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Genesys Administrator Extension

8.5.200.12

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Genesys Administrator Extension 8.5.x Release Notes

Release Date	Release Type	Restrictions	AIX	Linux	Solaris	Windows
02/10/15	General			X		X

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What's New

This release contains the following new features and enhancements:

- **Bulk import and export of agents**—You can now provision new and existing agents in bulk by preparing a CSV (comma-separated values) file outside of GAX, and then importing it into GAX. You can also export data for selected (or all) agents from GAX into a CSV file, modify it as required, and import back into GAX. GAX can also generate template CSV files, which you can save and use to prepare import CSV files.

Resolved Issues

This release also includes the following corrections and modifications:

When using the Deployment Wizard to deploy GAX with the Chrome browser, the **Redeploy** button now brings up a window with a list of Hosts on which to deploy GAX. Previously, the new window was blank. (GAX-7758)

GAX now creates a Statistical Day object correctly if any of the **Year**, **Month**, or **Day** fields are set to Any. Previously in this scenario, GAX created the Statistical Day with incorrect values. (GAX-7737)

GAX now properly creates an Outbound Treatment with the specified day. Previously, if the GAX user was in a time zone before GMT, the Treatment was created with the day previous to the specified day. (GAX-7712)

GAX now properly creates a Statistical Day object with the specified day. Previously, if the GAX user was in a time zone before GMT, the Statistical Day was created with the day previous to the specified day. (GAX-7711)

When cloning an Agent in the Agent Management screen, the original Agent stays associated with its original Place. Previously, the original Agent became disassociated from its Place. (GAX-7680)

In some international languages that use the non-Latin character set, all characters are exported as in the original. Previously in this scenario, some non-Latin characters were converted to question

Helpful Links

Releases Info

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marks (?). (GAX-7678)

GAX rule validation now properly rejects input if "rule":["type":"reject"] is used and the expr, range, regex, or wildcard attributes evaluate to true. Previously in this scenario, GAX incorrectly accepted input. (GAX-7636)

Users can now make custom links role-enabled. Previously, custom links were accessible to all users and not controlled by privilege. (GAX-7537)

You can now select a **Route Type** of Direct UUI with a **Target Type** of ISCC when configuring the Access Codes for a Switch. (GAX-7462)

After migrating Configuration Server 7.6 to Configuration Server 8.5, users who did not change their passwords after the migration can now log in to GAX. Previously in this scenario, these users were not able to log in to GAX. (GAX-7405)

When configured to send only STANDARD-level messages to Message Server, GAX no longer also sends TRACE and DEBUG messages. (GAX-7299)

You can now configure the Application object for 8.5.x releases of Configuration Server in GAX. Previously, you had to use another application, such as Genesys Administrator, to configure the Configuration Server 8.5.x Application object. (GAX-7234)

Upgrade Notes

No special procedure is required to upgrade to release 8.5.200.12.

Supported Languages

See [Translation Support](#).