

GENESYS

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Hardware and Bandwidth Usage

Hardware and Bandwidth Usage

This section contains hardware / disk space usage and bandwidth estimates for the Reporting Server, and bandwidth usage estimates for the Media and Call Control Platforms.

- Reporting Server Hardware Usage
- Bandwidth Usage for MCP, CCP, RS

Reporting Server Hardware Usage

Factors affecting disk space requirements for Reporting Server:

- Retention period
- Call rate
- Number of IVR Profiles, Tenants, and DNs

Reporting Server Disk Space Estimates

This table provides information necessary to estimate the disk space required for Reporting Server data types. For more information about data retention and data types, see "Data Retention Policy Wizard" in "Chapter 6: Provisioning IVR Profiles" of the GVP 8.5 User's Guide.

Table: Reporting Server Disk Space Estimates

	•	5	•			
Data type	Usage	Estimated disk storage in bytes	Required estimates	Retention periods		
Resource Manager						
CDR	Very High	600	Calls per day	retention.cdr		
Calculation:						
600 * number of calls per day * retention.cdr						
Operational Reporting (5 minutes)	Medium	300	Number of: • DNs • IVR Profiles • Tenants • RM, CTIC, PSTNC	retention.operations		
Calculation: 300 * (number of DNs + number of IVR Profiles + number of tenants + number of CTIC, PSTNC +1) * (number of						

Data type	Usage	Estimated disk storage in bytes	Required estimates	Retention periods
RMs) * 2 * 1440 * retention.operations.5min				
Operational Reporting (30 minutes)	Medium	300	Number of: • DNs • IVR Profiles • Tenants • RM, CTIC, PSTNC	retention.operations
Calculation:				
800 * (number of DNs + nu RMs) * 2 * 48 * retention			nants + number of CTIC, PS	TNC +1) * (number of
		Resource Mai	nager	
Operational Reporting (hourly)	Medium	300	Number of: • DNs • IVR Profiles • Tenants • RM, CTIC, PSTNC	retention.operations
Calculation:				
800 * (number of DNs + nu RMs) * 2 * 24 * retention			nants + number of CTIC, PS	TNC +1) * (number of
Operational Reporting (daily)	Medium	300	 DNs IVR Profiles Tenants RM, CTIC, PSTNC 	retention.operations
Calculation:				
300 * (number of DNs + nu RMs) * 2 * retention.ope		iles + number of te	nants + number of CTIC, PS	TNC +1) * (number of
Operational Reporting (weekly)	Medium	300	 DNs IVR Profiles Tenants RM, CTIC, PSTNC 	retention.operations

		Estimated		
Data type	Usage	disk storage in bytes	Required estimates	Retention periods
Calculation:		-		
000 * (number of DNs + nu Ms) * 2 * retention.ope		files + number of te	nants + number of CTIC, PS	TNC +1) * (number of
Operational Reporting (monthly)	Medium	300	 DNs IVR Profiles Tenants RM, CTIC, PSTNC 	retention.operations
Calculation:				
300 * (number of DNs + nu RMs) * 2 * retention.ope			nants + number of CTIC, PS	TNC +1) * (number of
		Media Control P	latform	
CDR	Very High	600	Calls per day	retention.cdr
Calculation:				
500 * calls per day * retention	n.cdr			
Operational Reporting (5 minutes)	Medium	300	IVR ProfilesMCPs	retention.operations
Calculation:				
300 * (number of IVR Prot MCPs) * 1440 * retention.		nber of MCPs) * 1440	* retention.operations.5m	in + 100 * (number of
Note: The first product is for stored for each MCP.	the arrivals that are	e stored per IVR Profile	for each MCP. The second produ	ict is for the peaks that are
Operational Reporting (30 minutes)	Medium	300	IVR ProfilesMCPs	retention.operations
Calculation:				
300 * (number of IVR Profiles + 1) * (number of MCPs) * 48 * retention.operations.30min + 300 * (number of MCPs) * 48 * retention.operations.30min				
		Media Control P	latform	
Operational Reporting (hourly)	Medium	300	IVR ProfilesMCPs	retention.operations
Calculation:				

