

## **GENESYS**

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.

## Genesys Skills Management System Overview and Operations

**Logical Overview** 

## Logical Overview

This topic covers the following information in Genesys Skills Management (GSM).

- GSM architecture diagram
- Ports and Protocols
- Installed Applications and Databases