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Genesys Administrator Extension Help

Genesys Administrator 8.1.2

12/30/2021

Table of Contents

Welcome

Genesys Administrator Extension User's Guide

Genesys Administrator Extension is a component of the Genesys Administrator product; it can be used in parallel with Genesys Administrator.

Genesys Administrator Extension introduces the next generation user interface for Genesys that reduces both the overall operating costs and the time to deployment, by providing user-friendly interfaces that perform complex operations while at the same time preventing user error. This product is focused on the user experience for both Enterprise and Hosted customers, as well as by system administrators and line of business users.

The following chapters explain different features of Genesys Administrator Extension:

Core Features

This chapter introduces you to the core features of Genesys Administrator Extension.

- Login and Password
- Preferences
- User Interface

Automated Solution Deployment (ASD)

This chapter explains the features and functionality of the Automated Solution Deployment module.

- Deployed Solutions
- Solution Package Definitions

Operational Parameter Management (OPM)

This chapter explains the features and functionality of the Operational Parameter Management module.

- Parameters
- Parameter Groups

Audio Resource Management (ARM)

This chapter explains the features and functionality of the Audio Resource Management module.

- Audio Resources
- Audio Resource Files
- Personalities

License Usage Reporting (LUR)

This chapter explains the features and functionality of the License Usage Reporting module.

Report Formats

Provisioning

Core Features

The following list explains the core features of GAX:

Login and Password

This page explains how to log in to GAX.

Login and Password

Preferences

This page explains how to set user-level and system-level preferences.

Preferences

User Interface

This page explains how to use the user interface.

User Interface

Login and Password

Your login name and the tenant to which you are logged in is displayed in the top right-hand corner of the Genesys Administrator Extension window. You might be configured to set a new password the first time that you log in, or after a system administrator has reset your password.

Setting A New Password

1. If you are configured to change your password the first time that you log in, or after your system administrator has reset your password, the `Change Password` dialog box is displayed.
2. Enter a new password in the `New Password` field.
3. Enter the same password in the `Confirm Password` field.
4. Click `OK`.

Inactivity Timeout

For security purposes, GAX might be configured to lock the application if you have not used the keyboard or mouse for a specified period of time. If inactivity-timeout occurs, all user input is blocked until you provide your login information to unlock the application. This feature ensures that no unauthorized user can access an unattended terminal that is running GAX.

Note: GAX employs a keep-alive strategy to prevent your session from timing out; this feature ensures that GAX maintains your session even if the inactivity-timeout feature locks the application and requires you to log in.

Preferences

Genesys Administrator Extension enables you to customize the interface to suit your personal preferences. These preferences take effect each time that you, or anyone using your login credentials, logs in to Genesys Administrator from any browser.

To open the `Preferences` dialog box, click `Preferences` in the upper right corner of the main Genesys Administrator Extension screen. The dialog box contains three options:

- Locale
- Reporting
- Advanced

Locale Window

On the `Locale` window, you can set the following preferences by selecting the appropriate radio button:

Preference (field name)	Description
Date Format	The format in which dates are to be displayed in Genesys Administrator Extension.
Start of Week	The day on which you consider the week to start, either Sunday or Monday.
Number Format	The format in which numbers are to be displayed.

Reporting Window

On the `Reporting` window, you specify how Genesys Administrator Extension paginates License Usage Reports, in terms of the number of lines of data that are displayed per page. You can use the `Prev` and `Next` buttons to page through a report if the report length is greater than the value set in `Page Size`. You can change this value at any time, and it will apply to the next report that you generate.

Advanced Window

On the `Advanced` window, you can specify the logging level for Genesys Administrator Extension JavaScript logging. You need to set this only if instructed to do so by support personnel. Use the drop-down list to set the level to one of the following:

- `Debug`—All (error, warning, info, and debug) logs are generated.

- `Info`—Error, warning, and info logs are generated.
- `Warning`—Only error and warning logs are generated.
- `Error`—Only error logs are generated.
- `Off`—Logging is disabled.

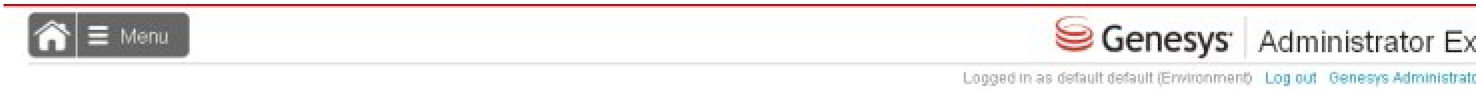
Note: These logs can be viewed in the browser console, and should not be confused with Tomcat logs.

User Interface

The main screen of Genesys Administrator Extension consists of two parts, as follows:

- The header, at the top of the screen, contains the main controls for the user interface.
- The workspace, under the header, is where you perform all the tasks in Genesys Administrator Extension.

Header



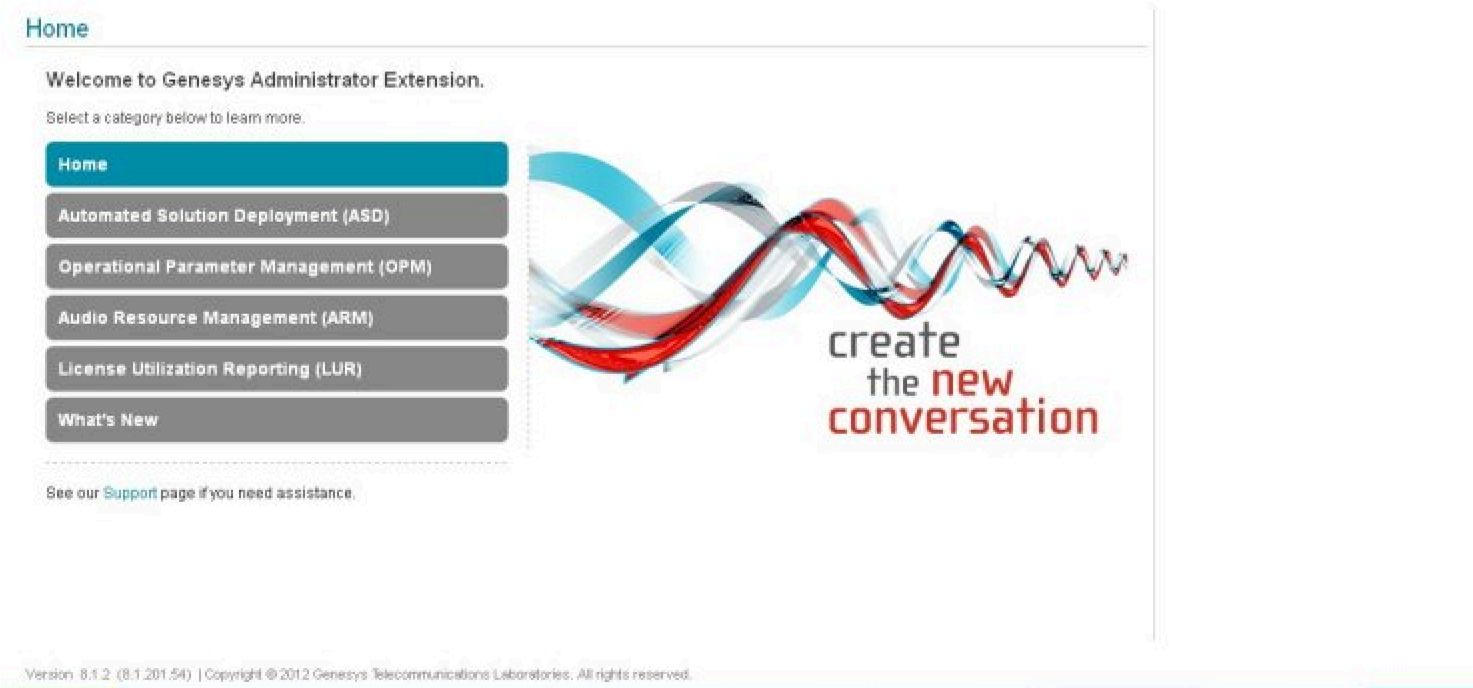
The Header area in Genesys Administrator Extension

The Header area is located at the top of the main screen of the interface, and contains the main controls for the Genesys Administrator Extension (GAX) interface from left to right, as follows:

- Menu — Click this button at any time to select a new functional area.
- Module menus — Use the links in the module menus to select the functional area of GAX in which you are going to work. There is one set of links for each module. Click a module link in the menu to select the working area.
- Log out link — Click this link to log out of Genesys Administrator Extension.
- Genesys Administrator link — Click this link to launch the Genesys Administrator application. This link is displayed if you are configured to log in to Genesys Administrator, when you log in to Genesys Administrator Extension.
- Preferences button (tools icon) — Click this button at any time to open the Preferences dialog box, in which you can set your user preferences.
- Help link — Click this link to view context-sensitive Help information.

