GENESYS™

Genesys Skills Management Automated Install and Upgrade Guide

Managing Global Events

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Managing Global Events

This page allows you to set events that are common to your organization. For example, setting Salesforce or PureConnect billing process.

> ### Important
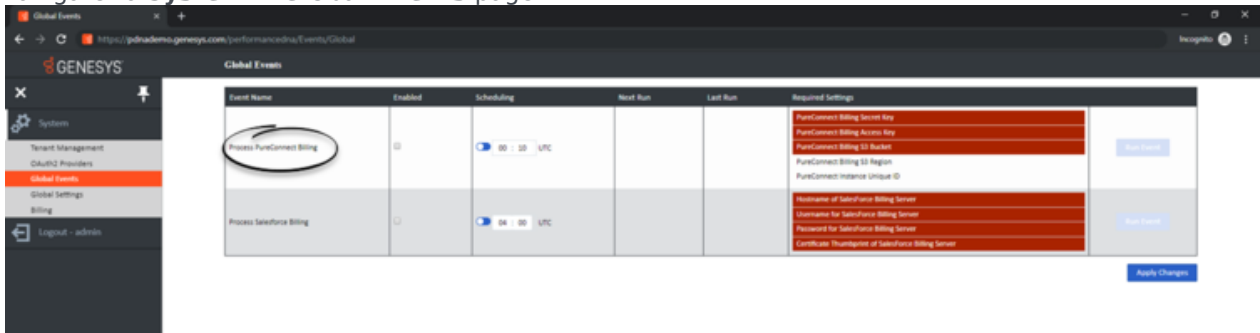> Events listed on this page are accessible only by a Landlord / Tenant Admin.

Configuring PureConnect Billing Process Event

Follow the steps below to configure the PureConnect billing process event in Skills Management. Note that you must be a Landlord / Tenant Admin to perform this procedure.

Prerequisite

Ensure that you have configured PureConnect Billing Server details in the **Global Settings** page.

1. Navigate to **System** > **Global Events** page.

2. Select the check box in the **Enabled** column for **Process PureConnect Billing** event. By default, this field is disabled.

3. In the **Scheduling** column, you can either define a duration or a specific time on the server by using the toggle switch. The **Process PureConnect Billing** event will run based on the schedule you setup in this column.

    - Enter the minutes such that the event runs for every X minutes, for example, 360 minutes. By default, the event is set to run every 1440 minutes.

    - By toggling the switch, you can change the schedule from every X minutes to a specific time on the server.

4. Click **Apply Changes** to save the settings.

> **Important**
>
> Once configured, you can also run the process manually by clicking the **Run Event** button.
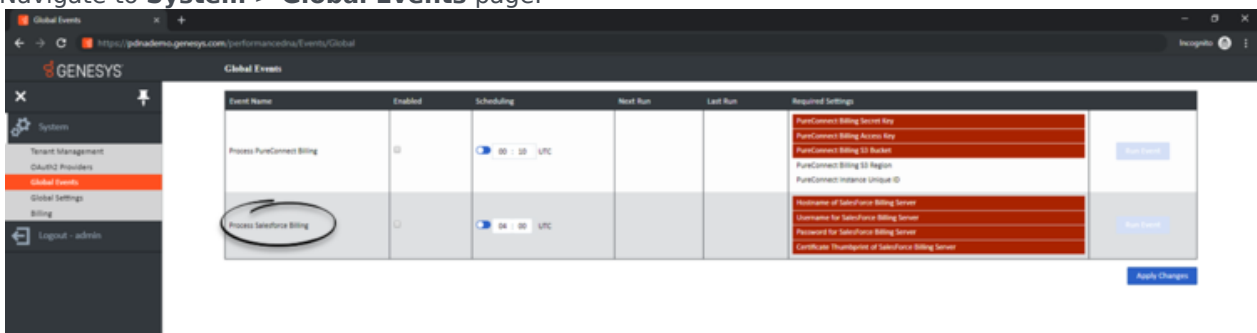
Configuring Salesforce Billing Process Event

Follow the steps below to configure the Salesforce billing process event in Skills Management. Note that you must be a Landlord / Tenant Admin to perform this procedure.

Prerequisite

Ensure that you have configured Salesforce Billing Server details in the **Global Settings** page.

1. Navigate to **System** > **Global Events** page.

2. Select the check box in the **Enabled** column for **Process Salesforce Billing** event. By default, **Process Salesforce Billing** is disabled.

3. In the **Scheduling** column, you can either define a duration or a specific time on the server by using the toggle switch. The **Process Salesforce Billing** event will run based on the schedule you setup in this column.

   - Enter the minutes such that the event runs for every X minutes, for example, 360 minutes. By default, the event is set to run every 1440 minutes.

   - By toggling the switch, you can change the schedule from every X minutes to a specific time on the server.

4. Click **Apply Changes** to save the settings.

> **Important**
>
> Once configured, you can also run the process manually by clicking the **Run Event** button.