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Performance Management Advisors Deployment Guide

Create the Data Manager Base Object Configuration User

12/19/2025

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Deployment Roadmap

1. **[+] Install the databases that correspond to the Advisors products you will deploy.**
 - a. Advisors Genesys Adapter metrics database
 - b. Advisors Platform database
 - c. Advisors Cisco Adapter database (if you use ACA)
 - d. Metric Graphing database
2.  Create the Advisors User and the Object Configuration User in Configuration Server.
3. **[+] Install the Platform service (Geronimo) on servers where it is required for Advisors components.**
 - Contact Center Advisor Web services
 - Workforce Advisor
 - Frontline Advisor
 - Contact Center Advisor-Mobile Edition
 - Resource Management Console
4. Install each adapter you will use (AGA and ACA).
5. Register the Stat Servers that you plan to use with Advisors.
6. **[+] Install the Advisors components for your enterprise.**
 - a. Contact Center Advisor
 - b. Workforce Advisor
 - c. Contact Center Advisor - Mobile Edition
 - d. SDS and Resource Management
 - e. Frontline Advisor
7. Make any required configuration changes.

You must configure a user account in Configuration Server so that security permissions can be assigned to allow object configuration for the CCAAdv/WA module in the Advisors Administration module (**Base Object Configuration** page). This is the *Object Configuration User*. This user must be created in the Configuration Server *before* you install Advisors Platform. Advisors Platform installer prompts you for the account name.

You create the Object Configuration User account in Genesys Configuration Manager. This user account is a container for security permissions for objects (agent groups, calling lists, and queues) in the Configuration Server. You grant a Read permission for the monitored objects to enable selection of one or more source objects as monitored objects in a deployment.

This configuration is not required on Platform deployments that do not have CCAAdv/WA deployed. For example, if only FA is deployed on a particular Platform instance, this configuration must be left blank.

For more information about Data Manager and the Object Configuration User, see [Data Manager](#).