



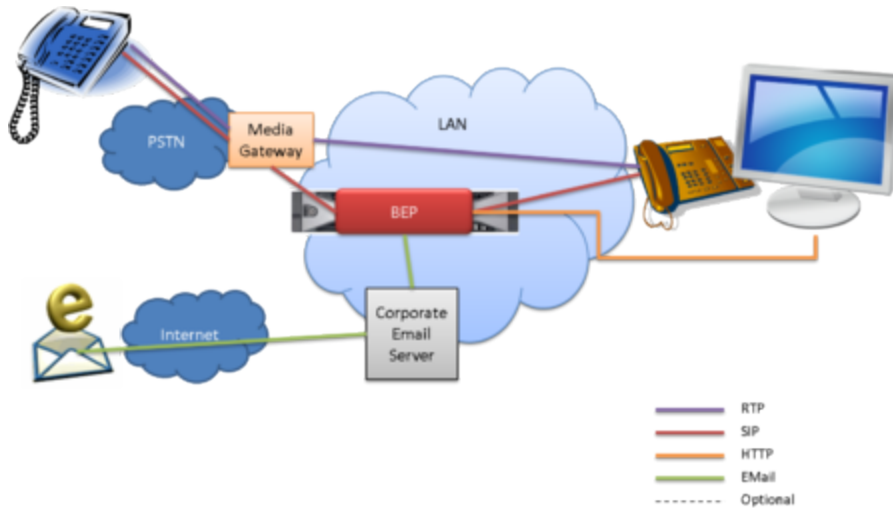
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Business Edition Premise Provider's Guide

Architecture

4/15/2026

Architecture



Business Edition Premise overview

The Business Edition Premise platform consists of a set of five virtual machines (VMs), installed on a single Dell R720 or Dell R420 server running VMware ESXi 5.1.

After installation and initial configuration, the Business Edition Premise server is a basic Genesys 8 suite, which customers can extend with additional Genesys applications and functionality.

Virtual Machines

The five VMs play specific roles:

- **Core** VM includes core Genesys software components such as Framework, Routing, and SIP Server, as well as the PostgreSQL configuration database
- **DB** VM includes MS SQL Server, Genesys DB Servers, Genesys InfoMart, and RAA
- **GVP** VM includes Voice Platform components such as Media Control Platform and Resource Manager
- **UI** VM includes user interfaces such as Genesys Administrator and Genesys Administrator Extension, IWS, EZPulse, and GI2
- **Aux** VM includes some Genesys Framework components (LCA/GDA), 3rd party components (Apache Tomcat), and room for additional packages such as eServices (required for email functionality)

User interfaces

The table lists the key components used to control settings and reports. The component name links

to its documentation home page.

Component	Role
Genesys Administrator	User and extension configuration
Genesys Administrator Extension	Routing configuration
Interaction Workspace	UI for agents and supervisors
Universal Contact Server Manager	Email contact management
Composer	Email deployment (and potential customization of voice and email routing)
Knowledge Manager	Email configuration
Genesys Interactive Insights	Historical reporting
Pulse (also known as EZPulse)	Real-time reporting