eServices Deployment Guide

Multiple Interaction Servers in a Single Tenant

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Contents

- 1 Multiple Interaction Servers in a Single Tenant
  - 1.1 Overview
  - 1.2 Configuring Multiple Interaction Servers

Overview

If you deploy separate solutions within a single tenant, the usual architecture has a single Interaction Server processing all the interactions according to business processes that are defined for the entire tenant (which may include separate business processes for the separate solutions). The server also uses a single database to store all the interactions.

However, assigning a separate instance of Interaction Server to each solution can provide the following benefits.

Functional Separation

- Stopping or terminating one solution does not affect the others.
- New solutions can be deployed with their own Interaction Servers without disturbing existing solutions.
- The Interaction Servers assigned to different solutions can be configured most appropriately to handle the specific solution.
- The overall system performance can be higher:
  - The servers do not affect each other and can utilize different hardware.
  - The servers use separate databases.
- Each solution can be managed and maintained separately by different teams.

Data Separation

Physically separating the data of different solutions within one tenant provides the following benefits:

- Databases can be managed separately. Backup or restoration of one solution does not affect other solutions.
- Data corruption or hardware failures in one database only affects one solution.
- Performance is improved.

> **Important**
>
> If you have separate objects in a single tenant for use with multiple Interaction Servers, you must similarly use multiple instances of Stat Server, desktop applications, reporting applications, and any other application that supports a connection to only one application of Interaction Server or T-Server type.

Configuring Multiple Interaction Servers

You can use Configuration Server security to allow a specific server instance to work only with a subset of Business Processes within a tenant. At a high level, the procedure is as follows:

1. Use the **Interaction Design** window of Interaction Routing Designer to create an account and associate a Business Process with it. For more information, see the "Last Step in Creating a Business Process" topic of Universal Routing 8.1 Interaction Routing Designer Help (control of access to other configuration objects is not supported at this time).
2. Associate any other desired Business Processes with this account. This creates an `Access Group` object that has access to the associated Business Process.
3. In Genesys Administrator or Configuration Manager, create a Person object and add it to the Access Group.
4. Configure the selected Interaction Server instance to run under this new Person account:
    1. Configuration Manager: In the **Log On As** area of the **Security** tab of the Interaction Server Application object, select `This Account`, then select the desired Person in the resulting **Add User** dialog box.
    2. Genesys Administrator: On the **Configuration** tab of the Interaction Server Application object, go to the **Server Info** area, clear the **Log On As System** checkbox, and click **Browse** to select an account.