





















































































































































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Genesys Administrator Extension Help

Genesys Administrator 8.5.2

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Genesys Administrator Extension

Genesys Administrator Extension GUI

Genesys Administrator Extension

Genesys Administrator Extension (GAX) Genesys

GAX

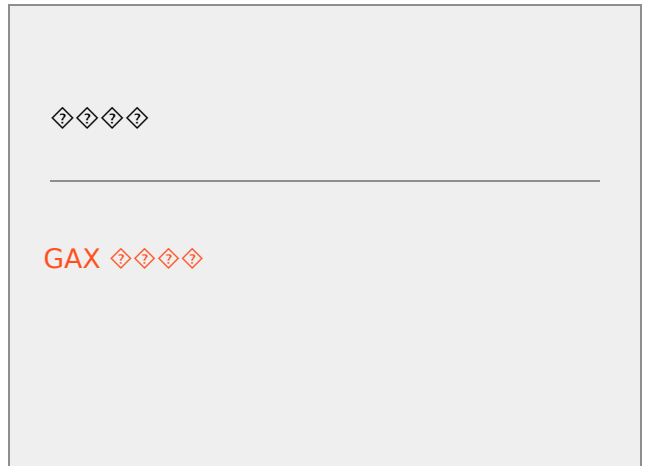
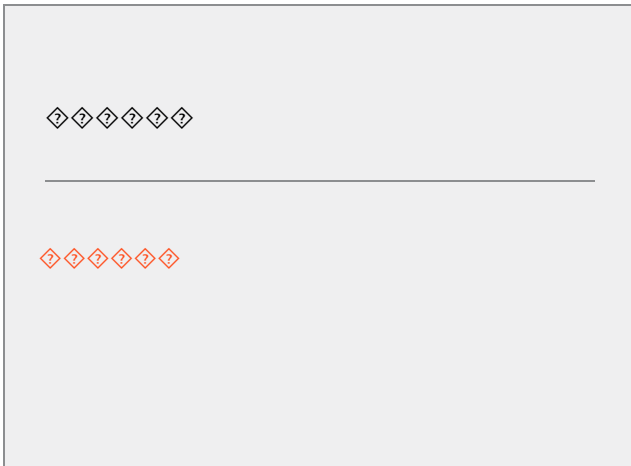
-
-
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- Configuration Manager**
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Operational Parameter Management

-
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- ◆◆
- ◆◆◆
- ◆◆◆◆
- ◆◆◆◆◆

SPD

◆◆ SPD◆CLC ◆◆◆◆◆◆◆◆

- ◆◆
- ◆◆
- querybyid
- ◆◆
- ◆◆
- encrypt (◆◆◆◆◆◆◆◆)

◆◆

◆◆

◆◆

◆◆◆◆ SPD ◆◆◆ GAX ◆◆◆◆◆ SPD ◆◆◆ (◆◆ SPD XML ◆◆◆◆◆◆◆◆◆◆)◆◆◆◆◆◆ SPD◆

◆◆◆◆◆◆◆◆◆ SPD ◆ ID◆

◆◆

java -jar gaxclc.jar -u:user -p:password -s -h:<host>:<port> spd add "file path"

- "file path"—XML ◆◆◆◆◆◆

◆◆

java -jar gaxclc.jar -u:default -p:password spd add "c:\GAX\newSpd.xml"

◆◆

◆◆

◆◆

◆◆◆◆◆◆ SPD◆◆◆◆◆◆◆◆ SPD ◆◆◆◆◆◆◆◆

- ID ◆◆
- ◆◆
- ◆◆
- ◆◆◆ DBID

◆◆◆◆◆◆◆◆

```
10054 gvp 8.1.5 1
10060 genesysOne 8.1.5 1
10060 eServices 8.1.5 1
```

◆◆

```
java -jar gaxclc.jar -u:user -p:password -s -h:<host>:<port> spd query
```

◆◆

```
java -jar gaxclc.jar -u:default -p:password -s -h:132.45.43.45:443 spd query
```

querybyid

querybyid

◆◆

```
◆◆◆◆◆ ID ◆◆ SPD◆◆ SPD ◆◆◆◆◆◆◆◆◆◆
◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆ SPD ◆◆◆◆◆◆◆◆◆◆◆◆
```

