GENESYS™

GVP Deployment Guide

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[+] What is GVP?

Genesys Voice Platform (GVP) is a software suite that constitutes a robust, carrier-grade voice processing platform. GVP unifies voice and web technologies to provide a complete solution for customer self-service or assisted service.

As part of the Voice Platform Solution (VPS), GVP is fully integrated with the Genesys Management Framework. GVP uses Genesys Administrator, the standard Genesys configuration and management graphical user interface (GUI), to configure, tune, activate, and manage GVP components and GVP voice and call-control applications. GVP interacts with other Genesys components and can be deployed in conjunction with other solutions, such as Enterprise Routing Solution (ERS), Network Routing Solution (NRS), and Network-based Contact Solution (NbCS).

[+] Intended Audience

This document is primarily intended for system integrators and administrators, and it assumes that readers have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.
- Network design and operation.
- Your own network configurations.
- Genesys Framework architecture.

Orientation	Installation and Deployment	Configuration and Maintenance
- Introduction - GVP Architecture - How GVP Works - GVP Call Flows - Specifications and Standards	- Prerequisites and Planning - Preparing the Operating System - Preparing the Hosts for GVP - Installing GVP	- Configuring GVP - Configuring Resource Manager High Availability - Configuring Reporting Server High Availability - Optimizing Performance through HTTP Caching - Maintaining GVP