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Cloud Basics for Administrators

Genesys Portal application access

7/21/2025

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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


 GENESYS ?

User, welcome to your Genesys Portal

[All Apps](#) [User](#) [Administration](#) [Support](#)

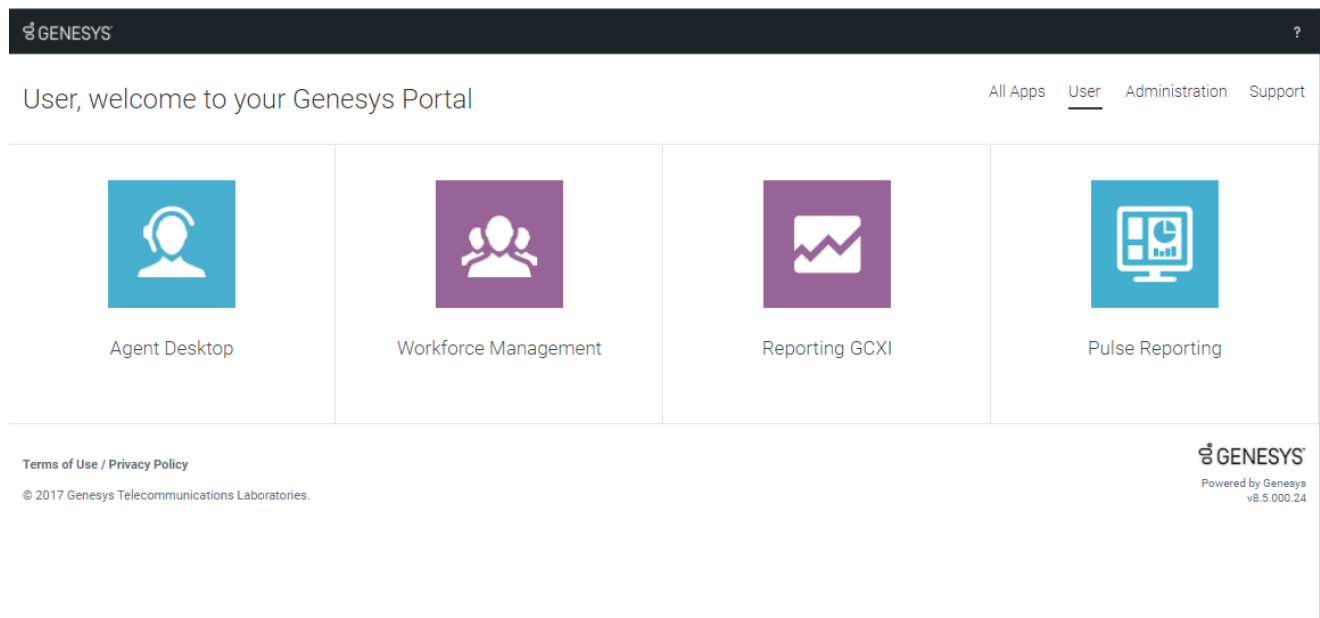
 iWD Manager	 Agent Desktop	 Platform Administration	 Workforce Management	 Genesys Customer Care
 Training	 Callback	 CX Contact	 Reporting GCXI	 Reporting Administration GCXI
 Recording	 Designer	 Altocloud	 Agent Setup	 Pulse Reporting

