



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Cloud Basics for Administrators

Popular tasks

8/2/2025

Contents

- 1 Topics often used by administrators

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