Data type	Usage	Estimated disk storage in bytes	Required estimates	Retention periods	
300 * (number of IVR Profiles + 1) * (number of MCPs) * 24 * retention.operations.hourly + 300 * (number of MCPs) * 24 * retention.operations.hourly					
Operational Reporting (daily)	Medium	300	IVR ProfilesMCPs	retention.operations	
Calculation:					
300 * (number of IVR Pror retention.operations.dai		nber of MCPs) * rete	ention.operations.daily + 3	00 * (number of MCPs) *	
Operational Reporting (weekly)	Medium	300	IVR ProfilesMCPs	retention.operations	
Calculation:					
300 * (number of IVR Pro * retention.operations.wo		nber of MCPs) * rete	ntion.operations.weekly/7	+ 300 * (number of MCPs)	
Operational Reporting (monthly)	Medium	300	IVR ProfilesMCPs	retention.operations	
Calculation:					
300 * (number of IVR Pro MCPs) * retention.operat		nber of MCPs) * rete	ntion.operations.monthly/3	0 + 300 * (number of	
Events	Very High	500	 events per call calls per day	retention.events	
Calculation:					
500 * number of events p	er call * number	of calls per day *	retention.events		
VAR CDR	Very High	200 per VAR CDR 150 per VAR custom variable	 calls per day custom variables per call	retention.cdr	
Calculation:					
(200 +150 * number of cu	stom variables pe	er call) * number of	calls per day * retention	cdr	
		Media Control F	Platform		

Data type	Usage	Estimated disk storage in bytes	Required estimates	Retention periods	
VAR Summary (5 minutes)	Medium	300	 IVR Profiles Tenants MCPs IVR Actions unique call-end reasons 	retention.var.5min	
Calculation:					
300 * (number of IVR Prof unique call-end reasons *			f MCPs * (number of IVR Ac	tions +1) * number of	
VAR Summary (30 minutes)	Medium	300	 IVR Profiles Tenants MCPs IVR Actions unique call-end reasons 	retention.var.30min	
Calculation:					
300 * (number of IVR Prof unique call-end reasons *	ile + number of 48 * retention.	tenants) * number o var.30min	f MCPs * (number of IVR Ac	tions +1) * number of	
VAR Summary (hourly)	Medium	300	 IVR Profiles Tenants MCPs IVR Actions unique call-end reasons 	retention.var.hourly	
Calculation:					
300 * (number of IVR Profile + number of tenants) * number of MCPs * (number of IVR Actions +1) * number of unique call-end reasons * 24 * retention.var.hourly					
		Media Control P	latform		
VAR Summary (daily)	Medium	300	IVR ProfilesTenants	retention.var.daily	

Data type	Usage	Estimated disk storage in bytes	Required estimates	Retention periods
			MCPsIVR Actionsunique call-end reasons	
Calculation:				
300 * (number of IVR Pro- unique call-end reasons '			f MCPs * (number of IVR Ac	tions +1) * number of
VAR Summary (weekly)	Medium	300	 IVR Profiles Tenants MCPs IVR Actions unique call-end reasons 	retention.var.weekly
Calculation: 300 * (number of IVR Pro- unique call-end reasons ?	file + number of * retention.var.v	tenants) * number o veekly/7	f MCPs * (number of IVR Ac	tions +1) * number of
VAR Summary (monthly)	Medium	300	 IVR Profiles Tenants MCPs IVR Actions unique call-end reasons 	retention.var.monthly
Calculation:	file + number of	tenants) * number o	f MCPs * (number of IVR Ac	tions +1) * number of
unique call-end reasons '			THEFS (HUMDET OF IVE AC	CTOUS TT) , HUNDEL OI
SQA Latency (hourly)	Medium	600	Number of components	retention.latency.hou
Calculation:				
600 * (number of componer	nts) * retention.	latency.hourly * 24		
		Media Control P	Platform	
SQA Latency (daily)	Medium	600	Number of components	retention.latency.da

