Appendix

Change Limits for Calls Per Second to Support 36000 Agents

Each Unified CCE instance database contains Configuration Limit scalability records. Supporting up to 36000 active agents requires the modification of the following records:

- Call Per Second rate
- Deployment Max CPS

You can change the values for these records using the Configuration Limit tool, which modifies the Configuration_Limit Database table.

The Configuration Limit tool is a command-line utility tool from the bin directory of all Unified ICM and Unified CCE Administration & Data Servers. You must have privileges for the Setup or Config Groups in the Active Directory for the chosen Unified CCE instance.

Note   Using the Configuration Limit tool, you can only change the ConfigLimitCurrentValue. You cannot change the ConfigLimitDefaultValue.

Step 1   In the Windows Run dialog, type **configlimit**, and then click **Enter**.

Note   Run the Configuration Limit tool on the same machine as the Distributor for the instance that you want to configure. If there are several instances of the Administration & Data Server on the Distributor machine, use the Select Administration Server tool to select the instance to configure.

Step 2   To view currently configured parameter limits, run the following command: `cl /show`

Step 3   To change the calls per second limit, run a command in the following format: `cl /id [ConfigLimitID] /value [ConfigLimitCurrentValue][/update]`

Where

- ConfigLimitID valid values are:
  - 12—CPS_CAPACITY

- 14—DEPLOYMENT_MAX_CAPACITY

- ConfigLimitCurrentValue is the parameter limit.

To set the maximum supported Calls per Second capacity support for congestion control: `cl /id 12 /value 310 /update`

To set the maximum supported Calls per Second for this Deployment Type: `cl /id 14 /value 310 /update`