The user name and tenant of the current user are displayed beside the Log out, Preferences, and Help links. Multiple instances of Genesys Administrator Extension might be connected to the same configuration environment, to support load balancing and high availability. Each instance of Genesys Administrator Extension might be configured to use different sets of functional modules. Not all modules might be available for every instance of Genesys Administrator Extension that is installed in your Genesys environment.

Workspace



The workspace in Genesys Administrator Extension.

The workspace is located below the header, and is where you perform all tasks in Genesys Administrator Extension. Its length adjusts automatically, depending on what is displayed in it. The workspace displays new panels to the right as new options or functions become available, depending on the choices that you make in the active panel.

Layout

The left-most panel contains items that correspond to the selected module which you have selected from the Menu in the header area. The list of items are organized by tenant in multi-tenant environments. You can choose to view all tenants, your default tenant, or selected multiple tenants. You can filter the content of the left-most panel by typing the name or partial name of a tenant in the `Quick Filter` field. You can sort by tenant or other criteria by clicking the column heads.

When you click an item in the list of items, or when you click New or Add, a new panel opens on the right side. This panel contains controls that you can use to view/edit/modify properties and other information related to the selected (or new) item. Genesys Administrator Extension supports auto-completion of forms and fields, to improve efficiency.

Error and information messages are displayed at the top of the workspace. You must close them manually by clicking the X, or they will accumulate and fill up space in your workspace.

Auditing

For some objects, you can view an auditing history. Select the object, such as a Personality, to view information about the object in a new panel. In the object information panel, click the `Related` button and select `History`. The `History` panel is displayed to the right. It contains information about the change history of the object.

Availability of Menu Items

Multiple instances of Genesys Administrator Extension might be connected to the same configuration environment, to support load balancing and high availability. Each instance of Genesys Administrator Extension might be configured to use different sets of functional modules. Not all modules might be available for every instance of Genesys Administrator Extension that is installed in your Genesys environment.

Automated Solution Deployment (ASD)

Automated Solution Deployment (ASD) enables the user to fully deploy solutions to local and remote locations. This includes installation and configuration of all necessary applications and updates to existing multi-tenant applications, where appropriate.

A Solution offering consists of multiple installation packages (IPs) for Genesys components.

Solution Definitions

These pages explain how to manage solution definitions.

Solution definitions and prerequisites

Create, delete, copy, modify, deploy, or export solution definitions

View history and list of deployed solutions

Note: See the Solution definition authoring guide for more information on how to create solution definitions.

Deployed Solutions

The `Deployed Solutions` screen displays a list of solution packages that have been deployed and that you have the required role privileges to view. The `Deployed Solution List` table provides the following information about each deployed solution:

- `Name` — The name of the tenant. The list of solution packages that are deployed for each tenant can be displayed by clicking the triangle beside the name of the tenant. To view the solutions that were deployed as part of a package, click the triangle beside the name of the Solution Definition file.
- `Description` — The description of the solution that is defined by the person who deployed it.
- `Version` — A version number that is assigned by the person who deployed the solution.
- `Deployed by` — The login name of the person who deployed the solution.
- `Deployed at` — The date and time at which the deployment of the solution was started.
- `Status` — Indicates whether a deployment was successful; if the deployment is still in progress, a progress bar is displayed.

Tenancy Permission Settings

Automated Solution Deployment respects tenancy permission settings. You can access only those objects that you have been granted permission to access. You can filter the contents of this list in three ways:

- Type the name or partial name of the Solution, Version, Profile, State, Progress, Started, Ended, Key, Current or Tenant in the Quick Filter field.
- Click the Tenant Filter button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.
- Sort the Solutions in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

Other Actions

The `Deployed Solutions` screen also features the following actions:

- To refresh the list at any time, click `Refresh`.
- To view deployment information for a Deployment Instance, click a Solution Definition file in the list. Deployment information for that Deployment Instance is displayed to the right of the list.
- To remove a Deployment Instance from the list, click `Delete`. This does not delete the Solution Definition file from the database; it just removes the corresponding history item from the list that is displayed in this screen.
- To redeploy an already deployed Solution Definition file or to restart a previously run deployment, click `Redeploy`. This launches the deployment wizard and populates its fields with the values that were used to deploy the Solution Definition file. You can alter these values, as required. You will have to provide your credentials for the deployment; these values are not populated.

- To export a file that contains the properties, summary, and actions of a Deployed Solution for auditing purposes, select a Deployed Solution and click `Export`.
- View the change history of the Deployment in the `Deployment Log` panel by clicking the `Related` button and selecting `Deployment Log`.

During a deployment, the `Actions` panel is displayed to the right of the `Deployed Solution List`. During the deployment, actions are listed as they are completed. After the deployment is complete, you can view the list in its entirety by scrolling through it.

Solution Package Definitions (SPDs)

The Solution Package Definition (SPD) screen displays a list of all Solution Definition files for which you have the required role privileges to view. To refresh the list at any time, click `Refresh`. Click a Solution Definition in the list, and the `Details` panel is displayed to the right of the list. Actions that are available for each Solution Definition are applied from the `Details` panel.

You can filter the contents of this list in several ways:

- Type the name or partial name of the Solution Definition, Version, Deployable, or Tenant in the Quick Filter field.
- Click the `Tenant Filter` button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.
- You can sort the Solution Definitions in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

Properties of Solution Definition Files

A Solution Definition file consists of a Solution Definition file that defines the Genesys component installation packages (IPs) that are required to provide the service, and how they are to be deployed and configured.

The IPs that are deployed as part of the solution are the actual software that provide the solution.

Solution Definitions

A Solution Definition is an XML file that describes what is being deployed, how the deployment is to be executed, as well as any necessary pre- and post-installation procedures.

The Hosted Provider Edition software CD includes four Service Package Definitions for use by Genesys Administrator Extension. They are for the basic deployment of four services: eServices, Inbound Voice, Outbound Voice, and Workforce Management. These files are located in the following folder:

`\service\asd\spdFiles\`

Prerequisites

Before you start deploying a Solution Package by using Genesys Administrator Extension, make sure that you have performed the following tasks:

- Install the latest version of Local Control Agent (LCA) on the target hosts. This also installs and configures the Genesys Deployment Agent on each host. Refer to the *Framework 8.x Deployment Guide* for instructions.
- Install Java SDK on the target hosts to enable them to process the deployment instructions.
- To enable Genesys Administrator Extension to access the IPs that are required by the Solution Definition, configure a folder to be accessed by both Genesys Administrator and Genesys Administrator Extension. This folder will be the IP Repository for Solution Deployment (ASD).
- In Genesys Administrator, upload the necessary IPs into the shared IP Repository. Refer to the *Framework 8.1 Genesys Administrator Help* for instructions.

Refer to the *Genesys Administrator Extension 8.1 Deployment Guide* for a complete list of prerequisites requires for Genesys Administrator Extension and for Automatic Service Deployment.

SPD Properties

When you select a Solution Package, the `Details` panel is displayed to the right of the `Solution Definition List`.

The `Details` panel displays the following information:

- Properties
- Summary
- Installation Packages

Properties

Properties of a Solution Package, as derived from the Solution Package Definition, are displayed in the `Properties` area of the `Details` panel, as follows:

Property	Description
Name	The name of the Solution Package.
Version	The version of the Solution Package.
Description	An optional description of the Solution Package; this can be modified, as required.
Deployable	Indicates whether the Solution Package can be deployed.

Note: When you are creating a Solution Definition file, you must give it a unique name and version number. Genesys Administrator Extension will not allow you to import a Solution Definition if its name or version number is the same as an existing one. Likewise, if you modify a Solution Definition that is already uploaded, you must increment the version number.

Summary

The `Summary` area of the `Details` panel displays a more detailed description of this Solution Package and its status.

Installation Packages

The `IP Availability` area of the `Details` panel is where you verify that the IPs have been uploaded in Genesys Administrator into an IP Repository to which Genesys Administrator Extension has access.

Create SPDs

Before you create a Solution Definition file by using Genesys Administrator Extension, you must perform the following tasks:

- Prepare the Service Definition file.
- In Genesys Administrator, upload all of the Genesys-component installation packages (IPs) that are required to provide the Solutions into an IP Repository to which Genesys Administrator Extension has access.

Note: When you create a Solution Definition file, you must give it a unique name and version number. Genesys Administrator Extension will not allow you to a import a Solution Definition if its name or version number is the same as the name or version number of an existing one. Likewise, if you modify a Solution Definition that is already uploaded, you must increment the version number.

