Framework
Genesys Administrator
International
Release 8.1

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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:

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, Outbound Contact, and Orchestration monitoring is available with installation of the related products.

Genesys Administrator Extension is a component of the Genesys Administrator product; it can be used in parallel with Genesys Administrator.

Genesys Administrator Extension introduces the next generation user interface for Genesys that reduces both the overall operating costs and the time to deployment, by providing user-friendly interfaces that perform complex operations while at the same time preventing user error. This product is focused on the user experience for both Enterprise and Hosted customers, as well as by system administrators and line of business users.

Genesys Administrator Extension provides the following functionality:

Solution Deployment— Solution Deployment (formerly Automated Solution Deployment) enables you to deploy and configure complete Solutions to local and remote locations. This includes the installation and configuration of all necessary Genesys Applications, and the creation and configuration of related Genesys components, thus providing you with the ability to install and configure a complete service. This approach reduces deployment errors and time to deployment. Solution Deployment also includes Setup Mode—a user-friendly interface that can set up new instances of GAX to connect to an existing Management Framework deployment, or install and configure new Genesys deployments. In the latter scenario, Setup Mode can install GAX, Configuration Server, and Database Server.

Operational Parameter Management— Operational Parameter Management provides the ability to create a user-friendly interface for business users, with data validation, that enables the management of operational parameters. Operational parameters are stored as key-value pairs in Transaction objects (Lists). These operational parameters can be used as input to routing strategies, voice applications, and Genesys Rules that enable a business user to modify the behavior of routing without having to change the associated application. For example, business hours and greetings can be defined as operational parameters. The business user can change these in a safe and controlled manner without having to modify the routing strategy or the voice application.

Configuration Object Management— Configuration Object Management provides a user-friendly interface for users to create and manage configuration objects, such as user accounts, agent groups, roles, DNs, Places, and more. This functionality is similar to the functionality provided by the Configuration Manager application that is part of Management Framework.

Audio Resource Management—Audio Resource Management provides a user-friendly interface for business users to manage greetings and prompts by enabling you to upload pre-recorded greetings. It is completely integrated with Operational Parameter Management. When you upload a greeting, Genesys Administrator Extension automatically converts the WAV (.wav) file to u-law, a-law, and gsm formats, and transfers the encoded files to the file server that is used by media server, thus making these files immediately available for use.

License Utilization Reporting—License Utilization Reporting provides a user-interface that generates peak usage reports for licensed sellable items that are tracked and managed by License Reporting Manager (LRM). You can also modify the provisioned counts for sellable items for a tenant.
(**Note**: In GAX 8.1.310 releases or higher, License Usage Reporting functionality is provided by the License Reporting Manager (LRM) plug-in for GAX.)

This CD includes Language Packs which allow installers to select the language in which the user interface (UI) and online help files display.

New Features in 8.1.x

Some of the primary new features in release 8.1.4 are:

Genesys Administrator Extension 8.1.4 Features

General Features

- Language Packs for the following markets:
  - Chinese (Simplified)
  - French
  - Japanese
  - German
  - Portuguese (Brazilian)
  - Russian
  - Spanish (Latin American)
  - Turkish
- Setup Mode can set up new instances of GAX to connect to an existing Management Framework deployment. You can also use Setup Mode to install and configure new Genesys deployments. In the latter scenario, Setup Mode installs GAX, Configuration Server, and Database Server. After these components are installed, you can use the installation package (IP) management features of GAX to deploy entire Genesys installations.
- You can now add custom external links to the GAX Navigation Bar.
- Users that are created by using GAX 8.1.4 automatically receive

Read and Update permissions for their User objects, enabling them to save User Preferences in GUI-based programs, such as GAX or Interaction Workspace.
- Added support for:
  - Red Hat Enterprise Linux 6.0 (64-bit) - Enterprise Edition
  - Windows Server 2012 (64-bit)
  - Oracle 12c databases
  - Microsoft SQL Server 2012 databases
  - Java 7 Runtime (JRE)

Refer to the *Genesys Administrator Extension 8.1.4 Deployment Guide* for additional information.
- Support for the latest web browsers. Refer to the *Genesys Administrator Extension 8.1.4 Deployment Guide* for additional information.
- GAX now uses an embedded Jetty instance as the web application server; as a result, Tomcat is no longer required to use GAX. If you choose to continue using Tomcat, refer to the *Genesys Administrator Extension 8.1.4 Deployment Guide* for additional information.

Configuration Object Management

Configuration Object Management offers the following new features:

- Use Configuration Manager to create and manage configuration objects, such as user accounts, roles, DNs, Places, and more.
- Quickly find objects by using the Quick Filter or Tenant Directory fields.

