

Mitel MiContact Center Enterprise

ESTIMATING DATABASE SIZE USER GUIDE

Release 9.5



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MiContact Center Enterprise Estimating Database Size User Guide
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INTRODUCTION

Estimation of the size of the MiCC Enterprise database will be performed based on user information and record sizes of various tables. Fill in the columns in the **User information** table, Table 1; then use that information as well as the values listed in the **Record Size** table, Table 2 Record size, and the formulas listed in the **Calculation table** (Table 4 Calculation), to determine the estimated size of your MiCC Enterprise database.

USER INFORMATION

Table 1: User Information

OBJECT	DESCRIPTION	VALUE (TO BE FILLED IN)
A	Average number of Agents	
B	Average number of Agent Groups	
C	Number of Service Accesses	
D	Number of Service Groups	
E	Number of Call Qualification Codes	
F	Average number of calls per day (assuming that an incoming service call goes to 1 Service Access, routes to 1 Service Group and is distributed to 1 Agent)	
G	Average number of activity events per call (Call enter Service Access -> Play Message -> Service Group -> Routed to Agent -> Call Servicing -> Call Clerical -> Call Completed = 7 steps)	
H	Average number of logged on Agents at a time per day (including Ready and Not Ready)	
I	Number of times that all agents will log on, log off, or change Ready/Not Ready status during an Archive Interval (see M below)	
J	Average number of Service Groups served by an agent at a time (1.2, 1.5, 2, and so on)	
K	Number of hours that your contact center will operate per business day	
L	Average number of Call Qualification Codes to be input for each call (0, 1, 2, and so on)	
M	Archive Interval (5 min., 15 min., 30 min. or 60 min.) as defined by Configuration Manager	
N	Number of Months that activity data will be kept (3 months, 6 months, and so on)	

OBJECT	DESCRIPTION	VALUE (TO BE FILLED IN)
O	Average number of detail events for each call routed to Service Accesses, Service Groups, or Agents. (Average estimate is about 3 events per call.)	
P	Average number of customers that will be involved in each campaign	
Q	Average number of questions for each campaign	
R	Average number of campaigns per month	
S	Maximum number of customers that will be kept in the database (including customers for the Do-not-call List)	
T	Days of Call Details data will be kept	

RECORD

Table 2: Record Size

OBJECT	VALUE
T1 Record size of Agent (cc_user) Table	2897
T2 Record size of Agent Group Table	137
T3 Record size of Service Access Table	1426
T4 Record size of Service Access Menu Table	74
T5 Record size of Service Group Table	2181
T6 Record size of Service Group Queue Table	55
T7 Record size of Service Group Skill Table	76
T8 Record size of Call qualification Table	201
T9 Record size of Report Schedule Table	1317
T10 Record size of Campaign Customer List Table	758

Table 3: Activity

OBJECT	VALUE
R1 Record size of Agent Activity Table	236
R2 Record size of Agent Available Activity Table	140
R3 Record size of Agent Logon Activity Table	268
R4 Record size of Agent Service Group Activity Table	276
R5a Record size of Call Details Activity Table 1	82
R5b Record size of Call Details Activity Table 2	76
R5c Record size of Call Details Activity Table 3	28
R6 Record size of Call Qualification Activity Table	248
R7 Record size of Service Access Activity Table	224
R8 Record size of Service Group Activity Table	236
R9 Record size of Campaign Survey Result Table	279
R10 Record size of Campaign Customer Response Table	758

CALCULATION

Table 4: Calculation

Freq = Number of Archives per day = K hrs * 60 minutes / M

Sum1 = ((S1 + S2 + S3 + S4 + S5) / 1024) KB, where S1 = A*T1 S2 = B*T2 S3 = C*(T3 + T4) S4 = D*(T5 + T6 + T7) S5 = E*T8

Sum2 = ((S10 + S11 + S12 + D13 + S15 + S16 + S17) / 1024) KB, where S10 = H * Freq * R1 S11 = I * Freq * R2 S12 = H * Freq * R3

S13 = H * J * Freq * R4 S15 = Freq * L * R6 S16 = Freq * R7 S17 = Freq * R8

Sum3 = (((R10 + (R9 * Q)) P) R) / 1024) KB

Sum4 = ((T10 * S) / 1024) KB

Sum5 = ((F * G * R5a / 2 + F * R5b + F * O * R5c) / 1024) KB

Estimated Size of the MiCC Enterprise Database = ((Sum1 + 10KB + (Sum2 * 1.1 * N * 30) + (Sum5 * 1.1 * T) + (Sum3 * N)) / 1024) MB + (Sum4 / 1024) MB + 1 MB

where

10 KB = An estimated overall size of all the tables that are small in size The .1 factor of (Sum2 * 1.1 * N * 30) = Reserved for index and database overhead

N = Number of months

30 = Number of days

T = Number of days for Call Details data to kept

1 MB = Calculation buffer; this value can be increased if desired

EXAMPLES

The following tables describe estimates of the required size of the database based on the amount of calls and Call Detail Records per day.

Table 5: 1000 calls per day and size of database

CDR DATA (1000 CALLS)	ESTIMATED DATABASE SIZE
30 days	12,4 MB
365 days	150,9 MB

Table 6: 10000 calls per day and size of database

CDR DATA (10000 CALLS)	ESTIMATED DATABASE SIZE
30 days	124 MB
365 days	1,5 GB



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