GENESYS

Performance Management Advisors Deployment Guide

Planning

12/17/2025

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This page contains information to help you prepare to deploy Genesys Performance Management Advisors. Also, before you deploy Advisors, ensure you read the Prerequisites topic. It provides information to help you prepare for your deployment.

General Information about Advisors

Starting in release 8.5.0, the Advisors dashboards are accessed using a commercial browser, such as Mozilla Firefox. Advisors 8.5.x is incompatible with the old Advisors browser.

The installation process has several distinct sections to accommodate different stages of system preparation. If some or all of the infrastructure software systems are already installed, various steps can be bypassed. It is important to get specific information about the location of these components from the original installer or the package manager.

You cannot mix database types within an Advisors installation. Each installation must be either wholly MSSQL or wholly Oracle.

Advisors requires the Genesys Configuration Server to be present, along with all its supporting components.

35px|link=Starting in release 8.5.0, you must deploy the Contact Center Advisor application (including XML Generator) and configure one or more Genesys metric data sources to use the Genesys **Base Object Configuration** page in the Administration module. Data manager requests no statistics for pre-configured objects until the CCAdv module, XML Generator, and Genesys metric data sources are deployed and working.

About Advisors Applications

The following Table shows the dependencies amongst Advisors components. For each Advisors product in the Application column, the Table identifies any additional Advisor component that must be installed with it. See also Prerequisites for detailed information, as well as information about databases required for each component.

Application	Requires these Components on the Same System	Requires these Components within the Same Advisors Deployment
Frontline Advisor	Advisors Platform	Advisors Genesys Adapter or Advisors Cisco Adapter
Contact Center Advisor	Advisors Platform	Advisors Genesys Adapter in a Genesys environment
Workforce Advisor	Advisors Platform	Contact Center Advisor
Contact Center Advisor – Mobile	Advisors Platform	Contact Center Advisor

Application	Requires these Components on the Same System	Requires these Components within the Same Advisors Deployment
Edition		
Resource Management Console	Advisors Platform Supervisor Desktop Service	Contact Center Advisor