



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Framework Deployment Guide

About Genesys Framework

4/11/2025

About Genesys Framework

The Genesys Framework is a mandatory part of any Genesys-based interaction management system. It provides functions required for the normal operation of any Genesys solution:

- Configuration centralizes processing and storage of all the data required for Genesys solutions to work within a particular environment.
- Access Control sets and verifies users' permissions for access to, and manipulation of, solution functions and data.
- Solution Control starts and stops solutions and monitors their status.
- Alarm Processing defines and manages conditions critical to the operation of solutions.
- Troubleshooting hosts a user-oriented, unified logging system with advanced storage, sorting, and viewing capabilities.
- Fault Management automatically detects and corrects situations that might cause operational problems in solutions.
- External Interfaces enable communication with a variety of telephony systems and database management systems (DBMS).
- Attached Data Distribution supports the distribution of business data attached to interactions, within and across solutions.