GVP Deployment Guide

How the Resource Manager Works

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The Resource Manager interacts with other components by using three main interfaces: a SIP interface for call handling, the Genesys Management Framework interface for retrieving configuration and provisioning information, and a Reporting Server interface for reporting events related to call processing.

This section describes in more detail what the Resource Manager does with service requests, such as the calls described in GVP Call Flows.

The Resource Manager performs the following functions:

- Session Management
- Service Selection
- Policy Enforcement
- Service-Request Modification
- Managing Resources
- Full Call Recording Requests (from Cisco UCM)

For information about how the Resource Manager reports its activities to the Reporting Server, see Logging and Reporting.