



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Microsoft Skype for Business Deployment Guide

Performance

5/3/2025

# Performance

To enhance connector performance and reduce server workload at peak times, Genesys recommends that you enable conference pooling and AudioVideo call reuse. Environments that serve over 500 agents must enable conference pooling.

To use these features, you must ensure that **conference caching** is enabled (it is by default) and configure at least one **service endpoint** (also part of a default installation).

## Important

Genesys recommends that when deploying in contact centers with hundreds of agents, and depending on the volume of additional enterprise Skype for Business traffic, all agents should be in the same Skype for Business FE Servers pool, with no other Skype for Business users in that pool. That is, there should be one pool reserved to Genesys and the contact center agents.

See performance tests results in the **Hardware Sizing Guidelines and Capacity Planning** topic.

## Conference pooling

When enabled, conference pooling pre-creates a number of conferences, reducing conference startup time and on-demand workload.

The option `conference-pool-size` sets the number of conferences the pool maintains at one time. Set the value to 20% higher than the maximum number of simultaneous calls handled by the connector.

The connector creates conferences one at a time until it reaches the configured pool size, then creates new ones whenever a conference is used or expires.

## AV call reuse

AudioVideo call reuse can reduce initial call handling time. To eliminate a memory leak that can occur with excessive call reuse, however, set the option `reuse-avcall` to a relatively low value, no greater than 50.