Creating a Solution Definition

1. In the `Solution Definitions List` screen, click New.
2. In the `Upload Solution Definition` area that is displayed to the right of the `Solution Definition List`, click Browse to browse to and select the solution definition for this solution definition file.
3. Click `Upload`. The name of the solution definition file, as defined in the solution definition, is displayed in the list.
4. To verify that the solution definition file can be deployed, perform the following steps:
    a. In the list of solution definition files, click the solution definition file that you imported in the previous steps.
    b. Verify that the solution definition file can be deployed by selecting `Check IP Availability` from the `Related` menu.
    c. The required IPs that were found in the IP repository and those that are missing are displayed in the `IP Availability` area that is displayed. Missing IPs must be uploaded to the IP repository before this solution definition file can be deployed. When all IPs are found, the solution definition file is complete and can be marked as `Deployable`.
    d. If there are no missing IPs, in the `Properties` area of the `Details` panel, check the `Deployable` check box.
5. Click Save to save your changes or `Cancel` to leave the solution definition file unchanged.

Modify SPDs

You can modify only the description and deployability of a Solution Package.

Modifying a Solution Package

1. In the `Solution Definition List` screen, select the solution definition that you want to modify.
2. In the `Properties` area that is displayed to the right of the `Solution Definition List`, modify the `Description` and `Deployable` fields, as required.
3. Click Save to save your changes or `Cancel` to leave the solution definition unchanged.

Delete SPDs

When you delete a Solution Definition file, the Solution Definition file is not deleted from the database, nor are the IPs deleted from the IP Repository.

Deleting a Solution Definition

1. In the `Solution Definition List` screen, select the solution definition file that you want to delete.
2. In the `Properties` area that is displayed to the right of the `Solution Definition List`, click `Delete`.
3. In the Confirm Deletion dialog box, do one of the following:
    - To remove the solution definition file from the database, click `OK`.
    - To keep the solution definition file and not remove it from the database, click `Cancel`.

Deploy SPDs

Deploying a Solution installs and configures the Solution at a local or remote location, as directed by the Solution Definition.

Deploying a Solution Definition File

1. In the `Solution Definition List` screen, select the solution definition file that you want to deploy.
2. In the `Properties` area that is displayed to the right of the `Solution Definition List`, click `Deploy`.
3. Follow the steps in the Deployment Wizard.

> **Important**
> The Deploy Profile type varies, depending on the profile specified in the solution definition file. For example, if `profile name="upgrade"` is present, a `Deploy Profile: upgrade` button displays.

Export SPDs

You can view a Solution Definition or save it to a file. This action does not remove the Solution Definition from the list.

Viewing the Solution Definition

1. In the header, go to `Configuration > Solution Deployment > Deployed Solutions`.
2. Select the Solution Package for which you want to export the Solution Definition. A new panel opens to the right.
3. Click `Export`.
4. In the Opening <filename> dialog box:
    1. Select `Open` with and, from the drop-down box, select the application in which you want to view the file. Select `Other` if the application that you want to use is not listed, and browse to the application. You can view the Solution Definition in read-only mode only.
    2. If you want to use the selected application to view all Solution Package Definitions that you select, check `Do this automatically for files like this from now on`.
    3. Click `OK`.

In the application in which you chose to view the Solution Definition, you can take any action that the application allows.

Note: The Solution Definition is also listed in the Downloads window. Double-click the file name to view the file in your default browser. To remove the file from the window, click `Clear List` to remove all listed files, or right-click the file and select `Remove From List` to remove the selected file.

Saving the Solution Definition to a File

1. In the header, go to `Configuration > Solution Deployment > Deployed Solutions`.
2. Select the Solution Package for which you want to export the Solution Definition. A new panel opens to the right.
3. Click `Export`. Genesys Administrator Extension initiates the download procedure in your browser.

In the application in which you chose to view the Solution Definition, you can take any action that the application allows.

SPD Reports

Solution packages might change over time. They might be upgraded (up-versioned) to include both minor and major changes in the solution definition. New solutions might be added, removed, or retired. Genesys Administrator Extension enables you to generate reports to track these changes.

Generating a Report on the Solution

1. Select a solution from the `Deployed Solution List`.
2. Click `Report`. The `Report` panel is displayed to the right of the `Deployed Solutions List`. You can filter reports by one or more of the following criteria: service-definition name, version, tenant name, date deployed, deployed by name, and the result of the deployment.
3. To export the report to a CSV (.csv) file for auditing purposes, click `Export`.

Operational Parameter Management (OPM)

Operational Parameter Management (OPM) enables the creation of parameters (called Operational Parameters) that are stored in the Configuration Database as part of Transaction objects. Operational Parameters can be used in parameterized Routing Strategies and other applications that are capable of reading Transaction objects, in which the values of the parameters are defined at runtime and integrated into the call flow.

In the case of Universal Routing Server type routing, Operational Parameter Management proceeds as follows—however, OPM also works in a similar way with other routing types, such as voice applications and Genesys Orchestration:

- The Service Provider defines the Operational Parameter by specifying its type and a name by which it is referenced in a strategy, voice application, or other routing strategy.
- The Service Provider groups Operational Parameters into a Parameter Group Template. One Operational Parameter can be associated with one or more templates.
- The Service Provider deploys Parameter Group Templates to tenants, at which time each Parameter Group Template becomes a Parameter Group for the tenant. One Parameter Group Template can be deployed to more than one tenant. Each Parameter Group in a tenant is unique.
- The Tenant administrator, or a user with the appropriate permissions and role privileges, enters values for the Operational Parameters in the Parameter Group, enabling control of active strategies. Genesys Administrator Extension stores those values in the Configuration Database as part of a Transaction object.
- The Universal Routing Server Application executes a Routing Strategy, which reads the values of the Operational Parameters in the Parameter Groups with which it is associated, and integrates them into the call flow.

Operational Parameter Management respects tenancy permission settings. You can access only those objects that you have been granted permission to access.

Parameters

These pages explain how to manage operational parameters.

Parameters and their types

Parameter Groups

These pages explain how to manage parameter groups.

Parameter groups

Parameter Group Templates

These pages explain how to manage parameter group templates.

Parameter Group Templates and their properties

Parameters

Operational Parameters are parameters used to customize Routing Strategies. In Operational Parameter Management, the Service Provider defines Operational Parameters and groups them into Parameter Group Templates. Tenants to whom the Parameter Group Templates are subsequently deployed customize the values of the Operational Parameters, which are then read by a Routing Strategy and incorporated into the call flow.

This screen displays a list of all defined Operational Parameters for which you have the required role privileges to view. To refresh the list at any time, click `Refresh`. Click an Operational Parameter in the list. Its properties, including its type, is displayed to the right of the list.

You can filter the contents of this list in several ways:

- Type the name or partial name of the Parameter, Key, Type, or Tenant in the Quick Filter field.
- Click the `Tenant Filter` button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.
- You can sort the Parameter in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

You can perform the following tasks in this screen:

- Define new parameters
- Modify parameters
- Delete parameters

Defining Operational Parameters

Normally, the Service Provider defines new operational parameters. Tenant administrators can also define their own, but these can be added only to Parameter Group Templates in the same tenant.

1. In the header, go to `Menu > Operational Parameters > Parameters`.
2. On the `Parameter List` panel, click New.
3. On the New panel that is displayed to the right of the `Parameter List` panel, define the properties of the new parameter.
4. Do one of the following:
    a. To save the new parameter, click Save.
    b. To cancel the new parameter and not save it in the database, click `Cancel`.

Modifying Operational Parameters

Note: Follow the instructions in this topic to modify any property of an Operational Parameter except Value. To set or change the actual value of an Operational Parameter in a Parameter Groups, see the topic Setting and Modifying Values in Parameter Groups.

When you modify an Operational Parameter, the changes are propagated to any Parameter Group Templates that contain the modified parameter. However, the changes are not propagated to any deployed Parameter Groups.

1. In the header, go to `Menu > Operational Parameters > Parameters`.
2. On the `Parameter List` panel, select the parameter that you want to modify.
3. On the <parameter name> panel that is displayed to the right of the `Parameter List` panel, modify the properties of the parameter, as required.
4. Click Save to save your changes, or click `Cancel` to leave the parameter unchanged.

Deleting Operational Parameters

You can delete only Operational Parameters that are not assigned to Parameter Group Templates.

1. In the header, go to `Menu > Operational Parameters > Parameters`.
2. On the `Parameter List` panel, select the parameter that you want to delete.
3. On the <parameter name> panel that is displayed to the right of the `Parameter List` panel, click `Delete`.
4. In the Confirm Deletion dialog box, do one of the following:
   a. To remove the Operational Parameter from the database, click `OK`.
   b. To keep the Operational Parameter and not remove it from the database, click `Cancel`.

