CHAPTER 6

Optimize

Optimizing Your System

Optimization covers any changes to an existing system, including hardware and software upgrades, that enhance the functionality and performance of your network.

Collecting and analyzing data from your system's performance reports will provide crucial information for optimizing your system. By maintaining the routine system management procedures that you set up for your operations lifecycle, you will know when your traffic load increases and when to expand capacity.

Input to This Process

Your network has been operational for some period of time and is ready to be optimized based on system performance criteria. Your daily operations and growing business needs provide continuous feedback for optimization.

Output of This Process

User feedback, audits, and test results provide data to continue optimizing the system.

Major Tasks in This Process

- Performing Your System Upgrade
- Testing Failover and Redundancy

Performing Your System Upgrade

Before You Begin

See Plan and Prepare for Your System Upgrade on the Prepare and Plan tab to plan your overall strategy.

Upgrade Contact Center Software Components

Once you have your upgrade plan and preparations in place, perform your system upgrade by following the guidelines and sequence in Performing Your System Upgrade:

- See Deployment Models for the general upgrade sequence for the various components in the different deployment models. For a description of deployment models, see Test Deployment Models and Sites.

- See Upgrading Components for system-level upgrade procedures for each major upgrade strategy: single-stage system, multistage system, and multisite migration.

  For site-specific upgrade information, see Upgrading Contact Center Test Beds.
- See Related Documentation for links to component compatibility, installation, and upgrade documentation.

Testing Failover and Redundancy

Failover testing was done to verify the redundancy and failover capabilities of specific components such as gatekeepers, WAN access routers, and the private connection between the Roggers in the data centers. Failover testing was done with:

- Contact center components that have redundancy capabilities in the event of a failure
- Contact center components that did not have redundancy capabilities in the event of a failure

For detailed information on the failover testing, see Failure, Failover, and Recovery.

Additional Sites and Services

Steps to Success is a Cisco methodology that outlines the tasks required to complete a successful customer engagement. Registered users can visit the Steps to Success resource site for Cisco Unified Communications process flows.

Cisco Unified Communications Services is a Cisco service offering that provides engineering expertise and best practices.

- Registered users can visit the Cisco Unified Communications Services partner site.
- Nonregistered users can visit the Cisco Unified Communications Services site.