Performance Management Advisors Deployment Guide

Planning

12/16/2025

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This page contains information to help you prepare to deploy Genesys Pulse Advisors.

Before you begin deployment, you will make a plan to meet your specific needs. See the *Genesys Pulse Advisors Hardware Sizing Guide* for information about tested environments for Advisors (architecture, number of users per component per installation, and so on). The information is meant to help you develop sizing guidelines for your enterprise.

General Information about Advisors

The Advisors dashboards are accessed using a commercial browser, such as Mozilla Firefox. See the Pulse Advisors section in the *Genesys Supported Operating Environment Reference Guide* for information about supported browsers.

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.

The Advisors product suite requires the Genesys Configuration Server to be present, along with all its supporting components. Genesys recommends that you review the Contact Center Objects section in the *Management Framework Deployment Guide* before creating the Advisors business objects; in particular, note that there are specific requirements for Person objects' user names.

The Advisors product suite requires the Genesys Solution Control Server to be present because some Advisors modules integrate with the Solution Control Server. You require Genesys Management Framework components to support the integration. For those modules, Advisors supports warm standby high availability. See the General Prerequisites and Integration with Solution Control Server and Warm Standby sections of this book for more information.

> ### Important
> Integration with the Solution Control Server is not optional – it is required in environments that do not use the warm standby setup, as well as those that do.

Advisors Genesys Adapters (AGA) can request statistics for CCAdv configured objects only after you start XML Generator. Previously, starting the Advisors Platform server was sufficient to have the CCAdv adapters request statistics for the CCAdv configured objects.

Important

The Advisors Cisco Adapter is available only for Advisors releases prior to release 8.5.2. Support for Cisco data sources is discontinued starting with Advisors release 8.5.2. Advisors Cisco Adapter release 8.5.100.09 was the final release for this Advisors component.

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.

Application	Requires these Components on the Same System	Requires these Components within the Same Advisors Deployment
Frontline Advisor	Advisors Platform	Advisors Genesys Adapter
Contact Center Advisor	Advisors Platform	Advisors Genesys Adapter in a Genesys environment
Workforce Advisor	Advisors Platform	Contact Center Advisor
Resource Management Console	Advisors Platform Supervisor Desktop Service	Contact Center Advisor

Important

XML Generator runs independently of Advisors Platform. In other words, the startup of CCAdv XML Generator is not dependent on Advisors Platform startup. XML Generator can be installed on a server with Advisors Platform, but that is not required.