Genesys Administrator Extension Help

Parameter Group Templates

4/8/2025

Contents

Parameter Group Templates

Parameter Group Templates are sets of Parameters that can be deployed to one or more Tenants, and are defined by the Service Provider. A parameter can be included in more than one Group Template. You can also group sets of parameters into sections within a Parameter Group Template to enable you to create Parameter Group Sections within your parameter groups.

Viewing Parameter Group Templates

This screen displays a list of all defined Parameter Group Templates for which you have the required role privileges to view. If you are using GAX 8.5.0 or earlier, all Parameter Group Templates in the Tenant are displayed, subject to your access privileges in the Tenant. In GAX 8.5.2, the list appears as a hierarchical tree of folders to which the corresponding Parameter Group Templates were deployed. However, you can see only those folders for which you have the appropriate role privileges. Therefore, you might not see all of the Parameter Group Templates in the Tenant, only those in the folders to which you have access.

To refresh the list at any time, click **Refresh**. Click a Parameter Group Template in the list, and its properties are displayed to the right of the list.

To sort the Templates in the list, click a column header. Clicking the header a second time reverses the sort order.

To find particular Templates in the list:

- Type the name or partial name of an object in the **Quick Filter** field. The list dynamically updates to show items that match the text in the **Quick Filter** field.

- Click **Tenant Filter** to open the **Tenant filter** panel. In this panel, click the checkboxes beside tenants that you want to select. Use the **Quick Filter** field in this panel to filter the tenant list.

Properties

The properties of Parameter Group Templates are described in the following table:

Property	Description
Name	The name of the Parameter Group Template. It must be unique in the system.
Description	Optional text describing the Parameter Group Template or providing additional information.
Parameters	A list of Parameters that have been added to the Parameter Group Template. The Section(s) to which this Parameter Group Template belongs is also displayed here.

Property	Description
	Important Sections can be deleted. Deleting a section only deletes the section grouping, and does not delete the set of Parameters previously within that section.
Used	(Read-only) Used to deploy a Parameter Group.

Working with Parameter Group Templates

You can perform the following tasks in this screen:

- Create Parameter Group Templates

- Modify Parameter Group Templates

- Delete Parameter Group Templates

- Manage the list of Parameters in a Parameter Group Template

- Distribute Parameter Group Templates

- Associate applications

- Determine where a Parameter Group Template is used and then change the Parameter Group Template that a Parameter Group uses to a different Parameter Group Template

- View the change history of the Parameter Group Template in the History panel by clicking **Related** and selecting **History**

Create Parameter Group Templates

The Service Provider creates Parameter Group Templates, and assigns Parameters to them.

[+] Show steps

1. On the **Parameter Group Template List** panel, click **+**.

2. On the **+** panel that is displayed to the right of the **Parameter Group Template List** panel, enter the properties (including adding Parameters) of the new template.

3. Optionally, you can click **Add Section** to add the Parameter Group Template to a section in the **Parameter Group Template** list. A new panel opens to the right. Perform the actions below:

   - In the new panel, type the name for the new section in the **Name** field.

   - Type the key name for the new section in the **Key Name** field.

     > **Important**
     > These fields must be unique in the Parameter Group Template.

4. Click **Save** to save the new Parameter Group Template, or click **Cancel** to cancel the new template and not save it in the database.

Modify Parameter Group Templates

Changes that you make to a Parameter Group Template are not propagated to Parameter Groups that use that template.

[+] Show steps

1. On the **Parameter Group Template List** panel, select the Parameter Group Template that you want to modify.

2. On the <Parameter Group Template name> panel that is displayed to the right of the **Parameter Group Template List** panel, modify the properties of the Parameter Group Template, as required.

3. When you are finished modifying the Parameter Group Template, click **Save** to save your changes, or click **Cancel** to cancel your changes and leave the Parameter Group Template unchanged.

Delete Parameter Group Templates

You cannot delete a Parameter Group Template that is currently deployed.

[+] Show steps

1. On the **Parameter Group Template List** panel, select the Parameter Group Template that you want to delete.

2. On the <Parameter Group Template name> panel that is displayed to the right of the Parameter Group Template List panel, click **Delete**.

3. In the Confirm Deletion dialog box, do one of the following:

    a. To remove the Parameter Group Template from the database, click **OK**.

    b. To keep the Parameter Group Template and not remove it from the database, click **Cancel**.

Manage the list of Parameters

In a Parameter Group Template, you can manage the list of Parameters in the following ways:

- Add Parameters to a Parameter Group Template **[+] Show steps**

    1. Select the Parameter Group Template to which the Parameter is to be added in the list of Parameter Group Templates.

    2. In the **Parameters** list, click **Add**.

    3. In the **Parameters** panel that is displayed to the right, select the Parameter(s) that you want to add. The selected Parameter(s) are now displayed in the **Parameters** list.

    4. Click **Save**.

- Change the order of the Parameters in the list of Selected Parameters **[+] Show steps**

    1. Select the Parameter Group Template in which the order of Parameters is to be changed.

2. In the **Parameters** list, select a parameter that you want to move, and click the up or down arrow to change its order in the list. You can also drag the parameter and drop it into a new position in the order.

3. Click **Save**.

- Remove Parameters from a Parameter Group Template **[+] Show steps**

    1. Select the Parameter Group Template from which the Parameter is to be removed.

    2. In the **Parameters** list, select a Parameter that you want to remove and click **Remove**.

    3. Click **Save**.

Distribute Parameter Group Templates

The Service Provider deploys Parameter Group Templates to Tenants, at which point, the Parameter Group Template becomes a Parameter Group in that Tenant.

Starting in release 8.5.230, you can deploy Parameter Group Templates to specified Folders and Configuration Units within the Tenant. This enables each Tenant to restrict access to particular Parameter Groups based on a user's permissions to that Configuration Unit or Folder. Previously, all users with access to the Tenant could access all Parameters.

You can modify a Parameter Group Template after it has been deployed. For example, you can add, remove, re-order, and/or modify the parameters in an already deployed Parameter Group Template. {{NoteFormat|If you have changed the schema of the Template, be aware that pressing the **Sync** button restores the rest of the Template (*below* the change) to default values. You will then have to set the values for that part of the Template back to the correct values.

[+] Show steps

1. On the **Parameter Group Template List** panel, select the Parameter Group Template that you want to deploy.

2. On the <Parameter Group Template name> panel that is displayed to the right of the **Parameter Group Template List panel**, click **Deploy**.

3. In the **Parameter Group Deployment** panel, do the following:

    a. In the **Parameter Group Name** field, enter the name that is assigned to this Parameter Group.

    b. In the **Tenant** field, use the folder icon to select the Tenant to which this Parameter Group belongs.

    c. (Optional) In the **Folder** field, use the folder icon to select the Transactions Folder to which this Parameter Group Template is to be deployed. You can deploy Parameter Group Templates to specified Folders and Configuration Units within the Tenant. This enables each Tenant to restrict access to particular Parameter Groups based on a user's permissions for a specified Folder or Configuration Unit. Leave this field blank if you prefer that all users with access to the Tenant have access to all Parameters and associated Templates, as has always been the case.

    d. Click **Next**.

    e. Select the applications to be associated with this Template in the Associated Applications panel.

4. Preview the deployment in the Summary. If you are satisfied with the deployment, click **Finish**. To make changes, click **Previous**.

5. Click **Close**.