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eServices Deployment Guide

Configuration Worksheet

9/14/2025

Configuration Worksheet

Before you begin deployment, it is helpful to assemble information that the configuration wizards will require you to supply.

Use the worksheet to plan your eServices deployment.

After filling out the worksheet you are ready to start the configuration wizards.

This worksheet lists:

- Values (mostly Application object names and port numbers) that the wizards ask you to invent. You can invent them ahead of time in case you want to incorporate some systematically (for example, you may want all Application object names to start with a certain prefix, or you may want port numbers to be consecutive or to all start with the same two digits).
- Model Setup Values used during our model deployment. These provide a reference to help you during the deployment procedures.
- Names (or other attributes) of non-eServices objects that the wizards ask you to enter. Some of these are likely to exist already. Of those which do not, you can create them before, after, or (in some cases) while running the eServices Wizard. Here are two examples:
 - eServices requires several databases (tablespaces): one for Interaction Server, two for UCS, and one for Co-Browsing Server (if you plan on deploying it).
 - eServices requires a Person or Access Group object that UCS can use to log in to Configuration Server.

The wizards also ask you to select some items from a list. This worksheet does not list most items of this type, but they are described in [Deploying eServices on Windows](#).

Completing the Worksheet

Completing the Configuration Worksheet

1. Print out the worksheet.
2. Add deployment information for your environment in the Your Value column.
3. Keep a copy of this worksheet with you during the deployment process.

Next Steps

- Continue with [Deploying eServices on Windows](#).

Configuration Worksheet

Configuration Worksheet

Field	Your Value	Model Setup Value	Description
Log In to Wizard Manager			
User name			User name for logging into Configuration Server.
User password			Password for logging into Configuration Server.
Application			Application object name—for example, default.
Host			Host of Configuration Server
Port			Port of Configuration Server host where Configuration Server listens for queries—for example, 2020.
Solution			
Name		ES85	Invent a name for your eServices solution.
Tenant (in multi-tenant environment)			
Name			Name of the Tenant object holding the eServices solution that you are configuring.
Databases and Associated Configuration Objects			
Note: Before installing eServices, you must configure and install a DBMS and create four databases/tablespaces, one for Interaction Server, two for Universal Contact Server (one main, one archive), and one for Co-Browsing Server (if you plan on deploying it). You can do this before or after running the eServices Wizard.			
Interaction Server Database Objects			
Database Access Point (DAP)			
DAP Name		ES85_Inx_DAP	Invent a name for

Field	Your Value	Model Setup Value	Description
			the DAP to use with Interaction Server. If you intend to use the Event Logger or message queue functionality you will need additional DAPs.
DB Server			
Name		ES85_IxnDBServer	Name of the DB Server application object.
DBMS type		Microsoft SQL Server	Type of database management system you are using: <ul style="list-style-type: none"> • Microsoft SQL • Oracle • DB2
Host		ESHost	Host where you want DB Server installed.
Port		6110	Port where DB Server listens for queries.
SNMP Port		N/A	Port where DB Server listens for management commands (optional).
DBMS name		ESHost	Name of your database management system.
Database name		InxDB	Name of the database tablespace for Interaction Server.
User name		sa	User name for logging into the DBMS.
Password		<password for user sa>	Password for logging into the DBMS.
Universal Contact Server (UCS) Database Objects			
DB Server			

Field	Your Value	Model Setup Value	Description
Not needed because UCS used JDBC to connect to the database.			
Database Access Point (DAP)			
DAP name		ES85_UCS_DAP	Invent a name for the DAP to use with UCS.
Host		ESHost	Host name where the database is running.
Port		1433	Port where the database listens for queries (for example, 1521 is the default for Oracle, 1433 for Microsoft SQL, 50000 for DB2).
DBMS type		Microsoft SQL Server	Type of database management system you are using (Microsoft SQL, Oracle, DB2).
Database name		Customer	Name of the database tablespace for UCS.
User name		sa	Username for logging into the UCS DBMS.
Password		<password for user sa>	Password for logging into the UCS DBMS.
Universal Contact Server			
Name		ES85_UCS	Invent a name for the UCS application object.
Host		ESHost	Host where you want UCS installed.
Port		6120	Listening port for requests.
Universal Contact Server API port		Default port value	Port for Remote Method Invocation (RMI) connection to the UCS API. Must be different from standard server port.
Login account		N/A	The User Account (Person) or Access Group that UCS will use to log in to

