Genesys Administrator Extension Help

Profile Menu

12/20/2025

Contents

Profile Menu

Profile Menu

The Profile menu enables you to:

- View general information about GAX.
- Set or change your personal settings (preferences) when using GAX. These preferences take effect each time that you, or anyone using your login credentials, logs in to Genesys Administrator Extension from any browser.
- Launch Genesys Administrator.
- Log out of GAX.

To open the menu, click the username in the Header Bar. If configured, the menu also displays the last time that this user account was logged into Genesys Administrator Extension.

> ## Important
> To use the last login time feature, you must ensure:
>
> - The date and time of the local computer and the Management Framework computer are synchronized for the last login time to be accurate.
> - The following lines are included in the Configuration Server `confserv.cfg` file (located in the installation directory of the machine that hosts Configuration Server):
>   - `last-login = true`
>   - `last-login-synchronization = true`

The Profile menu contains the following options:

- **About**—Click this option to view information about your installation, including the version of GAX that you are using. If your user account has the **Read Deployable and Undeployable IPs and SPDs** privilege, you can also view information about the Configuration Server to which you are connected.

  > ## Tip
  > To see the versions of plugins that are installed, see Viewing Installed Plug-ins.

- **Change Password**—Change your password. You must have the **Modify User Password** privilege to change your password.
- **User Preferences**
- **System Preferences**

Genesys Administrator Extension Help   3

- **Set Current Page As Home**—Set the currently displayed page as the home page for your User account. Once set, this page is displayed each time you log in.
- **Genesys Administrator**—Launch Genesys Administrator. This link is displayed if you are configured to log in to Genesys Administrator, when you log in to Genesys Administrator Extension.
- **Log Out**—Log out of Genesys Administrator Extension.

> ## Important
>
> Settings in the **User Preferences** section take precedence over settings in the **System Preferences** section. For example, if the **System Preferences** language setting is English (US) and the **User Preferences** language setting is different, Genesys Administrator Extension will use the **User Preferences** language setting.

User Preferences

Advanced

In the **Advanced** category, you can specify the logging level for Genesys Administrator Extension JavaScript logging. You need to set this only if instructed to do so by support personnel. Use the drop-down list to set the level to one of the following:

- **Debug**—All (error, warning, info, and debug) logs are generated.
- **Info**—Error, warning, and info logs are generated. This is the default level.
- **Warning**—Only error and warning logs are generated.
- **Error**—Only error logs are generated.
- **Off**—Logging is disabled.

These logs are viewed in the browser console.

> ## Important
>
> Do not confuse these logs with Tomcat logs or with logs that are generated by components and stored in the Centralized Log Database.

Configuration Manager

In the **Configuration Manager** category, you can set the following display preferences for Configuration Manager:

- **Show DBID**—Shows the database ID when viewing details about a configuration object.

- **Show Recent**—On the Configuration Manager homepage, shows a list of recently accessed configuration objects. This list displays the configuration object type and name (for example, DNs , 80708), the Tenant to which the object belongs, and the last accessed date. Hover the mouse cursor over the item to see additional information, such as the specific date and time the object was accessed and its path. You can click the item to access the object.

- **Maximum number of recent items to display**—Specifies how many items to display in the **Show Recent** list.

Locale

In the **Locale** category, you can set the following preferences by selecting the appropriate radio button:

Preference (field name)	Description
Language	The language to use in the GAX user interface. The default is **Use system settings**. You can add more language options by installing language pack plug-ins. **Important** A browser refresh is required for the changes to take effect.
Date Format	The format in which dates are displayed in GAX. The default is **Use system settings**.
Start of Week	The day on which you consider the week to start. The default is **Use system settings**.
Number Format	The format in which numbers are displayed in GAX. The default is **Use system settings**.
Time Zone	The time zone in which times are displayed in GAX. The default is **Use system settings**.

System Preferences

Throttling

Genesys Administrator Extension enables you to throttle how many simultaneous requests are sent to Configuration Server, to minimize the risk of the server being overloaded. You can optimize these settings to help ensure consistent performance across your Genesys environment.

Bulk Update Batch Size specifies the maximum number of configuration updates that can be sent to Configuration Server simultaneously. The default value is 300. A value of 0 indicates that there will be no throttling of changes for configuration objects (all requested operations will be sent to Configuration Server without delay). Valid values are 0 or any positive integer.

> ## Important
>
> The maximum **Bulk Update Batch Size** for users who are entering data from Genesys Administrator is 300.

Bulk Update Batch Timeout specifies how long (in seconds) Genesys Administrator Extension should wait after sending one batch before sending the next batch. The default value is 1. A value of 0 indicates that there will be no delay between bulk-update operations. Valid values are 0 to 300.

Agent Management

By default, the Agent Management dashboard is in hidden mode. If you want to manage your Agents in the Agent Management dashboard, you must enable it in premise mode.

- In **Hidden** mode, (the default), the Agents option does not appear in the GAX menu bar.
- In **Premise** mode, the Agents option is displayed. This mode simplifies the management of your Agents.

> ## Important
>
> If you were using a previous version of GAX, and were using the "Cloud" mode (no relation to the cloud-based architecture), you will be automatically moved to Hidden mode. You must manually reset the mode to Premise to continue to manage your Agents.

You can also set the following options for the **Add Agents** window, which appears only if you select the **Premise** option:

- **Enforce User Name as E-mail Address**—If checked, GAX ensures information entered in the **User Name** field is in the form of an email address.
- **Hide Employee ID**—If selected, GAX hides the **Employee ID** field when in the **Add Agent** and **Edit Agent** windows.
- **Hide External ID**—If selected, GAX hides the **External ID** field in the **Add Agent** and **Edit Agent** windows.
- **Show Folders**—If selected, GAX displays a folder-based view in the agent dashboard.
- **Default Access Group**—(Optional) The Access Group to which Agents are added when they are created in the Agents window. By default, this value is blank and Agents are not added to any Access Group.

> ## Important

> - If you enter the name of an Access Group that does not exist, GAX cannot assign Agents to the group. You must create the Access Group first.
>
> - Any value for this option does not apply when uploading Agents in bulk, since the Access Group is specified for each agent in the upload file.

- **New Virtual Agent Group's Name Suffix**—(Optional) The suffix of the name of any new Virtual Agent Group that is to be created. By default, the suffix is _VG.

Locale

In the **Locale** category, you can set the following preferences by selecting the appropriate radio button:

Preference (field name)	Description
Language	The language to use in the GAX user interface. The default is **English (US)**. You can add more language options by installing language pack plug-ins. **Important** A browser refresh is required for the changes to take effect.
Date Format	The format in which dates are displayed in GAX.
Start of Week	The day on which you consider the week to start, either Sunday or Monday.
Number Format	The format in which numbers are displayed in GAX.
Time Zone	The time zone in which times are displayed in GAX.