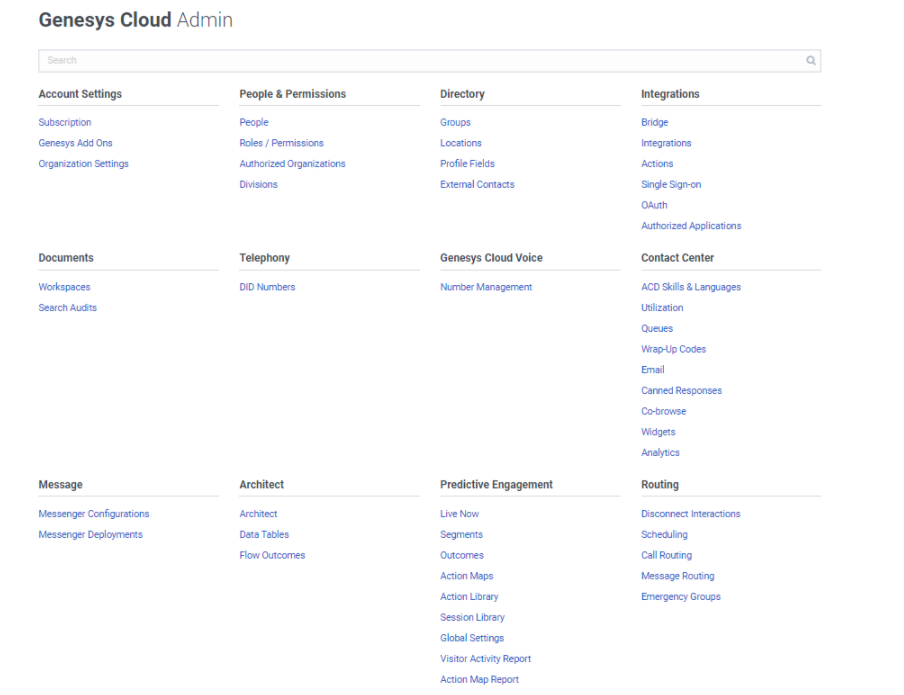
**Common administration across tools (enterprise telephony, ACD, WFO) or single sign-on**

Genesys Cloud provides a web-based interface for the administration of all components of the solution, which are organized as modules. Modules include the following categories:

* Account Settings: Account Settings allows administrators to view current and historical Genesys Cloud usage information, including users, devices and resources, as well as access advanced administrative settings for your Genesys Cloud organization.
* Directory:   Directory allows administrators to specify details about their internal company by creating "groups" of users based on skills or their relationships, adding locations, buildings and cities where users work so they can attach it to their profile, and manage information about external companies through the use of External Contacts, a "CRM lite" functionality.
* Documents: The Genesys Cloud Document Library is a central repository of documents that agents can utilize as they interact with external or internal customers. Administrators can set up different workspaces that would align with different internal business groups or teams, and can set up "tag management" for documents, which allows users to further categorize the documents they are storing in the library.