Parameter Properties

Properties of Operational Parameters

Property	Description
Display Name	The name of the parameter. It must be unique in the system.
Key Name	The name of the parameter as it would be entered in the Annex/Options tab of the Transaction object in Genesys Administrator. If this field is left blank, the name that is displayed under Display Name is used.
Type	The parameter.
Object Type	This field appears only for parameters of Type Configuration Object, and specifies the type of configuration object.
DN Type	This field appears only for parameters of Type Configuration Object and Object Type DN, and specifies the type of DN.
Custom List Custom Value	These properties apply only to parameters of type Custom List and specify the members of the Custom List. Define the list, as follows: • To add an item to the list, enter it in the Custom Value edit box, and click Add. • To modify an item in the list, select the value, make the change, and click OK. • To remove an item from the list, select it, and click Delete. • To reorder the items in the list, select an item in the list and use the Up and Down arrow buttons to move it up or down in the list. • For integers, dates, and times, you can define minimum and/or maximum values (limits).
Global	If checked, this parameter is unique in the entire system and is shared across all tenants. Its actual value must be defined at the time of creation, and can be changed only by the Service Provider.
Value	If this parameter is Global, this is the actual value of the parameter and cannot be changed. For non-Global parameters, there is no default value, and any value entered here is the current value of the parameter as entered by Tenant administrators. It can be changed, as required.
Help Text	Optional text describing the parameter or providing additional information.

Parameter Types

The Operational Parameter type appears in the Type field of the properties of a parameter.

Type	Description
Audio Resource	The ARID of an Audio Resource.
Boolean	True or false only.
Configuration Object	The type of a configuration object, which is specified in the Object Type field of the parameter's properties. Currently, only the following types are supported: • Agent Group • DN • Person (more often referred to as User) • Place • Place Group • Skill • Stat Server
Custom List	Valid values are limited to the values that are specified in a user-defined list, specified in the Custom List/Custom Value field of the properties of the parameter.
Date	A date value, in the format yyyy-mm-dd.
Integer	A 0 (zero), negative, or positive number with no decimal value.
Personality	The name of a Personality, given by the Personality Identifier value that is specified in the list of Personalities.
String	A string of characters, both alphanumeric and symbols.
Time	A time value, in the format hh:mm.

Parameter Groups

Parameter Groups are sets of Operational Parameters that are associated with a Routing Strategy. They are deployed as Parameter Group Templates by the Service Provider to the tenant. The tenant administrator then assigns values to the Operational Parameters in the Parameter Group. When the URS application executes a Routing Strategy, the values of the Operational Parameters in the associated Parameter Group are incorporated into the call flow.

This screen displays a list of all Parameter Groups for which the tenant that is associated with the logged-in user is associated, and for which you have the required role privileges to view. To refresh the list at any time, click Refresh.

You can filter the contents of this list in several ways:

- Type the name or partial name of the Parameter Group, Parameter Group Template, Flag, or Tenant in the Quick Filter field.
- Click the `Tenant Filter` button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.
- You can sort the Parameter Groups in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

You can peform the following tasks in this screen:

- Set or modify the values of the Operational Parameters in the Parameter Group
- Change the template that a Parameter Group uses to another Template as its basis
- Delete a Parameter Group

Setting and Modifying Values in Parameter Groups

The Operational Values in Parameter Groups might be assigned default values. It is the responsibility of the tenant administrator, or someone with the appropriate role privileges, to assign values to these Operational Parameters that are applicable to the tenant.

1. In the header, go to `Menu > Operational Parameters > Parameter Groups`.
2. On the `Parameter Group List` screen, select the Parameter Group that you want to modify.
3. On the `Parameters` panel that is displayed to the right of the `Parameters Group List` screen, enter or modify values for each of the Operational Parameters, as required.
4. Click Save to save the changes, or click `Cancel` to cancel the changes and leave the Parameter Group unchanged.

Changing the Parameter Group Template of a Parameter Group

You can change the Parameters that are associated with a Parameter Group and which designated applications the group uses. This cannot be done directly in the Parameter Group, nor in the Parameter Group Template that was used to deploy the Parameter Group.

1. Create a new Parameter Group Template by copying the current Parameter Group Template of the Parameter Group that you want to change. Select the Parameter Group Template.
2. Click `Copy`.
3. In the Copy Wizard panel that is displayed to the right, modify the name, description, and parameters as you require.
4. Click `Finish`.
5. Click `Close`.
6. (Optional) To change the set of designated applications of the new Parameter Group Template, open it and add/remove designated applications to/from the Parameter Group Template.
7. Change the Parameter Group Template of the Parameter Group to that new Parameter Group Template. Select the Paramter Group in the `Parameter Group List`.
8. In the <Parameter Group name> panel that is displayed to the right, click `Change Template`.
9. In the `Change Template` panel that is displayed to the right, select the new Parameter Group Template from the `Targeted Parameter Group Template` field.
10. Click `Next`.
11. Review the Summary in the `Change Template` panel.
12. Click `Finish`.
13. Click `Close`.

If the existing parameters and/or the designated applications are in the new Parameter Group Template that you want to change them to, then they will be reused. The following content is removed from the changed Paramter Group:

- Parameters that are not in the new Parameter Group Template to which you want to change
- Designated Applications that are not in the new Parameter Group Template to which you want to change

The transaction object that represents the Parameter Group is updated with new parameter set.

Deleting Parameter Groups

When you delete a Parameter Group from the database, the Parameter Group Template and its Operational Parameters are not removed from the database. Likewise, the Routing Strategy with which it is associated is not deleted. The main impact of this action is that when URS executes this Routing Strategy for this Tenant, the Operational Parameter values in the Group will not be incorporated in the call flow.

1. In the header, go to `Menu > Operational Parameters > Parameter Groups`.
2. On the `Parameter Group List` screen, select the Parameter Group that you want to delete.
3. On the <Parameter Group name> panel that is displayed to the right of the Parameter Group List panel, click `Delete`.
4. In the Confirm Deletion dialog box, do one of the following:
   a. To remove the Parameter Group from the database, click `OK`.
   b. To keep the Parameter Group and not remove it from the database, click `Cancel`.

Parameter Group Templates

Parameter Group Templates are sets of Operational Parameters that can be deployed to one or more tenants, and are defined by the Service Provider. A parameter can be grouped into more than one Group Template. You can also group sets of parameters into sections within a Parameter Group Template to enable you to create Parameter Group Sections within your parameter groups.

This screen displays a list of all defined Parameter Group Templates for which you have the required role privileges to view. To refresh the list at any time, click Refresh. Click a Parameter Group Template in the list, and its properties are displayed to the right of the list.

You can filter the contents of this list in several ways:

- Type the name or partial name of the Parameter Groupt Template, In Use, or Tenant in the Quick Filter field.
- Click the Tenant Filter button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.
- You can sort the Parameter Group Templates in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

You can perform the following tasks in this screen:

- Create Parameter Group Templates
- Modify Parameter Group Templates
- Delete Parameter Group Templates
- Manage the list of Operational Parameters in a Parameter Group Template
- Distribute Parameter Group Templates
- Associate applications
- Determine where a Parameter Group Template is used and then change the Parameter Group Template that a Parameter Group uses to a different Parameter Group Template
- View the change history of the Parameter Group Template in the History panel by clicking the Related button and selecting History

Creating Parameter Group Templates

The Service Provider creates Parameter Group Templates, and assigns Operational Parameters to them.

To create a Parameter Group Template:

1. In the header, go to Operations > Operational Parameters > Group Templates.
2. On the Parameter Group Template List panel, click New.
3. On the New panel that is displayed to the right of the Parameter Group Template List panel, enter the properties (including adding parameters) of the new template.
4. Optionally, you can click the Add Section button to add the Parameter Group Template to a section in the Parameter Group Template list. A new panel opens to the right. Perform the actions below:
   - In the new panel, type the name for the new section in the Name field.
   - Type the key name for the new section in the Key Name field.

   > **Important**
   > These fields must be unique in the Parameter Group Template.

5. Click Save to save the new Parameter Group Template, or click Cancel to cancel the new template and not save it in the database.

Modifying Parameter Group Templates

Changes that you make to a Parameter Group Template are not propagated to Parameter Groups that use that template.

1. In the header, go to Operations > Operational Parameters > Group Templates.
2. On the Parameter Group Template List panel, select the Parameter Group Template that you want to modify.
3. On the <Parameter Group Template name> panel that is displayed to the right of the Parameter Group Template List panel, modify the properties of the Parameter Group Template, as required.
4. When you are finished modifying the Parameter Group Template, click Save to save your changes, or click Cancel to cancel your changes and leave the Parameter Group Template unchanged.

Deleting Parameter Group Templates

You cannot delete a Parameter Group Template that is currently deployed.

1. In the header, go to Operations > Operational Parameters > Group Templates.
2. On the Parameter Group Template List panel, select the Parameter Group Template that you want to delete.

3. On the <Parameter Group Template name> panel that is displayed to the right of the Parameter Group Template List panel, click `Delete`.
4. In the Confirm Deletion dialog box, do one of the following:
    a. To remove the Parameter Group Template from the database, click OK.
    b. To keep the Parameter Group Template and not remove it from the database, click `Cancel`.

Managing the List of Operational Parameters in a Parameter Group Template

In a Parameter Group Template, you can manage the list of Operational Parameters in the following ways:

[+] Adding Operational Parameters to a Parameter Group Template

To add an Operational Parameter to a Parameter Group Template:

1. Select the Parameter Group Template to which the Operational Parameter is to be added in the list of Parameter Group Templates.
2. In the `Parameters` list, click Add.
3. In the `Parameters` panel that is displayed to the right, select the Operational Parameter(s) that you want to add. The selected Operational Parameter(s) are now displayed in the `Parameters` list.
4. Click Save.

