Web Services and Applications Configuration Guide

Disaster Recovery

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Disaster Recovery

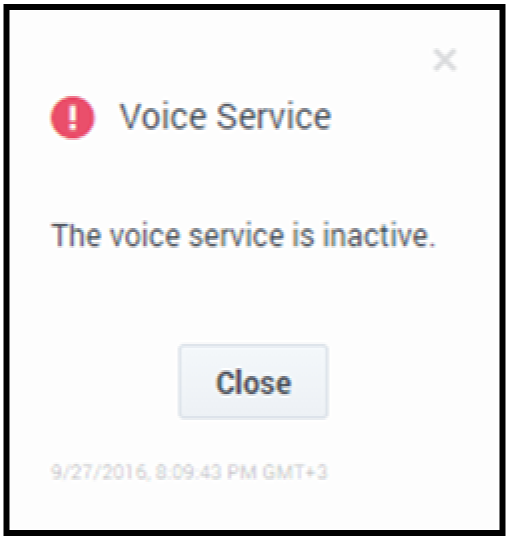
Genesys provides support for disaster recovery in scenarios where the preferred data center goes down. When a disaster scenario occurs while an agent is active on Agent Desktop or Gplus Adapter for Salesforce, the agent is notified in a dialog box and they can click **Reconnect** to reconnect to the secondary data center. When the preferred data center returns to operation, the agent can then log back into the preferred data center.

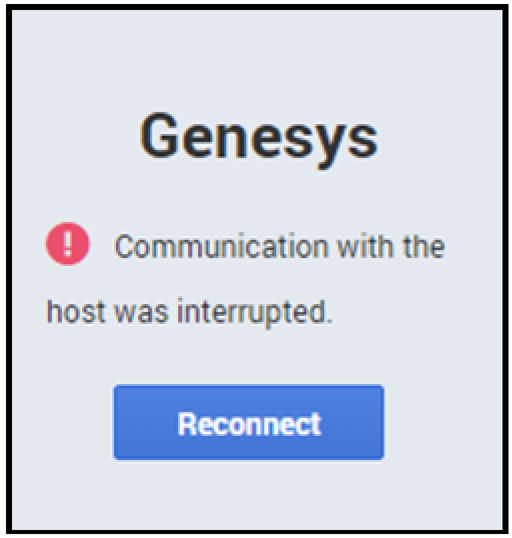
In a disaster recovery scenario, any time an agent logs in to Salesforce, the first attempt is to connect to the primary data center. If the login is unsuccessful after a configurable timeout interval, Salesforce connects to the designated disaster recovery data center.

How does disaster recovery affect the user experience?

When a disaster situation occurs to Gplus Adapter for Salesforce users, agents are notified and are requested to take action if needed. For example, if the voice service goes down, logged in agents will see an error message to notify them that the voice service is interrupted. Then when the timeout interval is reached and the secondary data center is available, another dialog box is displayed asking the agent to reconnect.

The user experience for Agent Desktop users is not affected.





How do I configure for disaster recovery?

For Agent Desktops deployments, you don't need to configure anything. Genesys configures disaster recovery for you.

For Gplus Adapter for Salesforce deployments, you need to configure disaster recovery in your Salesforce deployment.

How do I configure disaster recovery for Gplus Adapter for Salesforce?

To perform the following procedure, you need to set up a new call center using an XML file that Genesys provides to you.

Before you begin, ensure that you have:

- A Salesforce administrator role account
- The callcenter.xml file
- Host and port information required to specify call center settings. Genesys provides this information to you.

Start

1. Get the `callcenter.xml` file from Genesys and save to a local folder.
2. Log into Salesforce.com with your administrator credentials to open the **Home** page..

3. Select **Setup**.
4. In the **Quick Find** field, type `Call Center`.
5. Click **Call Centers**.
6. Click **Import**.
7. Click **Choose File** and navigate to the folder where you saved the `callcenter.xml` file.
8. Click **Import**.
9. Click **Edit** and fill in the **CTI Adapter URL** and **CTI Adapter Backup URL** that Genesys provided to you. When you paste the URLs that Genesys gives you, add the following parameters:
   - Add `&site-1=<GWSHOST>:<GWSPORT>&disable-dr-reload=true` to **CTI Adapter URL**.
   - Add `&disable-dr-reload=true` to **CTI Adapter Backup URL**.

End

Next steps

After you add your disaster recovery call center, you must provision the call center with users. If you have a previous Salesforce Call Center, remove users from that Call Center and add the users to the new call center you just added.

Removing Multiple Users

To remove multiple users from a call center:

1. Log into Salesforce with your administrator credentials to open the **Home** page.
2. Click **Setup**, found under the **User menu** drop-down list, under your user name in the top right corner, to open the **Force.com** page.
3. From the **App Setup** section on the left side of the screen, click **Customize** to open the customization options.
4. Click **Call Center** to open the **Call Center** page.
5. Click **Manage Call Centers** under the **Call Center** section.
6. Click the name of the call center from which you want to remove the Salesforce user.
7. In the **Call Center Users** section, click **Manage Call Center Users**.
8. Select the **Action** check box next to each user you want to remove.
9. Click **Remove Users**.

Adding Users

You can add new users to your Salesforce call center using the following steps:

1. Log into Salesforce with your administrator credentials to open the **Home** page.
2. Click **Setup**, found under the **User menu** drop-down list, under your user name in the top right corner to open the **Force.com** page.

3. From the **App Setup** section on the left-hand side of the screen, click **Customize** to open the customization options.
4. Click **Call Center** > **Call Centers**.
5. Click the name of your contact center.
6. In the **Call Center Users** section, click **Manage Call Center Users**. You can also access this button from the **Call Center Edit** screen, if you are editing your `callcenter.xml` file.
7. Click **Add More Users**.
8. Specify the search criteria to find the users who you want to assign to your call center. For example, you can search by the **Last name** field.
9. Click **Find** to display the refined list of your search criteria.
10. Select the check boxes for the users that you want to add.
11. Click **Add to Call Center**.