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## Library

Genesys Administrator 8.5.0

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Welcome

# Capacity Rules

The **Capacity Rules** window enables you to set Capacity Rules for various operations in your environment. For example, you may choose to set Capacity Rules for how many voice interactions or email interactions, or a combination of both, can be processed at one time.

Click **Display Options** below to learn more about the list and how it can be sorted or searched; or, click **Actions** to learn more about possible actions you can perform in this window.

## Display Options

The **Capacity Rules** list displays the Capacity Rules in your environment. The list is organized in a hierarchy, starting with Tenants, configuration units, sites, and folders.

### Important

Capacity rules that are disabled will appear grayed out in the list.

This list respects tenancy permission settings. You can access only those objects that you have been granted permission 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 **Tenant Filter** to open the **Tenant Filter** window. In this window, click the check box beside each 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.

## Actions

Click a Capacity Rule to view more details about the rule in a new panel that opens to the right. In the new panel, you can click **Validate** to validate the Capacity Rule. From this panel, you can also edit Access Control. You can perform the following actions:

## Creating Capacity Rules

### [+] Show Procedure

---

## Procedure: Creating Capacity Rules

### Steps

1. Click **New**.
2. Enter the following information:
  - **Capacity Rule Name**—The name of the Capacity Rule.

#### Important

The **Capacity Rule Name** field must be unique in the environment.

- **Description**—A description of the function of the Capacity Rule.
- **Tenant and Folder**—The Tenant and folder to which this Capacity Rule belongs. Click **Browse** to locate the folder in which the script is stored, or type the name of the folder in the Quick Filter field.

#### Important

The list of displayed folders is based on each Tenant's access settings.

- **Media Types**—Click **New** to select which media types will be monitored by this Capacity Rule. For more information, see [Media Types](#).
3. Click **Save**.

### Media Types

#### [+] Show Procedure

You can add one or media types to Capacity Rules to specify how many instances of each media type are allowed simultaneously.

## Procedure: Adding Media Types to Capacity Rules

### Steps

1. Perform one of the following actions:
  - Click **New**, and create a new Capacity Rule.
  - Click an existing Capacity Rule in the **Capacity Rules** panel.
2. In the **Media Types** section, click **New** to add media types to the Capacity Rule. A new panel opens to the right.
3. In the new panel, click the **Media Type** drop-down menu to select a media type. A new section called **Conditions** displays.
4. Set the conditions for the media type.
5. Click **Save**.

### Conditions

By default, the maximum value of the media type is 1. You can click the **[media type] exceeds 1** button to set a new maximum value. For example, if you select Voice as a media type, click **Voice exceeds 1** to open a new panel, and enter a new value in the **Maximum Capacity** field. Click **OK** to save the change.

You can also mix media types for the Capacity Rule. For example, you could set a Capacity Rule that allows one Voice interaction and one Email interaction (for a total of two simultaneous interactions). Alternately, you could set a Capacity Rule that allows one Voice or one Email interaction, but not both (for a total of one simultaneous interaction).

## Procedure: Adding an **and** Condition to a Media Type

### Steps

1. In the **Conditions** drop-down menu, click **and**. A new panel opens to the right that allows you to add a condition.
2. Click the **Media Type** drop-down menu, and select a media type.

3. Enter a value in the **Maximum Capacity** field.
4. Click **OK** to add the condition.

## Procedure: Adding an **or** Condition to a Media Type

### Steps

1. In the **Conditions** drop-down menu, click **or**. A new panel opens to the right that allows you to add a condition.
2. Click the **Media Type** drop-down menu, and select a media type.
3. Enter a value in the **Maximum Capacity** field.
4. Click **OK** to add the condition.

## Deleting Capacity Rules

### [+] Show Procedure

There are multiple methods to delete a Capacity Rule. Choose a procedure below:

## Procedure: Deleting a Single Capacity Rule

### Steps

1. Select a Capacity Rule in the **Capacity Rules** list. More information about the Capacity Rule is displayed in a new panel to the right.
2. In the new panel, click **Delete**.
3. A dialog box displays to confirm the action:

- Click **OK** to continue.
- Click **Cancel** to discard the action.

## Procedure: Deleting Multiple Capacity Rules

### Steps

1. In the **Capacity Rules** list, click the check box of each Capacity Rule that is to be deleted.
2. Click **Bulk Change**, and select **Delete** from the pop-up list of options.
3. A dialog box displays to confirm the action:
  - Click **OK** to continue.
  - Click **Cancel** to discard the action.