Field	Your Value	Model Setup Value	Description
			Configuration Server. Note: This Person or Access Group must have Administrator or higher access rights so it can update information in the Configuration Database. Use an existing account with these rights or create one for the purpose.
Switching Office			
Name		In the model setup, New-Style Interaction Server is selected which creates a Multimedia switch and switching office automatically in the background.	Select or create a multimedia switch. Note: Include only one multimedia switch per tenant to preserve Stat Server and URS support for Interaction Server.
Multimedia Switch			
Name		In the model setup, New-Style Interaction Server is selected which creates a Multimedia switch and switching office automatically in the background.	Select or create a switching office.
Interaction Server			
Name		ES85_InxSrv	Invent a name for your Interaction Server application object.
Host		ESHost	Host where you want Interaction Server installed.
Port		6130	Port where Interaction Server listens for queries.
Stat Server			
Name		In this model setup, an existing Stat Server is selected.	Select or create a Stat Server.
Host			Host where you want Stat Server installed.

Field	Your Value	Model Setup Value	Description
Port	Application Cluster		Port where Stat Server listens for queries.
Name		N/A	Invent a name for your Application Cluster.
Web API Server			
Not included in eServices 8.5.0. However you can use Web API Server 8.1.2 with eServices 8.5.0.			
UCS Manager			
Name		ES85_UCSMgr	Invent a name for your UCS Manager application object.
E-Mail Server (for Genesys E-Mail)			
Name		ES85_E-mailServer	Invent a name for your E-mail Server application object.
Host		ESHost	Host where you want E-mail Server installed.
Port		6150	listening port for requests.
POP server		ESHost	The name of your corporate POP server.
SMTP server		ESHost	The name of your corporate SMTP server if different from the POP server.
POP3 user name and password		N/A	Address, user name and password for logging on to your POP server.
Default e-mail address domain		ESHost	Domain to be appended to e-mail (both incoming and outgoing) that does not already have a domain specified in its To address field.
External agent e-mail address		external@ESHost	Address to be used as the From address in messages to external agents and as the To address in messages from

Field	Your Value	Model Setup Value	Description
			external agents. Typically, this is different from your general corporate e-mail addresses.
Integrated Web For processing port (optional)		7777	Listening port number for Web Form-processing entry point.
Automated Reply Agent		Agent1	Notional agent name used in automatic responses. Typically this is something generic like Genesys Customer Care.
E-mail account(s) for customer access		<mailboxName1>@ESHost <mailboxName2>@ESHost	Account name and e-mail address. These are the accounts on your corporate POP server that E-mail Host will pull e-mails from and bring them into the eServices system. Be sure to also create them on your corporate mail server if they do not exist.
Classification Server			
Name		ES85_ClassificationServer	Invent a name for your Classification Server application object.
Host		ESHost	Host where you want Classification Server installed.
Port		6160	Listening port for requests.
Training Server			
Name		ES85_TrainingServer	Invent a name for your Training Server application object.
Host		ESHost	Host where you want Training Server installed.

Field	Your Value	Model Setup Value	Description
Port		6170	Listening port for requests.
Knowledge Manager			
Name		ES85_KnowledgeManager	Invent a name for your Knowledge Manager application object.
Chat Server (for Genesys Chat)			
Name		ES85_ChatServer	Invent a name for your Chat Server application object.
Host		ESHost	Host where you want Chat Server installed.
Port (ID=default)		6180	Listening port for requests.
Port (ID=webapi:recommended)		6181	A specific port for web client connections only.
Port (ID=ESP)		6182	Listening port for ESP requests.
ESP default nickname		system	Name to be used in place of agent's name for use in automated chatting.