Some of the primary new features in release 8.1.3 are:

Genesys Administrator 8.1.3 Features

General features

- Language Packs for the following markets:
  - Chinese (Simplified)
  - French
  - German
  - Japanese
  - Portuguese (Brazilian)
  - Spanish (Latin American)
- Genesys Administrator now works with output from Management Framework Configuration Database Monitoring scripts. You can review the content of objects reported by the monitoring scripts using Genesys Administrator. Refer to the *Framework Deployment Guide* for more details.
- Data exported to a .CSV file can be sorted, enabling columns with master/details data to be consolidated when viewed in a spreadsheet.
- An Agent Group can now be configured with multiple supervisors.
- A list of Agents can now also be filtered by Skill and Skill Level.
- A new role privilege is added that allows the User or Access Group to which that privilege is assigned to search for configuration objects.
- A new option allows the user to configure the number of records that can be shown in the Import Wizard.

Security features

- A port on Configuration Server can now be configured and secured for the autoupgrade functionality.

Outbound Contact features

- Genesys Administrator now supports a new dialing mode, Predictive GVP, with a new Average Distribution Time optimization parameter.
- Genesys Administrator now supports a new optimization parameter (Maximum Gain) for predictive dialing modes.
- Genesys Administrator provides an interface to define bodies of customizable reporting-related stored procedures for Calling Lists and Campaigns. These customizable procedures enable users to define up to five custom counters for Calling List related real-time reporting metrics, and to re-define existing counters (such as number of total records and number of ready records).
- Users can now choose which statistics to display, and define properties of these statistics for all Outbound Contact reports in Genesys Administrator.
- Users can now import and display Calling Lists that are encoded in UTF-8.
- Users can now change the name of a script that is associated with an Outbound schedule from within the Properties dialog box of the schedule.
- Genesys Administrator now supports the Outbound Contact Solution deployed using the PostgreSQL database.
- New options are introduced to control default record priorities in Outbound Contact Campaign Group objects.

Routing/eServices features

- Genesys Administrator now supports UTF-8 encoding for the names and values of Business Attributes objects.
- Users can now specify an alternate Universal Resource Identifier (URI) when configuring an Enhanced Routing script for Orchestration.

Voice Platform features

- If primary and backup Policy Servers are configured, when Genesys Administrator tries to access the Policy Server to obtain information, it first tries the Policy Server instance to which it last had access.

Genesys Administrator Extension 8.1.3 Features

General Features

- Language Packs for the following markets:
    - Chinese (Simplified)
    - Japanese
    - French (France)
    - German (Germany)
    - Korean
    - Portuguese (Brazilian)
    - Spanish (Latin American)
- The redesigned user interface provides a more natural layout and better visibility of related tasks and items. The improvements include:
    - Resizeable, collapsible, and expandable panels
    - Current panels are maintained when switching between

objects
- Improved user interface for managing modules and plug-ins
- Additional icons to identify objects in lists
- Support for PostgreSQL databases

Account Management

Account Management is a new plug-in that offers the following features:

- Create user accounts and agent groups
- Change or reset passwords for single or multiple users
- Provision roles and permissions, and assign users and agents to access groups
- Manage capacity rules
- Create and manage Agent Skills
- Create Bulk Change Sets to create, modify, or delete several items simultaneously

Operational Parameter Management

Operational Parameter Management has been improved to support the following capabilities:

- Multiple configuration object types can be selected simultaneously
- Selection of list objects to use multiple parameter groups with a single strategy
- Create Sections to aid in visually identifying parameters within a parameter group
- Control access to parameter groups on a per-tenant basis
- Use Schedule as a parameter type
- Use optional parameters that do not require values to be set
- Synchronize Parameter Groups after a change to a Parameter Group Template
- Restrict access to Parameter Groups based on the access control settings of the Configuration Transaction object

Solution Deployment

Solution Deployment (formerly Automated Solution Deployment) has been improved to support the following capabilities.

- Deploy Genesys components that support silent installs
- Upgrade, rollback, and uninstall deployed components
- Addition of a software repository
- Use Defined Privileges to manage access to components

Some of the primary new features in release 8.1.2 are:

Genesys Administrator 8.1.2 Features

General Features

- Third-party applications can now log in to Genesys Administrator on behalf of the user, without the User having to interact with the Genesys Administrator login dialog box.
- Genesys Administrator can now work with Scripts that identify the application, host, or object by DBID or by its name, as supported by Management Layer 8.1.1 or later. This ensures full compatibility with new and legacy script definitions.
- Users can view additional fields added to audit logs, and can use

these new fields as filter criteria.
- Users can perform a quick search of log records by the user and tenant that those records affect.

