GENESYS™

Genesys Administrator Extension Help

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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 list explains 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

Account Management

This chapter explains the features and functionality of the Account Management module.

User Accounts

Roles

Bulk Change Sets

Solution Deployment

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

Installation Packages

Solution Definitions

Privileges

Operational Parameter Management

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

Parameters

Parameter Groups

Parameter Group Templates

Audio Resource Management

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

Audio Resources

Audio Resource Files

Personalities

License Usage Reporting

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

Report Formats

Provisioning