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Genesys Skills Management Automated Install and Upgrade Guide

Importing OrgData Through CSV Files

Importing OrgData Through CSV Files

Following the configuration of the data source fields, you can import the OrgData file. Whenever there is an update in the data source, you must import the recently updated OrgData file in Skills Management system for accurate maintenance of data.

Important

For OrgData configurations that use a daily update or file produced by a third party system, you can use the [Orgdata API](#) to upload the OrgData file automatically in regular intervals

To import the OrgData file,

1. Navigate to **Admin > Users > Import Users**.
2. On the **IMPORT USERS** page, click **CHOOSE FILE** in the **Upload** column.
3. Navigate and locate the corresponding OrgData CSV file from your computer.
4. Select the file and click **Open**.
5. Click **SUBMIT** to upload the file. When the OrgData import is complete, you can notice a green **SUCCESS** button in the **Result** column.
Note: If the **SUBMIT** button is disabled, it means there is a mismatch in the filename displayed in **Name** column and the filename you selected. Resolve this mismatch by updating the filename and upload it again.

Important

The **Import Users** feature doesn't support upload or creation of Users or User Hierarchy. However, you can upload the CSV files as part of **OrgData Process**.