Data type	Usage	Estimated disk storage in bytes	Required estimates	Retention periods	
Calculation:					
600 * (number of componer	nts) * retention.	.latency.daily			
SQA Latency (weekly)	Medium	600	Number of components	retention.latency.week	
Calculation:					
600 * (number of componer	nts) * retention.	latency.weekly/7			
SQA Latency (monthly)	Medium	600	Number of components	retention.latency.mont	
Calculation:					
600 * (number of componer	nts) * retention.	latency.monthly/30			
SQA Failure Details	Medium	500	Calls per day Failure rate percentage	retention.sq.failures	
Calculation:					
500 * calls per day * fai	ilure rate percer	ntage * retention.sq	.failures		
SQA Failure Summary (hourly)	Medium	200	MCPsIVR Profiles	retention.sq.hourly	
Calculation:					
200 * number of MCPs * nu	umber of IVR Prot	files * retention.sq	.hourly * 24		
SQA Failure Summary (daily)	Medium	200	MCPsIVR Profiles	retention.sq.daily	
Calculation:					
200 * number of MCPs * nu	umber of IVR Prot	files * retention.sq	.daily		
SQA Failure Summary (weekly)	Medium	200	MCPsIVR Profiles	retention.sq.weekly	
Calculation:					
200 * number of MCPs * number of IVR Profiles * retention.sq.weekly/7					
		Media Control P	latform		
SQA Failure Summary (monthly)	Medium	200	• MCPs	retention.sq.monthly	