## Copying Capacity Rules

### [+] Show Procedure

## Procedure: Copying Capacity Rules

### Steps

1. Select a Capacity Rule to copy. More information about the Capacity Rule is displayed in a new panel to the right.
2. In the new panel, click **Copy**. A new panel opens to the right.
3. Enter the following information:
  - **Capacity Rule Name**—The name of the Capacity Rule.



### Important

The **Capacity Rule Name** field must be unique in the environment.

- **Description**—A description of the Capacity Rule.
- **Tenant and Folder**—The Tenant and folder to which this Capacity Rule belongs. Click **Browse** to locate the folder in which the script is stored, or type the name of the folder in the Quick Filter field.

### Important

The list of displayed folders is based on each tenant's access settings.

- **Media Types**—Click **New** to select which media types will be monitored by this Capacity Rule. For more information, see [Media Types](#).

4. Click **Save**.

## Enabling or Disabling Capacity Rules

### [+] Show Procedure

There are multiple methods to enable or disable a Capacity Rule. Choose a procedure below:

## Procedure: Enabling or Disabling a Single Capacity Rule

### Steps

1. Select a Capacity Rule. A new panel opens to the right.
2. In the new panel, perform one of the following actions:
  - If the Capacity Rule is currently enabled, click **Disable**.
  - If the Capacity Rule is currently disabled, click **Enable**.

## Procedure: Enabling or Disabling Multiple Capacity Rules

### Steps

1. In the **Capacity Rules** panel, select the check box beside each Capacity Rule that you want to enable or disable.
2. Click **Bulk Change**. A pop-up menu displays. Select **Enable** to enable the selected Capacity Rules or **Disable** to disable the selected Capacity Rules.
3. A dialog box displays to confirm the action:
  - Click **OK** to continue.
  - Click **Cancel** to discard the action.

## Access Control

The **Access Control** panel lists the access groups and users that have been configured explicitly with permissions for this object. When you are setting permissions, it is normally performed with the user(s) or access group(s) for which you want to grant access. This feature improves the manner in which permissions are set, and the scope is limited to managing permissions for a single database object. For additional instructions about granting, modifying, and removing permissions, refer to the [Genesys 8.1 Security Deployment Guide](#). You can perform the following actions:

### Creating Access Permissions

#### [+] Show Procedure

## Procedure: Creating Access Permissions

### Steps

1. Select an object.
2. Click **Related** and select **Access Control**. The **Access Control** panel opens.

3. Click **New**. A new panel opens to the right.
4. In the **Object Type** field, select the configuration object type to which this access permission applies.
5. In the **Configuration Object** field, select the configuration object to which this access permission applies.
6. In the **Access Permissions** list, select the access permissions to apply:

Property	Description
Read (R)	You can view details for this object.
Create (C)	You can create objects of this type.
Update (U)	You can change, or modify, this object.
Execute (X)	You can deploy, start, stop, or otherwise activate this object.
Delete (D)	You can delete this object.
Read Object Permissions (RP)	You can view access permissions granted for this object.
Change Object Permissions (CP)	You can change access permissions granted for this object.

7. Perform one of the following actions:
  - Click **Save** to accept the changes.
  - Click **Cancel** to discard the changes.

## Changing Access Permissions

### [+] Show Procedure

## Procedure: Changing Access Permissions

### Steps

1. Select an object.
2. Click **Related** and select **Access Control**. The **Access Control** panel opens.
3. Click an object in the **Access Control** panel to modify its access permissions. A new panel opens

to the right.

4. You can change any or all of the following options:

Property	Description
Read (R)	You can view details for this object.
Create (C)	You can create objects of this type.
Update (U)	You can change, or modify, this object.
Execute (X)	You can deploy, start, stop, or otherwise activate this object.
Delete (D)	You can delete this object.
Read Object Permissions (RP)	You can view access permissions granted for this object.
Change Object Permissions (CP)	You can change access permissions granted for this object.

5. Perform one of the following actions:

- Click **Save** to accept the changes.
- Click **Cancel** to discard the changes.

## Deleting Access Permissions

### [+] Show Procedure

## Procedure: Deleting Access Permissions

### Steps

1. Select an object.
2. Click **Related** and select **Access Control**. The **Access Control** panel opens.
3. Click an object in the **Access Control** panel to modify its access permissions. A new panel opens to the right.
4. Click **Delete**.
5. A dialog box appears to confirm deletion. Perform one of the following actions:

- Click **OK** to confirm deletion.
- Click **Cancel** to cancel deletion.

