Genesys Blueprints

Overview Document

26 October 2018

![Genesys](Genesys logo)

This document describes the Genesys Blueprints documents available to the Genesys Sales and Partner communities. The Blueprint Architectures are intended to provide Genesys Solution Consultants, Professional Services and partners with information on the general architecture design and considerations for the solution. The information provided in this document should meet the needs of pre-sales and provide appropriate general guidance for professional services. This document is not intended to provide configuration level information for professional services.

What are Genesys Blueprints?

The Blueprints are an integral part of the prescriptive process for the Genesys GAME sales methodology which helps us to meet our customers' needs along the sales journey, and helps our customers understand and purchase Genesys solutions. The Blueprints make up a part of the smart methodology for sales and are included in the Design Stage as a part of the full Customer Solution Proposal and help in making the right architectural recommendations for the customer.
The purpose of the Solution Blueprint document is to provide a set of design practices and guidance to ensure consistent architecture approaches are used for all Genesys solution deployments.
The Blueprint provides a prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. It also provides deployment guidance, including sizing considerations, and may addresses several systems concerns such as security, high availability, disaster recovery and serviceability.
Blueprints cover both PureConnect and PureEngage solution designs.

What is in this document?

This document will provide the reader with the following information:

- Overview – outlining the purpose of the blueprints, their focus and their availability.
- Diagrammatic representation – a visual illustration of the Blueprints available, how they correspond to the Genesys solution taxonomy, and how they would work together.
- Summary – a brief explanation of the Blueprint.
- Detailed descriptions– a more detailed explanation of each blueprint.

Overview

Blueprints are available for PureEngage and Pureconnect at this time. The following describes the currently available Blueprints:

PureEngage Blueprints

- Common Components Blueprint
- SIP Voice Solution Blueprint
- SIP Cluster on Premise
- Self-Service Blueprint (PureEngage)
- Omnichannel Predictive Routing Blueprint
- Digital Engagement Center Solution Blueprint
- Avaya Replacement Blueprint
- Skype for Business Blueprint
- Solution Blueprint GIR and GIA
- WFO Workforce Management Solution Blueprint
- Enterprise Workload Management Blueprint
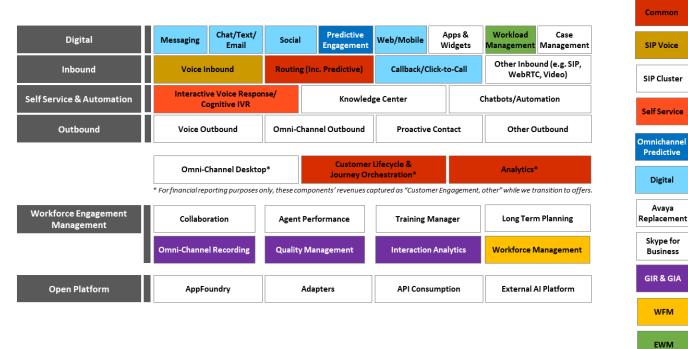
PureConnect Blueprints

- Self-Service Blueprint

Diagrammatic Representation

The Genesys Blueprints follow the Genesys solutions taxonomy and are as such technically linked to the solution model. This can be seen in the following diagram of the PureEngage taxonomy stack.

Which Genesys solutions are covered by Blueprints?

Blueprint Availability

Digital		Messaging	Chat/Text/ Email	Social	Predictive Engagement	Web/Mobile	Apps & Widgets	Workload Management	Case Management
Inbound		Voice Inbound		Routing (Inc. Predictive)		Callback/Click-to-Call		Other Inbound (e.g. SIP, WebRTC, Video)	
Self Service & Automation		Interactive Voice Response/ Cognitive IVR		Knowledge Center		Chatbots/Automation			
Outbound		Voice Outbound		Omni-Channel Outbound		Proactive Contact		Other Outbound	

Omni-Channel Desktop*	Customer Lifecycle & Journey Orchestration*	Analytics*

* For financial reporting purposes only, these components' revenues captured as "Customer Engagement, other" while we transition to offers.

Workforce Engagement Management		Collaboration	Agent Performance	Training Manager	Long Term Planning
		Omni-Channel Recording	Quality Management	Interaction Analytics	Workforce Management

Open Platform		AppFoundry	Adapters	API Consumption	External AI Platform

Legend (right side):
- Common
- SIP Voice
- SIP Cluster
- Self Service
- Omnichannel Predictive
- Digital
- Avaya Replacement
- Skype for Business
- GIR & GIA
- WFM
- EWM

PureEngage Blueprint availability by product.

