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Genesys Administrator Extension Deployment Guide

Operational Parameter Management

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For the deployment of Parameter Groups, ensure that you have write permissions to the Transactions folder of the tenant on which the Parameter Group is deployed. You must also have write privileges for the Voice Platform Profiles folder to deploy the Voice application and/or write privileges for the Routing Scripts folder to deploy Genesys IRD or SCXML routing strategies.

There are no additional prerequisites for using Operational Parameter Management in Genesys Administrator Extension. However, ensure that your Interaction Routing Designer (IRD) routing strategies reference the Transaction objects correctly.

Operational Parameter Management works together with routing strategies, SCXML routing strategies, GVP voice applications, and Genesys Business Rules.

Important

Operational Parameter Management does not load strategies on DNs or upload applications to application servers. You must do this manually for all parameterized objects.