Performance Management Advisors Deployment Guide

Create the Advisors Databases

5/6/2025

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Use the procedures in this section to install the databases that Performance Management Advisors require. Installation of the databases is the first step in Advisors deployment.

Deployment 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 servers where it is required for Advisors components.**

   - Contact Center Advisor Web Services

   - Workforce Advisor

   - Frontline Advisor

   - Contact Center Advisor–Mobile Edition

   - Resource Management Console

4. Install each adapter you will use (AGA and ACA).

5. Register the Stat Servers that you plan to use with Advisors.

6. **[+] 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

7. Make any required configuration changes.