Security Features

- Genesys Administrator can now be configured to prompt the User to change his or her password, usually when the user is logging into the system for the first time, or when the password is about to expire. This feature requires Configuration Server 8.1.1 or later.
- Genesys Administrator supports TLS on its connection with Genesys Deployment Agent.

Outbound Contact features

- Genesys Administrator now supports the Predictive GVP dialing mode and a new optimization parameter (Average Distribution Time) for individual Campaign Groups, Sequence Items and Schedules. This feature requires Outbound Contact Server 8.1.2 or later.

Voice Platform features

- Historical Media Control Platform (MCP) Call Detail Record (CDR) reports now include additional columns to indicate whether or not a resource has been used.
- Users can now view information about the per-call Interaction Voice Response (IVR) Actions and a list of custom variables for the session using the Historical Call Browser for MCP.
- Users can now choose to combine information from all sites in the system in the following reports:
  - Tenant and IVR Profile Call Arrivals Reports
  - Voice Application Reporting (VAR)
  - IVR Action Usage and Summary
  - ASR/TTS Usage Report
- Resource Manager (RM) CDRs displayed in the Active and Historical Call Browser now include the Site ID.
- Users can now use the IVR Profile Wizard to enter authentication parameters used by GVP context services.

Genesys Administrator Extension 8.1.2 Features

Note: This is the first release of Genesys Administrator Extension.

Usability: The user interface has been redesigned to provide a more natural layout and better visibility of related tasks and items. The overall workflow was improved to leverage wide-screen formats, as well as to provide tabular views for managed objects, including the following improvements:

- Filtering for all lists
- Automated form completion
- Column sorting
- Hierarchical views
- Full-screen support, including automatic page resizing within the browser window
- Customizable Home Page

Platform/Security:

- Support for Microsoft Windows Server 2008 R2

- Support for Microsoft SQL Server 2008
- Updated support for the latest versions of all supported browsers (Internet Explorer, Firefox, Chrome, and Safari)
- Full Audit trail for all objects that are managed within GAX
- Support for TCP/IP v6

Automated Solution Deployment: Automated solution deployment has been improved to support the following capabilities:

- Versioning support for solutions, which provides added tracking for understanding which version of a solution a given customer has installed and also provides a mechanism for upgrades which will be supported in the future.
- The Wizard interface has been enhanced to display in the main deployment interface instead of in separate pop-up windows.
- Ability to transfer solution packages to tenants to enable deployment to multiple tenants.

Plug-in Architecture: The architecture of GAX has been enhanced to support plug-in modules:

- Easily add and remove functional areas, including Operational Parameter Management, Audio Resource Management, and License Utilization Reporting
- Add GAX compatible plug-ins, such as EZPulse

Operational Parameter Management:

- It is now possible to define ranges for parameters of the following types: Integer, Date, and Time
- You can now pre-configure Parameter Group Templates with associated applications, thus reducing the possibility of deploying a parameter group with the wrong application
- Support for parameter group deployment with Voice applications and Orchestration applications, in addition to routing strategies
- Expected output formats are now visible when you define parameter types, providing the developer with a better understanding of what will be written to the list object for a given parameter

Audio Resource Management:

- Bulk deployment of multiple audio resources to multiple tenants in a single step

License Utilization Reporting:

- Support for provisioned utilization counts. You can determine the number of ports/seats of a given sellable item that have been provisioned to each tenant. This level is presented as part of the utilization report for tenants.

Some of the primary new features in release 8.1.1 are:

General Features

- Ability to export User, DN, DN Group, Agent Group, Place, Place Group, and Tenant object types in bulk for off-line updating. The export file is compatible with the import capability introduced in release 8.1.0.
- Individual, unshared connections between Genesys Administrator and Solution

Control Server are now set up for the user at login, enabling the identification of user sessions in SCS logs.

Security Features

- The amount of detailed technical information displayed in authentication and connection error messages is now configurable.
- Secure cookies are now used, ensuring that cookie information is restricted by channel.
- Genesys Administrator can be configured to use a secure flag, so that information is transmitted over an encrypted channel.

SIP Server/Disaster Recovery Features

- To aid in Disaster Recovery, pairs of peer SIP Switches and switch-related objects can be configured and synchronized in Genesys Administrator.

Routing and Orchestration Features

- Operation Reporting sessions in a list can be terminated directly from that list.

Outbound Contact Features

- When configuring Schedules, you can define the dialing priorities and N Records for each Schedule item for only Load, Start, and Set Dialing Mode actions.
- The list of Dialing Sessions now displays the StatServer, Max Queue Size, IVR Profile, Interaction Queue, and Trunk Group DN associated with each session.

