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Cloud Basics for Administrators

[Genesys Portal application access](#)

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- Administrator
- Agent
- Developer
- Supervisor

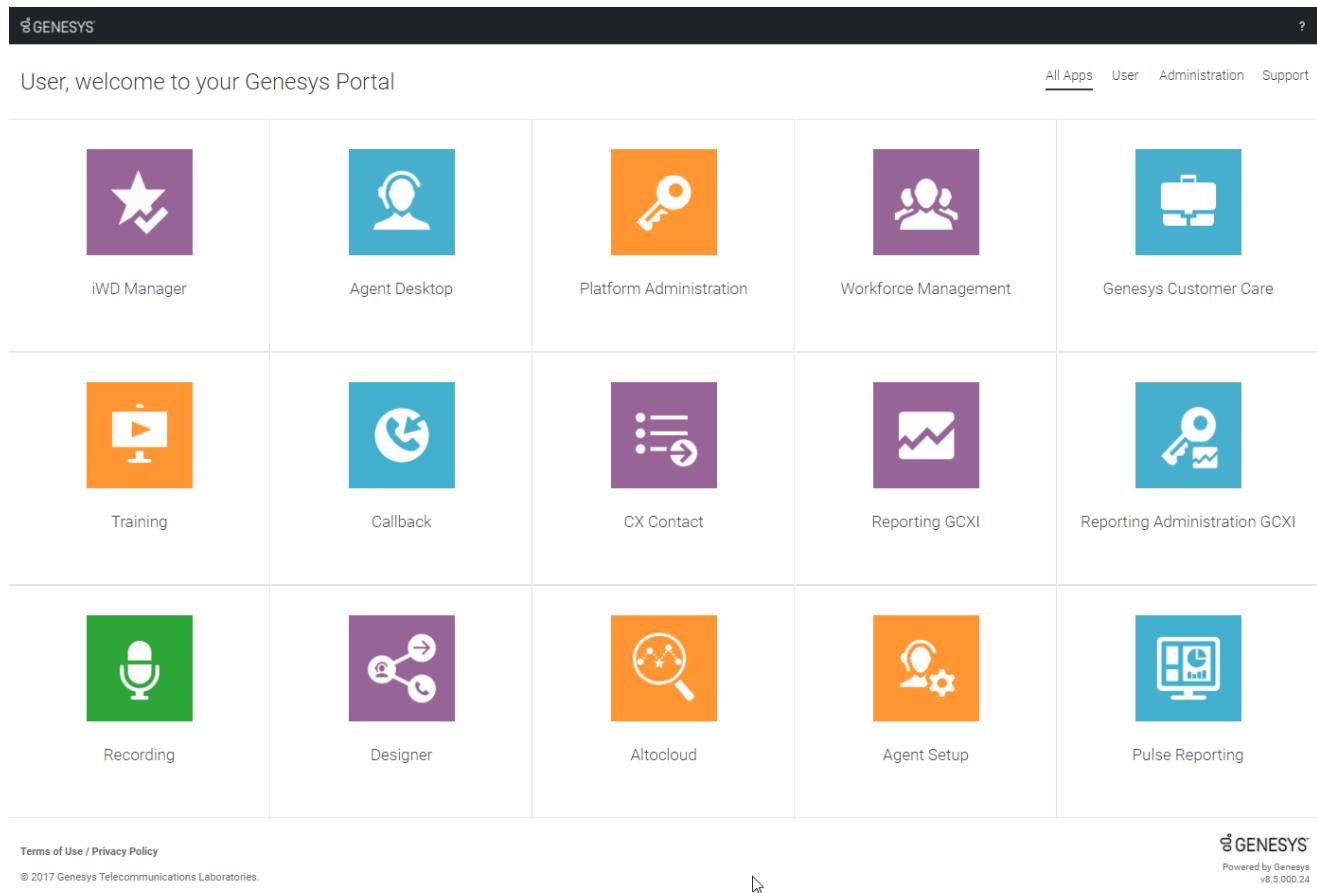
The Portal is the Engage cloud gateway application, where you can launch applications and find help.

Use your browser to access the Genesys Portal landing page. The application icons you see depend on your role.

You can find all of your company's Genesys applications in the **All Apps** tab. Apps for agents and supervisors, such as Agent Workspace, Workforce Management, and Reporting, appear under the **User** tab.

View **Documentation** and **eLearning** from the Help (?) menu, located in the upper right corner of Genesys Portal.

