

VOCALCOM Technical Offer

Vocalcom Contact Center Solutions

Solution	Vocalcom Contact Center	Version Document	1.0
Document	Description On premise	Date	Octobre 2022



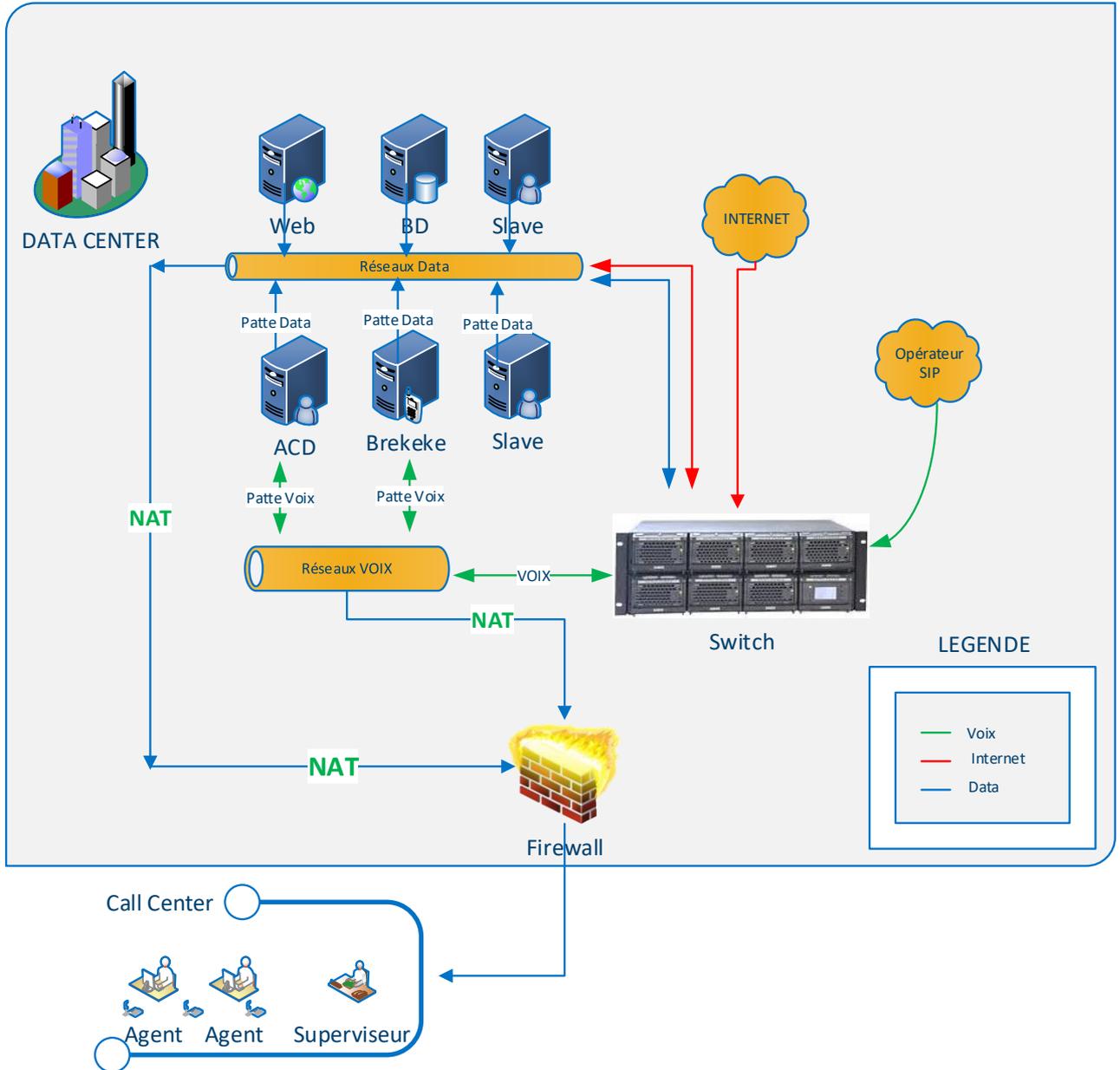


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1. TECHNICAL OFFER

For customer needs, Vocalcom propose the following architecture:





1.1. PLATEFORM PREQUISITES

2022 - Vocalcom / Hermes360 Standard 500 Users Positions									
Customer	Mediacontact								
Number of Agents (FTE)	500								
Number of Lines	750								
Server/Instance	Role	OS	Server Number	vCPU	Total vCPU	Memory(Gb)	Total Memory (GB)	HDD Sizing Capacity (Min) per Instance (GB)	
Production Platform	Rôle							OS	DATA
SQL Server (SQL Server 2019 Standard x64)	Database Hermes NET System - Production	Windows 2019 Standard Edition / Sqj 2019 Standard Edition	1	8	8	24	24	100	800
SQL Server (SQL Server 2019 Standard x64)	Database CDR - Reporting - MediaServer	Windows 2019 Standard Edition / Sqj 2019 Standard Edition	1	8	8	16	16	100	1000
Reporting -Web Media Server	Reporting -Web Media Server	Windows 2019 Standard Edition / Sqj 2019 Standard Edition	1	4	4	12	12	100	800
Administration	Administration & Interface Designer & Supervision & Agent Application	Windows 2019 Standard Edition	1	4	4	12	12	100	200
ACD Manager (OnnetMaster) & CTI (CTPProxy & OnData) & Voice Ressources Servers	OnaMedia Master & CTPProxy & OnData & OnVmedia Slave & HMP	Windows 2019 Standard Edition	1	6	6	16	16	100	1000
Voice Ressources Servers	SIP REGISTRAR & WebRTC	Windows 2019 Standard Edition	3	6	18	16	48	100	200
TOTAL			8		48		128		

Important Notes
Microsoft Windows 2019 Standard Edit.
Microsoft SQL Server 2019 Standard. Edit.
The solution requires an account with Local Admin rights for installation and configuration
The Server IPs could not be changed once Hermes 360 is installed
Network Cards should have the VMXNET3 Driver
Network Cards MAC Address should be fixed at the host level

NB : L'espace de stockage mentionné dans l'offre est le minimum demandé. Vous pouvez ajouter de l'espace de stockage par rapport au besoin de la production.

1.2. SOFTWARE REQUIREMENT

Item	Description / Details	Qty.	Notes / Comments
Windows Server 2019	Standard Edition	8	To be provided by customer
SQL Server 2019	Standard Edition	3	To be provided by customer
Brekeke PBX 500 sessions	For WebRTC	1	
Brekeke Sip Registrar	Sip Registrar	1	
Certificat SSL	For WebSocket	1	To be provided by customer
<i>Hardware and third-party pre-requisites were listed according to request for proposal</i>			

1.3. WORKLOAD

Tâche	Nbr de jours
Installation Hermes	3
Trunk & Test Call configuration	1

NB : Ce Workload ne comprends pas la création des SVI ou compagnes