Outbound Contact Performance Testing Results

SCXML

5/2/2025

Contents

SCXML

> **Important**
>
> Version Tested: Outbound Contact Server 8.1.501.05

The test demonstrated a stable and proper working order of all listed products under the *soft* test conditions (modules not restarted; configuration parameters chosen correctly).

Test Conditions

- One campaign with three agent groups was created.
- Each group had 1,000 agents and used its own site.
- The campaign used calling lists with 100,000 records.
- Each campaign worked until there were undialed records in the calling list.
- Agents had 60 seconds AverageTalkTime.
- SCXML sript used: `sample01.scxml` (from the SCXML sample scripts distributed with OCS)
- OCS `Application/Annex/scxml/local_file_maxage = 600000`
- All other settings were default. Logging verbosity was set to `standard`.
- Number of ports was unlimited.

Environment	Version	Computers
Outbound Contact Server	8.1.501.05 64b	test53
Outbound Contact Server	8.1.300.12 and previous	test47
Outbound Contact Manager	7.6.101.03	test26
StatServer	8.1.200.10	test26
Tserver G3	8.0.101.04	test26
DBServer	8.0.100.06	testarc
Configuration server	8.1.300.03	test24:5070 (DB81_ORS)
Data Base	MS SQL	testarc

Computers	Description
testarc	2 x Intel Irwindale Xeon 3.2 GHz/2x2MB, 4 GB, 1 HDD x 400 GB SATA [system] SATA 3Ware RAID1 - 2 channel; 2HDD x 400 GB per channel, Dual

Computers	Description
	GigEthernet, MS Windows Server 2003 Enterprise
test26	2 x Intel Xeon 3.2 GHz/Dual Core 2x2MB, 4 GB, 2 HDD x 160 GB SATA, Dual GigEthernet, MS Windows Server 2003 Enterprise
test24	2 x Intel Xeon 3.2 GHz/Dual Core 2x2MB, 4 GB, 2 HDD x 160 GB SATA, Dual GigEthernet, MS Windows Server 2003 Enterprise
test47	2 x Intel Xeon 3.2 GHz/2MB, 4 GB, 2 HDD x 80 GB SATA, Dual GigEthernet, MS Windows Server 2003 Enterprise
test53	2 x Intel Clovertown Quad Xeon X5365 3.0 GHz/ L2=2x4MB, 20 GB RAM, 2 x SCSI HDD x 146 GB X 15K RPM, Dual GigEthernet, MS Windows Server 2008 R2

Testing

Hit Ratio

Answer probability	1
No answer probability	0
Busy probability	0
Answering machine probability	0
Average Talk Time	60

Performance

	One Group		Two Groups		Three Groups	
	CPU%	Mem (MB)	CPU%	Mem (MB)	CPU%	Mem (MB)
OCS 8.1.501.05	8.0	1437	25.5	2340	49.5	2900

One group, Two Groups, Three Groups Performance Tests

Dialing Speed

One group	14 dials/sec
Two groups	28 dials/sec
Three groups	42 dials/sec

Hit Ratio

Answer probability	0.33
No answer probability	0.34
Busy probability	0.33
Answering machine probability	0
Average Talk Time	60

Dialing Speed

One group	42 dials/sec
Two groups	84 dials/sec
Three groups	126 dials/sec

Performance

	One Group		Two Groups		Three Groups	
	CPU%	Mem (MB)	CPU%	Mem (MB)	CPU%	Mem (MB)
OCS 8.1.501.05	19.8	3300	46.8	3200	67.8	4000