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Business Edition Premise Provider's Guide

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Business Edition Premise, originally known as Genesys One, is an all-in-one pre-installed packaging of Genesys technology onto a set of virtual machines typically run on a single hypervisor server. It includes a SIP Inbound solution, optional Email, Chat and Outbound solutions, and real-time and historical reporting for up to 300 contact center agents.

Business Edition Premise installation and initial configuration requires some knowledge of Genesys software. The [Business Edition Premise Guide](#) documents the procedures needed to configure and maintain an existing Business Edition Premise environment.

The "If you are new to Genesys software..." section below clarifies the expected roles of providers and customers.

If you are new to Genesys software...

Business Edition Premise enables you to use the Genesys Administrator Extension interface to set options (parameters) that tailor routing operations. Some of these options, such as declaring an emergency or changing open hours, are easily set even if you have no prior experience configuring Genesys software. Other options, such as auto-attendant (IVR) menus and business targets, are tied to more complex features that must be synchronized with settings in other Genesys applications. We suggest that customers rely on their Business Edition Premise provider to set up these features for them. The provider can then show the customer what options they have customized, such as business reporting categories (Service, Segment, and Department, for example) and announcements. The [Business Edition Premise Guide](#) specifies the tasks that customers can complete without assistance from their provider.