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# Framework Deployment Guide

Services Layer

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# Services Layer

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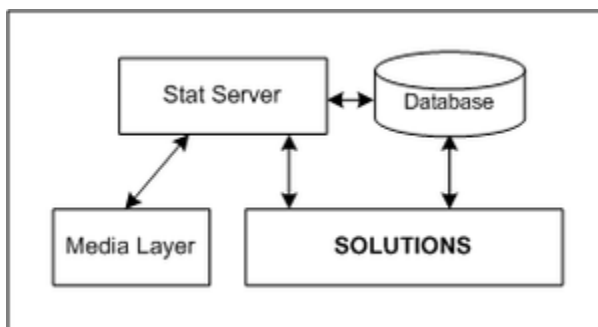
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### Functionality

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.