The above representation shows which Blueprints (on the right-hand side) are aligned with which Genesys product components. Some blueprints cover explicit solutions such as Skype for Business from Microsoft and others cover multiple components in the above taxonomy (e.g. Avaya Replacement).

PureEngage	Blueprints										
Solution Taxonomy	Common Components	SIP	SIP Cluster	Self Service	Predictive Routing	Digital	CX Contact Outbound	Avaya Replacement	Skype for Business	GIR/GIA	Workforce Management	Enterprise Workload Management
Digital	✓			✓	✓	✓		✓				
Inbound	✓	✓	✓	✓	✓			✓	✓			
Self Service & Automation	✓	✓		✓				✓				
Outbound	✓	✓		✓			✓	✓				
Workforce Engagement Management	✓	✓			✓	✓	✓	✓	✓	✓	✓	✓
Open Platform	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Genesys PureEngage Blueprints Solution Matrix.

What if I need more than one Genesys Blueprint?

PureEngage Blueprints availability by solutions

It is recognised that a PureEngage 'solution' may be composed of several 'products' and thus requires more than a single Blueprint to be included in the solution document.

The above matrix shows solution/product alignment and how multiple blueprints can be used to construct a 'solution' architecture. By using several different components from different Blueprints, a comprehensive architecture can be produced.

Summary

What do the Blueprints cover?

The following is a short synopsis of each of the **PureEngage** Blueprints and what the focus of each is. This will help understand the objectives of each Blueprint, whether being used in 'standalone' mode or as a part of a wider solution.

- Common Components Blueprint

  The purpose of the Common Components Blueprint is to establish a foundational architecture which consists of elements utilized across all Blueprint architectures. The Common Components architecture is not intended as a standalone solution. The solution Blueprint architectures (SIP, Digital, WFO, EWM) layer on top of the Common Components detailed within this document. This document provides a prescriptive list of components (both Genesys and 3rd party) that should be considered when deploying the Common Components.

- SIP Voice Solution Blueprint

  The purpose of the SIP Voice Solution Blueprint document is to provide a set of design practices and guidance to ensure consistent architecture approaches are used for all SIP Voice deployments. It provides a prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. It also provides deployment guidance, including sizing considerations, and addressing several system concerns such as security, high availability, disaster recovery and serviceability.

- SIP Cluster on Premise

  The purpose of the SIP Cluster Premise Solution Blueprint document is to provide a set of design practices and guidance to ensure consistent architecture approaches are used for all deployments of Genesys SIP Cluster on premise. It provides a prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. It also provides deployment guidance, including sizing considerations, and addresses several system concerns such as security, high availability, disaster recovery and serviceability.

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The SIP Voice Solution Blueprint (above) focuses on the traditional SIP Server deployment. SIP Cluster is based on the SIP Server components but the SIP Cluster deployment model results in vastly increased scalability.

- Self-Service Blueprint (PureEngage)

  The purpose of this Self Service Architecture Blueprint document is to provide a set of design practices and guidance to ensure consistent architecture approaches are used for all deployments of the Genesys Self-Service with Intelligent Automation Solution. It provides a prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. The Self-Service with Intelligent Automation Solution targets enterprise deployments of varying sizes and complexities and takes full advantage of Genesys contact center features including Self-Service, Routing, Recording and Reporting. This solution blueprint is focused on the incorporation of Genesys Intelligent Automation (IA) with the appropriate Genesys integration points. Many of the additional Genesys solutions that can be included with this solution are documented in other Solution Blueprints.

- Omnichannel Predictive Routing Blueprint

  The purpose of the Omni-channel Predictive Routing Solution Blueprint document is to provide a set of design practices and guidance to ensure consistent architecture approaches are used for all deployments of the Predictive Routing. The Omni-channel Predictive Routing solution builds on top of the URS and Framework components. The solution enhances Genesys Routing with Machine Learning to predict the best match for the incoming interaction. This solution can be used with both Voice and Digital channels.

- Digital Engagement Center Solution Blueprint

  The purpose of this Digital Engagement Center Solution Blueprint is to provide a standard Blueprint Architecture for the Digital Engagement Center Solution. It provides a prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. It also provides deployment guidance, including sizing considerations, and addressing several system concerns such as security, high availability, disaster recovery and serviceability The Digital Engagement Center Solution Blueprint covers all non-voice media used by customers to interact with the contact center. The Digital Blueprint is modular as many customer deployments start with a few channels and then add in more channels later as their business requirements evolve.