[+] Change the order of the Operational Parameters in the list of Selected Parameters

To change the order of Operational Parameters in a Parameter Group Template:

1. Select the Parameter Group Template in which the order of Operational Parameters is to be changed.
2. In the `Parameters` list, select a parameter that you want to move, and click the up or down arrow to change its order in the list. You can also drag the parameter and drop it into a new position in the order.
3. Click Save.

[+] Removing Operational Parameters from a Parameter Group Template

To remove an Operational Parameter from a Parameter Group Template:

1. Select the Parameter Group Template from which the Operational Parameter is to be removed.
2. In the `Parameters` list, select a parameter that you want to remove and click `Remove`.
3. Click `Save`.

Deploying Parameter Group Templates

The Service Provider deploys Parameter Group Templates to tenants. At this point, the Parameter Group Template becomes a Parameter Group and is associated with a Routing Strategy.

1. In the header, go to `Operations > Operational Parameters > Group Templates`.
2. On the `Parameter Group Template List` panel, select the Parameter Group Template that you want to deploy.
3. On the <Parameter Group Template name> panel that is displayed to the right of the `Parameter Group Template List panel`, click `Deploy`.
4. In the `Parameter Group Deployment` panel, provide the following information:
    a. Parameter Group Name — The name that is assigned to this Parameter Group.
    b. Tenant — The tenant to which this Parameter Group belongs.
    c. Application — The Routing Strategy that will be used by this tenant and is associated with this Parameter Group. Click `Search` to select from a list of Routing Strategies.
5. Click `Next`.
6. In the `Tenant` panel, select the name of the tenant(s) to which you want to deploy the Parameter Group.
7. Click `Next`.
8. In the `Parameter Group Deployment` panel, specify the application(s) that you want to enable on this parameter group by clicking `Add`.
9. In the `Designated Applications` panel, select the name of the application(s) that you want to add.
10. Click `Next`.
11. Preview the deployment in the Summary. If you are satisfied with the deployment, click `Finish`. To make changes, click `Previous`.
12. Click `Close`.

> **Important**
> You can modify a Parameter Group Template after it has been deployed. For example, you can add, remove, re-order, and/or modify the parameters in an already deployed Parameter Group Template. Once saved, you can synchronize the changes and all Parameter Groups of the Parameter Group Template will be updated to the current structure.

Parameter Group Template Properties

Properties of Parameter Group Templates

Property	Description
Name	The name of the Parameter Group Template. It must be unique in the system.
Description	Optional text describing the Parameter Group Template or providing additional information.
Parameters	A list of Operational Parameters that have been added to the Parameter Group Template.
Used	(Read-only) Used to deploy a parameter group.

Audio Resource Management (ARM)

Genesys Administrator Extension provides an interface for Audio Resource Management (ARM). This enables a user to manage audio resources for both announcements and music files.

ARM is integrated with Operational Parameters Management (OPM) to allow users to dynamically select managed audio resources by using the Audio Resource name. It can also be used with a parameterized strategy or orchestration application, or a parameterized routing or voice applications.

Access to ARM is based on both role privileges and tenant access control permissions, as follows:

- User access to screens or certain ARM functionality is managed by role privileges.
- Access control permissions define which audio resources can be viewed or modified by an authenticated user. Access to audio resources is granted by tenant. Users have access to all audio resources for each tenant to which they have access.

Audio Resources are collections of Audio Resource Files that have the following properties:

- Each Audio Resource can contain one or more Audio Resource Files
- Each Audio Resource File is associated with a Personality
- Personalities are unique within an Audio Resource; therefore, one Personality can be used only once in each Audio Resource
- Personalities may be used in more than one Audio Resource

When audio files are added to an Audio Resource, they are automatically encoded to the following formats: µ-law, A-law, and GSM.

- The encoded files are written to a file server that is defined in the Genesys Administrator Extension configuration settings.
- The name of the Audio Resource File is a concatenation of the following strings:

Tenant ID (tenantDBID) + Audio Resource ID (ARID) + Personality ID (personalityID)

  - For deployed Audio Resources, the Tenant ID is the ID of the tenant that deployed the audio resources.
  - The ARID is a unique 4-digit integer on a per tenant basis.
  - The Environment tenant may have up to 8000 owned Audio Resources with the following ID range: 1000-8999
  - All other tenants may have up to 1000 owned Audio Resources with the following ID range: 9000-9999
  - Each tenant may have additional shared Audio Resources as described in the following section.
  - The personalityID is a unique 2-digit integer on a per tenant basis with the following ID ranges.
  - Environment Tenant : 10-29 (for shared) and 30-99 (for private)
  - All other Tenants: 30-99

Example: the concatenated name of an Audio Resource File might be 102902531. The names of the resulting encoding files for µ-law, A-law, and GSM would then be `102902531_pcmu.wav`, `102902531_pcma.wav`, and `102902531_gsm.wav`.

Sharing Audio Resources

The Environment tenant can share Audio Resources with other tenants. This sharing is called deploying an Audio Resource. It is limited to the Environment tenant only. Deployed Audio Resources have the following properties:

- A new Audio Resource is created for each shared Audio Resource (one per tenant).
- If the tenant does not have matching personalities, new personalities are automatically created.
- The Personality IDs and Audio Resource IDs match the IDs of the files that are being deployed.
- The Audio Resource File names are shared through the new Audio Resource. New files are not created on the file server. Audio Resources provide a mechanism to make the encoded file names visible to other tenants so that they can be used with Operational Parameter Management.
- Only the Environment tenant can depoy an Audio Resource to another tenant. It is not possible for a tenant to re-deploy an Audio Resource to another tenant.
- Changes that are made by the Environment tenant in Audio Resource Files of the deployed Audio Resources are propagated automatically. This includes adding, updating, and removal of Audio Resource Files of deployed Audio Resources.

In This Chapter

This chapter includes the following sections:

Audio Resources

These pages explain how to manage audio resources.

Audio Resources and their properties

Create, modify, delete, and deploy audio resources

Audio Resource Files

These pages explain how to manage audio resource files.

Audio Resource Files and their properties

Create and assign, modify, remove, delete, and reprocess audio resource files

Personalities

These pages explain how to manage personalities.

Personalities and their properties

Create, modify, and delete personalities

Audio Resources

An Audio Resource is a resource that can be referenced by a Routing Strategy and played back by a Media Server. It consists of one or more Audio Resource Files, each of which consists of one audio file associated to one Personality.

This screen displays a list of all Audio Resources for which you have role privileges to view. To refresh the list, click Refresh. Click an Audio Resource in the list to display its properties in the <audio resource name> panel that is displayed to the right of the Audio Resources screen.

You can filter the contents of this list in several ways:

- Type the name or partial name of the Audio Resource, Type, ARID, or Tenant in the Quick Filter field.
- Click the `Tenant Filter` button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.
- You can sort the Audio Resources in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

You can perform the following tasks in this screen:

- Create Audio Resources
- Modify Audio Resources
- Delete Audio Resources
- Manage Audio Resource Files
- Deploy Audio Resources
- View the change history of the Audio Resource in the History panel by clicking the Related button and selecting History

Creating Audio Resources

1. On the header, go to `Menu > Audio Resources > Audio Resources`.
2. Click `New`.
3. On the `New` panel that is displayed to the right, enter the general properties of the new Audio Resource.
4. Click Save to save the new Audio Resource. You can now continue to configure it.
5. Create the Audio Resource Files for this Audio Resource by selecting `Files` from the `Related` menu.
6. Deploy the Audio Resource to tenants by selecting `Deployments` from the `Related` menu. To bulk-deploy Audio Resources, click the check boxes that are displayed beside the Audio Resources that you want to deploy, and click `Deploy`.

Modifying Audio Resources

1. On the header, go to `Menu > Audio Resources > Audio Resources`.
2. Select the Audio Resource that you want to modify.
3. Modify the properties of the Audio Resource, as required. (Note: Only the Name and Descriptions properties can be modified.)
4. Click Save.

Deleting Audio Resources

Warnings:

- If you delete an Audio Resource, all Audio Resource Files that are associated with it are also deleted.
- If you are deleting an Audio Resource that is being used by Operational Parameter Management, and this Audio Resource being used by one or more parameters or Parameter Groups, a message is displayed that indicates this fact. When this happens, you can either cancel the deletion or force the deletion.

1. On the header, go to `Menu > Audio Resources > Audio Resources`.
2. Select the Audio Resource that you want to delete.
3. In the <audio resource name> panel, click Delete.
4. In the Confirm Deletion dialog box, do one of the following:
    a. To delete the Audio Resource and its Audio Resource Files, click `OK`.
    b. To not delete the Audio Resource and its Audio Resource Files, click `Cancel`.