- ◆◆◆ ID
- ◆◆

◆◆◆

1 Install

◆◆

```
java -jar gaxclc.jar -u:user -p:password -s -h:<host>:<port> spd query SPDID
```

- SPDID— ◆◆◆ SPD ◆ ID◆

◆◆

```
java -jar gaxclc.jar -u:default -p:password -h:132.45.43.45:8080 spd query 4374
```

```
{
  "Dialog name" : {
    "Input name" : true/false
  }
}
```

◆◆

SPD ◆◆◆

```
<profile name="Install">
  <dialog step="Step1">
    <input name="STATUS" title="status" type="boolean" required="true">
      <description>status field</description>
    </input>
  </dialog>
  <execution>
    <script>
      log('boolean test');
    </script>
  </execution>
</profile>
```

◆◆◆◆◆◆◆◆◆◆

```
{
  "Step1" : {
    "STATUS" : true
  }
}
```

◆◆◆◆

◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆

```
{
  "Dialog name" : {
    "Input name" : <integer>
  }
}
```

◆◆

SPD ◆◆◆

```

<profile name="Install">
  <dialog step="Step1">
    <input name="NUMBER" title="number" type="integer" required="true">
      <description>number field</description>
    </input>
  </dialog>
  <execution>
    <script>
      log('number test');
    </script>
  </execution>
</profile>

```

◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆

```

{
  "Step1" : {
    "NUMBER" : 132
  }
}

```

◆◆◆◆

◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆

```

{
  "Dialog name" : {
    "Input name" : "password"
  }
}

```



◆◆

SPD ◆◆◆

```

<profile name="Install">
  <dialog step="Step1">
    <input name="PASSWORD" title="password" type="password" required="true">
      <description>password field</description>

```


SPD ◆◆◆

```

<profile name="Install">
  <dialog step="Step1">
    <input name="APP_OBJ_SELECT_MULTIPLE" title="Application Name" hidden="false"
type="selectMultiple" default="">
      <description>select application</description>
      <objectselect>
        <filter value="CfgApplication" name="type"/>
      </objectselect>
    </input>
  </dialog>
  <execution>
    <script>
      log('test select multiple' );
    </script>
  </execution>

```

◆◆◆◆◆◆◆◆◆◆

```

{
  "Step1" : {
    "APP_OBJ_SELECT_MULTIPLE" : {
      "objectselect" : {
        "filter" : [{
          "value" : "SIP_lrm26",
          "name" : "name"
        },{
          "value" : "SIP_lrm27",
          "name" : "name"
        }
      ]
    }
  }
}

```

◆◆◆◆◆◆◆ **SIP_lrm26** ◆ **SIP_lrm27** ◆◆◆◆◆◆◆◆◆◆**SELECTONE** ◆◆◆◆◆◆◆◆◆◆ ◆◆◆◆ **<selection>** ◆◆◆◆ *selectOne/selectMultiple/*◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆

```

{
  "Dialog name" : {
    "Input name" : {
      "selection" : {
        "option" : [{
parameter",
          "value" : "option value assigned to the input
          "name" : "option name is displayed in UI"
        }
      ]
    }
  }
}

```

```

    }
  }
}

```

CLC ◆◆ SPD ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆ *selectMultiple* ◆◆◆◆◆◆◆◆◆◆◆◆

◆◆

SPD ◆◆◆

```

<profile name="Install">
  <dialog step="Application Parameters">
    <input name="DATA_MODEL" title="Binary Version (32-bit or 64-bit)" default="64"
type="selectOne" required="true">
      <description>This parameter defines the 32-bit or the 64-bit version of the
binary to be deployed. </description>
      <selection>
        <option name="32" value="32"/>
        <option name="64" value="64"/>
      </selection>
    </input>
  </dialog>
  <execution>
    <script>
      log('test selection support' );
    </script>
  </execution>

```

◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆

```

{
  "Application Parameters" : {
    "DATA_MODEL" : {
      "selection" : {
        "option" : [{
          "value" : "64",
          "name" : "64"
        }
      ]
    }
  }
}

