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Web Services and Applications Configuration Guide

Enabling Agents To Manage Contacts

12/19/2025

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Procedure: Enabling agents to manage contacts

Purpose: To enable an agent to view and manage contact information.

Prerequisites

- A working knowledge of Genesys Administrator.
- The CloudCluster application object exists in the Configuration Database.
- The CloudCluster application has a connection to Universal Contact Server.
- The agent object is configured to use one or more of the following media channels:
 - E-Mail
 - Chat

Start

1. In the CloudCluster application, enable the **api-multimedia** feature.
2. Configure the **Contact** options in the interaction-workspace section of the CloudCluster application object.

End