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GVP Deployment Guide

How the Resource Manager Works

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The Resource Manager interacts with other components by using three main interfaces: a SIP interface for call handling, the Genesys Management Framework interface for retrieving configuration and provisioning information, and a Reporting Server interface for reporting events related to call processing.

This section describes in more detail what the Resource Manager does with service requests, such as the calls described in [GVP Call Flows](#).

The Resource Manager performs the following functions:

- [Session Management](#)
- [Service Selection](#)
- [Policy Enforcement](#)
- [Service-Request Modification](#)
- [Managing Resources](#)
- [Full Call Recording Requests \(from Cisco UCM\)](#)

For information about how the Resource Manager reports its activities to the Reporting Server, see [Logging and Reporting](#).