



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.

You can navigate to any topic on this tab by using the tab navigation pane at the left of the content pane. This navigation pane contains the table of contents (TOC) for the active tab.

Input to This Process

Your network has been operational for some period of time and is ready to optimize 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 a System Upgrade](#)
- [Failover and Redundancy](#)

Performing a System Upgrade

Before You Begin

See [Planning Your System Upgrade](#) on the Prepare and Plan tab to plan your overall strategy.

Prepare for a System Upgrade

To ensure that you have completed upgrade prerequisites, see [Preparing for System Upgrade](#).

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 [Upgrading Contact Center Software Components](#):

- See [Contact Center Deployment Models](#) for the general upgrade sequence for the various components in the different deployment models, including Contact Center Enterprise Single Site, Contact Center Enterprise Multisite Centralized, and Contact Center Enterprise Multisite Distributed. (For a description of deployment models, see [Test Deployment Models and Sites](#).)
- See [Upgrading Contact Center Components](#) for more detailed upgrade procedures for each major upgrade strategy: single-stage system upgrade, multistaged system upgrade, and multisite migration upgrade.

For site-specific upgrade information, see [Upgrading a Specific Contact Center Test Bed](#).

- See [Related Documentation](#) for links to component installation and upgrade documentation.


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.

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

- Registered users can visit the [Advanced Services](#)  resource site.
- Nonregistered users can visit the [Advanced Services](#) external site.