GENESYS

eServices Multitenancy and Load Balancing Guide

Configuration

5/2/2025

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The following eServices applications can be shared across tenants: Chat Server, Interaction Server, SMS Server, Social Messaging Server, Universal Contact Server (UCS), Web API Server, and Classification Server. For all other eServices applications you must deploy one instance per tenant. In a multi-tenant environment, each eServices application must have one Tenant specified on its `Tenants` tab, with the following exceptions:

- UCS, Chat Server, Classification Server, SMS Server, and Interaction Server can have more than one Tenant specified.

- Web API Server can have more than one Tenant specified if the server itself is an object of load balancing.

This means that clients of Web API Server must include a `tenant` parameter in their requests, even in single-tenant environments, and even if the client itself is single-tenant.

> ## Important
>
> Changes to the tenant specification of SMS Server and Social Messaging Server do not take place dynamically—you must restart these servers for changes to take effect.
>
> The same applies to Interaction Server prior to release 8.1.2. However, in Interaction Server 8.1.2 and later, changes to the tenant specification take effect immediately.

Interaction Server

Since release 7.2, Interaction Server has had two possible Application types, `Interaction Server` and `T-Server`. With type `Interaction Server` it does not require an associated multimedia switch. Clients of Interaction Server should not expect it to specify any switch.

> ## Important
>
> Support of multi-tenancy requires the use of the `Interaction Server` application type.

For backward compatibility with release 7.1, clients are nevertheless able to associate Interaction Server with a multimedia switch, as follows: If a Tenant that is specified by Interaction Server contains a multimedia switch, clients associate Interaction Server with this switch. This works only if the Tenant contains exactly one multimedia switch.

There are also other consequences of this difference in application type.

Integrated Capture Points

Capture Points support multi-tenancy by mapping each particular interaction to a tenant based on configured attributes. Refer to eServices Integrated Capture Points Guide for more information about Capture Points functionality in Interaction Server.