# Performance Management Advisors Hardware Sizing Guide

## Capacity, Measurement, and Sample Architecture

5/11/2025

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# Capacity, Measurement, and Sample Architecture

Genesys tested the information in this section using Advisors release 8.1.5 on Microsoft Windows servers. This section includes the following:

## Performance Measurement Environment

The key measurement for Pulse Advisors products is the number of concurrent dashboard users (that is, the load-carrying capacity) on a specific deployment architecture.

The deployment architecture is a combination of the following:

- Object count
- Metric count
- Hardware capacity
- Product Configuration

Object count for a given product includes a subset of the number of Geographic Regions, Reporting Regions, Operating Units, Contact Centers, Agent Groups, Application Groups, and Applications. The layout of the object hierarchy (that is, the number and nature of the objects, as well as the nature of the relationships) may impact the performance of Advisor products, but the number of objects is the main factor affecting performance.

The metric count includes both default and defined custom metrics. Metrics may affect Advisors performance, depending on the metrics definitions, but like object count, the variance is assumed to be minimal.

Unless otherwise specified, performance measurements rely on an environment in which each individual Advisor component is running in its own operating environment, which includes specific hardware (physical or virtualized) and operating system.

The sizing information provided is applicable only to the specific deployment architecture described in this section. For each of the Advisor products, there is also a best practices section that contains general guidelines for performance optimization.

## Load-Carrying Capacity

Load-carrying capacity is the number of concurrent dashboard users without significant performance degradation in the deployment architecture.

You can scale up the load-carrying capacity of Advisor products by increasing the number of presentation instances (presentation instances service the dashboard requests).

The following table, Presentation Load-Carrying Capacity, lists the load-carrying capacity for each product based on the following configurations:

- Single-Presentation instance load carrying capacity: The user load that a single independent (with distributed cache) presentation instance can carry in Genesys' recommended deployment architecture.

- Dual-Presentation instance load carrying capacity: The user load that a pair of independent (with distributed cache) presentation instances can carry in Genesys' recommended deployment architecture.

- Triple-Presentation instance load carrying capacity: The user load that three independent (with distributed cache) presentation instances can carry in Genesys' recommended deployment architecture.

The information in the following table is limited to demonstrating the capability to support at least 1500 concurrent users for each product. The deployment architecture that was used to collect the key performance measurement for each product is described in the following sections:

- CCAdv Deployment Architecture and Recommendations for Optimal Performance

- WA Deployment Architecture and Recommendations for Optimal Performance

- FA Deployment Architecture and Recommendations for Optimal Performance

## Presentation Load-Carrying Capacity

| Product | Single-Presentation Instance Load-carrying Capacity | Dual-Presentation Instance Load-carrying Capacity | Triple-Presentation Instance Load-carrying Capacity |
|---|---|---|---|
| Contact Center Advisor (CCAdv) | 600 | 1300 | 1600 |
| Workforce Advisor (WA) | 700 | 1200 | 1500 |
| Frontline Advisor (FA) | 1500 | Not required; 1500 concurrent users achieved with a single-presentation instance. | Not required; 1500 concurrent users achieved with a single-presentation instance. |