



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Framework Management Layer User's Guide

Management Layer Functionality

12/19/2025

# Management Layer Functionality

This section describes the Management Layer capabilities that help you optimally manage the Genesys software serving your contact center, as follows:

- [Solution Control and Monitoring Functions](#)
- [Logging Functions](#)
- [Alarm-Signaling Functions](#)
- [Fault Management Functions](#)
- [SNMP Support Functions](#)

You can also manage Management Layer components such as Message Server, Solution Control Server, and SNMP Master Agent, via the Management Layer, as discussed in this section.