

GENESYS

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SIP Voicemail Administration Guide

Defining Administrators

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Start

- 1. Open Configuration Manager or Genesys Administrator.
- 2. Create an access group object, specifically for Voicemail Administration, in the Tenant > Access Group folder. Name this object, Voicemail or something equally logical.
- 3. Close the Access Group folder and open the Applications folder.
- 4. Select the Security tab of the Voicemail application object in the Applications folder and make a note of what account is selected in the Log On As section. In the following figure, the SYSTEM Account is selected. You will need this information in **Step 11** in this procedure.

General	Tenants	Se	erver Info	Start Info	
Connections	Options	Annex	Security	Dependency	
Permissions View or set permission information on the selected item(s).					
	Permissions				
Log On As-			<u></u>		
⊙ SYSTEM Account					
🔿 This Acc	ount:				

- 5. Select the Options tab, and create this option:
 - Section: VoicemailServer
 - Name: security-admin-access-group
 - Value: tenant\access_group

...where tenant is your contact center and access_group is the object that you created in **Step 4**.

- 6. Save your work and close the Voicemail application object.
- 7. Close the Applications folder and re-open the Access group folder.
- 8. Right-click on the Access Group that you created in **Step 4** and then named in the option securityadmin-access-group.
- 9. Select Properties from the drop-down menu. This displays the Properties dialog box.
- 10. Select the Security tab and click the Permissions button.

11. Click the Add button and select from the Add dialog box the Log On As account, as defined in **Step 2** of this procedure.

Object Permission						
	Object: Access Group "VoiceM	lail Admin''				
Name	*	Access				
SYSTEM		Read				
📲 Environment\default		Full Control				
🙇 Environment\Administrators		Full Control				
🍂 Env	vironment\Super Administrators	Full Control				
Type of Access: Read						
	OK Cancel	Add	Remove Help			

- 12. Click OK to save your work. Close the open dialog boxes.
- 13. Open the Access Group.
- 14. Add agents to the Access Group in the same way that you add people to any access group. These agents will have administration privileges.
- 15. Save your work by closing the dialog boxes.

End