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Performance Management Advisors Deployment Guide

[Create the Advisors User Account](#)

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Create the Advisors User Account

Roadmap


1. **[+] Install the databases that correspond to the Advisors products you will deploy.**
 - a. Advisors Genesys Adapter metrics database
 - b. Advisors Platform database
 - c. Advisors Cisco Adapter database (if you use ACA)
 - d. Metric Graphing database
2.  Create the Advisors User and the Object Configuration User in Configuration Server.
3. **[+] Install the Platform service (Geronimo) on all servers on which you will deploy one of the Advisors components.**
 - Contact Center Advisor
 - Workforce Advisor
 - Frontline Advisor
 - Contact Center Advisor-Mobile Edition
 - Resource Management Console
4. Install each adapter you will use (AGA and ACA).
5. **[+] Install the Advisors components for your enterprise.**
 - a. Contact Center Advisor
 - b. Workforce Advisor
 - c. Contact Center Advisor – Mobile Edition

- d. SDS and Resource Management
- e. Frontline Advisor
- 6. Make any required configuration changes.

You must create an account in the Configuration Server that can be used by the Advisors products to connect to and retrieve information from the Configuration Server. In this Deployment Guide, the account is referred to as the Advisors User account, but you can give the account a name of your choice. That is, it is not necessary to name the account *Advisors User*. The permissions shown in the following Table are required for this account.

Object	Permissions	Notes
Applications folder	Execute	Only for Configuration Server 8.1.2 and later. Required for the Platform and AGA user account to connect to the Configuration Server and Stat Servers.
Stat Server Applications	Read	
Tenants	Read	
Agent Groups	Read, Read Permissions, Change, Change Permissions	Starting in Release 8.1.5, Change and Change Permissions are

Object	Permissions	Notes
		needed to propagate changes saved in the Base Object Configuration page to Configuration Server.
Switches	Read	
DNs (of type ACD Queues and Virtual Queues)	Read, Read Permissions, Change, Change Permissions	Starting in Release 8.1.5, Change and Change Permissions are needed to propagate changes saved in the Base Object Configuration page to Configuration Server.
Persons	Read, Read Permissions	
	Change	Only required if Advisors Administration module will be used to modify user accounts, or if the Resource Management

Object	Permissions	Notes
		Console will be used to modify an agent's skill.
 Skills folder	Read	Only required if the Resource Management Console will be used to modify an agent's skill.
Scripts (of type Interaction Queues)	Read, Read Permissions, Change, Change Permissions	Starting in Release 8.1.5, Change and Change Permissions are needed to propagate changes saved in the Base Object Configuration page to Configuration Server.
Access Groups	Read, Read Permissions	
	Change	Only required if Advisors Administration module will be

Object	Permissions	Notes
		used to modify user accounts.
NEW Calling lists	Read, Read Permissions, Change, Change Permissions	Starting in Release 8.5.0, Change and Change Permissions are needed to propagate changes saved in the Base Object Configuration page to Configuration Server.
Roles	Read, Read Permissions	Used to determine functional permissions for users.
Business Attributes	Read, Read Permissions	Used to determine access to Advisors metadata objects.
Advisors Metrics Business Attributes	Read, Create, Change, NEW Delete, Read Permissions, Change Permissions	Used for the Metric Manager beginning in Release 8.1.3.
Folders in Persons	Read, Read Permissions	Required for

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Object	Permissions	Notes
		FA.
Folder in Agent Groups	Read, Read Permissions	Required for FA.