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Performance Management Advisors Deployment Guide

Genesys Performance Management Advisors Deployment Guide

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Welcome to the *Genesys Performance Management Advisors Deployment Guide*. This document describes how to deploy all Advisors components for a full implementation.

This document is primarily intended for system implementers and system administrators. It has been written with the assumption that you have a basic understanding of:

- computer-telephony integration (CTI) concepts, processes, terminology, and applications
- network design and operation
- your own network configurations

The organization of this Guide is based on the recommended order in which you should approach deployment of Advisors applications.