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Framework Deployment Guide

Configuration Environment

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Genesys provides its software to two types of companies:

- Companies that own their telephony equipment and use it for their own needs.
- Companies (such as service providers) that make their telephony equipment available to other companies.

A single Genesys configuration environment can be used to address the needs of both of these types of companies. You establish that configuration environment when you create the Configuration Database structure during the Configuration Layer installation.

Object Hierarchies

In complex configurations, there might be a service provider making its telephony equipment available to other companies. So, this configuration environment also serves the needs of every company using the service. In this environment, configuration information about the resources that are managed exclusively by the service provider is visible on the service provider side only. Only personnel from the service provider company can register the entities that provide the technical foundation for setting up the CTI services, such as switching offices, data network hosts, and CTI applications. These resources may be shared by some or all of the companies using the service ("Tenants"). The resources of the individual companies, such as user accounts, agent groups, outbound campaigns, and so forth, are configured separately by the personnel of these companies. This configuration is visible only to that company's users.

This general structure can extend to an unlimited number of layers. There might be a service provider that provides its services not only to companies that use its services directly but to other companies, such as resellers, who in turn sell those services to other companies. The customers of these resellers can, in turn, be direct users and perhaps other resellers. Tenants that provide services to other tenants are called parent tenants; those that use these services are called child tenants. Therefore, a single Tenant object can be a parent, a child, or both.

This structure can also support the simplest of configurations, where there is only one tenant that uses its own resources.

Important

In release 8.5.1, the *single-tenant* (or *Enterprise*) and *multi-tenant* Configuration Server were consolidated into one Configuration Server that can support one, many, or a hierarchy of tenants. Existing single-tenant configurations are still supported, and you can upgrade existing databases to the latest available format, but single-tenant configurations can no longer be deployed for new installations. For new installations, Genesys recommends that you install Configuration Server and create new databases using the provided multi-tenant database initialization scripts, and then configure an environment with one Tenant (Environment).

Large Configuration Environments

Genesys defines a large configuration environment as one in which the Configuration Database stores 50,000 or more configuration objects. Refer to the "Management Framework" section of the *Genesys Hardware Sizing Guide* for guidelines when operating within a large configuration environment.