GENESYS™

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, use Genesys Administrator.

Users Page

In 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.

> ### Important
> You must use Genesys Configuration Manager to add or edit privileges associated with roles. Roles, and related configuration, are stored in the Genesys Configuration Server.

See also:

- Advisors Business Objects
- CCAdv/WA Access Privileges

> ### Tip
> The **Effective Date** and **Expiration Date** fields were removed from the user profiles in Configuration Manager because they are not supported by the Configuration Manager for Person accounts. For more information about creating and maintaining Persons in the Genesys configuration environment, see:
>
> - Genesys Administrator Extension Deployment Guide
> - Framework Configuration Manager Help
> - Genesys Administrator Extension Help