Managing Audio Resource Files

Audio Resource Files are contained in Audio Resources, and consist of an audio file and a unique Personality. You create and manage Audio Resource Files by using the <audio resource name> panel that is displayed to the right of the Audio Resources screen after you have selected an audio resource.

Audio Resource Files are created when an audio file—such as a WAV (.wav) file—and a Personality are combined and assigned to an Audio Resource. Therefore, all composite audio files, Personalities, and

Audio Resources, must have been created before you can create the Audio Resource Files.

To view Audio Resource Files, complete the following steps:

1. On the header, go to Menu > Audio Resources > Audio Resources.
2. In the Audio Resource List screen, select an audio resource.
3. Click the Files button or select Files from the Related menu. The Audio Resource Files List panel is displayed.

The Audio Resource Files List panel displays a list of Audio Resource Files that are already associated with the selected Audio Resource. For each Audio Resource File, the name of its underlying audio file, Personality, size, ID, and status are displayed.

On this panel, you can:

- View the properties of an Audio Resource File.
- Create and assign an Audio Resource File to this Audio Resource.
- Modify an Audio Resource File.
- Remove (unassign) an Audio Resource File from this Audio Resource.
- Reprocess (or recreate) the selected Audio Resource File.

To refresh the list, click Refresh.

To display the properties of the audio file, click an audio file in the list. The properties of the associated Audio Resource File is diplayed in the <audio file name> panel that will be displayed to the right of the Audio Resource Files List panel.

Deploying Audio Resources

The Deployment tab consists of two lists, as follows:

- Tenants with deployment — Shows tenants to whom this Audio Resource has been deployed.
- Tenants available — Shows the available tenants to whom this Audio Resource has not been deployed.

To deploy Audio Resource to tenants, complete the following steps:

1. In the Audio Resource List screen, select the Audio Resource that you want to deploy.
2. In the <audio resource name> panel, select Deployments from the Related menu.
3. In the Audio Resource Deployment panel that is displayed to the right of the Audio Resource List screen, click Add.
4. In the Tenants panel, click the check boxes that are displayed beside the tenant names, to specify one or more target tenants to which you want to deploy the selected audio resources.
5. In the Audio Resource Deployment panel, click Next. The audio resources are deployed.

6. Review the summary, and click `Finish`.
7. Click `Close`.

To bulk deploy Audio Resource to tenants, complete the following steps:

1. In the `Audio Resource List` screen, click the check boxes that are displayed beside the Audio Resources that you want to deploy.
2. Click `Deploy`.
3. In the `Bulk Audio Resource Deployment` panel that is displayed to the right of the `Audio Resource List` screen, click `Add`.
4. In the `Tenants` panel, click the check boxes that are displayed beside the tenant names, to specify one or more target tenants to which you want to deploy the selected audio resources.
5. In the `Bulk Audio Resource Deployment` panel, click `Next`. The audio resources are deployed.
6. Review the summary, and click `Finish`.
7. Click `Close`.

To remove the selected Audio Resource from a tenant to which it was deployed, complete the following steps:

1. In the `Audio Resource List` screen, find the tenant that is using the audio resource that you want to remove.
2. Select the audio resource.
3. In the <audio resource name> panel, select the tenant in the `Tenants who Currently see this AR` list.
4. Click `Remove`.
5. In the `Audio Resource Deployment` panel, click `Next`. The audio resource is removed.
6. Review the summary, and click `Finish`.
7. Click `Close`.

Audio Resources Properties

When you select an Audio Resource, a panel that contains the properties of the audio resource is displayed to the right of the Audio Resource screen. The panels are:

- The <audio resource name> properties panel
- The Audio Resource File List panel
- The Bulk Audio Resource Deployment panel (applies only to the Service Provider)

<audio resource name> Properties Panel

The `<audio resource name> Properties` panel shows the basic properties of the selected Audio Resource.

Properties of Audio Resource Files

Property	Mandatory	Description
Name	Yes	The name of this Audio Resource.
Description	No	A description of this Audio Resource.
Type	No	The type of Audio Resource, either: • Music—Plays music; any text is recorded as part of the music. • Announcement—Plays an Announcement; any music is recorded as part of the Announcement.
Owner Tenant	Yes	The name and numeric identifier of the tenant in which this Audio Resource was created. This value is assigned automatically, and you cannot change it. All possible values for the numeric identifier of this field are available for an Audio Resource that were configured by the Service Provider; but only a subset of those values are available for an Audio Resource that was configured by a tenant.
Creator Tenant	Yes	The name and numeric identifier of the tenant that created this Audio Resource. This value is

<table>
<tr><th>Property</th><th>Mandatory</th><th>Description</th></tr>
<tr><td></td><td></td><td>assigned automatically, and you cannot change it.</td></tr>
<tr><td>Private</td><td>No</td><td>This field appears only for a Service Provider, and indicates if an Audio Resource is deployable. It also affects the value that is assigned to the numeric identifier part of the Owner Tenant field.
<table>
<tr><th>Private option</th><th>Deployable</th><th>Owner tenant numeric identifier</th></tr>
<tr><td>False</td><td>Yes</td><td>Range of values limited to Service Providers.</td></tr>
<tr><td>True</td><td>No</td><td>Same range of values as tenants.</td></tr>
</table>
</td></tr>
</table>

Audio Resource Files Panel

Display the Audio Resource Files panel by selecting `Audio Resource Files` from the `Related` menu.

This panel contains a list of all Audio Resource Files that comprise the selected Audio Resource. To refresh the list, click Refresh. Click an Audio Resource File to display its properties in the panel that is displayed to the right.

In this panel, you can:

- Create a new Audio Resource File and add it to this Audio Resource.
- Modify an Audio Resource File that is already a part of this Audio Resource.
- Reprocess an Audio Resource File.
- Remove an Audio Resource File from an Audio Resource.
- Delete an Audio Resource File from the database.

Bulk Audio Resource Deployment Panel

Note: This panel applies only to the Service Provider.

This panel is where the deployment of the selected Audio Resource is managed. The Bulk Audio Resource Deployment panel displays the tenants to which this Audio Resource has been deployed, and the tenants to which this Audio Resource can be deployed.

Audio Resource Files

Audio Resource Files are contained in Audio Resources, and consist of an audio file and a unique Personality. You create and manage Audio Resource Files by using the <audio resource name> panel that is displayed to the right of the Audio Resources screen after you have selected an audio resource.

Audio Resource Files are created when an audio file—such as a WAV (.wav) file—and a Personality are combined and assigned to an Audio Resource. Therefore, all composite audio files, Personalities, and Audio Resources, must have been created before you can create the Audio Resource Files.

To view Audio Resource Files, complete the following steps:

1. On the header, go to `Menu > Audio Resources > Audio Resources`.
2. In the `Audio Resource List` screen, select an audio resource.
3. Click the `Files` button or select `Files` from the `Related` menu. The `Audio Resource Files List` panel is displayed.

The `Audio Resource Files List` panel displays a list of Audio Resource Files that are already associated with the selected Audio Resource. For each Audio Resource File, the name of its underlying audio file, Personality, size, ID, and status are displayed.

On this panel, you can:

- View the properties of an Audio Resource File.
- Create and assign an Audio Resource File to this Audio Resource.
- Modify an Audio Resource File.
- Remove (unassign) an Audio Resource File from this Audio Resource.
- Reprocess (or recreate) the selected Audio Resource File.

To refresh the list, click `Refresh`.

To display the properties of the audio file, click an audio file in the list. The properties of the associated Audio Resource File is diplayed in the <audio file name> panel that will be displayed to the right of the `Audio Resource Files List` panel.

Audio Resource File Properties

Properties of Audio Resource Files

Property	Mandatory	Description
Name	No	The name of this Audio Resource File.
Language	No	The language that is attributed to this Audio Resource File by the Personality
Personality	Yes	The personality that is assigned to this Audio Resource File.
Size	No	The size of the Audio Resource File, in bytes. This field appears only after the Audio Resource File is created, and it cannot be changed.
Status	Yes	Information about the availability of the Audio Resource File.

Modifying Audio Resource Files

Modifying Audio Resource Files

The only way that you can modify an existing Audio Resource File is by replacing it with another Audio Resource File, or by changing the name of the audio file on which it is based. You cannot change the Personality. Whichever method you choose, you are removing the old Audio Resource File and replacing it with a new one.

1. On the header, go to `Menu > Audio Resources > Audio Resources`.
2. Select the Audio Resource that contains the Audio Resource File that you want to modify.
3. In the <audio resource name> panel that is displayed to the right, in the `Tools` menu, click `Files`.
4. In the `Audio Resource Files List` panel that is displayed to the right, select the audio file that you want to modify.
5. In the <audio file name> panel that is displayed to the right, click `Browse` to find a new audio that you want to associate with the selected Audio Resource File.
6. Click `Upload`. The file is uploaded to the database.
7. The properties of the new Audio Resource File are displayed in the `Audio Resource Files List` panel. If you select the file name in the list of Audio Resource Files, the <audio file name> panel is displayed to the right. This panel enables you to download, play, reprocess, or delete (remove) the audio file, or to view and download the encodings in which the file is available.

