GENESYS™

Genesys Administrator Extension Help

Audio Resources Properties

5/11/2025

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

Property	Mandatory	Description
		assigned automatically, and you cannot change it.
Private	No	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>

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.