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 provides crucial information for optimizing your system. By maintaining the routine system management procedures that you set up for your operations lifecycle, you know when your traffic load increases and when to expand capacity.

Input to This Process

Your network has been operational for some 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

- Upgrade Contact Center Software Components, on page 1
- Failover and Redundancy, on page 2

Upgrade Contact Center Software Components

After you have your upgrade plan and preparations in place, perform your system upgrade by following the guidelines and sequence in Component Installation and Configuration Guides.

- See Collaboration Deployments model chapter in the 11.x SRND

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 is typically done with:

- Contact center components that have redundancy capabilities in a failure

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