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eServices Deployment Guide

Deployment Tasks

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Deployment Tasks

This section guides you through the various actions you must take to plan, deploy, and test your eServices solution for both [Windows](#), and [UNIX](#).

Deployment Summary

Windows

This section describes a model setup of a blended (e-mail and chat), single-tenant eServices solution deployed on a single Windows host machine, such as might be deployed in a lab setting. Complete these actions in the following order to deploy your solution.

Plan your deployment

1. Choose which machines will host the eServices and various third-party components. For a sample architecture layout, see [Component Distribution](#).
2. Choose which machines will host your databases. To help you calculate the rough size of your databases, use the formulas in [Estimating Database Size](#).
3. Print out and complete the [Configuration Worksheet](#) with the values that fit your deployment.

Complete all prerequisite actions

1. Verify that all [Prerequisites](#) components are in place.
2. [Create the Host](#).
3. For deployments across multiple machines, [Create a Shared Directory](#).
4. [Create UCS and Interaction Server databases](#).

Note on third-party software for processing Web-based interactions

Although [Web API Server](#) is not updated in the 8.5.0 release, you can use the 8.1.2 version with

eServices 8.5.0.

Web API Server requires a web server and an application container; deployment of some common combinations of those items is described in the "Deploying Third-Party Web Applications" chapter of the [eServices 8.1 Deployment Guide](#).

Configure eServices objects

1. [Install the configuration wizards](#).
2. Create [sample workflows](#) for routing simple test interactions through the contact center to an agent.
3. [Configure the eServices objects](#).
4. [Configure Chat Server to communicate with Web API Server](#).
5. Create configuration objects and sample workflows for routing web callback interactions through the contact center to an agent. See [Install Web Callback](#).

Install eServices components

[Launch the Integrated Installation for all eServices components](#)

Important

For deployments across multiple hosts, you need to launch the Integrated Installation one time for each host.

Deploy those eServices components not included with the wizard (Optional)

Manually deploy the eServices components that are not included in the eServices Configuration Wizard installation.

Universal Contact Server Proxy or Interaction Server Proxy

1. Create the [UCS Proxy](#) and [Interaction Server Proxy](#) application objects.
2. Install [UCS Proxy](#) and [Interaction Server Proxy](#).
3. Configure the [UCS Proxy](#) and [Interaction Server Proxy](#) Desktop applications.

SMS Server

1. Create the **SMS Server** application object.
2. Install **SMS Server**.
3. Configure the **eServices components**.

Verify Connections

1. Double-check that the connections you made with the configuration wizard are in place. For a list of necessary connections, see **Connections**.
2. Using Genesys Administrator Extension, add a connection from Stat Server to Interaction Server (or to Interaction Server Proxy). Stat Server uses this connection to find and route interactions to available eServices agents.

For more information, see **Verifying connections**.

Modify the database

Run the database scripts to modify the database to process interactions.

Test the Components

1. **Test the eServices servers**.
2. **Test the components using the Web-based TestTool**.
3. **Test the Genesys Desktop**.

Test the Setup

1. **Configure ABC Simple BP** for routing e-mail interactions.
2. **Configure ABC Simple Chat BP** for routing chat interactions.
3. **Send an e-mail to the Desktop**.
4. **Start a chat session**.
5. **Send a web form e-mail**.
6. **Configure WebCallback BP** for routing web callback interactions.
7. **Update the Interaction Server database** for processing web callback interactions.

8. [Send a web callback.](#)

UNIX

1. Prepare your environment
 - a. Create a shared directory on your UNIX host that your Windows host can access.
OR
Create a shared directory on the Windows host that your UNIX hosts can access.
 - b. Create your databases.
2. Launch the eServices Configuration Wizard from a Windows host to configure the components that will run in the Solaris, Linux, or AIX environments.
 - a. [Install the Configuration Wizards.](#)
 - b. [Install the Interaction workflow samples.](#)
 - c. [Configure the objects.](#)
3. Run the installation package for each remaining component:
<component>\<platform>
4. (Optional) Manually deploy the eServices components that are not included in the eServices Configuration Wizard installation.
 - Universal Contact Server Proxy or Interaction Server Proxy
 - a. [Install UCS Proxy.](#)
 - b. [Install Interaction Server Proxy.](#)
 - SMS Server: [Install SMS Server.](#)