**Genesys Cloud Admin Interface**

* Contact Center: The Contact Center container in Genesys Cloud is where all things ACD can be found. It contains the following drill downs:
  + ACD Skills and Languages, where administrators can quickly add or remove organization wide skills or languages that are used for routing.
  + Utilization, where administrators can specify the maximum number of interactions that agents handle simultaneously for each interaction type. The screen shot below specifies the configuration table where this is set.
  + Queue Management, where administrators are able to specify settings such as after call work timeouts, the wrap up codes that are available to agents in the queue, SLA requirements for the 5 different media types, the routing methods for interactions that are sent in the queue, along with the queue member management.
  + Email Management, where administrators can set up email domains, and email routing settings (including spam  identification settings) for ACD emails that are sent to Genesys Cloud.
  + Canned Responses, where administrators can specify libraries of responses for different use cases or internal teams, along with
* Architect:  Architect is the auto-attendant designer in Genesys Cloud that provides a powerful yet easy-to-use, drag-and-drop graphical interface for  administrators and interaction architects to build call flows to automatically answer a call, present the caller with menu choices, and then route the call according to the caller’s choice.  Architect is fully configured and operational, meaning that there is no need to download software or perform upgrades .
* Routing: Routing is the tool that administrators can use to specify which numbers go to what call flow and what schedules those numbers should follow. This is the entry point settings into the Genesys Cloud org can defined.
* Integrations: The Integrations sections contains all of the configuration settings and endpoints that allow the system to connect to other applications or services. This is where an administrator would configure Single Sign-on, set up an endpoint to a REST based API or configure a 3rd Party application from the App Foundry.
* Outbound:  Outbound Dialing contains settings for each of the different components of an Automated Dialer process, such as campaign management, contact list management, contact time zone management, call analysis response, post-call and pre-call rules, and an event viewer to monitor the dialer processes.
* People and Permissions: Administrators are able to quickly and efficiently deal with their personnel in the People and Permissions container. This is where they can set up new users, give users different types of permissions based on their role (agent, business user, admin, supervisor, etc).
* Quality Management: The Quality Management container is where supervisors can manage and set up evaluation forms for their employees, configure surveys to be sent after interactions with customers, create policies to determine when and for who evaluation forms and surveys would be sent out, along default settings for recording management.
* Telephony: Telephony administrators have access to dial plan settings, phone set up and administration, DID and extensions management, and trunk setup in the Telephony container.
* Workforce Management: With workforce management, administrators can configure business units, management units, service goal templates, planning groups, activity codes and work plans. This includes short-term forecasts, blank or load-based schedules, management of real-time and historical adherence,  intraday monitoring, and agent schedules and time off requests.
* Web Chat:  Administrators can configure chat routing settings and work with their web development team to deploy a widget onto the website for customers to chat with the contact center agents.
* Genesys Cloud Voice: Telephony administrators can easily purchase new numbers from Genesys for their company to set up either as DIDs or new phone numbers that route to the auto-attendant.

**Easy to use skills management**

Genesys Cloud empowers the administrator or supervisor from a personnel management standpoint. Skills can be quickly and easily added to the organization for use in call flow routing if changes ever arise. Once configured at the organization level, administrators can add skills to users individually if an agent becomes qualified to take new types of interactions, or added to multiple agents at once if needed.

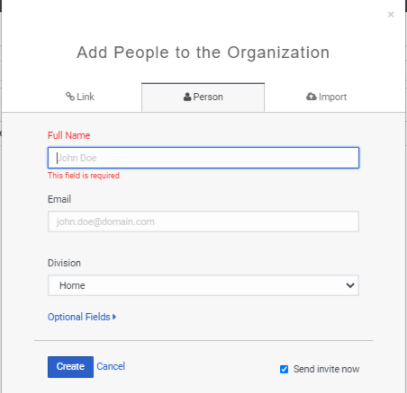
**Permission-based security to control who can make changes and what types of changes, and track changes through a log**

Access to all Genesys Cloud functions and modules is based on permissions, which then are assigned to a role. Users are then set up with the appropriate roles, as defined by the permissions. The permissions allow users with that role to do various tasks, such as create groups, set up integrations, supervise contact center activity, or handle ACD interactions. For example:

* The Employee role has the lowest level of permissions and is assigned to all users. This role cannot be removed. A user must be assigned additional roles by a Genesys Cloud Administrator to have additional permissions.
* The Admin role has permissions to make any changes to a Genesys Cloud organization. This role is automatically assigned to whoever sets up the organization. This person is responsible for inviting others to a PureCloud organization and for assigning roles to invitees.

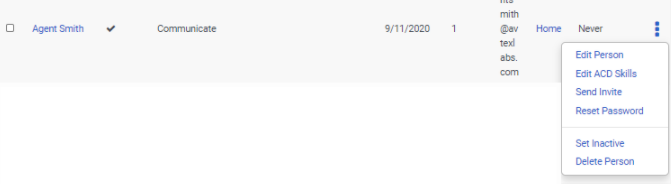
**Ability to easily add users/obtain license to grant timely access. Ability to promptly remove access as well.**

Administrators can manage new user creation or deactivation/deletion through the People container in Genesys Cloud. With the click of a button, a new user can be provisioned via their company email address, or with the use of the bulk import tool or Genesys Cloud APIs, larger groups of agents can be set up quickly and seamlessly. Administrators can dynamically add new users at any time subject to the rates listed on the contract. New users can then access Genesys Cloud immediately. See below for the single-user setup interface.



**Genesys Cloud Adding People to the Org**

Additionally, users can be deleted or set to be inactive (so they cannot log into the system) just as quickly.



**Genesys Cloud Users**