GENESYS™

Contact Center Advisor and Workforce Advisor Administrator User's Guide

Contact Centers

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Contact Centers

This section describes how to configure contact centers. The following screenshot shows the **Contact Centers** page in the Administration module.

Contact Centers Page

Adding or Deleting a Contact Center

New contact centers must be added in Genesys Administrator. Adding and deleting contact centers cannot be performed in the Advisors Administration module. However, you can make a contact center inactive, or remove the contact center from the Advisors configuration.

To add a new contact center or delete a contact center in Genesys Administrator, see Advisors Business Objects.

Configuring the Attributes for a Contact Center in Advisors

See Configuring Contact Centers.

Removing a Contact Center from Advisors Configuration

To remove the contact center from the Advisors configuration, click the **Remove from Advisors Configuration** button. This removal is not synchronized back to Configuration Server. The contact center continues to be present in the contact center list, but displays as not configured and not active. The contact center completely disappears from the list only after it is deleted from Genesys Administrator.

Important

Before removing a contact center from the Advisors configuration, you must remove all other objects that are dependent on it.

NEW If a contact center is removed from your Genesys configuration interface (such as Genesys Administrator), the following happens:

- The contact center **Active** column shows No.
- The **Edit** panel shows the following warning in red:
  This contact center has been removed from Configuration Manager.