Removing Audio Resource Files

Removing Audio Resource Files from Audio Resources

Removing an Audio Resource File from an Audio Resource does not delete the associated Personalities, but it does delete the original audio files.

An Audio Resource File can only be removed if the Audio Resource to which it has been assigned has not been deployed. However, if the user performing this operation is a Service Provider, the Audio Resource file can only be removed if the Audio Resource File was not created by a tenant. Removing an Audio Resource File from an Audio Resource does not delete the associated Personalities and audio files.

1. On the header, go to `Menu > Audio Resources > Audio Resources`.
2. Click the check box that corresponds to the Audio Resource from which the Audio Resource File is to be removed.
3. In the <audio resource name> panel, from the `Tools` menu, select `Files`. The `Audio Resource Files List` panel is displayed to the right.
4. Select the Audio Resource File that you want to remove from the selected Audio Resource File.
5. Click `Delete`.
6. In the Confirm Deletion dialog box, do one of the following:
    a. To remove the Audio Resource File from the database, click `OK`.
    b. To keep the Audio Resource File and not remove it from the database, click `Cancel`.

Deleting Audio Resource Files

Deleting Audio Resource Files

Unless you are a Service Provider, you cannot delete an Audio Resource File that is part of a deployed Audio Resource. If you are a Service Provider and want to delete such a file, you must first delete the Audio Resource File from the original Audio Resource that was deployed. This will delete the Audio Resource File from all deployed Audio Resources.

To delete an Audio Resource File:

1. In the header, go to `Menu > Audio Resources > Audio Resources`.
2. Select the Audio Resource that contains the Audio Resource File that you want to delete.
3. In the <`audio resource name`> panel that is displayed to the right, from the `Tools` menu, select `Files`.
4. In the `Audio Resource Files List` panel that is displayed to the right, select the Audio Resource File that you want to delete.
5. Click `Delete`.

Reprocessing Audio Resource Files

Reprocessing Audio Resource Files

Reprocessing recreates an Audio Resource File from the original audio file that was uploaded (if it has not been deleted from the database and/or target storage). It also performs any necessary conversion between audio formats.

1. On the header, go to `Menu > Audio Resources > Audio Resources`.
2. In the <audio resource name> panel, select the Audio Resource that contains the Audio Resource File that you want to reprocess.
3. From the `Tools` menu, select `Files`. The `Audio Resource Files List` panel is displayed to the right.
4. Select the Audio Resource File that you want to reprocess. The <audio resource file name> panel is displayed to the right.
5. Click `Reprocess`.

Creating and Assigning Audio Resource Files

Creating and Assigning Audio Resource Files to Audio Resources

Note: You must create the audio files and Personalities that comprise the Audio Resource Files before you create the Audio Resource Files.

1. On the header, go to `Menu > Audio Resources > Audio Resources`.
2. Select the Audio Resource to which you want to assign the Audio Resource File.
3. In the <audio resource name> panel, select `Files` from the `Tools` menu. The `Audio Resource Files List` panel is displayed to the right.
4. On the `Audio Resource Files List` panel, click `New`. The `Upload Audio` panel is displayed to the right.
5. In the `Personality` list, click the magnifying glass to find a Personality. The `Personalities` panel is displayed to the right.
6. Click a radio button to choose a Personality.
7. In the `Upload Audio` panel, click `Browse` to locate and select an audio file on your workstation or network.
8. Click `Upload`. The file is uploaded to the database.
9. The properties of the new Audio Resource File are displayed in the `Audio Resource Files List` panel. If you select the file name in the list of Audio Resource Files, the <audio file name> panel will be displayed to the right. This panel enables you to download, play, reprocess, or delete (remove) the audio file, or view and download the encodings in which the file is available.

Personalities

A Personality contains a set of attributes. Each Audio Resource File is associated with one Personality, the attributes of which provide the characteristics of the Audio Resource File. The Personality describes the audio file that the user wants to use as an Audio Resource File.

The attributes of a Personality are name, description, personality identifier, tenant, private, gender, and language.

The Personality List screen displays a list of all Personalities for which you have the required role privileges to view. To refresh the list at any time, click `Refresh`. Click a Personality in the list; its properties are displayed on the <personality name> panel to the right of the personalities screen.

You can filter the contents of this list in several ways:

- Type the name or partial name of the Personality, Gender, Language, or Tenant in the Quick Filter field.
- Click the `Tenant Filter` button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.
- You can sort the Personalities in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

You can perform the following tasks in this screen:

- Create Personalities
- Modify Personalities
- Delete Personalities

View the change history of the Personality in the `History` panel by clicking the `Related` button and selecting `History`.

Creating Personalities

1. In the header, go to `Menu > Audio Resources > Personalities`.
2. Click `Add`.
3. On the `New` panel that is displayed to the right, enter the properties of the new Personality.
4. Click `Save` to save the new Personality or `Cancel` to cancel the new Personality.

Modifying Personalities

1. In the header, go to `Menu > Audio Resources > Personalities`.
2. Select the Personality that you want to modify.
3. On the <personality name> that is displayed to the right, modify the properties of the Personality, as required.
4. Click `Save` to save your changes or `Cancel` to leave the Personality unchanged.

Deleting Personalities

Note: You cannot delete a Personality that is a part of one or more Audio Resource Files.

1. In the header, go to `Menu > Audio Resources > Personalities`.
2. Select the Personality that you want to delete.
3. In the <personality name> panel that is displayed to the right, click `Delete`.
4. In the Confirm Deletion dialog box, do one of the following:
   a. To remove the Personality from the database, click `OK`.
   b. To keep the Personality and not remove it from the database, click `Cancel`.

Properties

Properties of Audio Resource Files

<table>
<tr><th>Property</th><th>Mandatory</th><th>Description</th></tr>
<tr><td>Name</td><td>Yes</td><td>A name for this Personality.</td></tr>
<tr><td>Description</td><td>No</td><td>A description of this Personality.</td></tr>
<tr><td>Gender</td><td>No</td><td>The gender of this Personality.</td></tr>
<tr><td>Language</td><td>No</td><td>The language in which any text will be spoken.</td></tr>
<tr><td>Personality Identifier</td><td>Yes</td><td>A numeric identifier for this Personality. This identifier is unique in the tenant in which this Personality was created, and it is created and assigned automatically when the Personality has been created. You cannot change this value. This value also occurs in the file name of the Audio Resource File with which the Personality becomes associated.

All possible values for this field are available for a Personality that is configured by the Service Provider; however, only a subset of those values are available for a Personality that is configured by a tenant.</td></tr>
<tr><td>Tenant</td><td>Yes</td><td>A numeric identifier that indicates the tenant in which this Personality was created. You cannot change this value.</td></tr>
<tr><td>Private</td><td>No</td><td>This field appears only for a Service Provider, and it indicates whether a Personality is deployable; that is, it is intended to be part of an Audio Resource that you want to deploy. It also affects the value that is assigned to the Personality Identifier field.
<table>
<tr><th>Private option</th><th>Deployable</th><th>Personality Identifier value</th></tr>
<tr><td>False</td><td>Yes</td><td>Range of values limited to service</td></tr>
</table>
</td></tr>
</table>

<table>
<tr><th>Property</th><th>Mandatory</th><th>Description</th></tr>
<tr><td></td><td></td><td>
<table>
<tr><th>Private option</th><th>Deployable</th><th>Personality identifier value</th></tr>
<tr><td></td><td></td><td>providers.</td></tr>
<tr><td>True</td><td>No</td><td>Same range of values as tenants.</td></tr>
</table>
</td></tr>
</table>

License Reporting

License Reporting is a graphical user interface (GUI) application that is hosted by Genesys Administrator Extension. It accesses data from a central License Reporting Manager (LRM) database to provide on-demand reporting to Tenant and Solution Provider Administrators. Two types of reports are available:

- Tenant Report — Available to both tenant and Solution Provider Administrators, this report displays the license usage per tenant and extracts concurrent license usage data for billing customers.
- System Report — Available to only Solution Provider Administrators, this report allows Administrators to monitor system usage directly from the Genesys system. It is an historical system usage report that displays aggregated results for the system as a whole.

Click here to see the information that is provided by each type of report.

The information that is presented in these reports is collected from the central LRM database, which contains data collected from all local LRM databases. Collection of this data is done by the LRM system by using an automated nightly process. If the data is not collected for some reason, such as a network outage, contact the LRM System Administrator.

Before you begin to create on-demand reports by using Genesys Administrator Extension, you should:

- Configure your Business Week Start day.
- Provision limits for application licenses. The values of these limits are displayed in the Provisioned column of the License Utilization Report for the specified application.

