CUBE License and Sizing Requirements

Cube Licensing

Cisco Unified Border Element (CUBE) is licensed per session and requires a two-way session. For more information, see Cisco Unified Border Element Data Sheet.

CUBE license sizing is the sum of the number of agent sessions and the number of calls at the Interactive Voice Response (IVR). Use the CUBE Data Sheet to determine the maximum number of sessions that your CUBE platform supports.

The number of licenses should be equal to the maximum capacity of the enterprise. Capacity is calculated as `(number of agents X 2) + (number of active sessions in queue)`. For example:

- At peak time if you have 100 agents responding to customer calls, each call has two active sessions. The number of sessions is 200.

- The number of calls in queue in this instance is 100, which creates 100 sessions.

- Therefore, the total number of sessions equals 300 which is 300 licenses.

CUBE Session Sizing

A CUBE device can handle 1/3 of SIP sessions, if you have secured the calls using either TLS or SRTP. This is calculated as `((number of agents X 2) + (number of active sessions in queue)) X 3`. Using the example of 100 calls in queue with 100 agents responding to calls, the number of sessions is `((100 X 2)+ 100) X 3 = 900`.

You can size the CUBE for 300 sessions if you have provisioned a private WAN for the SIP Trunk.

To help determine the maximum number of agents, assume that:

- 50% of calls are queued and use IVR ports, while the remaining 50% of calls are active with agents.

- 10% of calls use the consult and conference supplementary services.

- 100% of calls are secured using either TLS or SRTP.

Based on these assumptions, CUBE platforms can support one agent for every 9.3 sessions.