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Framework Management Layer User's Guide

Management Layer Functionality

12/20/2025

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.