GENESYS™

Contact Center Advisor and Workforce Advisor Administrator User's Guide

Genesys Adapters

12/15/2025

Genesys Adapters

The **Genesys Adapters** page in the Administration module is a section heading only. There are two pages in the Genesys Adapters section of the administration module:

- **Adapters**
- **Base Object Configuration**

You can view information about the adapters on the **Adapters** page, but information about adapters is stored in the Platform database. You manage the adapters from the Platform database.

You can view and maintain the list of agent group, queue, and filter combinations on the **Base Object Configuration** page. See also Base Object Configuration.

For more information, see *Performance Management Advisors Deployment Guide*.