Data typeUsagedisk storage in bytesRequired estimatesRetention periodsCalculation: 200 * number of MCPs * number of IVR Profiles * retention.sq IVR Profiles. IVR ProfilesCalculation: 200 * number of MCPs * number of IVR Profiles * retention.sq IVR Profiles. IVR ProfilesCDRVery High600Calls per dayretention.cdrCalculation: 600 * calls per day * retention.cdr. CCPs . IVR Profilesretention.operations.Operational Reporting (15 minutes)Medium300. CCPs . IVR Profilesretention.operations.200 * number of TVR Profiles +1) * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * . IVR Profilesretention.operations.200 * number of TVR Profiles +1) * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * . IVR Profilesretention.operations.200 * number of TVR Profiles +1) * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * . IVR Profilesretention.operations.200 * number of TVR Profiles +1) * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * . IVR Profilesretention.operations.200 * number of TVR Profiles +1) * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * . IVR Profilesretention.operations.201 * number of TVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 389 * number of CCPs * 48 * . IVR Profilesretention.operations.202 * number of TVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 389 * number of CCPs * 48 * . IVR Profilesretention.operations.<					
Calculation: 200 * number of MCPs * number of IVR Profiles * retention.sq. monthly/30Call Control PlatformCDRVery High600Calls per dayretention.cdrCalculation: 600 * calls per day * retention.cdr500Calls per dayretention.operations.Operational Reporting (5 minutes)Medium300• CCPs • IVR Profilesretention.operations.300 * (number of IVR Profiles +1) * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.00min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.00min + 300 * number of CCPs * 48 * retention.operations.00min + 300 * num	Data type	Usage		Required estimates	Retention periods
200 * number of NCPs * number of IVR Profiles * retention.sq. monthly/30 Call Control Platform Colspan= day retention.cdr Colspan= day retention.operations.cdr Colspan= day retention.operations.cdr Colspan= day retention.operations.cdr Colspan= day retention.operations.cdr Solo * CCPs retention.operations.cdr Colspan= day				IVR Profiles	
Call Control PlatformCDRVery High600Calls per dayretention.cdrGalculation:600Calls per dayretention.cdr600 * calls per day * retention.cdr300°CCPs • IVR Profilesretention.operations.Operational Reporting (5 minutes)Medium300°CCPs • IVR Profilesretention.operations.300 * (number of IVR Profiles +1) * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * Note: The first product is for the peaks that are stored for each CCP.Operational Reporting (300 minutes)Medium300°CCPs • IVR Profilesretention.operations.Operational Reporting (hourly)Medium300°CCPs • IVR Profilesretention.operations.Operational Reporting (hourly)Medium300°CCPs • IVR Profilesretention.operations.Operational Reporting (hourly)Medium300°CCPs • IVR Profilesretention.operations.300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 48 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * * 24 * retention.operations.hourly + 300 * number of CCPs * * 1VR Profiles300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * * 1VR Profiles300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * * 1VR Profiles300 * (number of IVR Profiles +1) * number of	Calculation:				
CDRVery High600Calls per dayretention.cdrCalculation: 600 * calls per day * retention.cdr <td>200 * number of MCPs * nu</td> <td>umber of IVR Prof</td> <td>iles * retention.sq</td> <td>. monthly/30</td> <td></td>	200 * number of MCPs * nu	umber of IVR Prof	iles * retention.sq	. monthly/30	
Calculation:			Call Control Pla	atform	
600 * calls per day * retention.cdr Operational Reporting (5 minutes) Medium 300 • CCPs • IVR Profiles retention.operations. 030 * (number of IVR Profiles +1) * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min Note: The first product is for the arrivals that are stored per IVR Profiles • CCPs • IVR Profiles retention.operations. 00perational Reporting (30 minutes) Medium 300 • CCPs • IVR Profiles retention.operations. 00perational Reporting (30 minutes) Medium 300 • CCPs • IVR Profiles retention.operations. 00perational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. 00perational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. 00perational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. 300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * retention.operations. 300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * retention.operations. 300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * retention.operations.	CDR	Very High	600	Calls per day	retention.cdr
Operational Reporting (5 minutes)Medium300• CCPs • IVR Profilesretention.operations.Calculation: 300 • (number of IVR Profiles +1) * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min * 300 * number of CCPs * 1440 * retention.operations.5min * 300 * number of CCPs * 1440 * retention.operations.5min * 300 * number of CCPs * 1470 * retention.operations.5min * 300 * number of CCPs * 1VR Profiles for each CCP.• CCPs * • IVR Profiles• retention.operations.5min * 300 * number of CCPs * • IVR ProfilesOperational Reporting 300 * (number of IVR Profiles +1) * number of CCPs * 48 * retention.operations.30min * 300 * number of CCPs * 48 *• CCPs * • IVR Profilesretention.operations.Operational Reporting (hourly)Medium300• CCPs * • IVR Profilesretention.operations.Operational Reporting 300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * • IVR Profilesretention.operations.Operational Reporting (hourly)Medium300• CCPs * • IVR Profilesretention.operations.300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * • IVR Profilesretention.operations.300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * • IVR Profilesretention.operations.300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * • IVR Profiles· CCPs * • IVR Profiles300 * (align)Medium300 * CCPs * • IVR Profiles· ret	Calculation:				
Operational Reporting (30 * (number of IVR Profiles +1) * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min * 300 * number of CCPs * 1440 * retention.operations.5min * 300 * number of CCPs * 1440 * retention.operations.5min * 300 * number of CCPs * Operational Reporting (30 minutes) Medium 300 • CCPs • IVR Profiles retention.operations. Operational Reporting (30 minutes) Medium 300 • CCPs • IVR Profiles retention.operations. Operational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. Operational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. Operational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. Operational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. Operational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. Operational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. Operational Reporting (daily) Medium 300 • CCPs • IVR Profiles retention.operations.	600 * calls per day * ret	tention.cdr			
300 * (number of IVR Profiles +1) * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.5min + 300 * number of CCPs * 1440 * retention.operations.100 * number of CCPs * 1440 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * retention.operations.10min + 300 * number of CCPs * 48 * retention.operations.10min + 300 * number of CCPs * 48 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 140 *	Operational Reporting (5 minutes)	Medium	300		retention.operations
1440 * retention.operations.5min Note: The first product is for the arrivals that are stored per IVR Profile for each CCP. The second product is for the peaks that are stored for each CCP. Operational Reporting (30 minutes) Medium 300 • CCPs • IVR Profiles retention.operations. Calculation:	Calculation:				
(30 minutes) Medium 300 • IVR Profiles retention.operations.1 (30 minutes) * number of IVR Profiles * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * (alum) 300 • CCPs retention.operations. (hourly) Medium 300 • CCPs (hourly) • IVR Profiles retention.operations. Calculation: • CCPs • IVR Profiles 300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly Call Control Platform • CCPs • IVR Profiles Operational Reporting (daily) Medium 300 • CCPs • IVR Profiles • IVR Profiles retention.operations.	1440 * retention.operatio	ons.5min			
300 * (number of IVR Profiles +1) * number of CCPs * 48 * retention.operations.30min + 300 * number of CCPs * 48 * Operational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. Calculation:	Operational Reporting (30 minutes)	Medium	300		retention.operations
Operational Reporting (hourly) Medium 300 • CCPs • IVR Profiles retention.operations. Calculation:	Calculation:				
Operational Reporting (hourly) Medium 300 IVR Profiles retention.operations. Calculation: 300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly Call Control Platform Operational Reporting (daily) Medium 300 • CCPs • IVR Profiles retention.operations.		+1) * number of CC	CPs * 48 * retention.ope	rations.30min + 300 * number	of CCPs * 48 *
300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 10 * Number of C	Operational Reporting (hourly)	Medium	300		retention.operations
24 * retention.operations.hourly Call Control Platform Operational Reporting (daily) Medium 300 · CCPs · IVR Profiles retention.operations.	Calculation:				
Operational Reporting (daily)Medium300• CCPs • IVR Profilesretention.operations.	300 * (number of IVR Profiles +1) * number of CCPs * 24 * retention.operations.hourly + 300 * number of CCPs * 24 * retention.operations.hourly				
(daily) Medium 300 retention.operations.			Call Control Pla	atform	
Calculation:	Operational Reporting (daily)	Medium	300		retention.operations
	Calculation:				

