![Genesys logo]

eServices Multitenancy and Load Balancing Guide

Load Balancing and Backup Configuration

5/5/2025

Load Balancing and Backup Configuration

Load balancing provides greater scalability and availability of service by providing multiple instances of certain eServices servers. The redundancy provided by load balancing helps prevent loss of data.

Load balancing can take place within a tenant or across tenants. There are three types of load balancing:

- Web API Server can balance among multiple instances of the following servers within a single tenant or across tenants:

    - Chat Server

    - E-mail Server

    - Interaction Server

    - Stat Server

    - UCS

        Web API Server does this using the Load-Balancing API. It keeps track of available server instances through Solution Control Server (SCS).

- Web API Server can balance among multiple instances of its own type (multiple Web API Servers).

- Interaction Server can balance, within a single tenant only, among multiple instances of Classification Server and E-mail Server. It can also balance among multiple instances of Universal Routing Server (URS) as long as all instances have the same strategy loaded. See the Interaction Server topic for details.