```


◆◆

◆◆◆◆◆ SPD◆◆◆ SPD ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆

◆◆

java -jar gaxclc.jar -u:user -p:password -s -h:<host>:<port> spd delete SPDID

- SPDID—◆◆◆◆ SPD ◆ ID◆

◆◆

java -jar gaxclc.jar -u:default -p:password spd delete 5436

IP

◆◆ ip ◆◆◆◆CLC ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆

- ◆◆
- ◆◆
- querybyid
- ◆◆

◆◆◆

◆◆◆

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◆◆◆◆ IP (◆◆◆ .zip ◆◆◆◆) ◆◆◆ GAX ◆◆◆◆◆◆◆ IP ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆

◆◆◆◆◆◆◆◆◆◆◆ IP ◆ ID◆

```
◆◆◆
.zip ◆◆◆◆◆◆◆ IP ◆◆ IP ◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆◆
```

◆◆

```
java -jar gaxclc.jar -u:user -p:password -s -h:<host>:<port> ip add "path to IP zip file"
```

◆◆

```
java -jar gaxclc.jar -u:default -p:password ip add "C:\GAX\TESTS\zippedIpUpload\PRODUCTION\IP_TSRvSIP64_18100079b1_ENU_windows.zip"
```

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◆◆◆◆◆◆◆◆ IP◆◆◆◆◆◆◆◆ IP ◆◆◆◆◆◆◆◆◆◆

- ID ◆◆
- ◆◆
- ◆◆
- ◆◆◆◆
- ◆◆◆◆
- ◆◆

◆◆

```
java -jar gaxclc.jar -u:user -p:password -s -h:<host>:<port> ip query
```

◆◆

```
java -jar gaxclc.jar -u:default -p:password -s -h:132.45.43.45:443 ip query
```

querybyid

querybyid

◇◇	◇◇	◇◇ ID	◇◇ ◇◇ ◇◇ ◇	◇◇ ◇	◇◇ ID	◇◇	◇ ◇◇ ◇◇	◇◇ ◇◇ ◇◇ ◇	◇◇ ◇◇ ◇◇	◇◇ ◇◇ ◇	◇◇ ◇◇ ◇◇ ◇◇ ◇◇	◇◇	◇◇ ◇
Sarah	Lee	223344	sarahl@acme.com	N								◇◇	Acme/ ◇◇/ ◇◇ 1
John	Doyle	223465	johnd@acme.com	Y	2233	1	◇	N	◇			◇◇	Acme/ ◇◇/ ◇◇ 2
Robert	Cook	244456	bobc@acme.com	Y	2356	5	◇		◇			◇◇	Acme/ ◇◇/ ◇◇ 3

◇◇◇◇ CSV ◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇

Sarah, Lee, 223344, sarahl@acme.com, N, , , , , Y, ADD, Acme/Branch/Team 1
 John, Doyle, 223465, johnd@acme.com, Y, , 2233, 1, Y, N, Y, , ADD, Acme/Branch/Team 2
 Robert, Cook, 244456, bobc@acme.com, Y, , 2356, 5, Y, , Y, , ADD, Acme/Branch/Team 3





Configuration Manager

-
-
- ()
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-
-



Configuration Database

Placeholder text consisting of multiple rows of question marks.



- Placeholder text consisting of a row of question marks.
- Placeholder text consisting of a row of question marks, followed by the text *Genesys Security Deployment Guide*.



Placeholder text consisting of two rows of question marks.



Placeholder text consisting of a row of question marks.

Configuration Manager

Placeholder text consisting of a row of question marks.

- Placeholder text consisting of a row of question marks.
- Placeholder text consisting of a row of question marks, followed by a line break and another row of question marks.

Placeholder text consisting of a row of question marks.



Placeholder text consisting of three rows of question marks.

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-

Steps

1.

2.

- — Configuration Database () ()
- —
- —
- —

3.

4. **role privileges**

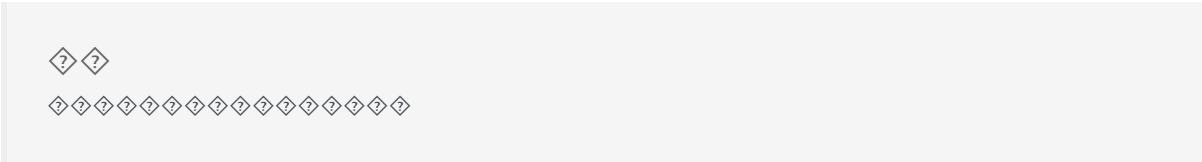
5.



