

# Mitel MiContact Center Enterprise

ESTIMATING DATABASE SIZE USER GUIDE

Release 9.5 SP3



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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**

<b>OBJECT</b>	<b>DESCRIPTION</b>	<b>VALUE (TO BE FILLED IN)</b>
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 SIZES

**Table 2: Record Size**

OBJECT	VALUE
T1 Record size of Agent (cc_user) Table	23130
T2 Record size of Agent Group Table	18022
T3 Record size of Service Access Table	3351
T4 Record size of Service Access Menu Table	11342
T5 Record size of Service Group Table	6189
T6 Record size of Service Group Queue Table	4915
T7 Record size of Service Group Skill Table	8192
T8 Record size of Call qualification Table	36864
T9 Record size of Report Schedule Table	221184
T10 Record size of Campaign Customer List Table	36864

**Table 3: Activity**

OBJECT	VALUE
R1 Record size of Agent Activity Table	180
R2 Record size of Agent Available Activity Table	899

R3 Record size of Agent Logon Activity Table	142
R4 Record size of Agent Service Group Activity Table	373
R5a Record size of Call Details Activity Table 1	55296
R5b Record size of Call Details Activity Table 2	294912
R5c Record size of Call Details Activity Table 3	98304
R6 Record size of Call Qualification Activity Table	368640
R7 Record size of Service Access Activity Table	256
R8 Record size of Service Group Activity Table	229
R9 Record size of Campaign Survey Result Table	368640
R10 Record size of Campaign Customer Response Table	36864

## 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

## EXCEL TOOL

In the Tools folder on the Media Kit there is an Excel sheet that can help when making these calculations. Fill out the expected traffic volumes and the retention periods and it will use the numbers above to calculate expected growth. Please note that the table sizes above are values taken from a lab system. The real life values could vary due to some fields in tables are of dynamic variable length and index sizes will vary between systems.;