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Genesys Administrator Extension Help

Reprocessing Audio Resource Files

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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. In the header, go to `Operations > 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`.