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Decisions Administration Guide

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Decisions Administration

Genesys Decisions is a strategic planning tool designed specifically to help contact centers make better plans and budgets. This document describes the process of creating configurations, mapping and importing historical data, as well as creating simulations within the Genesys Decisions Administration application. To make the process intuitive, perform the configuration in the order in which the topics are listed in this document.

After you set up a new configuration, then users can log in to the Genesys Decisions Planning application and begin building scenarios.

This guide is intended for system administrators, network engineers, and others who will use the Decisions Administration application to configure the Decisions user applications. The guide is valid for 9.0 releases of the Genesys Decisions applications.

See the [Genesys Decisions Deployment Guide](#) for installation instructions and system requirements.