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Configuration Manager

??

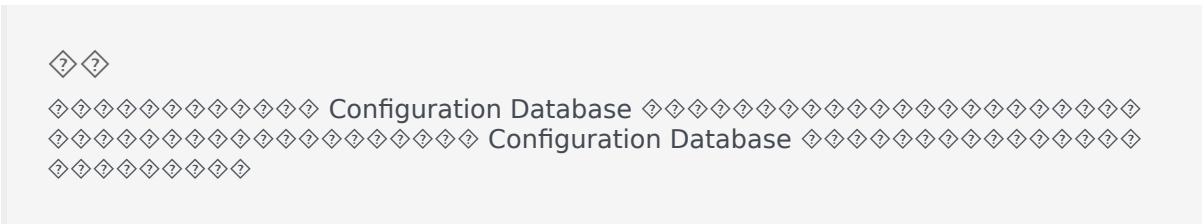
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Configuration Manager

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Configuration Database

Genesys Genesys

Genesys



Configuration Manager

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Steps

- 1.
2. .apd
- 3.
- 4.

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???? Genesys TLS Security ?????????? [Genesys Security Deployment Guide](#)

◇

3. ???

4. ???

- ?????—??
- ??? ID—??
- ?????????—????????????????

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???????????????????? Local Control Agent ◇ Solution Control Server ◇◇ ADDP ◇????

- ?????—??
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?? Genesys ◇◇◇ ADDP ????????? 10 ◇????

- ?????—??
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?? Genesys ◇◇◇ ADDP ????????? 10 ◇????

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- ?????????—?? ADDP ?????????????
- ?????????—?? ADDP ?????????????
- ?????—? Genesys ????????? TLS ??? Genesys ?????????????????

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- ????—? (;) ????=?

5. ?????

6. ?????

7. ?????

- **ID**—?
- ?—? ID ?
- ?—?
- **HA** ?—? HA ?
- ?—?
- ?—? Windows ? UNIX ?
<serial_#>_<host_name>_cert.pem ?
- ?—?
- ?—? **<serial_#>_<host_name>_priv_key.pem** ? Genesys ? UNIX ?
- ? **CA**—? CA ? **ca_cert.pem** ? Genesys ? UNIX ?

??
 Genesys TLS Security Genesys Security Deployment Guide

?

- ????—? (;) ????=?
- ????—? (;) ????=?

8. ?????

9. ?????

??
 T-Server High Availability (HA) Proxy T-Server
 T-Server HA Proxy T-Server

Steps

- 1.
- 2.
- 3.



Genesys

CTI	T-Server
	Management Layer Genesys Local Control Agent (LCA) LCA
	Genesys
	Genesys ()
	Management Layer Genesys ()
Message Server	Message Server



Error in **widget ExtLink**: Unable to load template 'wiki:ExtLink'



\$REACT_NAME	
\$COND_ID	ID
\$COND_NAME	
\$COND_CTGR	

NAME: CPU_overload

Category: Major

Application:

ID: 105

Name: Solution_Control_Server_760

Type: SCS



???????????? LCA?? Solution Control Server (SCS) ????? LCA???? LCA ?????

- **Solution Control Server**—???? SCS???? SCS ???? *Management Layer User's Guide*
- ?—???? Windows ????? UNIX ???? **<serial_#>_<host_name>.cert.pem** ?????
- ?—????
- ?—???? **<serial_#>_<host_name>.priv_key.pem** ????? Genesys ? UNIX ?????
- ? **CA**—???? CA ? **ca_cert.pem** ????? Genesys ? UNIX ?



???? Genesys TLS Security ????? *Genesys Security Deployment Guide*



- ?—????
- ?—????

3. ?



[+] ?



Steps

1. ?
2. ?
3. ?
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- —DST
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3.



