GENESYS™

Genesys Administrator Extension Help

Parameters

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Parameters

Operational Parameters are parameters used to customize Routing Strategies. In Operational Parameter Management, the Service Provider defines Operational Parameters and groups them into Parameter Group Templates. Tenants to whom the Parameter Group Templates are subsequently deployed customize the values of the Operational Parameters, which are then read by a Routing Strategy and incorporated into the call flow.

This screen displays a list of all defined Operational Parameters for which you have the required role privileges to view. To refresh the list at any time, click Refresh. Click an Operational Parameter in the list. Its properties, including its type, is displayed to the right of the list.

You can filter the contents of this list in several ways:

- Type the name or partial name of the Parameter, Key, Type, or Tenant in the Quick Filter field.
- Click the Tenant Filter button (the icon with the circle and horizontal bar) to open the Tenant filter panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the Quick Filter field in this panel to filter the tenant list.
- You can sort the Parameter in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

You can perform the following tasks in this screen:

- Define new parameters
- Modify parameters
- Delete parameters