GENESYS™

Genesys Administrator Extension Help

Solutions

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Solutions

Solutions are sets of applications that accomplish particular business tasks in contact centers.

Display Options

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The Solutions list shows the Solutions that are in your environment. It is sorted in a hierarchy by tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

> **Important**
> Solutions that are disabled will appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the magnifying glass button to open the Tenant Directory filter panel. In this panel, click the Tenant that you want to select. Use the Quick Filter field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order. You can add or remove columns by clicking the Select Columns button.

To select or de-select multiple objects at once, click the Select button.

Procedures

Possible Procedures from this Panel

To create a new Solution object, click the New button. To view or edit details of an existing object, click on the name of the object, or click the check box beside an object and click the Edit button.

To delete one or more objects, click the check box beside the object(s) in the list and click the `Delete` button. You can also delete individual objects by clicking on the object and then clicking the `Delete` button.

Otherwise, click the `More` button to perform the following tasks:

- `Clone`—Copy a Solution.
- `Move To`—Move a Solution to another hierarchical structure.
- Enable or disable Solutions.
- Create a folder, configuration unit, or site. See Object Hierarchy for more information.

Click on the name of a Solution to view additional information about the object. You can also set options and permissions, and view dependencies.

Creating Solution Objects

Before creating a Solution, you must create the Applications that will be a part of the Solution.

To create a Solution object, perform the following actions:

1. Go to `Configuration > System > Configuration Manager`.
2. Click `Solutions`. The `Solutions` list displays.
3. Click the `New` button.
4. Enter the following information. For some fields, you can either enter the name of a value or click the `Browse` button to select a value from a list:
   - `Name`—The name of the Solution. You must specify a value for this property, and that value must be unique within the Configuration Database.
   - `Assigned to Tenant`—In a multi-tenant environment, the Tenant to which this Solution is assigned.
   - `Solution Type`—The type of the Solution. You must specify a value for this property. Once you set the value, you cannot change it. This value is automatically set, based on the type of the imported Solution.

   > ## Important
   > A Solution of type `Default Solution Type` or `Framework` cannot be started and stopped with Solution Control Interface unless they have been created using a solution wizard. See the Framework 8.1 Management Layer User's Guide for more information.

   - `Solution Control Server`—The name of the Solution Control Server that controls this Solution.
   - `Version`—The version of the Solution. You must specify a value for this property.
   - `Tenant`—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the `Tenant Directory` field in the object list.
   - `State Enabled`—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

5. In the `Application Definitions` tab, click the Add button to add an Application object to this Solution.

> ### Important
> The same Solution Control Server must control all Solutions that use the same Solution component.

6. Enter the following information in the pop-up window that displays on your screen:

    - `Application Type`—The type of Application used as a Solution component.

    - `Version`—The version of the Application used as a Solution component.

    - `Startup Priority`—The default position of the Solution component in the component startup sequence within the Solution.

    - `Optional`—Specifies whether this Solution component is optional.

    - Click the OK button.

7. Click the Apply button to save the information in the `Application Definitions` tab.

8. In the `Applications` tab, click the Add button to add an Application to this Solution.

> ### Important
> The same Solution Control Server must control all Solutions that use the same Solution component.

9. Enter the following information in the pop-up window that displays on your screen:

    - `Application`—The type of Application used as a Solution component.

    - `Startup Priority`—The default position of the Solution component in the component startup sequence within the Solution.

    - `Optional`—Specifies whether this Solution component is optional.

    - Click the OK button.

10. Click the Save button.