



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Administrator Extension Help

Parameter Group Templates

12/20/2025

Parameter Group Templates

Parameter Group Templates are sets of Operational Parameters that can be deployed to one or more Tenants, and are defined by the Service Provider. A parameter can be grouped into more than one Group Template. You can also group sets of parameters into sections within a Parameter Group Template to enable you to create Parameter Group Sections within your parameter groups.

Display

This screen displays a list of all defined Parameter Group Templates for which you have the required role privileges to view. To refresh the list at any time, click **Refresh**. Click a Parameter Group Template in the list, and its properties are displayed to the right of the list. 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. The list dynamically updates to show items that match the text in the **Quick Filter** field.
 - Click **Tenant Filter** to open the **Tenant filter** panel. In this panel, click the checkbox(es) beside the tenants that you want to select. Use the **Quick Filter** field in this panel to filter the tenant list.
 - You can sort the Parameter Group Templates in the list by clicking on a column head. Clicking a column head a second time reverses the sort order.

Properties

Properties of Parameter Group Templates

Property	Description
Name	The name of the Parameter Group Template. It must be unique in the system.
Description	Optional text describing the Parameter Group Template or providing additional information.
Parameters	A list of Operational Parameters that have been added to the Parameter Group Template. The Section(s) to which this Parameter Group Template belongs is also displayed here. Important Sections can be deleted. Deleting a section only deletes the section grouping, and does not delete the set of parameters previously within that section.
Used	(Read-only) Used to deploy a parameter group.

Procedures

You can perform the following tasks in this screen:

- [Create Parameter Group Templates](#)
- [Modify Parameter Group Templates](#)
- [Delete Parameter Group Templates](#)
- [Manage the list of Operational Parameters in a Parameter Group Template](#)
- [Distribute Parameter Group Templates](#)
- Associate applications
- Determine where a Parameter Group Template is used and then change the Parameter Group Template that a Parameter Group uses to a different Parameter Group Template
- View the change history of the Parameter Group Template in the History panel by clicking **Related** and selecting **History**

Create Parameter Group Templates

The Service Provider creates Parameter Group Templates, and assigns Operational Parameters to them.

[+] Click to show procedure

Procedure: Creating Parameter Group Templates

Steps

1. On the **Parameter Group Template List** panel, click +.
2. On the + panel that is displayed to the right of the **Parameter Group Template List** panel, enter the properties (including adding parameters) of the new template.
3. Optionally, you can click **Add Section** to add the Parameter Group Template to a section in the **Parameter Group Template** list. A new panel opens to the right. Perform the actions below:
 - In the new panel, type the name for the new section in the **Name** field.
 - Type the key name for the new section in the **Key Name** field.

Important

These fields must be unique in the Parameter Group Template.

4. Click **Save** to save the new Parameter Group Template, or click **Cancel** to cancel the new template and not save it in the database.

Modify Parameter Group Templates

Changes that you make to a Parameter Group Template are not propagated to Parameter Groups that use that template.

[+] Click to show procedure

Procedure: Modifying Parameter Group Templates

Steps

1. On the **Parameter Group Template List** panel, select the Parameter Group Template that you want to modify.
2. On the <Parameter Group Template name> panel that is displayed to the right of the **Parameter Group Template List** panel, modify the properties of the Parameter Group Template, as required.
3. When you are finished modifying the Parameter Group Template, click **Save** to save your changes, or click **Cancel** to cancel your changes and leave the Parameter Group Template unchanged.

Delete Parameter Group Templates

You cannot delete a Parameter Group Template that is currently deployed.

[+] Click to show procedure

Procedure: Deleting Parameter Group Templates

Steps

1. On the **Parameter Group Template List** panel, select the Parameter Group Template that you want to delete.
2. On the <Parameter Group Template name> panel that is displayed to the right of the Parameter Group Template List panel, click **Delete**.
3. In the Confirm Deletion dialog box, do one of the following:
 - a. To remove the Parameter Group Template from the database, click **OK**.
 - b. To keep the Parameter Group Template and not remove it from the database, click **Cancel**.

Manage the list of Parameters

In a Parameter Group Template, you can manage the list of Operational Parameters in the following ways:

[+] Adding Operational Parameters to a Parameter Group Template

Procedure: Adding Operational Parameters to a Parameter Group Template

Steps

1. Select the Parameter Group Template to which the Operational Parameter is to be added in the list of Parameter Group Templates.
2. In the **Parameters** list, click **Add**.
3. In the **Parameters** panel that is displayed to the right, select the Operational Parameter(s) that you want to add. The selected Operational Parameter(s) are now displayed in the **Parameters** list.
4. Click **Save**.

[+] Change the order of the Operational Parameters in the list of Selected Parameters

Procedure: Change the order of the Operational Parameters in the list of Selected Parameters

Steps

To change the order of Operational Parameters in a Parameter Group Template:

1. Select the Parameter Group Template in which the order of Operational Parameters is to be changed.
2. In the **Parameters** list, select a parameter that you want to move, and click the up or down arrow to change its order in the list. You can also drag the parameter and drop it into a new position in the order.
3. Click **Save**.

[+] Removing Operational Parameters from a Parameter Group Template

Procedure: Removing Operational Parameters from a Parameter Group Template

Steps

1. Select the Parameter Group Template from which the Operational Parameter is to be removed.
2. In the **Parameters** list, select a parameter that you want to remove and click **Remove**.
3. Click **Save**.

Distribute Parameter Group Templates

The Service Provider deploys Parameter Group Templates to Tenants. At this point, the Parameter Group Template becomes a Parameter Group and is associated with a Routing Strategy.

[+] Click to show procedure

Procedure: Distributing Parameter Group Templates

Steps

1. On the **Parameter Group Template List** panel, select the Parameter Group Template that you want to deploy.
2. On the <Parameter Group Template name> panel that is displayed to the right of the **Parameter Group Template List panel**, click **Deploy**.
3. In the **Parameter Group Deployment** panel, provide the following information:
 - a. Parameter Group Name — The name that is assigned to this Parameter Group.
 - b. Tenant — The tenant to which this Parameter Group belongs.
 - c. Application — The Routing Strategy that will be used by this tenant and is associated with this Parameter Group. Click **Search** to select from a list of Routing Strategies.
4. Click **Next**.
5. In the **Tenant** panel, select the name of the tenant(s) to which you want to deploy the Parameter Group.
6. Click **Next**.
7. In the **Parameter Group Deployment** panel, specify the application(s) that you want to enable on this parameter group by clicking **Add**.
8. In the **Designated Applications** panel, select the name of the application(s) that you want to add.
9. Click **Next**.
10. Preview the deployment in the Summary. If you are satisfied with the deployment, click **Finish**. To make changes, click **Previous**.
11. Click **Close**.

Important

You can modify a Parameter Group Template after it has been deployed. For example, you can add, remove, re-order, and/or modify the parameters in an already deployed Parameter Group Template. Once saved, you can synchronize the changes and all Parameter Groups of the Parameter Group Template will be updated to the current structure.

Related Links

- [Parameter Groups](#)
- [Parameter Group Templates](#)
- [Parameters](#)
- [Parameter Groups](#)
- [Parameter Group Templates](#)