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## Related Links

- [Skills](#)
- [Agent Groups](#)
- [Agent Groups](#)
- [Skills](#)
- [Access Groups](#)

# 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 <b>Use system settings</b> . You can add more

Preference (field name)	Description
	language options by <b>installing language pack plug-ins</b> .  <b>Important</b> 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 <b>Use system settings</b> .
Start of Week	The day on which you consider the week to start. The default is <b>Use system settings</b> .
Number Format	The format in which numbers are to be displayed. The default is <b>Use system settings</b> .
Time Zone	The time zone in which times are displayed in GAX. The default is <b>Use system settings</b> .

## 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	<p>The language to use in the GAX user interface. The default is <b>English (US)</b>. You can add more language options by <b>installing language pack plug-ins</b>.</p> <div><b>Important</b> A browser refresh is required for the changes to take effect.</div>
Date Format	<p>The format in which dates are to be displayed in Genesys Administrator Extension.</p>

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.

# DevGuide

# CLC

The input file must be in JSONObject format and include SPD parameters for a specific profile. The file must be encoded in UTF-8 format.

## string

The input structure for a *string* type is described below:

```
{
  "Dialog name" : {
    "Input name" : "string"
  }
}
```

## Example

### SPD Profile

```
<profile name="Install">
  <dialog step="Step1">
    <input name="NAME_PARAM1" title="PERSON NAME" default="birit" type="string"
required="true">
      <description>Please enter the person name</description>
    </input>
  </dialog>
  <dialog step="Step2">
    <input name="NAME_PARAM2" title="PERSON NAME" default="birit" type="string"
required="true">
      <description>Please enter the person name</description>
    </input>
  </dialog>
  <execution>
    <script>
      log('string test' );
    </script>
  </execution>
</profile>
```

### Input File for Install Profile

```
{
  "Step1" : {
    "NAME_PARAM1" : "Kate"
  },
}
```

```
    "Step2" : {  
      "NAME_PARAM2" : "John"  
    }  
  }  
}
```

## Boolean

The input structure for a *boolean* type is described below:

```
{  
  "Dialog name" : {  
    "Input name" : true/false  
  }  
}
```

### Example

#### SPD Profile

```
<profile name="Install">  
  <dialog step="Step1">  
    <input name="STATUS" title="status" type="boolean" required="true">  
      <description>status field</description>  
    </input>  
  </dialog>  
  <execution>  
    <script>  
      log('boolean test');  
    </script>  
  </execution>  
</profile>
```

#### Input File for Install Profile

```
{  
  "Step1" : {  
    "STATUS" : true  
  }  
}
```

## Integer

The input structure for an *integer* type is described below:

```
{
  "Dialog name" : {
    "Input name" : <integer>
  }
}
```

### Example

#### SPD Profile

```
<profile name="Install">
  <dialog step="Step1">
    <input name="NUMBER" title="number" type="integer" required="true">
      <description>number field</description>
    </input>
  </dialog>
  <execution>
    <script>
      log('number test');
    </script>
  </execution>
</profile>
```

#### Input File for Install Profile

```
{
  "Step1" : {
    "NUMBER" : 132
  }
}
```

## Password

The input structure for a *password* type is described below:

```
{
  "Dialog name" : {
    "Input name" : "password"
  }
}
```

## Important

Input files that include sensitive data such as passwords should be encrypted using the SPD encrypt operation.

### Example

#### SPD Profile

```
<profile name="Install">
  <dialog step="Step1">
    <input name="PASSWORD" title="password" type="password" required="true">
      <description>password field</description>
    </input>
  </dialog>
  <execution>
    <script>
      log('password test');
    </script>
  </execution>
</profile>
```

#### Input File for Install Profile

```
{
  "Step1" : {
    "PASSWORD" : "xyz9846gdkjg"
  }
}
```

## SelectOne

The input structure for a *selectOne* type with an **<objectselect>** tag is described bellow:

```
{
  "Dialog name" : {
    "Input name" : {
      "objectselect" : {
        "filter" : [{
          "value" : "filter value",
          "name" : "filter name"
        }]
      }
    }
  }
}
```

```

    }
  }
}

```

### Important

CLC intersects (*AND*) filters defined in the SPD file and input file for a *selectOne* input. The filter criteria should be different in an SPD input file and filter names should differ in the same filter definition.