Data type	Usage	Estimated disk storage in bytes	Required estimates	Retention periods	
300 * (number of IVR Pro retention.operations.hou		er of CCPs * retenti	on.operations.daily + 300	* number of CCPs *	
Operational Reporting (weekly)	Medium	300	CCPsIVR Profiles	retention.operations	
Calculation:					
300 * (number of IVR Pro retention.operations.wee		er of CCPs * retenti	on.operations.weekly / 7+	300 * number of CCPs *	
Operational Reporting (monthly)	Medium	300	CCPsIVR Profiles	retention.operations	
Calculation:					
300 * (number of IVR Pro * retention.operations.mo		er of CCPs * retenti	on.operations.monthly / 30	+ 300 * number of CCPs	
Events	Very High	500	 events per call calls per day	retention.events	
Calculation:					
500 * number of events per call * number of calls per day * retention.cdr					

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Bandwidth Usage

The following tables describe the bandwidth usage for the following components:

- Media Control Platform: Table: Media Control Platform Bandwidth Usage
- Call Control Platform: Table: Call Control Platform Bandwidth Usage
- Reporting Server: Table: Reporting Server Bandwidth Usage

Media Control Platform Bandwidth Usage

The table below describes the bandwidth usage when bi-directional traffic exists between the Media Control Platform and other servers.

Protocol	Estimated bi-directional traffic	Criticalit	5		
1100001	Between Media Control Pla		·		
CID	Simple inbound call: 5KB per call	Very	SIP traffic can vary, depending on the call flow, the		
SIP	 Outbound with Supplementary Services Gateway: 10KB per call 	h Supplementary high amount of user data, and number			
	Between Media Contro	l Platform	and MRCPv1		
RTSP MRCP	ASR: 8 KB per recognition, and 8 KB/ sec of RTP traffic	Very high	RTP traffic is uni-directional only.		
RTP	 TTS: 3 KB per prompt, and 8 KB/sec of RTP traffic 				
	Between Media Contro	l Platform	and MRCPv2		
SIP MRCP	ASR: 15 KB per recognition, and 10 KB/sec of RTP traffic	Very high	RTP traffic is uni-directional only.		
RTP	 TTS: 6 KB per prompt, and 8 K/sec of RTP traffic 				
	Between Media Control Pla	tform and	RTP components		
	 PCMU/PCMU/G.722: 20 KB/sec per call leg 				
	• G.729: 6 KB/sec per call leg				
	• G.729d: 5.6 KB/sec per call leg				
	• G.729e: 7 KB/sec per call leg				
	• G.729-16: 8 KB/sec per call leg				
	• G.726-24: 10 KB/sec per call leg		Examples of RTP components are:		
	• G.726-32: 12 KB/sec per call leg	Very	RTSP software		
RTP	• G.726-40: 14 KB/sec per call leg	high	• Soft phone		
	GSM: 7.3 KB/sec per call leg		Media gateway		
	AMR: 2-7.3 KB/sec per call leg				
	 AMR-WB: 5-10 KB/sec per call leg (the rate varies, depending on the audio data) 				
	 H.263/H.264-1998: 10-70 KB/sec per call leg (the rate varies, depending on video data) 				
	• H.264: 20-90 KB/sec per call leg (the				

Table: Media Control Platform Bandwidth Usage

Protocol	Estimated bi-directional traffic	Criticalit	y Comments
	rate varies, depending on video data)		
	Between Media Control Platforn	n and HTT	P Server/Proxy Server
НТТР	1 KB per request and content size of the VoiceXML page or audio file in the HTTP request and response.	Very high	HTTP traffic can vary, based on the number of files that are used by the VoiceXML application, the maxage and maxstale settings of the VoiceXML application, and the expiry settings on the HTTP server.

