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Genesys Security Deployment Guide

Service Availability

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Service Availability

Contact Center service interruption or unavailability can lead to direct revenue loss and customer dissatisfaction. Minimizing downtime and maintaining full performance capability are of the highest priority for any online service.

Availability provisioning implies using robust and quality software, preventing network intrusion and denial-of-service attacks, and protecting network and computational resources using redundant server configuration.

Genesys provides the following security features to maintain service availability, and to prevent or minimize the impact of Denial of Services (DoS) attacks:

- **Redundancy**
- **Proxy and Parallel Servers**
- **Client-Side Port Definition**

Tip

Genesys recommends using 3rd party network systems, such as firewalls, network zone partitioning, network address traversal, and network intrusion detection systems to enhance protection.