GENESYS™

Cloud Basics for Administrators

Genesys Portal application access

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Contents

- 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

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

User
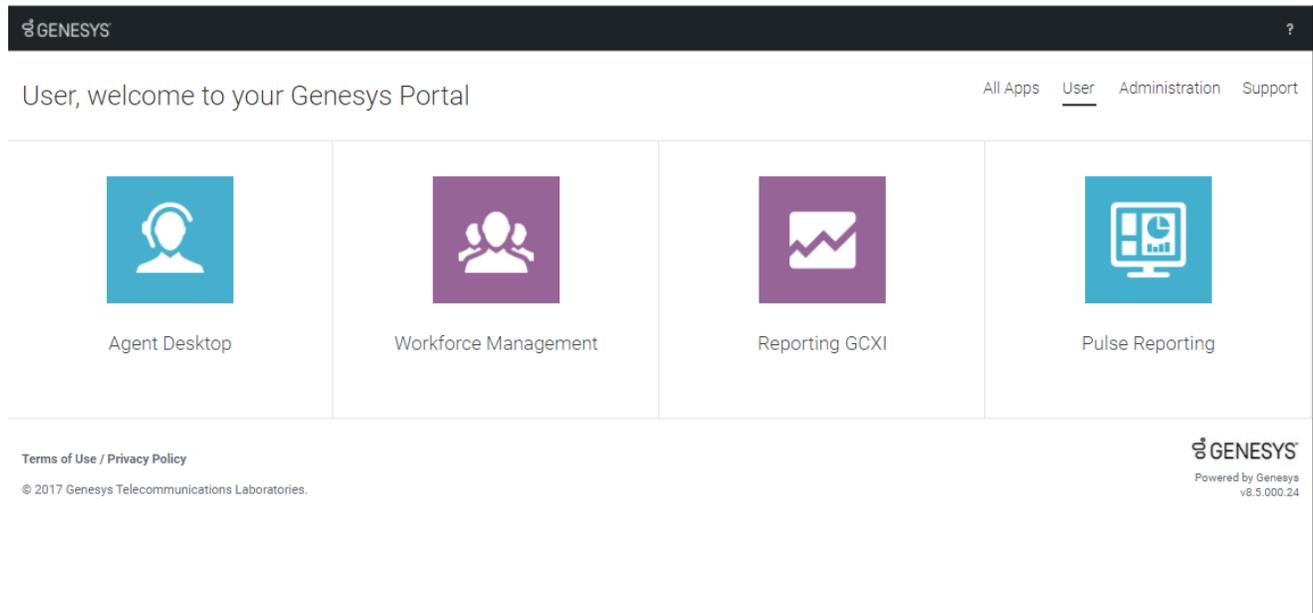
The User tab includes the applications for agents and supervisors.

Administration

The Administration tab includes applications for administrators and developers.

Support

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