All Apps



User, welcome to your Genesys Portal

All Apps User Administration Support

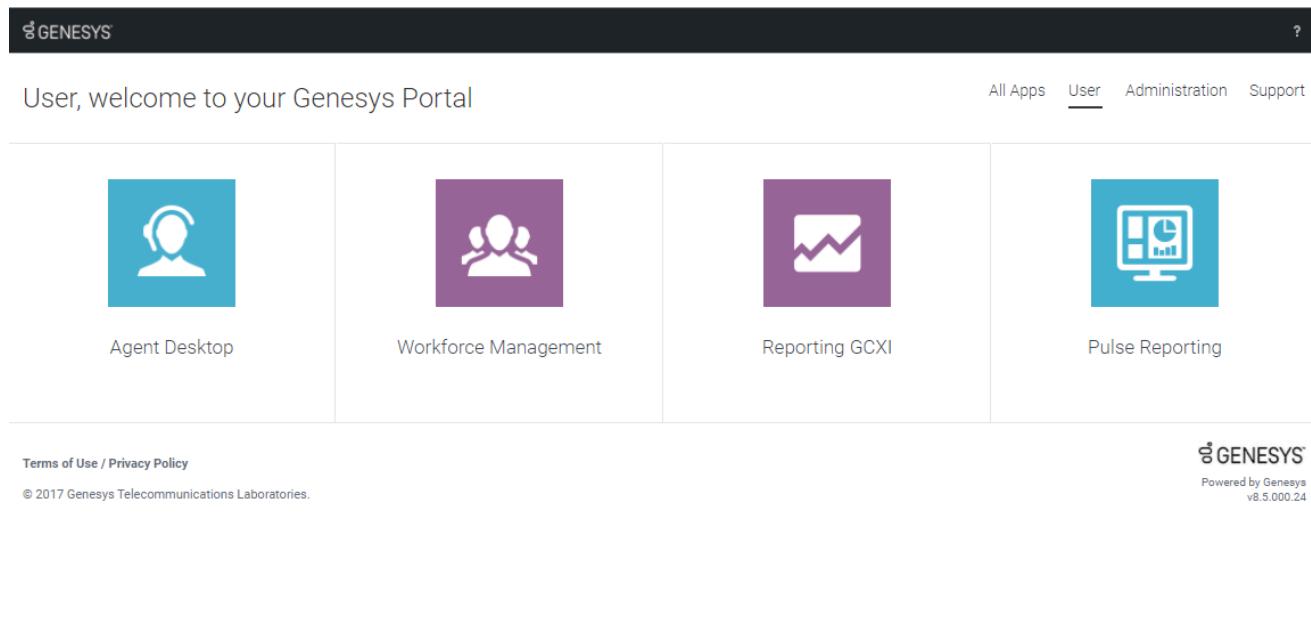
 iWD Manager	 Agent Desktop	 Platform Administration	 Workforce Management	 Genesys Customer Care
 Training	 Callback	 CX Contact	 Reporting GCXI	 Reporting Administration GCXI
 Recording	 Designer	 Altocloud	 Agent Setup	 Pulse Reporting

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GENESYS
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The All Apps tab contains all the available applications for all applicable roles.

User



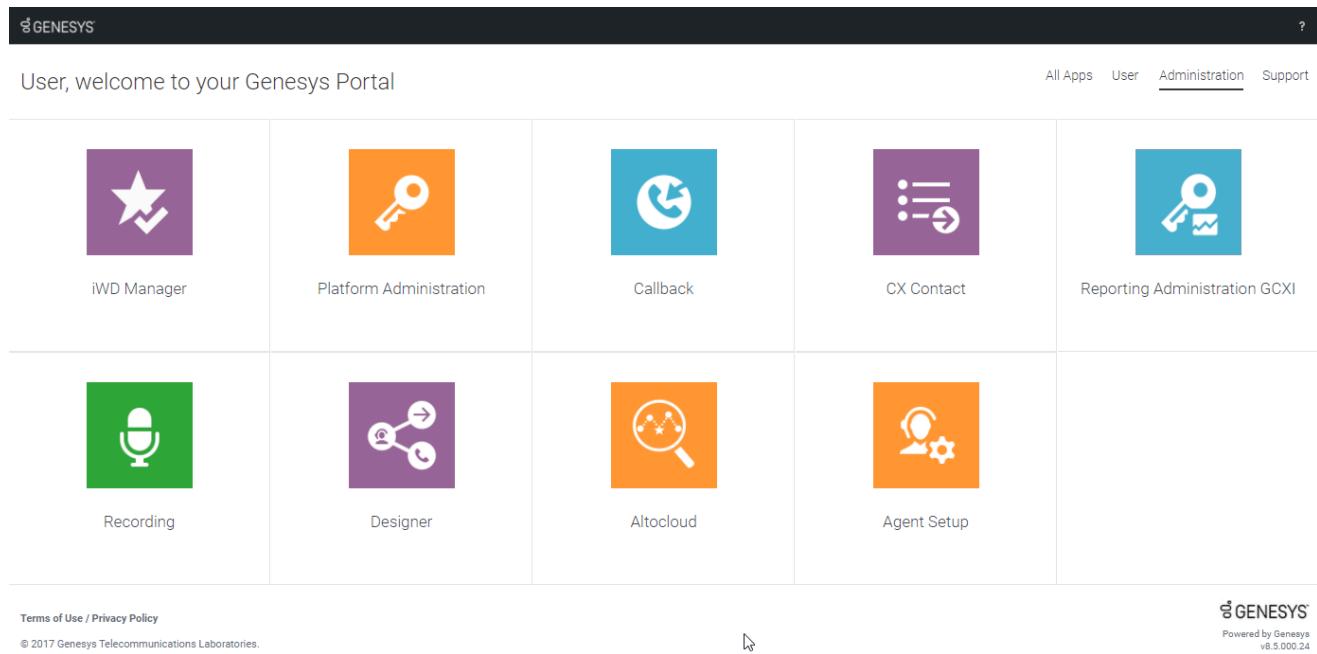
The screenshot shows the Genesys Portal interface with the 'User' tab selected. The top navigation bar includes the Genesys logo, a search bar, and links for 'All Apps', 'User' (which is underlined), 'Administration', and 'Support'. Below the navigation is a grid of four application icons:

