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SIP Feature Server Administration Guide

Provisioning user groups

5/4/2025

Provisioning user groups

You create users groups and perform most provisioning in Genesys Administrator. In GAX, you can only assign a voicemail profile and set voicemail notification preferences.

To provision a user group:

1. Log into GAX as an administrator (*GAX IP address:port/gax*). Under **Operations > SIP Voicemail & Call Settings**, select **User Groups**. Search for and click the user name of the user group that you want to provision.
2. Select a **voicemail profile**.

Email Notifications

1. Click **Email Notifications** to set the values for this user group. These values apply only if the associated voicemail profile has email notifications enabled.
2. Select **On** or **Off** to enable or disable notifications by email.
3. If you have enabled email notifications, in **Email To** type the email address to which you want the notifications sent. Use the standard address format: *name@domain*.
4. Save your changes.

Web Service Notifications

1. Click **Web Service Notifications** to set the values for this user group. These values apply only if the associated voicemail profile has web notifications enabled.
2. Select **On** or **Off** to enable or disable notifications by web service.
3. If you have enabled web service notifications, in **Phone Number** type a phone number to identify the destination of the notifications. Use only digits. If your notification message does not include the user phone number, this field does not appear.
4. Save your changes.