Deployment Guide

Multi-Tenancy

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Multi-Tenancy

To implement Genesys Web Engagement, you should create one Genesys Web Engagement application per tenant. This application supports multiple domains and all their associated subdomains. For instance, the **genesys** application supports the **genesys.com** domain and its associated subdomain, **docs.genesys.com**.

> ## Important
> When a visitor crosses domain boundaries, Web Engagement creates a new visit and closes the previous visit.

As a result, your deployment must respect the following constraints:

- One tenant can contain multiple DSL files, but instrumentation will upload only one of them at a given time; a single DSL file is active for a given page during the customer's visit on your website.

- The load balancer for the Frontend Server cluster (or the Frontend Server) is the single entry point.