- Agent Desktop**: Represented by a blue square icon with a white headset and user profile.
- Workforce Management**: Represented by a purple square icon with a white silhouette of two people.
- Reporting GCXI**: Represented by a purple square icon with a white line graph.
- Pulse Reporting**: Represented by a blue square icon with a white computer monitor displaying a chart.

At the bottom left, there are links for 'Terms of Use / Privacy Policy' and '© 2017 Genesys Telecommunications Laboratories'. At the bottom right, the Genesys logo is followed by the text 'Powered by Genesys v8.5.000.24'.

The User tab includes the applications for agents and supervisors.

Administration



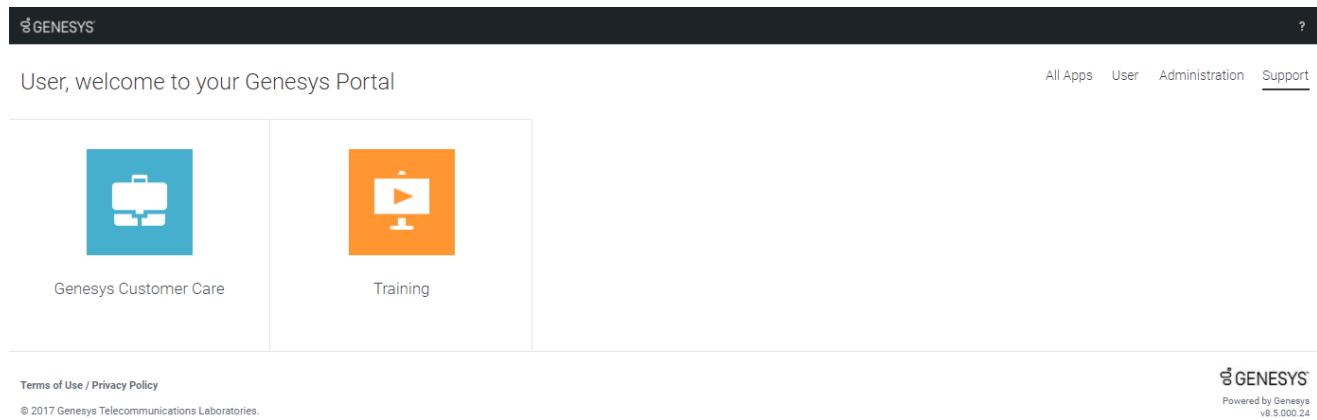
The screenshot shows the Genesys Portal interface with the 'Administration' tab selected. The page displays a grid of application icons and names:

iWD Manager	Platform Administration	Callback	CX Contact	Reporting Administration GCXI
Recording	Designer	Altocloud	Agent Setup	

At the bottom, there are links for 'Terms of Use / Privacy Policy' and '© 2017 Genesys Telecommunications Laboratories.' on the left, and the Genesys logo with 'Powered by Genesys v8.5.000.24' on the right.

The Administration tab includes applications for administrators and developers.

Support



The screenshot shows the Genesys Portal interface with the 'Support' tab selected. The top navigation bar includes the Genesys logo, a search bar, and links for 'All Apps', 'User', 'Administration', and 'Support'. The main content area displays two large buttons: 'Genesys Customer Care' (blue icon of a briefcase) and 'Training' (orange icon of a computer monitor with a play button). At the bottom, there are links for 'Terms of Use / Privacy Policy' and '© 2017 Genesys Telecommunications Laboratories', along with the Genesys logo and version information.

User, welcome to your Genesys Portal

All Apps User Administration Support

Genesys Customer Care

Training

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The Support tab offers access to Genesys Customer Care and Training.