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Genesys Administrator Extension Help

Configuration Object Management

Configuration Object Management

Configuration Object Management is responsible for the general management of configuration objects on your system. Configuration objects might include:

- [Users and Agents](#)
- [Campaigns](#)
- [DN Groups](#)
- [Tenants](#)
- [User Access Groups](#)

User-related functions are described in [Account Management](#).

System-related functions are described in [Configuration Management](#).

Configuration objects that can be configured in the Accounts menu can also be configured in Configuration Manager, and vice-versa. For example, to create user accounts, you can choose to use the [User Accounts](#) page in the Accounts menu, or you can use the [Users](#) page in Configuration Manager. Although these processes are different, the created objects are treated the same way in the Configuration Database.

Common Object Properties

All objects have the following configuration properties and elements:

- **Name**—Names uniquely identify objects within a certain range. Therefore, the name, which can be up to 255 characters, is a required parameter for most types of objects. The exceptions are:
 - [DNs](#) and [Agent Logins](#)—Their unique numbers and codes identify them within a [Switch](#).
 - [IVR Ports](#)—Their unique port numbers identify them within an [IVR](#).

The way you name objects in your environment is important. Consistent and sensible naming conventions make your configuration environment easier to understand and faster to browse, leading to a more maintainable and usable configuration.

Important

Although Genesys Administrator Extension supports the full character set in object names, the use of certain characters can cause problems in the behavior of other Genesys applications. Therefore, avoid spaces, dashes, periods, or special characters in object names. Consider using underscores where you might normally use spaces or dashes.

The names you set for some types of objects must match the names of the entities that those objects represent elsewhere in an environment. For example, the names of Hosts must match the names given to the computers they represent in the data network environment.

- **State Enabled**—If checked, indicates that the entity represented by an object is in regular operating condition and can be used without any restrictions. If not checked, indicates that the entity represented by an object is being used in a non-production environment. Customer interactions cannot be directed to this target, even if operating information indicates that this object is available.

Disabling a folder or an object that is a parent to other objects also disables all objects within the folder or all child objects of that parent object.

For example:

- Disabling a **Switch** disables all **DNs** and **Agent Logins** defined within this Switch.
- Disabling an Agent Group folder disables all **Agent Groups** configured within this folder.

However, if you disable a group of objects (for example, an Agent Group), the individual members of this group (in this example, Agents) remain enabled.