures describe how to estimate the amount of disk space require for the eServices databases.

Estimating UCS database size for e-mail interactions

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1. Multiply the number of interactions expected each day by the number of days you want to keep the interactions.
2. Multiply the result by 25 KB (estimating 20 KB for the message body and 5 KB for headers, comments, and indexes).
   For example, if you anticipate 100 incoming interactions per day and you want to keep 90 days' worth of history, reserve 100 x 90 x 25 KB or 225 MB of disk space.

> **Important**
>
> Though the average interaction will probably be less than 25 KB in size, this is a reliable estimate of the amount of disk space required for contact and history records.

3. Add 1 KB for each related contact in the database. So for 100,000 contacts, allow 100 MB for the database.

Estimating UCS database size for chat interactions

Estimating UCS database size for chat interactions

1. Multiply the number of chat interactions expected each day by the number of days you want to keep the interactions.
2. Multiply the result by 5 KB. For example, if you anticipate 1000 incoming chat interactions per day, and you want to keep 90 days' worth of history, reserve 1000 x 90 x 5 KB, or 450 MB of disk space.
3. Add 1 KB for each related contact in the database. So for 100,000 contacts, allow 100 MB for the database.

Estimating the size of the Interaction Server database

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1. Use the following formula:
   $(3.5 + d)m = x$ KB
   Where:
   - 3.5 KB is the size of system data and business properties (also called operational data). See the initialization script for the particular limit for each property.
   - d is the size, in KB, of attached user data. Attached data is normally 4 KB or less, but it may be more. eServices imposes an upper limit on the size of attached user data written in the logs. However, there is no limit set for the total amount of attached data that Interaction Server has to process. Further information about the Interaction Server database is available in the eServices Administrator's Guide.
   - m is the expected maximum number of active interactions. In choosing this number for Genesys E-mail, take into consideration the large number of e-mails that may build up during off hours or system malfunctions. For example, if you limit attached user data to 64 KB and you expect a maximum of 10,000 active interactions, allow about 700 MB for the database.