- Avaya Replacement Blueprint

  The purpose of this Avaya Replacement Architecture Blueprint is to document how to replace Avaya components within a customer's contact center. It provides a comprehensive and prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. It also provides guidance for implementing and deploying the solution. The Genesys Avaya Replacement solution uses a common set of component for configuration/management, routing and reporting. These components are detailed within the Common Components Blueprint.

- Skype for Business Blueprint

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The purpose of the Skype for Business Solution Blueprint document is to provide a set of design practices and guidance to ensure consistent architecture approaches are used for all deployments of the Skype for Business Multimedia Connector. It provides a prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. It also provides deployment guidance, including sizing considerations, and addresses several system concerns such as security, high availability, disaster recovery and serviceability. Most of the solution guidance is based on best practices and the lessons learned through implementing the SfB solution in real-world scenarios. As Skype for Business has a very flexible deployment architecture, one of the other goals is to constrain the integration to supported deployments and highlight those constraints.

- Solution Blueprint GIR and GIA

  The purpose of this Blueprint is to document the architecture for Genesys Interaction Recording (GIR) and Genesys Interaction Analytics (GIA) which are major parts of the Workforce Optimization (WFO) Solution. This document provides a prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. It also provides guidance for implementing and deploying the solution including sizing and configuration as well as addressing several system concerns such as security, high availability, disaster recovery and serviceability.

  Genesys Interaction Recording (GIR) records all types of interactions within your deployment. This can include voice recordings as well as screen recordings of agents' desktops. Genesys Interaction Analytics (GIA) discerns and collects analytical information from the myriad of interactions that occur between customers and customer contact agents. These interactions include voice interactions captured in audio recordings as well as text interactions resulting from email, chat, and social media interactions

- WFO Workforce Management Solution Blueprint

  The purpose of this WFO Workforce Management Solution Blueprint is to document the Genesys Workforce Management architecture. Workforce Management is a major part of the Workforce Optimization (WFO) Solution. It provides a list of components (both Genesys and 3rd party) that could be included in the solution, based on the customer's environment. It also provides guidance for implementing and deploying the solution, including sizing and configuration, as well as addressing several system concerns such as security, high availability, disaster recovery and serviceability. Genesys Workforce Management (WFM) provides a sophisticated package of workload forecasting, agent schedule optimization, and real-time monitoring tools. It provides additional value through its tight integration with Genesys Framework and Genesys Routing.

- Enterprise Workload Management Blueprint

  The purpose of this Enterprise Workload Management Blueprint is to document the Enterprise Workload Management architecture. It provides a prescriptive list of components (both Genesys and 3rd party) that should be included in the solution. It also provides guidance for implementing and deploying the solution including sizing and configuration. The scope of this document only covers the iWD component in detail.

The following is a short synopsis of each of the **PureConnect** Blueprints and what the focus of each is. This will help understand the objectives of each Blueprint, whether being used in 'standalone' mode or as a part of a wider solution.

- Self-Service Blueprint

The purpose of this PureConnect Self Service Architecture Blueprint document is to provide a set of design practices and guidance to ensure consistent architecture approaches are used for all deployments of the PureConnect with Intelligent Automation solution. It provides a prescriptive list of components (both Genesys and third-party) that should be included in the solution. It also provides deployment guidance, including sizing considerations, and addresses several system concerns such as security, high availability, disaster recovery, and serviceability.

The PureConnect Self Service Architecture Blueprint document is focused on the incorporation of Intelligent Automation (IA) with the appropriate Genesys integration points. Some of the additional Genesys solutions that can be included with this solution are documented as follows:

- [PureConnect Installation and Configuration Guide]
- [VoiceXML Technical Reference]
- [IC Language Pack Technical Reference]

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Other resources

Where can you go for more useful information on the Blueprints?

Latest Available PureEngage Blueprints Lists: **HERE**

Latest PureConnect Available Blueprints Lists : **HERE**

Use Case Dependency Matrix: **HERE**

How To"

- ST - Delivery How To - INT

Templates

- ST - Delivery Findings Template INT
- ST - Delivery Plan Template - INT

Tools

General:

- ST - SC Delivery Questionnaire - INT

Sizing Calculators:

Architecture Blueprints:

- ST - Digital Solution Sales Playbook - INT

Pricing:

- PRI - SC Bill of Materials List for PureEngage - INT

Use Case Matrix:

- PRI - SC Bill of Materials List for PureEngage - INT

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