GENESYS™

Genesys Administrator Extension Help

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Welcome to the Genesys Administrator Extension Help Wiki. This document introduces you to the GUI of Genesys Administrator Extension and describes concepts and procedures relevant to using this software in your contact center.

Genesys Administrator Extension is a component of the Genesys Administrator product; it can be used in parallel with Genesys Administrator.

About Genesys Administrator Extension

Genesys Administrator Extension (GAX) introduces the next generation user interface for Genesys that reduces both the overall operating costs and the time to deployment, by providing user-friendly interfaces that perform complex operations while at the same time preventing user error. This product is focused on the user experience for both Enterprise and Hosted customers, as well as by system administrators and line of business users.

The following chapters are included in this guide:

Core Features

This chapter introduces you to the core features of Genesys Administrator Extension.

Login and Password

Preferences

User Interface

Configuration Object Management

This chapter explains the features and functionality of the Configuration Object Management module.

Account Management

Configuration Object Management

Solution Deployment

This chapter explains the features and functionality of the Solution Deployment module.

Installation Packages

Operational Parameter Management

This chapter explains the features and functionality of the Operational Parameter Management module.

Parameters

Solution Definitions

Audio Resource Management

This chapter explains the features and functionality of the Audio Resource Management module.

Audio Resources

Audio Resource Files

Personalities

Parameter Groups

Parameter Group Templates