# VM Environments

Parlance gives customers the option to host Parlance voice-enabled call routing service units in their virtual machine environments. Consistent with our managed service approach, Parlance sources, pre-configures, delivers, and maintains the service unit VM. Parlance remotely monitors and communicates with the service unit through a secure service connection (for more information please refer to Service Connections).  Parlance streamlines the management and operation of your call handling services to ensure every caller receives immediate access, enable uninterrupted availability, continuously optimize performance, and reduce operational costs.

For customers that are considering hosting Parlance service units in their virtual machine environments, please note the following sections.

## Virtual Host Requirements

Parlance supports the deployment of voice-enabled call routing service units into Microsoft Hyper-V and VMware vSphere virtual machine environments. Parlance service unit VMs require the following minimum resources:

➔ Support for 64-bit Windows Server 2019 operating system
➔ Assignment of 4 CPU cores to the VM
➔ Assignment of 16GB of RAM
➔ Minimum160GB hard drive
➔ Provision of a single network port

## Service Unit VM Configuration Process

1.  Customer communicates details regarding the virtual machine environment to which Parlance will deploy service unit VMs

2.  Parlance provisions, configures, and verifies the integrity of the service unit VM in our lab

3.  Once the service unit VM has been verified, Parlance will package it up for delivery.  We can either make it available for download in our SFTP environment, or deliver it to the customer using a secure method.

4.  Once the service unit VM is deployed and accessible, Parlance verifies the secure service connection