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Genesys Administrator Extension Deployment Guide

Bulk Operations

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Bulk Operations

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Bulk Operations role privileges control what tasks a user can perform relating to Bulk Operations on Agents in Genesys Administrator Extension.

Required Privileges

Category	Privilege
Agent Management	Read Agents in Agent Management

Role Privileges

Administer User Bulk Operations	Allows a user to access History of Bulk Operations, and to delete completed or abandoned operations in the History.
Create User Bulk Operations	Allows a user to upload a spreadsheet, start or stop Bulk Operations, and access the History of Bulk Operations.
Export and Create Spreadsheet for User Bulk Operations	Allows a user to create or export a spreadsheet in .csv format for use when performing bulk creations and updates of Agents.