Performance Management Advisors Deployment Guide

Create the Data Manager Base Object Configuration User

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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 configure a user account in Configuration Server so that security permissions can be assigned to allow object configuration for the CCAdv/WA module in the Advisors Administration module (Base Object Configuration page). This is the *Object Configuration User*. This user must be created in the Configuration Server *before* you install Advisors Platform. Advisors Platform installer prompts you for the account name.

You create the Object Configuration User account in Genesys Configuration Manager. This user account is a container for security permissions for objects (agent groups, calling lists, and queues) in the Configuration Server. You grant a Read permission for the monitored objects to select one or more source objects as monitored objects in a deployment.

This configuration is not required on Platform deployments that do not have CCAdv/WA deployed. For example, if only FA is deployed on a particular Platform instance, this configuration must be left blank.

For more information about Data Manager and the Object Configuration User, see Data Manager.