Synthesys Bandwidth Requirements

This document is designed as a guide to the typical network usage of Synthesys running in a contact centre, if there are specific concerns regarding Bandwidth usage please refer these to your Noetica Contact,

Summary

A single 10Mb/s Ethernet segment will support 30 agents; a single 100Mb/s Ethernet segment will support 300 agents.

Detail

Average Synthesys traffic is up to 100Kbits/second (worst case estimate). Assuming you don't want to run your 10Mb/s network at over 30% utilisation, this gives the figure of 30 agents.

Synthesys can be 'bursty'; in particular, when agents log on, information on current script versions and binary versions is synchronised with the server. Additionally, when a call is complete, the transaction data must be sent back; this can be up to 300KB for large scripts. The other load is doing CRM searches and other database lookups, but this is fairly low. All other work is done client side.

Running on a WAN

If you want to run Synthesys on a WAN, then Noetica recommend looking at Citrix or Terminal Services; Citrix claims average bandwidth requirements of 20Kb/s, which is about a fifth of what Synthesys uses, and also offer some resilience in case of WAN failure. Refer to Maximizing_ICA_Sessions_with_Limited_Network_Bandwidth.pdf is useful.

These figures refer to running Synthesys workstations, and do not include traffic for running reports or other Synthesys administration tasks, nor does it cover voice over IP, telephony protocols (TAPI, TSAPI) and so on.

Observations on site

Customer 1 are running 30 agents on a 10Mb/s link without issues, however have had instances when a large file is copied across the WAN which have caused issues.

Customer 2 running on a LAN and Synthesys is running at 112bytes/second/agent

4Kbytes/second/agent on the application box (from agents and to SQL box). Estimate that is 1K/s agent traffic, 3K/s SQL traffic.