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Business Edition Premise Provider's Guide

eServices application

12/22/2025

eServices application

Overview

The Business Edition Premise eServices application allows you to install and configure the Email and Chat routing solutions.

Important

You cannot install Chat as a standalone application. You can only install Chat if you have also installed and activated the Email routing application.

For more information about eServices, see the [eServices documentation page](#).

Deployment

These steps describe how to deploy the eServices application. Email and Chat deployment is optional; if you are not installing the Email or Chat options, you can skip these steps.

VIDEO: To watch a short demonstration of the eServices application deployment, click the Genesys



icon below:

1. In GAX, go to **Configuration > Solution Definitions** and select **Genesys eServices Single Host Deployment**.
2. From the > menu next to the **Delete** button, select **Install**, using default values except for:
 - Check or uncheck **Activate chat-media support**, depending on whether or not you want to activate chat.
Important: Chat is only available in Business Edition Premise version 8.1.102 or later.
 - DB Server for Interaction Server: DBServer_AUX
 - DB Server for Interaction Concentrator: DBServer_ICON
 - Database Administrator Name: sa
 - Database Administrator Password: G3n35y5!
 - Database User Name: genesys
 - Database User Password: Genesy\$_0

- Set the customer Email Server Client Address, Email Server Domain Name, and Email Server POP Client Login Password.

Next Steps: After eServices is installed, you can deploy the Business Edition Premise Email and Chat routing applications. For more information, see [Email routing](#) and [Chat routing](#).