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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

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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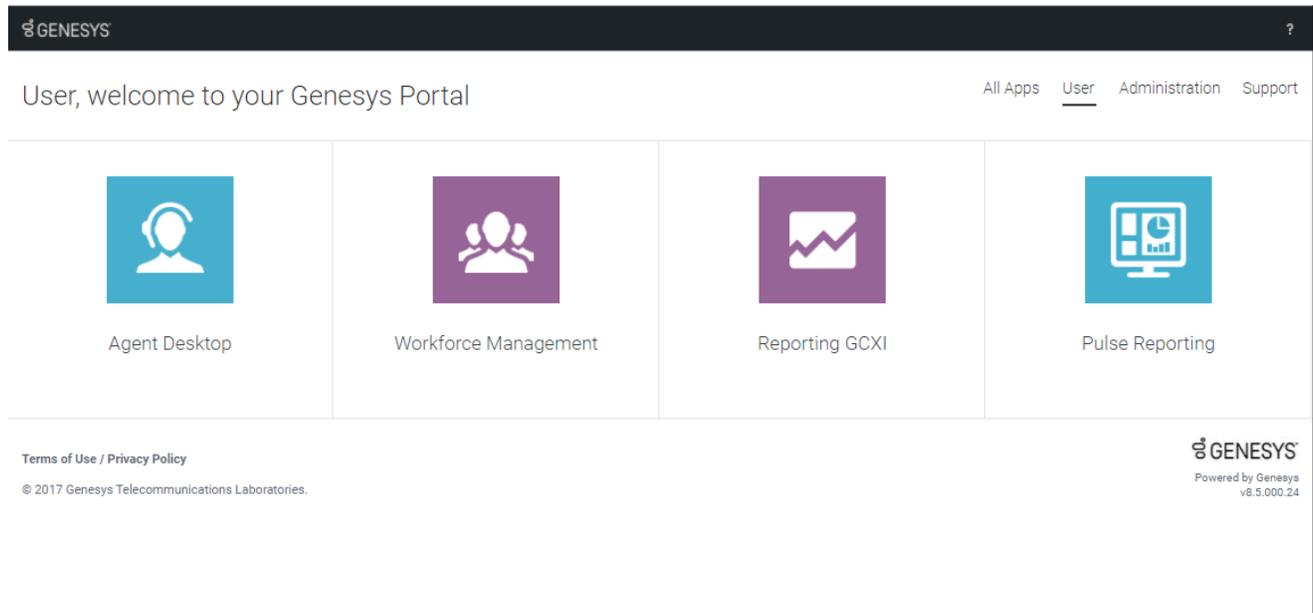
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GENESYS  
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v8.5.000.24

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

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# User



The User tab includes the applications for agents and supervisors.

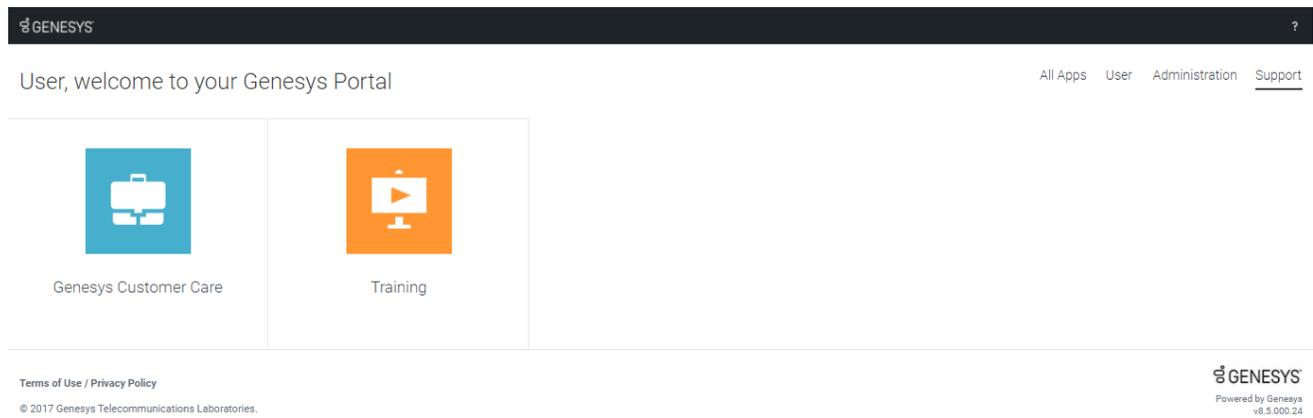
# Administration

The screenshot shows the Genesys Administration portal. At the top, there is a dark header with the Genesys logo and a help icon. Below the header, a navigation bar contains the text "User, welcome to your Genesys Portal" and a menu with "All Apps", "User", "Administration" (which is underlined), and "Support". The main content area is a grid of application tiles, each with an icon and a label: "iWD Manager" (purple star icon), "Platform Administration" (orange key icon), "Callback" (blue circular arrow icon), "CX Contact" (purple list icon), "Reporting Administration GCXI" (blue key icon), "Recording" (green microphone icon), "Designer" (purple flowchart icon), "Altocloud" (orange magnifying glass icon), and "Agent Setup" (orange person and gear icon). At the bottom left, there is a link for "Terms of Use / Privacy Policy" and a copyright notice for 2017 Genesys Telecommunications Laboratories. At the bottom right, there is the Genesys logo and the text "Powered by Genesys v8.5.000.24".

The Administration tab includes applications for administrators and developers.

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# Support



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