Genesys Administrator Extension Deployment Guide

Genesys Administrator Extension Deployment Guide

12/19/2025

Contents

Genesys Administrator Extension Deployment Guide

Genesys Administrator Extension (GAX), part of the Genesys Framework, is a web-based graphical user interface (GUI) that provides advanced administrative and operational functionality that is targeted to Hosted Service Providers as well as Enterprise customers.

This document contains the following information:

Overview

Solution Deployment

Configuration Object Management

Architecture

Setting up GAX

Deployment Task Summary

Managing Plug-ins

Upgrading GAX

Accessing GAX

Logging In

Logging in to Genesys Administrator from GAX

Troubleshooting

Including:

Required Permissions

Memory Issues

Browser Issues

GAX Role Privileges

Including:

GAX Configuration Options

Including:

Operational Parameter Management

Solution Deployment

Configuration Object Management

...

general Section

arm Section

log Section

...