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eServices Administrator's Guide

General Recommendations

5/8/2025

General Recommendations

This section presents some recommendations for monitoring and adjusting your eServices configuration.

In addition to the items on this page, see also the following topics:

- [Database Performance](#)
- [Unicode Character Support](#)
- [Classification Server](#)
- [SMS Server](#)
- [Security](#)

Parameters to Check

Check that the following parameters do not significantly exceed their average values:

- Memory usage
- CPU load
- Number of handles for eServices-related processes (with Windows operating system)

Loading on Application Servers

Monitor the loading on application servers (Classification Server, E-mail Server). If application servers are being overloaded, do one or both of the following:

- For all routing strategies that process interactions with no agent involvement, adjust the limit on the number of interactions that Interaction Server can submit to Universal Routing Server (URS). You can set this limit for a strategy using the max-submitted-interactions option. See "Interaction Server Options" in Chapter 2 of the [eServices 8.1 Reference Manual](#).
- Add instances of the required application server on other hosts.