

GENESYS

This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Contact Center Advisor and Workforce Advisor Administrator User's Guide

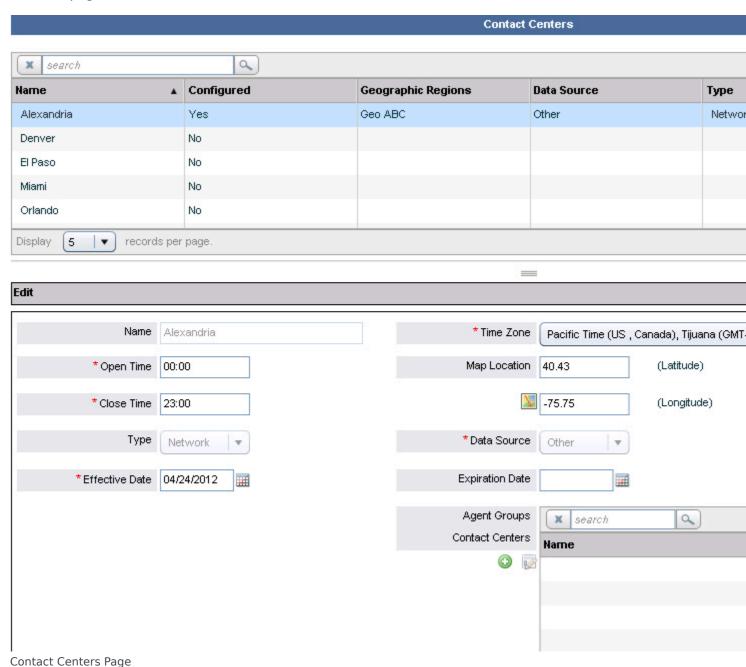
Contact Centers

Contents

- 1 Contact Centers
 - 1.1 Adding or Deleting a Contact Center
 - 1.2 Configuring the Attributes for a Contact Center in Advisors
 - 1.3 Removing a Contact Center from Advisors Configuration

Contact Centers

This section describes how to configure contact centers. The following screenshot shows the **Contact Centers** page in the Administration module.



Adding or Deleting a Contact Center

New contact centers must be added in Genesys Administrator. Adding and deleting contact centers cannot be performed in the Advisors Administration module. However, you can make a contact center inactive, or remove the contact center from the Advisors configuration.

To add a new contact center or delete a contact center in Genesys Administrator, see Advisors Business Objects.

Configuring the Attributes for a Contact Center in Advisors

See Configuring Contact Centers.

Removing a Contact Center from Advisors Configuration

To remove the contact center from the Advisors configuration, click the **Remove from Advisors Configuration** button. This removal is not synchronized back to Configuration Server. The contact center continues to be present in the contact center list, but displays as not configured and not active. The contact center completely disappears from the list only after it is deleted from Genesys Administrator.

Important

Before removing a contact center from the Advisors configuration, you must remove all other objects that are dependent on it.

If a contact center is removed from your Genesys configuration interface (such as Genesys Administrator), the following happens:

- The contact center **Active** column shows No.
- The **Edit** panel shows the following warning in red:

 This contact center has been removed from Configuration Manager.