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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Users

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Users

User profiles are maintained in the Configuration Server. To access these profiles, please use the Genesys Administrator or Configuration Manager.

Users Page

In the Genesys Configuration Manager and Genesys Administrator, users correspond to the Person object. Users (persons) and roles must be assigned access to modules, as well as to contact centers, application groups, regions, and metrics.

See also:

- [Advisors Business Objects](#)
- [CCAdv/WA Access Privileges](#)

The Effective Date and Expiration Date fields have been removed from the user profiles in Configuration Manager because they are not supported by the Configuration Manager for Person accounts. Further information about creating and maintaining Persons in the Genesys configuration environment can be found in:

- [Framework 8.1 Genesys Administrator Deployment Guide](#)
- [Framework 8.1 Configuration Manager Help](#)
- [Genesys Administrator 8.1 Help](#)