Genesys Administrator Extension

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PNT	◇◇◇◇◇◇◇◇
PRT	◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇◇
PST	◇◇◇◇◇◇◇◇
SST	◇◇◇◇◇◇◇◇
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Configuration Manager

- **DN**
- **DN**
- **IVR**
- **IVR**
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DN (DN) (())

DN Configuration Database Genesys Administrator Extension

DN Configuration Database DN

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- Configuration Manager DN DN
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Configuration Manager

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	ISCC (Inter Server Call Control)
	ACD
	ACD
Video over IP	
Virtual Queue	ACD
Voice over IP	oice over IP (VoIP)
Voice over IP	VoIP
	(IVR)

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4. `XXXXXXXXXX DN XXXXX DNX`
- a. `XXXDNXXXXXXXXXX`
 - b. `XXXXXXXXXX (XXXX) XXXXXXXXXXXXX`
 - `XXXXXXXXXX DNXX DN XXXXXXXXXXXXX DNX`
 - `XXXXXXXXXX DNXXXXX + XXXXXXXXXX DNXXXXXXXXXX DNX`
5. `XXXXXXXX DN XXXXXXXXXXXXX`
- `XXXXXXXXXXXXXXXXXXXX DN XXXXX`
 - `XXXXXXXXXXXXXXXXXXXX DN XXXXXXXXXXXXX`
 - `XXXXXXXXXXXXXX`

DN XXXXX

`XXX DN XXXXXXXXXXXXXXXXXXXX DN XXXX`

DN XXXXX	XXX DN XX
ACD XX	ACD XXXXXXXXXXXX Virtual Queue
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XXXXXX	XXXACD XXXXXXXXXXXXXXXXXXXX DNXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXVoice over IP XXXX Video over IP XXXXXXXXXXXXXXX

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Configuration Manager (Configuration Manager)

Configuration Manager (Configuration Manager)

John
Marie

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Genesys Administrator Extension (GAX)
GAX

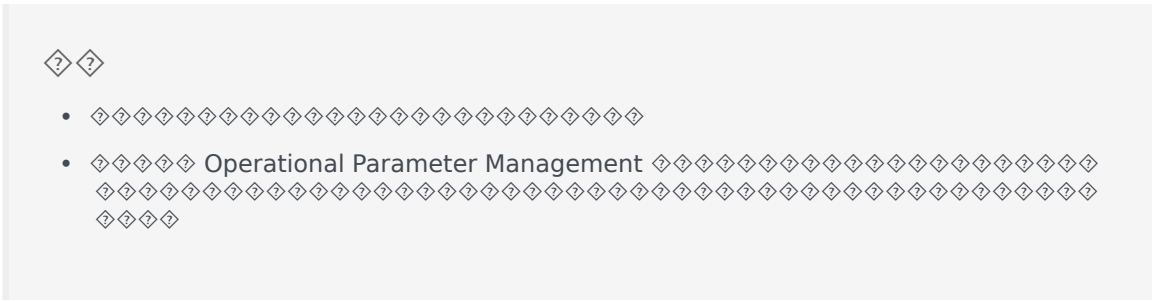
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- ID (ARID)
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(ARM) Operational Parameters Management (OPM)

ARM

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Configuration Manager (1) / eServices

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UTF-8 (ASCII)

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Configuration Manager

- Error in **widget ExtLink**: Unable to load template 'wiki:ExtLink'
- Error in **widget ExtLink**: Unable to load template 'wiki:ExtLink'
- [<https://docs.genesys.com/Documentation:ES:lxnProps:BizAttrib:8.1.4> Business Attributes topic in eServices Interaction Properties Reference Manual]



Configuration Manager

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Configuration Manager

Configuration Manager

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Configuration Manager

Configuration Manager



Two diamond-shaped icons containing question marks.

- Configuration Manager
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Configuration Manager



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Steps

1. [30 white diamond icons with question marks]
2. [20 white diamond icons with question marks]
3. [5 white diamond icons with question marks]
4. [30 white diamond icons with question marks]
 - [2 white diamond icons] — [28 white diamond icons]
 - [4 white diamond icons] — [26 white diamond icons]
 - [3 orange diamond icons] — [27 white diamond icons]
 - [2 white diamond icons] — [28 white diamond icons]
 - [3 white diamond icons] — [27 white diamond icons]
 - [2 white diamond icons] — [28 white diamond icons]
 - [3 white diamond icons] — [27 white diamond icons]
 - [4 white diamond icons] — [26 white diamond icons]
5. [5 white diamond icons with question marks]



3. [Grid of question mark icons]

4. [Grid of question mark icons]

5. [Grid of question mark icons]

