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Genesys Administrator Extension Help

Deleting Audio Resource Files

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Deleting Audio Resource Files

Unless you are a Service Provider, you cannot delete an Audio Resource File that is part of a deployed Audio Resource. If you are a Service Provider and want to delete such a file, you must first delete the Audio Resource File from the original Audio Resource that was deployed. This will delete the Audio Resource File from all deployed Audio Resources.

To delete an Audio Resource File:

1. In the header, go to Operations > Audio Resources > Audio Resources.
2. Select the Audio Resource that contains the Audio Resource File that you want to delete.
3. In the <audio resource name> panel that is displayed to the right, from the Tools menu, select Files.
4. In the Audio Resource Files List panel that is displayed to the right, select the Audio Resource File that you want to delete.
5. Click Delete.