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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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GENESYS
Powered by Genesys
v8.5.000.24

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

User

The screenshot shows the Genesys User Portal interface. At the top, there is a dark header with the Genesys logo and a question mark icon. Below the header, a navigation bar contains the text "User, welcome to your Genesys Portal" on the left and a menu with "All Apps", "User" (which is underlined), "Administration", and "Support" on the right. The main content area is divided into four columns, each with a square icon and a label below it: "Agent Desktop" (blue icon with a headset), "Workforce Management" (purple icon with three people), "Reporting GCXI" (purple icon with a line graph), and "Pulse Reporting" (blue icon with a computer monitor). At the bottom left, there is a link for "Terms of Use / Privacy Policy" and a copyright notice: "© 2017 Genesys Telecommunications Laboratories." At the bottom right, there is the Genesys logo and 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 Administration portal. At the top, there is a dark header with the Genesys logo on the left and a question mark icon on the right. Below the header, a navigation bar contains the text "User, welcome to your Genesys Portal" on the left and a menu with "All Apps", "User", "Administration" (which is underlined), and "Support" on the right. The main content area is a grid of application tiles. The first row contains five tiles: "iWD Manager" (purple star icon), "Platform Administration" (orange key icon), "Callback" (blue circular arrow icon), "CX Contact" (purple list icon), and "Reporting Administration GCXI" (blue key and chart icon). The second row contains four tiles: "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 "© 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.

Support

The screenshot shows the Genesys Support Portal. At the top left is the Genesys logo and a search icon. Below the logo, the text reads "User, welcome to your Genesys Portal". On the right side of the header, there are navigation links: "All Apps", "User", "Administration", and "Support" (which is underlined). The main content area features two large, square buttons. The first button is blue with a white icon of a briefcase and is labeled "Genesys Customer Care". The second button is orange with a white icon of a play button on a screen and is labeled "Training". At the bottom left, there is a link for "Terms of Use / Privacy Policy" and a copyright notice: "© 2017 Genesys Telecommunications Laboratories." At the bottom right, the Genesys logo is displayed again, along with the text "Powered by Genesys v8.5.000.24". A mouse cursor is visible in the center of the page.

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