- [Grid of question mark icons] — [Grid of question mark icons]
- [Grid of question mark icons] — [Grid of question mark icons]
- [Grid of question mark icons] — [Grid of question mark icons]
- [Grid of question mark icons] — [Grid of question mark icons]
- [Grid of question mark icons] **Delta** — [Grid of question mark icons] **Delta** [Grid of question mark icons]
- [Grid of question mark icons]



6. [Grid of question mark icons]



Placeholder text line 1

Placeholder text block 1

Error in widget ExtLink: Unable to load template 'wiki:ExtLink'



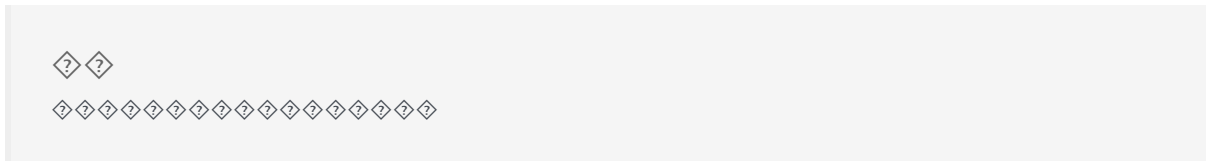
Placeholder text block 2

Placeholder text line 3

Error in widget ExtLink: Unable to load template 'wiki:ExtLink'



Placeholder text block 3



Configuration Manager

Placeholder text line 4

- Placeholder text line 5
- Placeholder text line 6


Placeholder text line 7

Placeholder text line 8

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 Error in **ExtLink**: Unable to load template 'wiki:ExtLink'

4.



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- 2

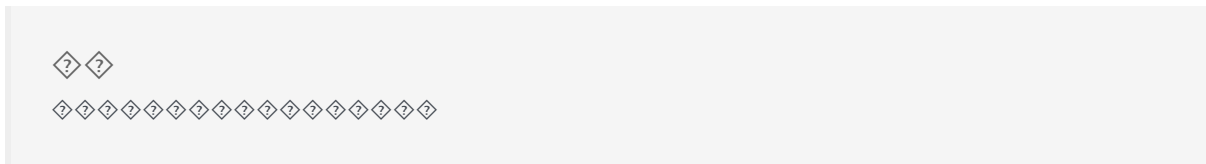
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Configuration Manager

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Steps

1. [Diamond icon]

2. [Diamond icon]

- [Diamond icon]—[Diamond icon] Configuration Database ([Diamond icon]) [Diamond icon] ([Diamond icon]) [Diamond icon]
- [Diamond icon]—[Diamond icon]
 - [Diamond icon]—[Diamond icon]
 - [Diamond icon]—[Diamond icon]
 - [Diamond icon]—[Diamond icon] ([Diamond icon])
 - [Diamond icon]—[Diamond icon]
 - [Diamond icon]—[Diamond icon]
- [Diamond icon]—[Diamond icon]
- [Diamond icon]—[Diamond icon]

3. [Diamond icon]

4. [Diamond icon]

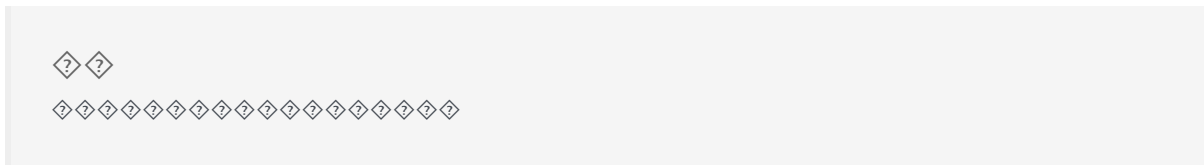
a. [Diamond icon]

b. [Diamond icon] ([Diamond icon]) [Diamond icon]

- [Diamond icon]
- [Diamond icon] + [Diamond icon]

5. [Diamond icon]

- [Diamond icon]
- [Diamond icon]
- [Diamond icon]



Configuration Manager



- A horizontal row of 15 diamond-shaped icons containing question marks.
- A horizontal row of 25 diamond-shaped icons containing question marks, with the last 5 icons highlighted in red.



