



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

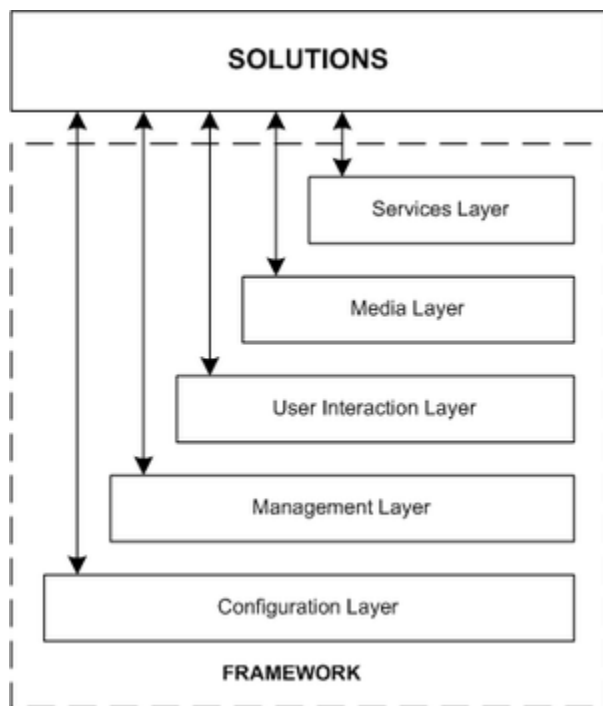
Architecture

5/1/2025

Architecture

The Genesys Framework consists of five layers (see the figure below). In sophisticated configurations using Management Layer functionality, each layer depends on the layers below it to work properly.

- The **Configuration Layer** processes and stores all the data required for running Genesys solutions in a particular environment; it notifies clients of any configuration changes. The Configuration Layer also controls user access to a solution's functions and data.
- The **Management Layer** controls the startup and status of solutions, logging of maintenance events, generation and processing of alarms, and management of application failures.
- The **User Interaction Layer** provides a comprehensive user interface to configure, monitor, and control the management environment.
- The **Media Layer** enables Genesys solutions to communicate across media, including traditional telephony systems, Voice over IP (VOIP), email, and the Web. This layer also provides the mechanism to distribute interaction-related business data within and across solutions.
- The **Services Layer** generates the statistical data used for interaction processing and contact center reporting.



Genesys Framework Architecture