



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.

Genesys App Automation Platform Deployment Guide

Hardware and Software Specifications

12/21/2025

Contents

- 1 Hardware and Software Specifications
 - 1.1 Hardware
 - 1.2 Software
 - 1.3 IVR technologies and platforms
 - 1.4 Standards and Protocols
 - 1.5 GAAP Framework high-availability (HA) architecture

Hardware and Software Specifications

This page documents standard specifications for installing GAAP software.

- [Hardware specifications](#)
- [Software specifications](#)
- [IVR specifications](#)
- [Supported standards and protocols](#)
- [High Availability \(HA\) architecture](#)

Hardware

See below for standard server specifications for installation of the GAAP software.

The Voice User Interface (VUI) server supports the runtime application that serves customer calls. This number of servers and their specification should be dimensioned based on the number of concurrent calls, or *ports*, of IVR to be supported.

The Graphical User Interface (GUI) server provides the Control Centre application that is used to design, configure, deploy, and monitor callflows. Only one GUI server can be active at a time. The specification for this does not depend on the number of IVR ports.

Specification	VUI < 100 Ports	VUI 250 Ports	VUI 500 Ports	GUI server
CPU	1 quad core (2.2GHz+)	2 quad core (2.2GHz+)	2 quad core (3.0GHz+)	1 quad core (2.2GHz+)
Memory	8GB RAM	8GB RAM	12GB RAM	8GB RAM
Network	2x GB NIC	2x GB NIC	2x GB NIC	2x GB NIC
Disk Space	60GB	60GB	60GB	60GB

Virtualization

GAAP is fully supported on VMware ESXi 4 and above. If you prefer to deploy on virtual infrastructure, the following standard server specifications must be provisioned.

Specification	VUI < 100 Ports	VUI 250 Ports	VUI 500 Ports	GUI server
Physical CPU	1 quad core (2.2GHz+)	2 quad core (2.2GHz+)	2 quad core (3.0GHz+)	1 quad core (2.2GHz+)
Physical Memory	16GB RAM	16GB RAM	16GB RAM	16GB RAM
Network	2x GB NIC	2x GB NIC	2x GB NIC	2x GB NIC
Disk Space	60GB	60GB	60GB	60GB

Specification	VUI < 100 Ports	VUI 250 Ports	VUI 500 Ports	GUI server
vWare	<ul style="list-style-type: none">• 2x vCPU• 8GB vRAM	<ul style="list-style-type: none">• 4x vCPU• 8GB vRAM	<ul style="list-style-type: none">• 4x vCPU• 12GB vRAM	<ul style="list-style-type: none">• 2x vCPU• 8GB vRAM

Notes

- Standard server specifications are for installation of the GAAP Voice User Interface (VUI) and Graphical User Interface (GUI) components only on separate servers. It is assumed that the database will be located on its own server.
- You must procure, supply and configure third-party software for functions such as Automatic Speech Recognition (ASR) and Text-to-Speech (TTS).
- You can increase the number of available ports by increasing the number of servers.
- High availability requires n*2 servers deployed across a minimum of two physical machines.
- Disk space requirements are sized for the storage volume/drive on each server to be available for the installation of GAAP and associated files and folders. It does not include sizing for the operating system or other system software.

Software

You must ensure the following components are installed on the servers outlined below before you install the GAAP software.

- See the [Supported Operating Environment Reference](#) for more information on supported operating systems, databases, browsers, and other third-party software.

IVR technologies and platforms

The GAAP Framework supports enterprise-scale Interactive Voice Response (IVR) technologies and platforms. The GAAP Framework is supported on the following combinations of components.

Vendor	Component	Version(s)
Genesys	GVP Media Control Platform	8.5.120.66
Genesys	GVP Resource Manager	8.5.120.62
Nuance	Recognizer	10.2.6.2014101615 x86_64 - Package revision 14289
Nuance	Vocalizer	6.0.4.2014102404

Vendor	Component	Version(s)
Genesys	GVP Media Control Platform	8.1.700.44
Genesys	GVP Resource Manager	8.1.700.61
Nuance	Recognizer	9.0.14.2010062422
Nuance	Vocalizer	5.0.3.2010071919

Vendor	Component	Version(s)
Genesys	GVP Voice Platform Common	7.6.485.14
Genesys	GVP IP Communications Server	7.6.485.06
Nuance	Recognizer	9.0.14.2010062422
Nuance	Vocalizer	5.0.3.2010071919

Standards and Protocols

The GAAP Framework supports industry-defined open standards and protocols. The following standards and protocols are supported.

Standard	Version	Description
Voice Extensible Markup Language (vXML)	2.1	Standard for designing phone-based application dialogs with callers.
Speech Recognition Grammar Specification (SRGS)	1.0	Standard to define syntax for representing grammars for use in speech recognition.
Semantic Interpretation for Speech Recognition (SISR)	1.0	Client-side grammar logic to validate grammars.
HTTP and HTTPS	1.1	Secure management of communication of data between GAAP and external sources.

GAAP Framework high-availability (HA) architecture

Refer to the following graphic for a deployment example of GAAP Framework and validated Microsoft SQL Server architecture in high-availability (HA).



