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Genesys Administrator Extension Help

User Interface

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User Interface

The main screen of Genesys Administrator Extension consists of two parts, as follows:

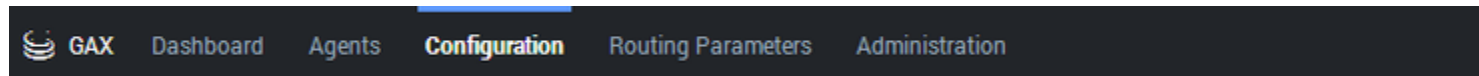
- The **header**, at the top of the screen, contains the main controls for the user interface.
- The **workspace**, under the header, is where you perform all the tasks in Genesys Administrator Extension.

Important

The workspace displays only those objects and options for which the logged-in user has **role privileges** and object permissions to access.

Header

The Header area is located at the top of the main screen of the interface and contains the main controls for the Genesys Administrator Extension (GAX) interface.



The Header Bar in Genesys Administrator Extension.

To the right, the Header Bar displays the name of the logged-in user and a link to this Help document. Click on the user name to access the **Preferences** menu.

To the left, the Header Bar contains the menu options for navigating GAX.

The following fixed headings are always displayed:

- **Dashboard**
- **Agents**
- **Configuration**
- **Routing Parameters**
- **Operations**

Click the **Home** button from any page in GAX to return to the home page.

Installing plug-ins will add submenu headings to the fixed headings. For example, installing the **ASD** plug-in adds **Solution Deployment** to the **Configuration** fixed heading. These submenu headings are listed in alphabetical order. If the plug-in does not specify a menu heading, it is added to the **Configuration** fixed heading.

Users can also add custom links to external websites. For more information, see [Adding Links to the Navigation Bar](#).

Important

The available submenu headings are determined by your access permissions and the plug-ins that are installed on your system. For example, the **Routing Parameters** submenu heading does not display if the **OPM** plug-in is not installed.

Workspace

The workspace, located below the header, is where you perform all tasks in Genesys Administrator Extension. It displays only those objects and options for which the logged-in user has **role privileges** and object permissions to access.

Lists of items in the workspace are organized by Tenant in multi-tenant environments. You can choose to view all Tenants, your default Tenant, or selected multiple Tenants by clicking **Tenant Directory**



You can sort lists by various criteria by clicking on column heads. You can also quickly find information by using the **Quick Filter** field.

Auditing History

For some objects, you can view an auditing history. Select the object, such as a solution definition, to view information about the object in a new panel. In the object information panel, click the **Related** button and select **History**. The **History** panel is displayed to the right. It contains information about the change history of the object.

Availability of Menu Items

Multiple instances of Genesys Administrator Extension might be connected to the same configuration environment, to support load balancing and high availability. Each instance of Genesys Administrator Extension might be configured to use different sets of functional modules. Not all modules might be available for every instance of Genesys Administrator Extension that is installed in your Genesys environment.

Related Links

- [Bulk Change Sets](#)
- [Adding Links to the Navigation Bar](#)
- [Login and Password](#)

- [Plug-In Management](#)
- [Using the Command Line Console \(CLC\)](#)