



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.

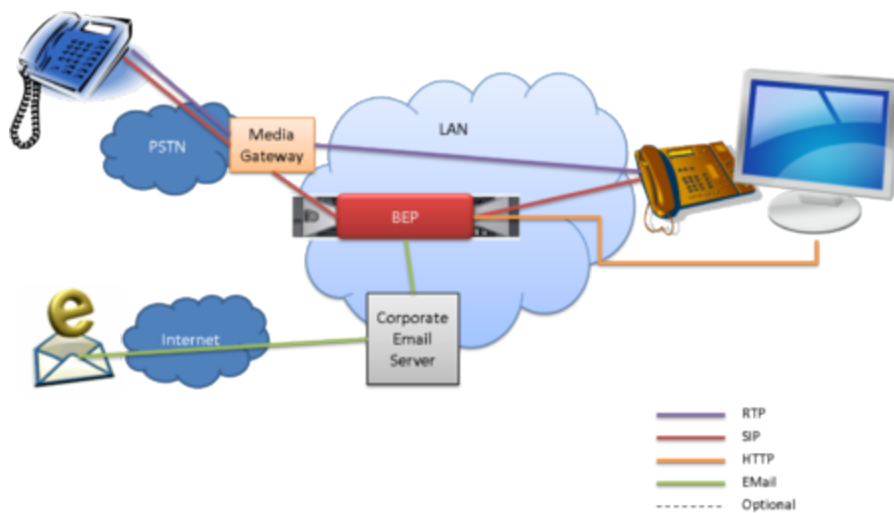
Business Edition Premise Provider's Guide

Architecture

Architecture

Contents

- **1 Architecture**
 - **1.1 Overview**
 - **1.2 User interfaces**



Business Edition Premise overview

Overview

Business Edition Premise consists of a single VM installed on a Dell R430 server running VMware ESXi 5.5. The platform includes the following features and components:

- Genesys software components, such as Framework, LCA/GDA, 3rd party Components (Apache Tomcat), eServices, Routing, and SIP Server, and the PostgreSQL configuration database
- Database features, including MS SQL Server, Genesys DB Servers, Genesys InfoMart, and RAA
- Genesys Voice Platform features, including Voice Platform components such as Media Control Platform and Resource Manager
- User interfaces, such as Genesys Administrator and Genesys Administrator Extension, IWS, Pulse, and GI2

After installation and initial configuration, the Business Edition Premise server is a basic Genesys 8 suite, which customers can extend with additional Genesys applications and functionality.

User interfaces

The table lists the key components used to control settings and reports. The component name links to its documentation home page.

Component	Role
Genesys Administrator	User and extension configuration, Outbound management
Genesys Administrator Extension	Web-based product that simplifies operation management with the ability to provision, deploy, and monitor all Genesys applications

Component	Role
Interaction Workspace	UI for agents and supervisors
Universal Contact Server Manager	Email contact management
Composer	Email deployment (and potential customization of voice and email routing)
Knowledge Manager	Email configuration
Genesys Interactive Insights	Historical reporting
Pulse (also known as EZPulse)	Real-time reporting