

## HowTo - Limit branch reporting on workflows (Reduce CPU and Memory usage in services)

### PROBLEM

Routing Media, RoutingInbound, or RoutingOutbound services are using an excessive amount of CPU and/or Memory resources. The SQL database may also be growing rapidly.

### CAUSE

Branch reporting is enabled and a large amount of data is being processed and sent to the reporting database.

### WORKAROUND

You can control what information is processed and sent to SQL for reporting using manual configuration options.

1. Determine which services need to be configured by checking the resources in **Task Manager**. If you are only troubleshooting the SQL database size, determine what branch reporting you will need, and plan to exclude the rest.

2. Open the configuration file for the service. These are found in:

- **[InstallDir]\CCM\Services\RoutingInboundService\** for the RoutingInbound service. The Configuration file is called **RoutingInboundService.exe.config**.
- **[InstallDir]\CCM\Services\RoutingMediaService\** for the RoutingMedia service. The Configuration file is called **RoutingMediaService.exe.config**.
- **[InstallDir]\CCM\Services\RoutingOutboundService\** for the RoutingOutbound service. The Configuration file is called **RoutingOutboundService.exe.config**.
- **[InstallDir]\CCM\Services\RoutingUPiQService\** for the RoutingUPiQ service. The Configuration file is called **RoutingUPiQService.exe.config**.

3. Go to the line: `<sectionGroup name="applicationSettings" type="System.Configuration.ApplicationSettingsGroup, System, Version=4.0.0.0, Culture=neutral, PublicKeyToken=b77a5c561934e089">`

4. Insert the following directly underneath:

```
<section name="prairieFyre.Routing.Common.Properties.Settings"
type="System.Configuration.ClientSettingsSection, System, Version=4.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" requirePermission="false" />
```

5. Go to the line: `<applicationSettings>`

6. Insert the following directly underneath:

```
<prairieFyre.Routing.Common.Properties.Settings>
  <setting name="NonReportableWorkflowTypes" serializeAs="Xml">
    <value>
      <ArrayOfString xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
        <string>Voice</string>
```

```

        <string>Outbound</string>
        <string>Media</string>
        <string>Agent</string>
        <string>Inqueue</string>
        <string>EmailInqueue</string>
        <string>EmailAgent</string>
        <string>ChatInqueue</string>
        <string>ChatAgent</string>
    </ArrayOfString>
</value>
</setting>
</prairieFyre.Routing.Common.Properties.Settings>

```

7. Modify the String entries to list what branch reports you wish to exclude for this service. Simply remove those that you either want to report on, or do not apply to the service being modified. The values have the following meanings and services:

- **Voice:** This excludes **IVR Inbound** workflows. Use this with the **RoutingInbound** service.
- **Outbound:** This excludes **IVR Outbound** workflows. Use this with the **RoutingOutbound** service.
- **Media:** This excludes **InQueue Media** workflows. Use this with the **RoutingMedia** service. *(new in MiCC Version 8.0)*
- **Agent:** This excludes **InQueue Agent** workflows. Use this with the **RoutingMedia** service. *(new in MiCC Version 8.0)*
- **Inqueue:** This excludes **InQueue** workflows. Use this with the **RoutingUPiQ** (for Mitel) / **RoutingMedia** (for SIP) services. *(SIP is new in MiCC Version 8.0)*
- **EmailInqueue:** This excludes **Email InQueue** workflows. Use this with the **RoutingMedia** service.
- **EmailAgent:** This excludes **Email Agent** workflows. Use this with the **RoutingMedia** service. *(new in MiCC Version 8.0)*
- **ChatInqueue:** This excludes **Chat InQueue** workflows. Use this with the **RoutingMedia** service.
- **ChatAgent:** This excludes **Chat Agent** workflows. Use this with the **RoutingMedia** service. *(new in MiCC Version 8.0)*

8. **Save** the config file.

9. **Restart** the service who's config file was modified.

10. Repeat steps 2 through 9 for each service you wish to modify.

**NOTE:** This configuration option does not currently allow for the exclusion of Email Outbound or Chat Outbound workflows.

**EXAMPLE:** If you wanted to exclude only Outbound IVR workflow data, the configuration on step 6 would look like the following:

```

<prairieFyre.Routing.Common.Properties.Settings>
  <setting name="NonReportableWorkflowTypes" serializeAs="Xml">
    <value>
      <ArrayOfString xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="

```

```
http://www.w3.org/2001/XMLSchema">  
    <string>Outbound</string>  
  </ArrayOfString>  
</value>  
</setting>  
</prairieFyre.Routing.Common.Properties.Settings>
```

This configuration change would have been applied to the *RoutingOutboundService.exe.config* file.

## APPLIES TO

MiContact Center Version 7.1.3.0 and newer.

**Keywords:** branch reporting limit exclude workflow SQL CPU Memory RAM high large

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