GENESYS™

Web Services and Applications Deployment Guide

Planning your deployment

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Contents

Genesys Web Services 8.6 require the following dependent components:

- GWS Platform Service
- Redis Cluster
- Elasticsearch
- SQL database (MS SQL or Postgres) - only required if Genesys Web Services is storing persistent data.
- Configuration Database or Configuration Database Replica (MS SQL or Postgres)

In the **production environment**, you must deploy the Redis cluster, Elasticsearch cluster, and SQL database (MS SQL or Postgres if used). Also depending on the size of the deployment the GWS Platform Service must be deployed in each of the Virtual Machines (VMs) that runs Web Service or deployed on separate VMs.

In the **development environment**, you can install Redis cluster, Elasticsearch, SQL database, GWS Platform Service and Web Services on the same host.

Important

The number of Web Services nodes required for your deployment depends on a variety of factors. Contact your Genesys Representative to determine the optimal number of nodes needed for your deployment.

For both production as well as development deployment follow the same basic deployment steps.

Deployment tasks

Complete the following steps to deploy Genesys Web Services 8.6.

Important

If you are upgrading from one version of Genesys Web Services to another, see the Web Services and Applications Migration Guide.

1. Review the Prerequisites. Make sure all supporting components are installed and configured.
2. Install Web Services and Applications.
3. Initialize Redis.
4. Initialize Postgres or MSSQL.
5. Deploy the web application.
6. Configure Web Services.

7. Customize your required features, as necessary.

8. Configure additional security (optional).

9. Start and test Web Services, Workspace Web Edition, and Gplus Adapter for Salesforce.

10. Follow up with the appropriate configuration or developer information, depending on which components you plan to use:

    • Configure Workspace Web Edition

    • Work with Web Services (takes you to a new guide)

    • Deploy Gplus Adapter for Salesforce

    • Configure Gplus Adapter for Salesforce (takes you to a new guide)

Next step

• Review the Prerequisites