You can perform the following tasks in the License Utilization Report (Filters) screen:

License Reporting

These pages explain how to manage the License Reporting module.

Choose report formats and granularity, and configure the Start of Week option

Generate and export on-demand reports

Provisioning

These pages explain how to provision the product.

Provisioning

Add, modify, or delete sellable items

Report Formats

Report Type	Column	Description
Tenant only	Tenant	Displays the tenants (and tenant IDs in brackets) that you have selected to appear in the report. **For example: ABC Telecom** **Note:** The System report does not display the Tenant header, because system-wide usage data comes from all tenants.
Tenant and System	Sellable Item	For the Tenant report, displays sellable items for each tenant. For the System report, the column displays the sellable items for the entire System. If the name of the sellable item is not known, the sellable item ID is displayed instead.
Tenant and System	Start of Period (GMT)	Displays the first day for which data in this report applies. This date is normalized for the granularity that you have chosen for the report. **For example: 2010-09-13**
Tenant and System	Day	For daily reports only, displays the day of the week to which data in this report applies. **For example: Wednesday**
Tenant and System	Peak	Displays the actual peak time (hh:mm) or date (yyyy-mm-dd hh:mm) that peak usage occurred for the license of this sellable item. **For example: 2010-09-13 13:24 for a daily report, or 13:24 for other reports.**
Tenant and System	Peak Value	Displays the number of peak concurrent seats for the license of this sellable item. **For example: 4**
Tenant	Provisioned	Displays the number of concurrent seats that are provisioned for the license of this sellable item. **For example: 4**
Tenant	Provisioned Effective Date	Displays the dates that are provisioned for the license of this sellable item.

Generating On-Demand Reports

License Reporting in Genesys Administrator Extension generates two types of reports:

- Tenant Report — For one or more selected tenants
- System Report — An aggregated report on the entire system. Note: This is not the same as adding all of the tenants in the system together.

Each report includes the current date and time, so that you know when you last ran the report. Each time that a report is generated, this information is updated.

Note: Before you generate any reports, you should configure the `Business Week Start` option and other formatting options under `Preferences` in the header.

Generating a Tenant Report

1. In the header, go to `Menu > License Reporting > Concurrent Seats`. The `Filters` screen is displayed. This is where you define the parameters of the report.
2. Click in the `Start Date` field to open a calendar control from which you can select a starting date for the report.
3. Click in the `End Date` field to open a calendar control from which you can select an ending date for the report.
4. Select the granularity for the report from the `Granularity` drop-down list. Note: If you select `Week` or `Month`, the dates that are selected in the `Start Date` and `End Date` fields are normalized.
5. Select the Tenant type for the report from the `Type` drop-down list:
   - `System` — Generates a report on all license utilizations at the system level.
   - `Tenant` — Generates a license-utilization report for the selected tenant(s).

   a. In the `Tenants` field, click `Add`. The `Tenants` panel is displayed to the right.
   b. Click the check box that is displayed beside each tenant for which you want to generate a report.

   Note: If you do not select any tenants, the report will be generated for all tenants.

3. Click `Generate` to generate the Tenant Report. The report is displayed in the panel that is displayed on the right.

Generating a System Report

You must be a Service Provider Administrator to generate a System Report.

1. In the header, go to `Menu > License Reporting > Concurrent Seats`. The `Filters` screen is displayed. This is where you define the parameters of the report.
2. Click in the `Start Date` field to open a calendar control from which you can select a starting date for the report.
3. Click in the `End Date` field to open a calendar control from which you can select an ending date for the report.
4. Select the granularity for the report from the `Granularity` drop-down list. Note: If you select `Week` or `Month`, the dates that are selected in the `Start Date` and `End Date` fields will be normalized.
5. Select the System type for the report from the `Type` drop-down list:
   - `System` — Generates a report on all license utilizations at the system level.
   - `Tenant` — Generates a license-utilization report for the selected tenant(s).
6. Click `Generate` to generate the System Report. The report is displayed in the panel that is displayed to the right.

Changing Report Granularity

After you create a Report, you can change its granularity, then create a new report and the new results display instantly on the screen. The date range for the new report is based on the previous report's latest time stamp. If you changed the granularity from Daily to Weekly or Monthly, it automatically updates to the latest week or month of that time stamp. The Report Header is updated to display the adjusted interval. When you generate the new report, the records with the correct level of aggregation display. When you change the granularity from either Monthly or Weekly to Daily, all records display.

Note: Each time that you generate a report, the current date and time will be updated.

To change the granularity:

1. From the `Granularity` drop-down list in the `Filters` screen, select a level of granularity that is different from that which is in the current report.
2. Click `Generate`.

Exporting On-Demand Reports

After you have created the reports, you can export both Tenant and System reports in CSV format.

Exporting a Report

1. Create the report that you want to export.
2. (Optional) If you want a different granularity for the report, change the granularity of the report, and regenerate it. Note: Genesys Administrator exports only the report that is displayed on the screen. If you change the report and do not regenerate it, the original report is exported.
3. Click `Export`.
4. The report file automatically exports in CSV (.csv) file format and downloads to the default download location for your Internet browser.

> **Important**
> This download location is browser-specific, and it is not a function of Genesys Administrator Extension.

Configuring the Start of Week Option

License Reporting uses a calendar for its date ranges and granularity. For accurate reporting, the `Start of Week` option must indicate if your business week starts on Sunday or Monday. After it has been configured, the License Utilization Reporting calendar will adjust automatically to your business week for all reports.

Configuring the Start of Week Option

1. In the header, click `Preferences`. The `Preferences` dialog box is displayed.
2. In the `Category` drop-down list, select a locale under `Locale`.
3. In the `Start of Week` option, select the day on which your business week begins (Sunday or Monday).
4. Click `Save` to save your changes, or click `Cancel` to cancel your changes and leave the option unchanged.

Provisioning

Genesys Administrator Extension enables you to configure, maintain, and report on the maximum concurrent sellable items (service bundles) that a tenant is entitled (contracted) to use. You use the `Provisioning` screen to configure the value for each application. The value is stored in the License Reporting Manager database. You can report this value as part of a License Utilization Report.

To display the `Provisioned Sellable Items List` screen, in the header, go to `Menu > License Reporting > Provisioning`. This screen contains a table that lists the following items, by tenant:

Property	Description
Sellable Item	Sellable Genesys application name, sorted by tenant.
Provision Effective Date (GMT)	The date at which the sellable item can be utilized. The license is presumed to begin at 12:00am (000h) GMT on the date that is specified.
Provision Usage Limit	The number of available (provisioned) seats for the application.

The `Provisioned Sellable Items List` screen enables you to perform the following functions:

- Add (provision) a new sellable item to a tenant
- Modify the effective date or provision count of a sellable item that has been provisioned to a tenant
- Delete a sellable item from the Provisioned Sellable Items List for tenant

Adding a New Sellable Item

1. In the `Provisioned Sellable Items List` screen, click New. The New panel is displayed to the right.
2. In the New panel, specify the following properties:
    a. The tenant to which you want to provision the application. Click the magnifying glass in the tenant field to open the `Tenant` panel. Click the radio button that is displayed beside the name of the tenant to which you want to provision the application.
    b. The name of the Genesys application that you want to provision. Click the magnifying glass in the `Sellable Item` field to open the `Sellable Items` panel. Click the radio button that is beside the name of the application that you want to provision.
    c. The date at which the sellable item can be utilized (the Provision Effective Date). Click in the `Provision Effective Date (GMT)` field, and either enter the date or use the calender picker to specify the date. Note: The date and time must be in the future.
    d. The number of provisioned seats for the application (the Provision Usage Limit). Click in the `Provision Usage Limit` field, and enter the number of licenses that are available for sale to the tenant.

3. Click Save to add the sellable item to the tenant.

Modifying a Sellable Item

1. In the `Provisioned Sellable Items List` screen, select a provisioned item. The <provisioned item name> panel is displayed to the right.
2. In the <provisioned item name> panel, modify one or more of the following properties:
   a. The name of the Genesys application that you want to provision. Click the magnifying glass in the `Sellable Item` field to open the `Sellable Items` panel. Click the radio button that is displayed beside the name of the application that you want to provision.
   b. The date at which the sellable item can be utilized (the Provision Effective Date). Click in the `Provision Effective Date (GMT)` field, and either enter the date or use the calender picker to specify the date.
   c. The number of provisioned seats for the application (the Provision Usage Limit). Click in the `Provision Usage Limit` field, and enter the number of licenses that are available for sale to the tenant.
3. Click Save to commit the changes to the sellable item to the tenant.

Deleting a Sellable Item

1. In the `Provisioned Sellable Items List` screen, select a provisioned item. The <provisioned item name> panel is displayed to the right.
2. In the <provisioned item name> panel, click `Delete`.
3. In the Confirm Deletion dialog box, do one of the following:
   a. To remove the sellable item from the database, click `OK`.
   b. To keep the sellable item and not remove it from the database, click `Cancel`.