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Business Edition Premise Provider's Guide

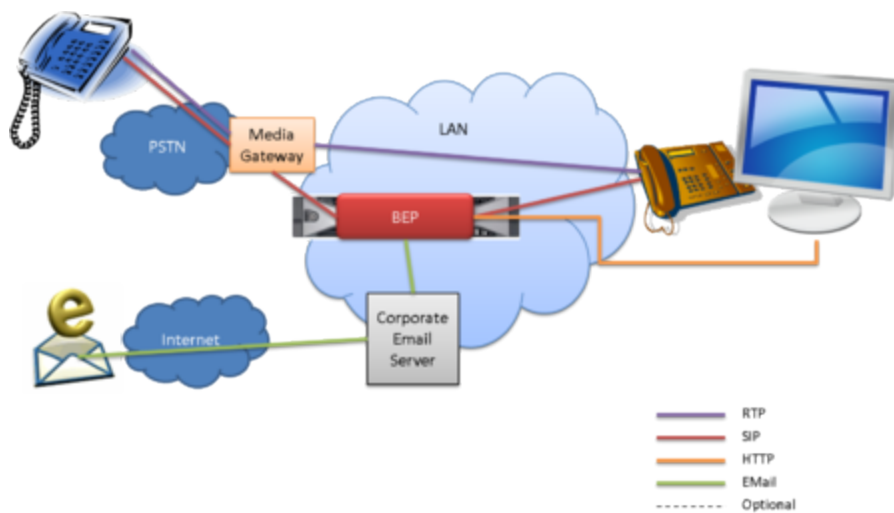
Architecture

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Architecture

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Business Edition Premise overview

Overview

The Business Edition Premise platform consists of a set of three virtual machines (VMs), installed on a single Dell R430 server running VMware ESXi 6.0. The platform includes the following features and components:

- Genesys software components, such as Framework, 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, Workspace Desktop Edition (WDE), Pulse, and GI2

After installation and initial configuration, customers can extend the Business Edition Premise server 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, |

| Component | Role |
|----------------------------------|---|
| | and monitor all Genesys applications |
| Workspace Desktop Edition | 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 | Real-time reporting |