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Framework Deployment Guide

Services Layer

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Services Layer

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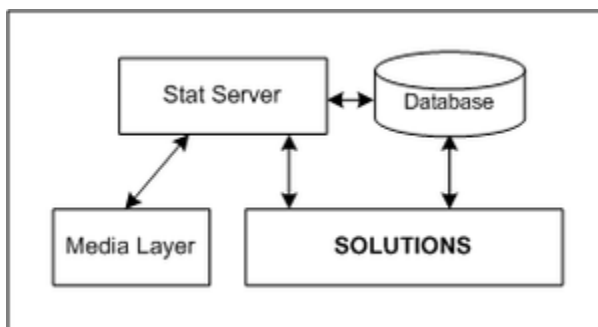
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Functionality

The Services Layer provides:

- Conversion of events related to management of single interactions into statistical data, which is then used for interaction processing and contact center reporting.

Architecture



Services Layer Architecture

Stat Server tracks real-time states of interaction management resources and collects statistics about contact center performance. Genesys solutions use the statistical data to more *intelligently* manage real-time interactions. Through Genesys Reporting, you can use the data to generate real-time and historical contact center reports.