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Genesys Administrator Extension Help

Scripts

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Scripts

Scripts identify processing scenarios or treatments that can be applied to customer interactions.

Important

Depending on the application type, a scenario or treatment itself might be part of the Script object, in which case it is listed in the annex of the Script object. Special GUI applications—not Genesys Administrator Extension—create such Script objects. Because these applications use their own formats for data storage, viewing the contents of a Script's annex through Genesys Administrator Extension might not be of help. For more information about this subject, refer to the application-specific documentation that discusses the creation and execution of relevant Script objects.

For more information about Scripts, refer to the [Framework 8.1 Management Layer User's Guide](#) or to the documentation specific to your product.

Display Options

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The Scripts list shows the Scripts that are in your environment. It is sorted in a hierarchy by tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Scripts that are disabled will appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges 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 magnifying glass button to open the Tenant Directory filter panel. In this panel, click the 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. You can add or remove columns by clicking the **Select Columns** button.

To select or de-select multiple objects at once, click the **Select** button.

Procedures

Possible Procedures from this Panel

To **create a new Script object**, click the **New** button. To view or edit details of an existing object, click on the name of the object, or click the check box beside an object and click the **Edit** button.

To delete one or more objects, click the check box beside the object(s) in the list and click the **Delete** button. You can also delete individual objects by clicking on the object and then clicking the **Delete** button.

When you delete a Script, it is removed from the Configuration Database and from the **Alarm Condition** with which it is associated.

Otherwise, click the **More** button to perform the following tasks:

- **Clone**—Copy a Script.
- **Move To**—Move a Script to another **hierarchical structure**.
- **Enable or disable Scripts**.
- **Create a folder, configuration unit, or site**. See **Object Hierarchy** for more information.

Click on the name of a Script to view additional information about the object. You can also set **options** and **permissions**, and view **dependencies**.

Creating Script Objects

To create a Script object, perform the following actions:

1. Go to **Configuration > System > Configuration Manager**.
2. Click **Scripts**. The **Scripts** list displays.
3. Click the **New** button.
4. Enter the following information. For some fields, you can either enter the name of a value or click the **Browse** button to select a value from a list:
 - **Name**—The name of the Script. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
 - **Script Type**—The type of the Script. You must specify a type. Once you set the type, you cannot change it.
 - **Tenant**—In a multi-Tenant environment, the Tenant to which this object belongs. This value is

automatically set to the Tenant that was specified in the Tenant Directory field in the object list.

- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

5. Click the Save button.