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Genesys Administrator Extension Help

Tenants

Tenants

Contents

- **1 Tenants**
 - **1.1 Allocation of Resources**
 - **1.2 Viewing Tenants**

Tenants are businesses whose customer interactions are enabled or enhanced through services offered by a third party, typically a telecommunications service provider. From an architectural standpoint, however, most of the hardware and software that Tenants use to enable or enhance those interactions belong to the service provider.

From a functional standpoint, each Tenant in a hierarchical multi-tenant environment is a contact center (single or multi-site) completely equipped to process customer interactions. In a hierarchical multi-tenant environment, at any given time, Genesys Administrator Extension displays only those hardware and software resources belonging to a particular Tenant within that environment.

Important

To create Tenants, a user must have the appropriate permissions and role privileges to log in to Genesys Administrator Extension and create Tenants. However, the Tenant Creators Access Group must exist for the user to create a Tenant.

Allocation of Resources

Some of these hardware and software resources are allocated to each Tenant separately (for example, the telephony extensions and queues of a switching system).

Other resources are shared by the Tenants; these resources process customer interactions for some or all of the Tenants simultaneously (for example, the control and signaling devices of a switching system, and service control points of the public telephone network).

The configuration objects that describe both types of resources are allocated to Tenants accordingly.

Viewing Tenants

Normally, the Tenants that are visible depends on which Tenant is selected in the **Tenant Directory** of Configuration Manager. When set to Environment, the User is able to see all Tenants. If another Tenant is selected, the User can view only that Tenant and any existing child Tenants.

If the User is using the **Quick Filter** field, all Tenants to which the User has access are searched. If the User does not have access to the Environment (root) Tenant, it is not displayed.

Viewing Tenants

The **Tenants** list shows the Tenants that are in your environment.

Important

Tenants that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges to access.

You can filter the contents of this list by typing the name or partial name of an object in the **Quick Filter** field.

Working with Tenants

To create a new Tenant object, click **New**. To view or edit details of an existing object, click the name of the object, or click the check box beside an object and click **Edit**. You must click a Tenant to access functions to copy the Tenant, delete the Tenant, or to enable or disable the Tenant.

Important

When you delete a Tenant from the Configuration Database, all of its child Tenants are also deleted, and recursively, all of their child Tenants.

Click the name of a Tenant to view additional information about the object. You can also set **options** and **permissions**, and view **dependencies**.

Procedure: Creating Tenant Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
 - **Name**—The name of the Tenant. You must specify a value for this property, and that value must be unique within the Configuration Database.
 - **Password**—A password that must be used to access this Tenant.
 - **Confirm Password**—A confirmation of the password.
 - **Parent Tenant**—The parent Tenant of this Tenant. By default, the parent Tenant is the Tenant in which you are creating the new Tenant. If you change this field, the new Tenant will be created as a new child Tenant under the specified parent Tenant. To subsequently change the parent Tenant, refer to the Structure tab, above.
 - **Chargeable Number**—The account number to which activities for this Tenant are charged, for cost-tracking purposes.

- **Default Capacity Rule**—The name of the Script of Capacity Rule type that defines the ability of this Tenant to handle multiple interactions. For more information, refer to Reporting documentation.
- **Default Contract**—The default cost contract applied to resources of this Tenant. For more information, refer to the Routing Solutions chapter of the *Universal Routing 8.0 Routing Application Configuration Guide*.
- **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

3. Click **Save**.

Important

If you are not logged in as the default User, or are not a member of the **SuperAdministrators** Access Group, you must have special **permissions** and **role privileges** to create a Tenant. Refer to the *Genesys Security Deployment Guide* for details about the security requirements for creating a Tenant.

Tenant Structure

Hierarchical Multi-Tenant Structure

The structure of a hierarchical multi-tenant structure can contain an unlimited number of levels. This configuration environment serves the needs of every company in the hierarchy.

In any multi-tenant environment, when you run Genesys Administrator Extension for the first time after the Configuration Database initialization, you can only view the Environment Tenant. When you register a new Tenant in the Configuration Database, the Configuration Layer automatically creates all the folders necessary to support resource allocation and configuration data entry for this Tenant.

Refer to the *Genesys Security Deployment Guide* for information about how permissions are inherited in a hierarchical multi-tenant structure.

Modifying the Hierarchical Multi-Tenant Structure

To rearrange Tenants between parent Tenants in the structure, modify the Parent Tenant field for the Tenant object that you want to move.