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Cloud Basics for Administrators

Popular tasks

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Find out how to perform common administrator tasks in Genesys Multicloud CX.

Topics often used by administrators

1. Create agents, administrators, and supervisors
2. Add skills
3. Manage agent groups
4. Manage voicemail
5. Modify business controls
6. Manage media resources
7. Generate historical reports
8. Generate and use real-time reports
9. Configure compliance rules
10. Manage campaigns