Genesys Administrator Extension Help

Place Groups

3/12/2025

Place Groups

Place Groups are logical groupings of Places. You can group Places if, according to the call-processing algorithms, the calls must be distributed among a set of Places under the control of applications instead of through the ACD mechanisms of the Switch.

As an example, consider a call-parking service: A Routing application transfers a call to a port that is assigned to a call-parking Place Group; then, while the call is parked, the application attaches information about the treatment to be applied to it.

Display Options

The **Place Groups** list shows the Place Groups that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

> **Important**
> Place Groups that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the **Quick Filter** field.
- Click the cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

To select or de-select multiple objects at once, click **Select**.

Procedures

To create a new Place Group object, click **New**. To view or edit details of an existing object, click on the name of the object, or click the check box beside an object and click **Edit**. To delete one or more objects, click the check box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**.

> **Important**
>
> When you delete a Place Group, only the Place Group object itself is removed from the Configuration Database. Its member Place objects are not deleted.

Otherwise, click **More** to perform the following tasks:

- **Clone**—Copy a Place Group.
- **Move To**—Move a Place Group to another hierarchical structure.
- Enable or disable Place Groups.
- Create a folder, configuration unit, or site. See Object Hierarchy for more information.

Click on the name of a Place Group to view additional information about the object. You can also set options and permissions, and view dependencies.

Procedure: Creating Place Group Objects

Steps

1. Click **New**.

2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:

   - **Name**—The name of the Place Group. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment). You cannot change this value as long as this Place Group contains at least one Place.

   - **Capacity Table**—This field applies only to the Enterprise Routing Solution. It is the Capacity Table associated with this Place Group. Refer to Enterprise Routing Solution documentation for more information.

   - **Quota Table**—This field applies only to the Enterprise Routing Solution. It is the Quota Table associated with this Place Group. Refer to Enterprise Routing Solution documentation for more information.

   - Cost Contract—The Cost Contract associated with this Place Group.

   - **Site**—The Site containing this Cost Contract.

   - **Tenant**—In a multi-Tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the **Tenant Directory** field in the object list.

- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

3. The **Origination DNs** tab lists DNs from which calls can be routed or diverted to this Place Group. You can include DNs of the following types into this list: **Routing Point**, **External Routing Point**, **Service Number**, **Routing Queue**, **ACD Queue**, **Virtual Queue**, or **Virtual Routing Point**. Click **Add** to add a DN. In the pop-up window, you can create a new DN object by clicking **+**.

4. Perform one of the following actions after you have added a DN:

   - Click **Save** to accept the changes and return to the object list.

   - Click **Apply** to accept the changes and remain in the tab.

   - Click **Cancel** to discard the changes.

5. In the **Places** tab, click **Add** to add a Place. In the pop-up window, you can create a new Place object by clicking **+**.

6. Perform one of the following actions after you have added a Place to the Place Group:

   - Click **Save** to accept the changes and return to the object list.

   - Click **Apply** to accept the changes and remain in the tab.

   - Click **Cancel** to discard the changes.

7. Click **Save**.

Related Links

- Places
- IVRs
- IVR Ports
- Place Groups
- Switching Offices