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Library

Preferences

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Preferences

Genesys Administrator Extension enables you to customize the interface to suit your personal preferences. These preferences take effect each time that you, or anyone using your login credentials, logs in to Genesys Administrator Extension from any browser.

To open the Preferences menu, click on your User name in the Header Bar. If configured, the menu displays the last time that this user account was logged into Genesys Administrator Extension.

Important

To use the last login time feature, you must ensure:

- The date and time of the local computer and the Management Framework computer are synchronized for the last login time to be accurate.
- The following lines are included in the Configuration Server `confserv.cfg` file (located in the installation directory of the machine that hosts Configuration Server):
 - `last-login = true`
 - `last-login-synchronization = true`

The **Preferences** menu contains the following options:

- **About**—Click this option to view information about your installation. If your user account has the **Read Deployable and Undeployable IPs and SPDs** privilege, you can also view information about the Configuration Server to which you are connected.
- **Change Password**
- **User Preferences**
- **System Preferences**
- **Set Current Page As Home**—Set the currently displayed page as the home page for your User account. Once set, this page is displayed each time that you log in to Genesys Administrator Extension.
- **Genesys Administrator**
- **Log Out**—Log out of Genesys Administrator Extension.

Important

Settings in the **User Preferences** menu take precedence over settings in the **System Preferences** menu. For example, if the **System Preferences** language setting is English (US) and the **User Preferences** language setting is different, Genesys Administrator Extension will use the **User Preferences** language setting.

User Preferences

Advanced

In the **Advanced** window, you can specify the logging level for Genesys Administrator Extension JavaScript logging. You need to set this only if instructed to do so by support personnel. Use the drop-down list to set the level to one of the following:

- **Use system settings**—Use the same setting specified in the [System Preferences](#) menu.
- **Debug**—All (error, warning, info, and debug) logs are generated.
- **Info**—Error, warning, and info logs are generated.
- **Warning**—Only error and warning logs are generated.
- **Error**—Only error logs are generated.
- **Off**—Logging is disabled.

Important

These logs can be viewed in the browser console, and should not be confused with Tomcat logs.

Configuration Manager

In the **Configuration Manager** window, you can set the following display preferences for Configuration Manager:

- **Show DBID**—When viewing details about a configuration object, also show the database ID.
- **Show Recent**—On the Configuration Manager homepage, show a list of configuration objects that you have recently accessed. This list displays the configuration object type and name (for example, DNs , 80708), the Tenant to which the object belongs, and the last accessed date. Hover the mouse cursor over the item to see additional information, such as the specific date and time the object was accessed, and its path. You can click on the item to access the object.
- **Maximum number of recent items to display**—Specify how many items to display in the **Show Recent** list.

Locale

In the **Locale** window, you can set the following preferences by selecting the appropriate radio button:

Preference (field name)	Description
Language	The language to use in the GAX user interface. The default is Use system settings . You can add more

Preference (field name)	Description
	language options by installing language pack plug-ins . Important A browser refresh is required for the changes to take effect.
Date Format	The format in which dates are to be displayed in Genesys Administrator Extension. The default is Use system settings .
Start of Week	The day on which you consider the week to start. The default is Use system settings .
Number Format	The format in which numbers are to be displayed. The default is Use system settings .
Time Zone	The time zone in which times are displayed in GAX. The default is Use system settings .

System Preferences

Throttling

Genesys Administrator Extension enables you to throttle how many simultaneous changes are sent to Configuration Server. You can optimize these settings to help ensure consistent performance across your Genesys environment.

Change the **Bulk Update Batch Size** field to specify how many bulk updates for configuration objects can be executed simultaneously. The default value is 300. A value of 0 indicates that there will be no throttling of changes for configuration objects (all requested operations will be sent to Configuration Server without delay). You can enter 0 or any positive integer in this field.

Important

The maximum **Bulk Update Batch Size** for users who are entering from Genesys Administrator is 300.

Change the **Bulk Update Batch Timeout** field to specify how long (in seconds) Genesys Administrator Extension should wait between the execution of bulk-update operations. The default value is 1. A value of 0 indicates that there will be no delay between bulk-update operations. You can enter any value between 0 and 300 in this field.

Agent Management

Important

You must have the **Read Agents in Agent Management** privilege to see the **Agent Management** menu.

In the **Agent Management** menu, you can choose whether the **Agents** window is displayed using the **Cloud** layout or **Premise** layout. For more information on the differences between these layouts, see **Agents**.

You can hide the **Agents** window by selecting **Hidden**

You can also set the following options for the **Add Agents** window:

- **Enforce User Name as E-mail Address**—If checked, GAX ensures that information entered in the **User Name** field is in the form of an e-mail address.
- **Hide External ID**—If checked, GAX hides the **External ID** field when in the **Add Agent** window.
- **Default Access Group**—(Optional) The **Access Group** to which Agents are added when they are created in the **Agents** window. By default, this value is blank and Agents are not added to any Access Group.

Important

If you enter the name of an Access Group that does not exist, GAX cannot assign Agents to the group. You must create the Access Group first.

- **New Virtual Agent Group's Name Suffix**—Specifies a suffix that is appended to Skill names if you create a Skill while using the **Agents** window. The default value is **_VG**.

Locale

In the **Locale** menu, you can set the following preferences by selecting the appropriate radio button:

Preference (field name)	Description
Language	The language to use in the GAX user interface. The default is English (US). You can add more language options by installing language pack plug-ins. Important A browser refresh is required for the changes to take effect.
Date Format	The format in which dates are to be displayed in Genesys Administrator Extension.

Preference (field name)	Description
Start of Week	The day on which you consider the week to start, either Sunday or Monday.
Number Format	The format in which numbers are to be displayed.
Time Zone	The time zone in which times are displayed in GAX.

Change Password

You can change your password in the **Change Password** menu. You must have the **Modify User Password** privilege to change your password.

Genesys Administrator

Click this link to launch the Genesys Administrator application. This link is displayed if you are configured to log in to Genesys Administrator, when you log in to Genesys Administrator Extension.