- A horizontal row of 7 diamond-shaped icons containing question marks.
- A horizontal row of 15 diamond-shaped icons containing question marks, with the last 5 icons highlighted in red.
- A horizontal row of 7 diamond-shaped icons containing question marks.
- A horizontal row of 25 diamond-shaped icons containing question marks, with the last 5 icons highlighted in red.



Steps

1. [icon]

2. [icon]

- [icon]—[icon] Configuration Database ([icon]) ([icon]) ([icon])
- [icon]—[icon]
- [icon]—[icon]
- [icon]—[icon]
- [icon]—[icon]
- [icon]—[icon]

3. [icon]



 Configuration Manager 

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Voice Platform

Voice Platform                                                             



Configuration Manager

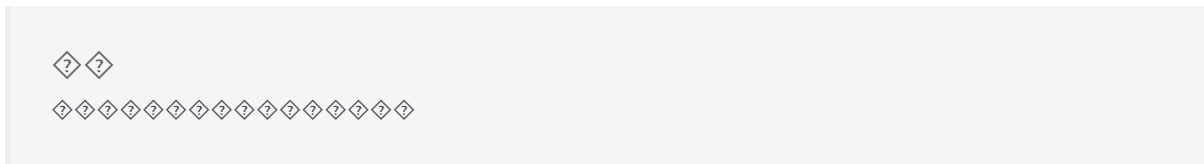
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?? (???) [Outbound Contact Deployment Guide](#)



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Configuration Manager

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Steps

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- [Redacted] [Campaign@CampaignGroup] [Redacted]
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"DN"

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- [Redacted] GVP [Redacted]

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	 8.1.2. OCS
GVP	GVP SIP Server (T-Server) Voice XML
	Interaction Server" "

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Steps

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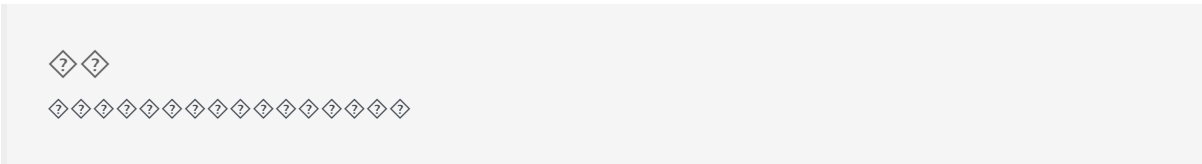


Genesys Administrator Extension () Genesys Outbound Contact Deployment Guide

Genesys Outbound Contact Deployment Guide

Genesys Administrator Extension / () Fields in the Outbound Contact Deployment Guide

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Configuration Manager

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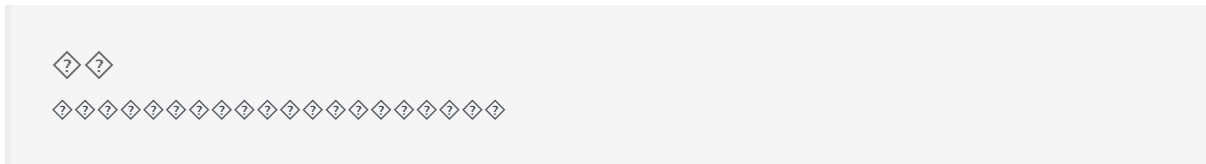


?? Database Access Point (DAP) ??

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Configuration Manager

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Steps

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- — DBMS Genesys
 - 18 — DB2 Informix
 - 128 — Microsoft SQL
 - 30 — Oracle Sybase
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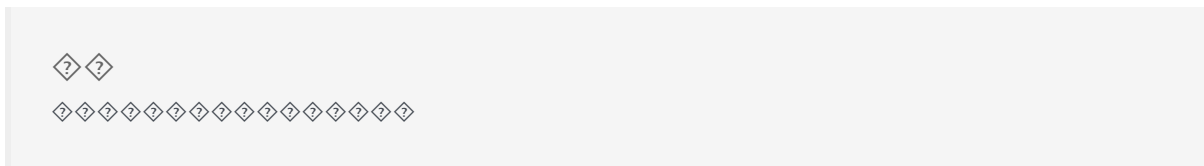


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Outbound Contact Server (OCS) OCS

OCS



Configuration Manager

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Management ◆◆◆◆◆ \service\asd\spdFiles\

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Error in *widget ExtLink*: Unable to load template 'wiki:ExtLink'

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