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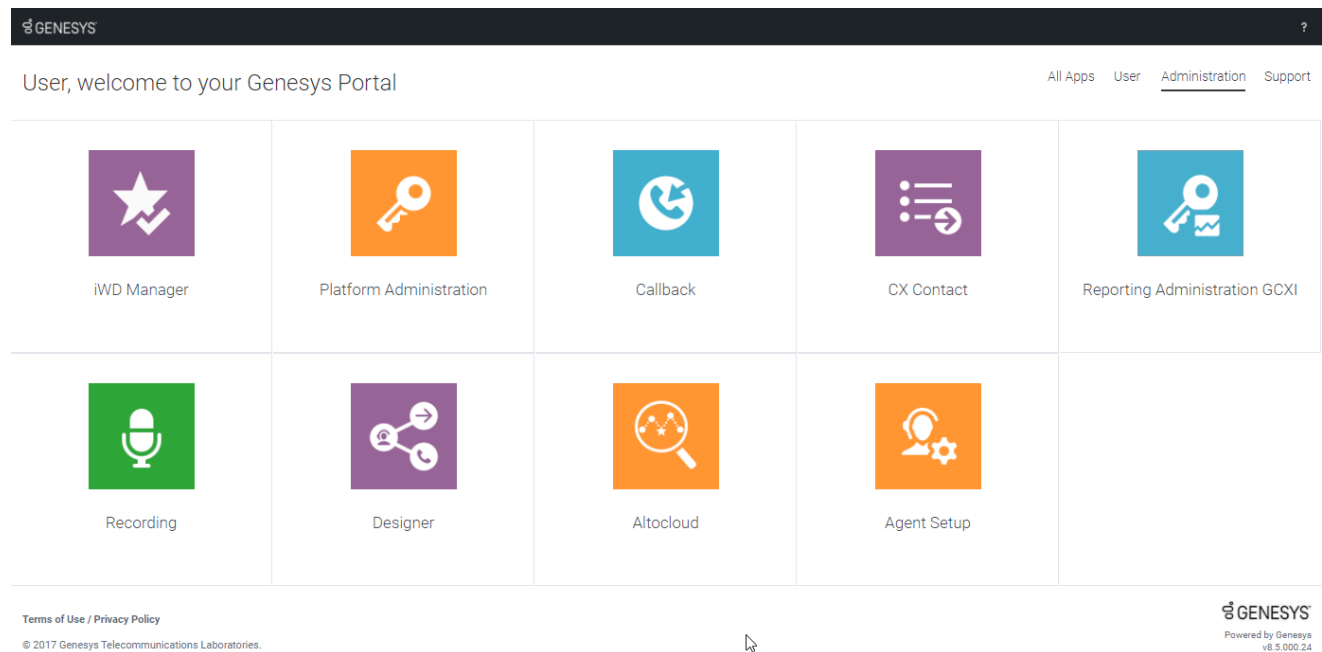
The All Apps tab contains all the available applications for all applicable roles.

User



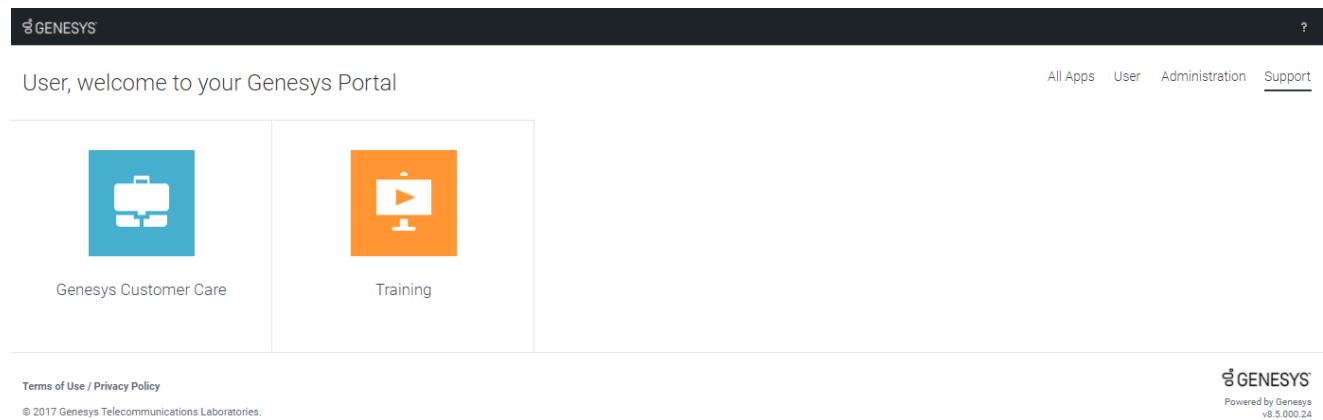
The User tab includes the applications for agents and supervisors.

Administration



The Administration tab includes applications for administrators and developers.

Support



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