Call Control Platform Bandwidth Usage

The table below describes the bandwidth usage when bi-directional traffic exists between the Call Control Platform and other servers.

	Table: Call Control Platform Bandwidth Usage						
Protocol	Estimated bi-directional traffic	imated bi-directional traffic Criticality					
	Between Call Control Plat	form and	SIP components				
SIP	Simple inbound call without join: ~7 KB per session Inbound call starting a simple dialog: ~20 KB per session	Very high	Significantly dependent on call flow and network conditions. If the network connection is poor, messages could be resent according to the SIP protocol.				
	Between Call Control Platform	and HTTP	Server/Proxy Server				
НТТР	1 KB per request and content size of the CCXML page in the HTTP request and response.	Very high	HTTP traffic can vary, based on the number of files that are used by the CCXML application, the maxage and maxstale settings of the CCXML application, and the expiry settings on the HTTP server.				

For information about bandwidth usage for the Management Framework components, see the Management Framework chapter in this guide.

Reporting Server Bandwidth Usage

The table below describes the bandwidth usage when bi-directional traffic exists between the Reporting Server and other servers.

Protocol	Estimated bi-directional traffic	Criticalit	y Comments		
Between Reporting Server and Media Control Platform					
Proprietar (per call)	y CDR: 1 KB per callEvents: 1 KB per call	Very high	CDR: 2 updates per call, 400 bytes per update. Events: 10 events per call, 100 bytes per event. Note: The number of updates per call depends on the application used.		

Table: Reporting Server Bandwidth Usage

Protocol	Estimated bi-directional traffic	Criticalit	v Comments		
	y _{OR} : 100 bytes/min.OR: 100 bytes per	Low	One update per minute for peak (~50 bytes), and one update per minute for arrivals (~50 bytes).		
Proprietar (SQA)	ySQA: 50 KB per 15 min.SQA: 3 KB per IVR Profile per minute	Low	This depends on the frequency at which the SQA is configured to send data upstream to the Reporting Server. The default is 15 minutes. If the deployment is configured differently, the estimate must be adjusted.		
Between Reporting Server and Resource Manager					
Proprietar (per call)	y CDR: 3 KB per call	Very high	CDR: 7 updates per call, 400 bytes per update. Note: The number of updates per call depends on the application used.		
Proprietar (OR)	OR:100 bytes per IVR Profile per minuteOR: 100 bytes per tenant per minute OR:100 bytes per DN per minuteOR: 100 bytes per YCTI Connector or PSTN Connector component per minute Note: These data usage results are only for the IVR Profile, Tenant, Component, and DN that are invoked during each 5-minute period.	Medium	Two updates per minute per IVR Profiles, 50 bytes per update.Two updates per minute per tenant, 50 bytes per update.Two updates per minute per CTI Connector/PSTN Connector component, 5 bytes per update.Two updates per minute per DN, 50 bytes per update.		
Between Reporting Server and Call Control Platform					
Proprietar (per call)	y CDR: 1 KB per callEvents: 0.5 KB per call	Very high	CDR: 2 updates per call, 400 bytes per update.Events: 5 events per call, 100 bytes per event. Note: The number of updates per call depends on the application used.		
Proprietar (OR)	YOR: 100 bytes per minute OR: 100 bytes per IVR Profile per minute	Low	One update per minute for peak (\sim 50 bytes), and one update per minute for arrivals (\sim 50 bytes).		
Between Reporting Server and an Off-board Reporting Database					
Proprietar (database vendor)	YThe sum of all estimates between the Reporting Server and all the Media Control Platform, Call Control Platform, and Resource Manager servers.	Very high	This bandwidth estimate applies when the database is off-board only (on a different server).		

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