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Genesys Administrator Extension Deployment Guide

Configuring Virtual Agent Groups (VAG)

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When the `disable-vag-calculation` parameter is set to `true` in the single tenant Configuration Server `confserv` file, the configuration server stops performing VAG calculations. Genesys Administrator Extension (GAX) then communicates with the Virtual Agent Group (VAG) Calculation Service configured in the `gax.properties` file. The VAG Calculation Service performs the VAG calculation and GAX retrieves those calculated VAGs/Agents and displays them. See [Genesys Administrator Help](#) for more information on Virtual Agent Groups.

Set the below mandatory VAG parameters in `gax.properties` file to enable VAG Service in GAX:

- `vag_hostname=< Host IP in which VAG Service is configured>`
- `vag_port=<VAG Service port number>`
- `vag_service_configured=true`

Important

This feature is available only in single tenant Configuration Server and GAX versions starting from 9.0.100.63.

To view the Agents list of a Virtual Agent Group:

1. Go to **Configuration > Agent Groups**.
2. Click any of the Virtual Agent Group.
3. Click the **Agents** tab to view the Agents belonging to the selected Virtual Agent Group.

To view the VAGs of Persons object:

1. Go to **Configuration > Persons**.
2. Click on any Agent who is a member of a Virtual Agent Group.
3. Click the **Dependencies** tab to view the dependent VAGs of the selected Agent.

To view the VAGs list of an Agent:

1. Navigate to Agents Dashboard.
2. List View will display the Agent Groups name of each agent including the VAG under the Agent Groups column header.

Token-based Authentication for VAG

GAX supports token-based authentication between GAX and VAG Calculation Service. If the token-based authentication is enabled in VAG Calculation Service by setting the auth parameter value to 1 in the `config.json` file, GAX generates JSON Web tokens using a predefined key to communicate with VAG Calculation Service.

To enable Token based VAG Service Authentication in GAX:

1. Login to VAG Server.
2. Navigate to the VAG Service installation directory.
3. Locate and open the `generate_token.js` file.
4. Copy the value of the variable `key`.
5. Open a Web browser and access GAX as localhost and login as a root user.
6. Access `http://localhost:<GAX Port>/gax/api/system/setvagkey?key=<Copied Key value from the VAG service>`
7. Logout from root.
8. GAX auto generates the `vag_key` and `vag_crypto_code` tokens and writes them to the `gax.properties` file.
9. Restart GAX service.