Some of the primary new features in release 8.1.0 are:

General Features

- Language Packs for the following markets:
    - Chinese
    - French
    - German
    - Italian
    - Japanese
    - Korean
    - Portuguese (Brazilian)
    - Spanish (Latin American)
- Ability to bulk provision more object types by file import or interactively, while controlling the rate at which updates occur to prevent system overload. Specifically:
    - Ability to create a range of Users (including Agents) and Agent Logins, assign Skills and Roles to them, and assign them to Agent Groups and Access Groups, all at one time.
    - Ability to create a range of Places at one time.
    - Ability to import/update Users (including Agents), Agent Groups, DNs, DN Groups, Places, Place Groups, and Tenants from a comma-separated value (CSV) file. This function includes support for Options and Annex data.
- Enhanced Tenant creation now includes the ability to create an Administrative user, modify Access Group permissions, assign default Roles, and automatically provide access to Genesys Administrator, all when the Tenant is created.
- Deployment has been enhanced to include the ability to define connections as part of the Single IP Deployment Wizard.
- For a selected Host, users can now display the statistics for that Host; and the

Name, Type, Version, State, Status, and Mode of Applications running on the Host, along with the Ports used by those Applications.

- Applications in a list now display the name of the Host on which they are configured; and can be sorted by the Host name if required.
- Solutions now display Status, Mode, and Alarm indicators for all configured Applications.
- Wherever Applications, Solutions, or Hosts are listed, the Status of those objects is refreshed automatically.
- Ability to change Solution Control Server or Log Database Access Point to which Genesys Administrator is connected without having to log out and log back in.
- The display of date and time in Genesys Administrator is now based on the localization pack installed on the Genesys Administrator server.
- In a multi-tenant environment, the Tenants list now supports simple (flat list) and advanced (hierarchical tree) modes.
- Support for Read-only Mode and Emergency Mode.
- Support for TCP/IP v6.

Security Features

- Permissions management for individual objects now supports an advanced mode providing the ability to group by Tenant and single-click change control.
- Permissions management now supports bulk operations allowing permissions to be set for multiple objects simultaneously.
- Ability to replace permissions recursively.
- Support for granting permissions to create new Tenant without accessing other Tenants.
- Role privileges specific to Genesys Administrator are now accessible and managed only from the Environment Tenant, providing added security for Roles.
- Support for Security Banner at Login.

Voice Platform Features

- Support for validation of DID uniqueness across all Tenants.
- Support for Recording Server Resource Group to group and manage Recording Group resources.
- CTI Connector Dashboard to view CTI Connector component and Intelligent Contact Management connection statistics.
- New Policy Wizard for Tenant policy validation.
- New reports for Automatic Speech Recognition and Text-to-Speech servers.

Routing and Orchestration Features

- Ability to validate Routing Strategies, to load and unload them on DNs and DN Groups, and to schedule that loading and unloading.
- Operational Reporting for Orchestration Server 8.1 and later.

eServices Features

- Ability to provision Multimedia/eServices SCXML applications on Interaction Queues.

Outbound Contact Features

- Ability to provision Outbound Schedule scripts to enable control and periodic execution of dialing sessions.

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.

web_configuration_manager_extension
Contains the Genesys Administrator Extension application.

templates
Contains the Application and Metadata templates required for Genesys Administrator Extension. (**Note:** MF810 templates are intended for use with Management Framework 8.1.0)

Documentation

Product documentation is provided on the [Genesys Documentation website](#), and the Documentation Library DVD that is shipped on request with your software.

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

In addition to an updated library of product documentation, the Genesys Documentation website also contains product advisories that describe recently discovered issues related to Genesys products.

Technical Support

Contacting

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

For complete information on how and when to contact Genesys Customer Care, read the *[Genesys Care Support Guide for On-Premises](#)* . Please tell the Customer Care representative that you are a Genesys Administrator 8.1 customer. For a list of the software versions that are on this CD, click [here](#).

Licensing

Along with its software, Genesys supplies its customers with software licenses. Licenses manifest the customers' legal rights to use the features that Genesys software provides. To obtain the necessary product licenses, you will need to complete an order form, which has detailed information to assist you in placing an order. For complete information on obtaining licenses, refer to the *[Genesys Licensing Guide](#)* on the Genesys Documentation website and the licensing section of the *[Genesys Migration Guide](#)*.

Supported Operating Environment Information

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

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

Legal Notices

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Genesys Administrator

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Genesys Administrator Extension

The software includes the Aspect JRT software made available under http://www.eclipse.org/legal/epl-v10.html. Source code available upon request.

This product includes software developed by the Apache Software Foundation (http://www.apache.org/).

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Your Responsibility for Your System

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