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eServices Deployment Guide

Deployment Planning

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Deployment Planning

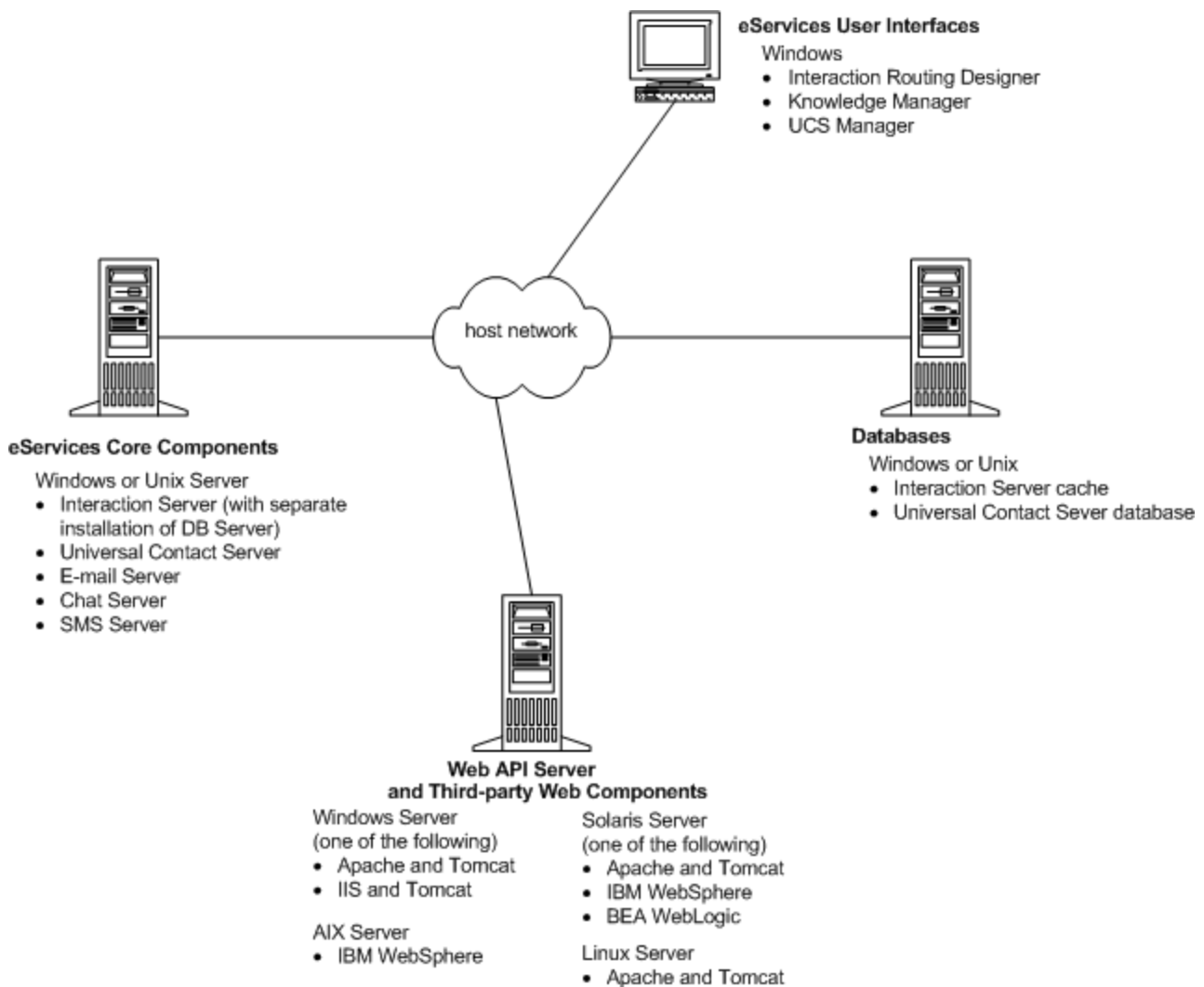
The [Deploying on Windows](#) and [Deploying on UNIX](#) sections, describe deployment in detail. Before beginning the [deployment process](#) there are several things you can think about and do to make the process easier.

Overview

Genesys recommends that you configure eServices using the [wizards](#) provided with it and that, for Windows deployments, you install it using the integrated installation package. These utilities configure and install all eServices components. This section provides general information on deployment planning. For further information about specific issues, see also the [eServices Administrator's Guide](#).

Component Distribution

Genesys recommends that you divide eServices and associated components among several host machines.



See [this note](#) on Web API Server and Third-party Web Components.

When choosing host machines for your eServices deployment, keep the following recommendations in mind:

- Keep web servers for different applications on separate machines.
- Install eServices graphical user interface (GUI) applications on Windows hosts only. These GUI applications include:
 - Knowledge Manager
 - Universal Contact Server Manager
 - Interactions Workflow Samples
- Based on the load and nature of contact center media (e-mail, chat, or blended), you might need to deploy the following components on separate machines:
 - Universal Contact Server

- E-mail Server
- Chat Server
- SMS Server

Information about **distributing eServices components across multiple hosts for load-balancing purposes** is available.

- You should also deploy the corporate mail server on a separate computer.

Important

For low-level load configurations such as a functional lab environment, all components can be installed on a single host.