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Genesys Skills Management Automated Install and Upgrade Guide

Managing Global Events

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Managing Global Events

This page allows you to set events that are common to your organization. For example, setting Salesforce or PureConnect billing process.

Important

Events listed on this page are accessible only by a Landlord / Tenant Admin.

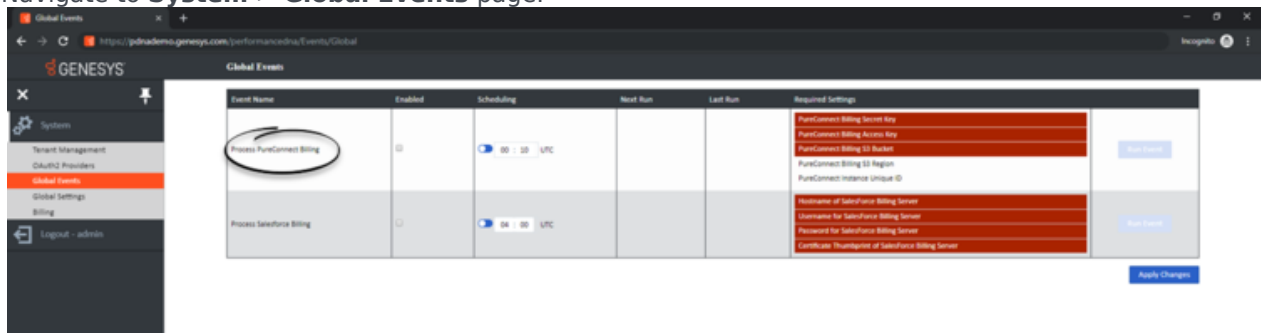
Configuring PureConnect Billing Process Event

Follow the steps below to configure the PureConnect billing process event in Skills Management. Note that you must be a Landlord / Tenant Admin to perform this procedure.

Prerequisite

Ensure that you have configured **PureConnect Billing Server details** in the **Global Settings** page.

1. Navigate to **System > Global Events** page.



2. Select the check box in the **Enabled** column for **Process PureConnect Billing** event. By default, this field is disabled.
3. In the **Scheduling** column, you can either define a duration or a specific time on the server by using the toggle switch. The **Process PureConnect Billing** event will run based on the schedule you setup in this column.
 - Enter the minutes such that the event runs for every X minutes, for example, 360 minutes. By default, the event is set to run every 1440 minutes.
 - By toggling the switch, you can change the schedule from every X minutes to a specific time on the server.
4. Click **Apply Changes** to save the settings.

Important

Once configured, you can also run the process manually by clicking the **Run Event** button.

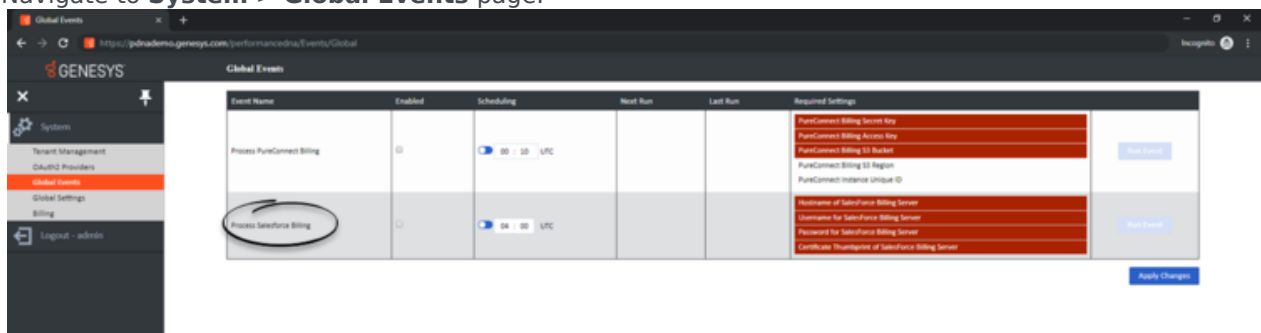
Configuring Salesforce Billing Process Event

Follow the steps below to configure the Salesforce billing process event in Skills Management. Note that you must be a Landlord / Tenant Admin to perform this procedure.

Prerequisite

Ensure that you have configured **Salesforce Billing Server details** in the **Global Settings** page.

1. Navigate to **System > Global Events** page.



2. Select the check box in the **Enabled** column for **Process Salesforce Billing** event. By default, **Process Salesforce Billing** is disabled.
3. In the **Scheduling** column, you can either define a duration or a specific time on the server by using the toggle switch. The **Process Salesforce Billing** event will run based on the schedule you setup in this column.
 - Enter the minutes such that the event runs for every X minutes, for example, 360 minutes. By default, the event is set to run every 1440 minutes.
 - By toggling the switch, you can change the schedule from every X minutes to a specific time on the server.
4. Click **Apply Changes** to save the settings.

Important

Once configured, you can also run the process manually by clicking the **Run Event** button.