GENESYS™

Decisions Deployment Guide

Shared File Storage

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Shared File Storage

You require a shared file storage location for the Decisions applications. Files that are generated from the phone switch, WFM system, and other systems are put into the shared storage location before they are imported into the Decisions database.

Recommended Structure

The Decisions Administration application reads flat files from the file share. The Decisions_Administrators AD group must be able to read from this file share. Genesys recommends the following structure:

- \\Import Files\ACD
- \\Import Files\Shrinkage
- \\Import Files\Staffing
- \\Import Files\Chat
- \\Import Files\Email
- \\Import Files\Casework