Genesys Administrator Extension Help

Roles

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Roles

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.

For more information about roles, refer to the Genesys 8.0 Security Deployment Guide. For a listing of role privileges for the Genesys Administrator Extension (GAX) application, refer to Appendix A of the Genesys Administrator Extension Deployment Guide.

Role management allows GAX users to configure and distribute roles on a per-tenant basis. Role management provides the following features:

- A single-click model for adding a role privilege to a role
- The ability to 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 that are 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 re-create the default role if a required role is unavailable.

The Roles panel lists the roles in your environment. The list is organized in a hierarchy starting with tenants, configuration units, sites, and folders.

💡 **Note**: Objects that are disabled will appear grayed out in the list.

Tenancy Permission Settings

Account Management 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 two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the Tenant Filter button to open the Tenant filter panel. In this panel, click the check box beside each tenant that you want to select. Use the Quick Filter field in this panel to filter the tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

Actions

Click a role to view more information about the object in a new panel that opens to the right. You can also edit options and access control.

The following functions are available from the Roles panels:

- Create roles
- Update roles
- Copy roles
- Delete roles
- Enable or disable roles
- Re-create the default role