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Genesys Administrator Extension Help

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Welcome to the Genesys Administrator Extension Help. This document introduces you to the GUI of Genesys Administrator Extension and describes concepts and procedures relevant to using this software in your contact center.

About Genesys Administrator Extension

Genesys Administrator Extension (GAX) introduces the next-generation user interface for Genesys that reduces both the overall operating costs and the time to deployment, by providing user-friendly interfaces that perform complex operations while at the same time preventing user error. This product is focused on the user experience for both Enterprise and Hosted customers, as well as by system administrators and line-of-business users.

The following are quick links to popular chapters and topics:

The GAX Interface

- [Login and Password](#)
- [Navigating the User Interface](#)
- [Setting Preferences](#)

Configuration and Monitoring

- [System Dashboard](#)
- [Using the Agents Window](#)
- [Using Configuration Manager](#)
- [Viewing Centralized Logs](#)

Solution Deployment

- [Installation Packages](#)
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Operational Parameter Management

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Audio Resource Management

[Audio Resource Management](#)

Helpful Information

[Troubleshooting GAX](#)