

# **GENESYS**

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# Genesys Administrator Extension Help

Searching for Configuration Objects

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# Searching for Configuration Objects

You can search for one or more specific objects in Genesys Administrator Extension. Start defining the search criteria by clicking **Search** in the top right corner of the Configuration Manager home page. You can search for an object by specifying **Name**, **Type**, **State [enabled/disabled]**, and/or **Tenant**. The search can be case-sensitive or case-insensitive.

You can use Advanced Search to search for objects by specifying additional criteria. For example, you could use Advanced Search to search for a Person object by adding criteria such as **Is Agent**, **First Name**, **Last Name**, **Employee Id**, **Switch**, **Skill**, **Skill Level**, **Agent Login**, or **Agent Group**. Search results appear beneath the criteria, including the path to each object in your configuration.

### Warning

The Search facility ignores any restrictions placed by Roles, meaning that a user can view any object regardless of what Roles they have been assigned. Therefore, in addition to Roles, it is imperative that you also use permissions to prevent a user seeing objects for which they have no Role privileges.

## Searching for an Object

To search for an object:

- 1. Click **Configuration** in the GAX Header, and click **Search** in the upper-right corner.
- 2. Enter the search criteria in the appropriate fields, noting the following:
  - Only **Type** is required, but specifying other criteria, if known, will speed up your search and reduce the number of records in the Results.
  - By default, the search is case-insensitive.
  - In text boxes (such as Name), you need to enter only the first few characters of the required text. For example, to search for the Configuration Server object named confserv, enter conf. The search results will list all objects with names starting with "conf" (and "Conf", if Case Sensitive is not selected), including confserv.
  - Wildcards such as ! and \* are supported.
- 3. (Optional) Select Case Sensitive to make the search case-sensitive.
- 4. (Optional) Click Advanced Search to provide additional values for search criteria.
- 5. Click Search.

#### Important

You can perform only one search at a time. The results of one search clears the results and filter criteria of the previous search.

The **Search Results** section displays the same metrics as for other lists in the GAX. In this section, you can:

- Select any or all of the objects for further action.
- Sort the list by any column.
- Use the **Column Picker** to define what fields are displayed and not displayed.
- Delete, Clone, Move, Enable, or Disable selected objects.
- Further refine the list using the **Quick Filter**.

#### Tip

By default, the Quick Filter starts displaying results while you are typing. If you prefer to have the filtering start only when you hit **Enter**, go to the **Application Options** tab of the GAX Application object and add an option to the **general** section called **quick\_filter\_only\_on\_enter** and set its value as **true**.

Clicking on any object in the results opens the properties dialog box for that object, where you can modify or delete this object, or add new objects to your configuration.

## Clearing the Search Results

To clear the results of a search, do one of the following:

- Click **Clear**. This clears the search criteria and and results.
- Perform another search. The results of one search clears the results of the previous search.