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Genesys Administrator Extension Help

Place Groups

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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.

Viewing Place Groups

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**.

Working with Place Groups

To create a new Place Group object, click **New**. To view or edit details of an existing object, click 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.

Creating Place Groups

To create a Place Group, do the following:

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**. For each DN to be added to the list of Origination DNs for this Group:
 - a. Click the **Origination DNs** tab and click **Add**.
 - b. Navigate to the appropriate folder, if necessary, and do one of the following:
 - To add an existing DN to the list of Origination DN for this Group, select it from the list of DNs.

- To add a new DN to the list of Origination DN for this Group, click + to **create the DN** in this folder and then select it from the list.
4. For each Place that you want to add as a member of this Place Group:
 - a. Click the **Places** tab and click **Add**.
 - b. Navigate to the appropriate folder, if necessary, and do one of the following:
 - To add an existing Place to this Group, select it from the list of Places.
 - To add a new Place to this Group, click + to **create the Place** in this folder and then select it from the list.
 5. After you have finished creating the DN Group, do one of the following:
 - Click **Save** to accept the changes and return to the list of Place Groups.
 - Click **Apply** to accept the changes and return to the **General** tab of this Place Group.
 - Click **Cancel** to discard the changes.

CSV File for Importing and Exporting

You can use the Bulk Import/Export functionality to import Place Groups from, and export Place Groups to, a comma-separated value (CSV), file. The import file used for importing and the export file created by exporting data are fully compatible, and a single file can be used for both importing and exporting. Or, you can create the import file yourself, using the general CSV information in this Help file, and the object-specific information contained in this section.

Fields of the CSV File

The source file is a text file in a comma-separated (CSV) format, with an extension of **.csv**.

In the source file each line represents a single Place Group. The same Place Group can appear in the source file only once. The unique identifier of the Place Group in the scope of the source file is the Name field.

The columns of the file are the properties of a Place Group, and optionally the Places in that group. The first row in the file has column names to identify the fields. The order of the columns is not important. A comma is inserted after each column header or value, or if the column does not have a value, immediately after the previous comma. Any non-mandatory column can be omitted from the source file, depending on user preference and/or the purpose of the file.

The source file contains the following properties for each user/agent:

Name	Type	Mandatory	Description
Action	ADD, UPDATE, DELETE	Yes	Specifies the action to be taken with this Place Group data, either create a new Place Group (ADD) or modify the existing Place Group

Name	Type	Mandatory	Description
			(UPDATE) or delete a Place Group (DELETE). This column is added automatically by GAX when a file is exported, with a value of UPDATE for all records in it. If you create the source file from scratch, you must add this column manually. In either case, this field is mandatory, and you must provide a value for each record.
Name	String	Yes	Name of Place Group.
Enabled	String	No	Whether this Place Group is enabled (Y) or not (N).
Section Option Value	String	No	Options associated with this Place Group. Note: Any special characters in the key/value are escaped by using a back slash (\). For example: \\,=\\,\\, where ", " (comma) is the key and ",," (comma,comma) is the value.

Relational Columns

In addition to the properties and folders in the table above, each row may contain relations between this Place Group and Places. Every instance of a Place will have a separate column in the source file. For example, if there are 10 Places, there will be 10 additional columns in the source file, each column representing each Place. All relational columns are optional.

Each header for a relational column consists of the object type and the object name, which will form a unique column name. So, for example, there cannot be two Places that have the same name, but a Place object may have the same name as a Place Group object.

Naming and value rules of relational columns are given in the following table:

Relational Columns			
Type	Column Name	Valid Values	Description
Place	Place:<place name>	Y - Add this Place to this Place Group N - Remove this Place from this Place Group <empty> - No action	A Place to be added or removed to this Place Group.

Example

The following data is to be uploaded to GAX to modify two Place Groups:

Action	Name	Enabled	Place:DMS_2001	Place:DMS_2002	Place:Mobile_4001	Place:Mobile_4002
UPDATE	DMS_PlaceGroup	Y	Y			
UPDATE	Mobile_PlaceGroup	N	N	Y	Y	

The contents of the CSV file for this data looks like this:

```
Action,Name,Enabled,Place:DMS_2001,Place:DMS_2002,Place:Mobile_4001,Place:Mobile_4002
UPDATE,DMS_PlaceGroup,Y,Y,Y,,
UPDATE,Mobile_PlaceGroup,Y,N,N,Y,Y
```