Genesys Administrator Extension Help

Places

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Places

A Place is a location that has one or more DNs operated by a single agent.

You configure Places and assign individual DNs to them in order to monitor performance and availability of Agents, Agent Groups, and Place Groups, and to provide this information to call-processing applications.

A typical Agent Place consists of two DNs: one DN that an Agent uses to take customer calls, and one DN that the Agent uses to make consultation calls and transfers.

If you are using the multimedia options of the Genesys products, Places may need to be equipped with DNs of other types, such as an email address.

Viewing Places

The **Places** list shows the Places that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Places that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges 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 the cube icon to open the **Tenant Directory** filter panel. In this panel, click the 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.

To select or de-select multiple objects at once, click **Select**.

Working with Places

To create a new Place object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check-box beside an object and click **Edit**.

To delete one or more objects, click the check-box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**.

> ### Important
>
> When you delete a Place, it is removed from the Configuration Database and from any Place Group of which it is a member. If you want to remove the Place from a Place Group of which it is a member, but leave it in the Configuration Database and available for membership in another Place Group, remove the Place from the Place Group.

Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Place.
- **Move To**—Move a Place to another hierarchical structure.
- Enable or disable Places.
- Create a folder, configuration unit, or site. See Object Hierarchy for more information.

Creating Place Objects

To create a place object, do the following:

[+] Show steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
   - **Name**—The name of this Place. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
   - Capacity Rule—The Capacity Rule Script associated with this Place.
   - Cost Contract—The Cost Contract associated with this Place.
   - **Site**—The Site with which the Capacity Rule and/or Cost Contract is associated. If the Capacity Rule or Cost Contract are associated with a Site, this field is set to that Site.
   - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.
   - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. In the **DNs** tab, click **Add** to add a single or multiple DN(s). Navigate to the appropriate DN folder and select the available DN(s) you want to add, and then click **Add**. In the pop-up window, you can create a new DN object by clicking **+**.
4. Perform one of the following actions after you have added a DN to the Place:
   - Click **Save** to accept the changes and return to the object list.

- Click **Apply** to accept the changes and remain in the tab.

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

5. Click **Save**.

You can also create a range of Places that share common properties. To create a range of Places, do the following:

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Navigate to the Places folder in which you wish to create a range of Places. From the **More** menu, select **Create Range of Places**.

On the **Range of Places** tab, specify values for the following:

- **Tenant**—This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.

- **Place Name Base** (optional)—This value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).

- **Place Prefix** (optional)—Prefix used to create the Places.

- **Place Suffix** (optional)—Suffix used to create the Places.

- **Start**—Numerical value of the starting range.

- **Number of Digits**—The number of digits that each Place should have.

- **Place Count**—The number of Places to create.

On the **General** tab, specify values for the following:

- Capacity Rule—The Capacity Rule Script associated with this Place.

- Cost Contract—The Cost Contract associated with this Place.

- **Site**—The Site with which the Capacity Rule and/or Cost Contract is associated. If the Capacity Rule or Cost Contract are associated with a Site, this field is set to that Site.

- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

On the **DNs** tab, click **Add** to add a single or multiple DN(s). Navigate to the appropriate DN folder and select the available DN(s) you want to add, and then click **Add**. In the pop-up window, you can create a new DN object by clicking **+**.

On the **Options** tab, you can add or manage any options for this range of Places.

CSV File for Importing and Exporting

You can use the Bulk Import/Export functionality to import Places from, and export Places to, a comma-separated value (CSV), file. The import file used for importing and the export file created by

exporting data are fully compatible, and a single file can be used for both importing and exporting. Or, if you wish, you can create the import file yourself, using the general CSV information in this Help file, and the object-specific information contained in this section.

Fields of the CSV File

The source file is a text file in a comma-separated (CSV) format, with an extension of **.csv**.

In the source file, each line represents a single Place. The same Place can appear in the source file only once. The unique identifier of the Place in the scope of the source file is the Name field.

The columns of the file are the properties of a Place, and optionally, the DNs associated with that Place. The first row in the file has column names to identify the fields. The order of the columns is not important. A comma is inserted after each column header or value, or if the column does not have a value, immediately after the previous comma. Any non-mandatory column can be omitted from the source file, depending on user preference and/or the purpose of the file.

The source file contains the following properties for each Place:

Name	Type	Mandatory	Description
Action	ADD, UPDATE, DELETE	Yes	Specifies the action to be taken with this Place data, either create a new Place (ADD) or modify the existing Place (UPDATE) or delete a Place (DELETE). This column is added automatically by GAX when a file is exported, with a value of UPDATE for all records in it. If you create the source file from scratch, you must add this column manually. In either case, this field is mandatory, and you must provide a value for each record.
Name	String	Yes	Name of the Place.
Enabled	String	No	Whether this Place is enabled (Y) or not (N).
Section | Option | Value	String	No	Options associated with this Place. **Note:** Any special characters in the key/value are escaped by using a back slash (\). For example: \,=\,\, where "," (comma) is the key and ",," (comma,comma) is the value.

Relational Columns

In addition to the properties and folders in the table above, each row may contain relations between this Place and DNs. Every instance of a DN will have a separate column in the source file. For example, if there are 10 DNs, there will be 10 additional columns in the source file, each column representing a DN. All relational columns are optional.

Each header for a relational column consists of the object type and the object name, which will form a unique column name. So, for example, there cannot be two Skills which have the same name, but a Skill object may have the same name as some Switch object.

Naming and value rules of relational columns are given in the following table:

Relational Columns

Type	Column Name	Valid Values	Description
DN	DN:<switch name> / <DN number>	Y – Add this DN to this Place N – Remove this DN from this Place <empty> - No action	A DN to be added or removed from this Place.

Example

The following data is to be uploaded to GAX to modify two Places:

Action	Name	Enabled	DN:2410241	DN:4340241	DN:2140879
UPDATE	_admin	Y	Y		N
UPDATE	_support	Y	N	N	Y

The contents of the CSV file for this data looks like this:

```
Action,Name,Enabled,DN:2410241,DN:4340241,DN:2140879
UPDATE,_admin,Y,Y,,N
UPDATE,_support,Y,N,N,Y
```