### Example

#### SPD Profile

```

<profile name="Install">
  <dialog step="Step1">
    <input name="APP_OBJ_SELECT_ONE" title="Application Name" hidden="false"
type="selectOne" default="">
      <description>select application</description>
      <objectselect>
        <filter value="CfgApplication" name="type"/>
      </objectselect>
    </input>
  </dialog>
  <execution>
    <script>
      log('test select one' );
    </script>
  </execution>

```

#### Input File for Install Profile

```

{
  "Step1" : {
    "APP_OBJ_SELECT_ONE" : {
      "objectselect" : {
        "filter" : [{
          "value" : "SIP_lrm26",
          "name" : "name"
        }]
      }
    }
  }
}

```



## SelectMultiple

The input structure for a *selectMultiple* type with **<objectselect>** tag is described below:

```
{
  "Dialog name" : {
    "Input name" : {
      "objectselect" : {
        "filter" : [{
          "value" : "filter value",
          "name" : "filter name"
        }]
      }
    }
  }
}
```

Filters defined in an SPD input file are joined in union (OR) and then intersect (AND) with filters defined in an SPD file for a *selectMultiple* input.

### Example

#### SPD Profile

```
<profile name="Install">
  <dialog step="Step1">
    <input name="APP_OBJ_SELECT_MULTIPLE" title="Application Name" hidden="false"
type="selectMultiple" default="">
      <description>select application</description>
      <objectselect>
        <filter value="CfgApplication" name="type"/>
      </objectselect>
    </input>
  </dialog>
  <execution>
    <script>
      log('test select multiple' );
    </script>
  </execution>
```

#### Input File for Install Profile

```
{
  "Step1" : {
```

```

        "APP_OBJ_SELECT_MULTIPLE" : {
            "objectselect" : {
                "filter" : [{
                    "value" : "SIP_lrm26",
                    "name" : "name"
                }, {
                    "value" : "SIP_lrm27",
                    "name" : "name"
                }
            ]
        }
    }
}

```

The operation returns two applications named **SIP\_lrm26** and **SIP\_lrm27**.

## Selection Tag

The input structure for a *selectOne/selectMultiple/boolean* type with **<selection>** tag is described below:

```

{
    "Dialog name" : {
        "Input name" : {
            "selection" : {
                "option" : [{
                    "value" : "option value assigned to the input
parameter",
                    "name" : "option name is displayed in UI"
                }
            ]
        }
    }
}

```

CLC selects options defined in the SPD input file. Multiple options can be specified only for the *selectMultiple* input type.

### Example

#### SPD Profile

```

<profile name="Install">
  <dialog step="Application Parameters">
    <input name="DATA_MODEL" title="Binary Version (32-bit or 64-bit)" default="64"
type="selectOne" required="true">
      <description>This parameter defines the 32-bit or the 64-bit version of the
binary to be deployed. </description>

```

```

        <selection>
            <option name="32" value="32"/>
            <option name="64" value="64"/>
        </selection>
    </input>
</dialog>
<execution>
    <script>
        log('test selection support' );
    </script>
</execution>

```

## Input File for Install Profile

```

{
    "Application Parameters" : {
        "DATA_MODEL" : {
            "selection" : {
                "option" : [{
                    "value" : "64",
                    "name" : "64"
                }]
            }
        }
    }
}

```

### Important

- If the input file does not specify a value for a SPD parameter, the value defined in the **default** attribute of the input element will be used.
- If an SPD input element has the **required** attribute set to `true`, but there is no corresponding input value that is supplied in either the SPD (as a default) or in the input file, then the SPD execution fails.
- If an SPD input element has the **readonly** attribute value set to `true`, then the value in the **default** attribute value is used for the execution, if defined. If the **readonly** attribute value is set to `true`, **required** is set to `false`, and the **default** attribute is not defined, then the following logic is used for input value determination:
  1. For the *boolean* input type, the input value is set to `false`.
  2. For the *string* and *password* input types, the input value is set to `""`.
  3. For the *integer* input type, the input is not propagated.
- If a dialog **cond** attribute value evaluates to `false`, the dialog is skipped by the CLC tool.  
Example:

```
<dialog step="Role input" cond="false">
  <input name="ROLE" title="Role" hidden="false" type="selectOne"
required="true">
    <description>Please indicate the role</description>
    <objectselect>
      <filter value="CfgRole" name="type"/>
    </objectselect>
  </input>
</dialog>
```