



- About This Software
- Documentation
- Technical Support
- Legal Notices

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About This Software

Genesys Administrator is a single, unified, web-based application that provides the ability to deploy, provision, and monitor Genesys applications. Genesys Administrator consists of four modules as described below:

Deployment — Provides capabilities for installing Genesys applications on local and remote hosts.

Provisioning — Supports creation, deletion, and modification of Genesys configuration data, applications, and resources as well as Solution Control for starting and stopping Genesys applications and solutions.

Operations — Operational management of Outbound and Proactive Calling Sessions; load, start, stop, manage.

Monitoring — Status monitoring of the Genesys environment includes access to the centralized log and alarm management. Additional Voice Platform and Outbound Contact monitoring is available with installation of the related products.

New Features in Release 8.0.x

Genesys Administrator 8.0.3 contains these new features:

General Features

- Support for Hierarchical Multi-Tenancy providing users the ability to graphically view and manage parent-child relationships between tenants.
- Ability to import and create hierarchical tenants from a comma-separated values (CSV) file.
- Wizard support for creating Alarm Conditions, and for configuring Alarm Reaction and Alarm Detection scripts.
- Expanded role-based access control to include role privileges for all navigational sections allowing administrators precise control over what areas of the UI are accessible to users.
- Role privileges for Outbound Contact have been refined to add control for Outbound

Dialing Sessions/Campaign Sequences, Calling Lists, and Importing of "Do Not Call" files.

Orchestration Server

- Ability to load SCXML applications directly on DNs and DN Groups individually and in bulk.
- Monitoring of active SCXML application sessions with the ability to stop stuck sessions.

Deployment Features

- Improved Deployment Wizard - Ability to preview and edit port lists when using the Deployment Wizard.

Voice Platform Features

- Support for Hierarchical Multi-Tenancy reporting allowing reporting and summary reporting based on tenant structure.
- Reports can be accessed remotely by the service provider's customers.
- Enhanced and expanded reporting features to display, summarize, and list multiple levels of call statistics in a multi-tenant structure (per tenant basis).
- Real-time dashboard statistics are available for the PSTN Connector, Supplementary Services Gateway, Fetch Performance, and Service Quality Latency.
- Voice Platform reports can now be downloaded in a comma-separated values (CSV) format.
- Support for six-week trending of reporting metrics.
- Virtual Reporting Object filters can be defined, enabling the user to customize filter tags to query call data.

Genesys Administrator 8.0.2 contains these new features:

Deployment Features

- Ability to create multiple IP (Installation Package) repositories for storing/organizing Genesys 8 Installation Packages.
- Ability to deploy components on local and remote hosts.

Provisioning Features

- All configuration objects supported in Genesys Configuration Manager can now be provisioned using Genesys Administrator.
- Support for loading of URS 8 routing strategies.
- Bulk creation and provisioning of DNs, Agent Logins, and IVR Ports.
- Support for Business Units (Configuration Units) and Sites.
- HA support allowing automatic reconnection to Configuration Server.
- Enhanced Search capability allowing greater refinement of search criteria.

Outbound Contact Features

- Operational management (ability to start/stop/load calling sessions and Calling List data management).
- Monitoring of outbound campaigns.

Security Features

- Support for and provisioning of Role Based Access Control (RBAC) enabling refined control and simplification of the user interface.
 - Support for Network security provisioning.
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Genesys Administrator 8.0.11 contains these new features:

Provisioning Features

- Both SIP and SIPS ports can be specified during the Resource Assignment step of the Resource Group Wizard.
- "Active" or "passive" redundancy can now be designated for resources.
- The IVR Profile Wizard has been enhanced to include a Dialing Rules step for specifying outbound rules and the ability to preview URLs.

Monitoring Features

Voice Platform reports have been enhanced as follows:

- Active Call List reports can now be filtered by Time, Local URI, Remote URI, Call Type, and Call State.
 - Active Call List reports support queries by relative time.
 - Voice Platform reports now support queries to a time granularity of 30 minutes.
 - The VAR Call Browser is now part of the Historical Call Browser.
 - Support for Transferred call state has been added.
 - The Voice Platform Dashboard now supports display of SSG and VAR columns in IVR Profile Utilization.
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Genesys Administrator 8.0.1 contains these new features:

General Features

- Users can now create and assign an object's access permissions.
- Users can now customize some parts of the interface to suit their preferences. Most notably, users can now define the automatic refresh interval for some interface screens.
- The Genesys Administrator Help file is restructured to provide step-by-step instructions for deploying, provisioning, and monitoring the Genesys system.

Provisioning Features

- Two new core object types are available—Access Groups and IVRs (Interactive Voice

- Response systems).
- The object-editing screens are now more intuitive and easy to use. Users can view and modify the properties of objects contained in other objects, while configuring the containing objects. The properties of group objects, and objects in which other objects are created (for example, DNs and Agent Logins are created in Switches) now include special tabs on which those composite objects are explicitly listed.
 - Navigation throughout Genesys Administrator has been enhanced to be more logical and intuitive.
 - Users can now import and export configuration options to and from local files.
 - Wizard-like functionality exists now to help users create basic Application objects, which users can then customize for their particular requirements.
 - Users can now use a wizard to create and configure IVR Profiles, or continue to create and configure them manually.
 - Users can now use a wizard to create and configure Resource Manager logical resource groups.

Deployment Features

- Deployment functionality is enhanced and the user interface is simplified.

Monitoring Features

- Users can now monitor the number and status of configured Solutions on the Dashboard.
- The list of Active Alarms is now refreshed automatically, and users can define the time interval at which this occurs.
- Users can now view in-progress Voice Platform usages and limits.

Directories on This CD

documentation

Contains the ReadMe file, the graphics for the ReadMe, and the versions.html file.

web_configuration_manager

Contains the Genesys Administrator application.

Documentation

Product documentation and release notes are available on the Genesys [Technical Support website](#) and on a separate documentation library DVD shipped with your software.

Any information regarding this release that was discovered too late to be included in the documentation is available in the [Release Advisory](#).

[Return to Top](#) In addition to an updated library of product documentation, the Genesys Technical Support website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

[Return to Top](#) **Contacting**

Genesys provides technical support to customers worldwide with support centers in eastern Canada, the United Kingdom, Australia, India, and Japan. You can contact Genesys Technical Support by telephone, e-mail, or on the World Wide Web.

For complete information on how and when to contact Technical Support, read the [Genesys Technical Support Guide](#). Please tell the Technical Support representative that you are a Genesys Administrator 8.0 customer. For a list of the software versions that are on this CD, click [here](#).

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Configuration Support

Information on supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

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[Return
to Top](#)

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