# Performance Management Advisors Hardware Sizing Guide

## Performance Considerations

5/13/2025

# Contents

# Performance Considerations

A key performance measurement is the number of concurrent dashboard users (that is, the load-carrying capacity) on a specific deployment architecture. The hardware requirements of the different products within the suite depend on a number of factors that impact this performance measurement.

## Summary

This section provides general information about the factors that affect the performance of the Advisors components.

**Factors Impacting Performance of Advisors Components**

| Product | Hierarchy Complexity | Statistics | Base Objects | Filters | Agents | Rules | Call Volume | Metric Graphing |
|---|---|---|---|---|---|---|---|---|
| CCAdv/ WA | X | X | X | X | X | | | X |
| FAAA | X | | | | X | X | | |
| AGA | | X | X | | X | | X | |
| ACA | | | | | X | | X | |

Keeping all of these considerations in mind, the information is organized according to the size of the contact center as a function of the number of base objects being monitored and the number of calls that are flowing through the platform on a daily basis.

## Performance Considerations by Component

This section provides information about the factors that affect the performance of each Advisors component:

- Contact Center Advisor and Workforce Advisor
- Frontline Advisor and Agent Advisor
- Advisors Genesys Adapter
- Advisors Cisco Adapter

### Contact Center Advisor and Workforce Advisor

The performance of Contact Center Advisor (CCAdv) and Workforce Advisor (WA) are not tied directly to the number of calls handled by the underlying platform(s). Instead, their performance depends on the complexity of the configured hierarchy and the number of statistics handled. The number of

underlying base objects (queues, agent groups, and agents) that are being monitored, and their relationships to each other, determine the performance of these applications. This is further complicated when you use filters to segment the data for a given base object.

The following table shows the default number of statistics that are requested by the Advisors Genesys Adapter (AGA) for each type of base object (if the base objects are not segmented by filters) when CCAdv and WA are deployed on a Genesys platform. Note the following:

- These are the numbers of statistics that are requested by default (out-of-box). Additional statistics can be enabled for a specific deployment. There might be fewer default metrics in later releases because, with improvements to the Metrics Manager, you can create more custom metrics that better reflect the needs of your enterprise.
- WA contact group metrics are not counted in this type of stat server load sizing.

**CCAdv/WA Source Metrics**

| Release | Agent Group Voice | Agent Group Multimedia | Application Voice | Application Multimedia | Agent |
|---|---|---|---|---|---|
| 8.1.5 | 24 | 50 | 41 | 35 | 3 |
| 8.5.0 | 39 | 29 | 49 | 16 | 3 |
| 8.5.1 | 39 | 37 | 50 | 23 | 3 |

## Frontline Advisor and Agent Advisor

> **Important**
>
> Agent Advisor is discontinued starting with Advisors release 8.5.2. The Frontline Advisor application continues to be available.

The performance of Frontline Advisor (FA) and Agent Advisor (AA) are not tied directly to the number of calls handled by the underlying platform(s). Instead, their performance depends on the number of agents that are being monitored, the number of rules that have been activated for each agent, and the depth of the organizational hierarchy.

The following table shows the default number of statistics that are requested by the Advisors Genesys Adapter (AGA) when FA is deployed on a Genesys platform. Note the following:

- These are the numbers of statistics that are requested by default (out-of-box). Additional statistics can be enabled for a specific deployment. There might be fewer default metrics in later releases because, with improvements to the Metrics Manager, you can create more custom metrics that better reflect the needs of your enterprise.
- FA rule metrics are not enabled out-of-box; if you enable rule metrics, then you can have up to 12.
- The count of Agent Performance voice and multimedia source metrics in the following table reflect one time profile enabled out-of-box. If you enable additional FA time profiles, performance and rule metrics are multiplied by the number of enabled time profiles to get the total number.

**FA Source Metrics**

| Release | Agent State | Agent Performance Voice | Agent Performance Multimedia |
|---|---|---|---|
| 8.1.5 | 5 | 19 | 16 |
| 8.5.0 | 6 | 19 | 14 |
| 8.5.1 | 6 | 20 | 22 |

## Advisors Genesys Adapter

The performance of the Advisors Genesys Adapter (AGA) depends mostly on the number of statistics it is handling and the number of base objects (queues, agent groups, and agents) configured in the Configuration Server. In releases earlier than 8.5.1, the AGA extracts these objects from the Configuration Server on start-up and stores them in its memory, therefore, a large configuration requires the AGA be allocated extensive amounts of memory.

The default value for the AGA maximum heap space size is 1 GB. Consider increasing this size for the larger deployments.

The number of statistics that the AGA is handling depends on the set of selected base objects and whether the AGA is serving CCAdv/WA or FAAA. (Note that a single instance of AGA cannot serve both CCAdv and FA.)

The performance of the AGA also partly depends on the call volume since the number of T-Events being generated in the Platform drives the number of updates being sent from the Stat Server to the AGA.

## Advisors Cisco Adapter

The performance of the Advisors Cisco Adapter (ACA) depends on both the call volume and the number of agents that are being monitored. ACA is designed to work only with FA/AA, hence the number of base objects being monitored in CCAdv has no effect on ACA. The ACA works off the call records retrieved from the underlying Cisco HDS database. The more calls going through the Platform, the more records the ACA must process to extract the statistics required by FAAA.