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# Genesys Administrator Extension Deployment Guide

Account Management

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# Account Management

Account Management enables the general management of configuration objects, such as:

- **Users**
- **Agent Groups**
- **Skills**
- **Access Groups**
- **Roles**
- **Capacity Rules**

In addition, Account Management enables you to create, edit, and manage these objects one at a time or in bulk.

## Users

The **User Accounts** panel is a central location for creating, provisioning, and managing user accounts.

Users are the contact center personnel, including agents, who need access to Genesys applications. Agents are users who handle customer interactions directly.

## Agent Groups

The **Agent Group** panel lists the agent groups in your environment.

An agent group is a logical grouping of agents. Agent groups are typically set up to provide particular sets of contact center services.

## Skills

The **Agent Skills** panel provides a streamlined interface for the creation and management of agent skills.

Skills are qualities or abilities that agents possess and that affect the placement of each agent in a contact center hierarchy. Common skills include abilities in different languages, particular categories of product knowledge, or ability in particular types of sales.

Agents can be associated with a set of skills. For each skill, the agent is also given a skill level, or level of competency with this skill.

## Access Groups

The **User Access Group** panel lists the user access groups in your environment.

Access groups are groups of users who have the same set of permissions for Configuration Database objects.

In many cases, users fall into a small number of categories with similar access needs. A team of agents all performing the same tasks often has identical access needs. Two or three people who are responsible for maintaining a specific site of the contact center might also have identical access needs. You can greatly simplify access control by adding individuals to access groups and then setting permissions for those groups.

## Roles

The Roles panel lists the roles in your environment.

Roles define what you can do in a given application. In Genesys Administrator Extension, roles and their privileges are controlled by the use of role objects, which are assigned to users (including agents) and access groups.

Roles are application-specific, and must be defined for each application that supports them.

Role management allows GAX users to configure and distribute roles by tenant. Role management provides the following features:

- A single-click model for adding a role privilege to a role
- Define which role privileges can be modified by tenant administrator users, enabling tenant administrators to manage their user accounts and create new roles as necessary

The privileges available to each Role are determined by the settings in the Solution Deployment module.

A default role is created during the installation package (IP) process. Typically, the default role is an administrator or super user. The default role contains a user name and a list of privileges. You can recreate the default role if a required role is unavailable.

## Capacity Rules

The Capacity Rules panel enables you to set capacity rules for various operations in your environment. For example, you might choose to set capacity rules for the number of voice interactions or e-mail interactions, or a combination of both, that can be processed at one time.