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Administrator 101

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Just getting started with Genesys Multicloud CX? Let's begin with what most administrators do daily. Feel free to work through the First 10, try some of the Most popular tasks, or browse Learning by app to find specific tasks you want to learn.



First 10



Learn these ten tasks to get you up to speed.

1. Get started with Genesys Multicloud CX
2. Get started with Agent Setup
3. Agent settings overview
4. Manage agents and other users
5. Create and manage agent skills
6. Manage voicemail
7. How routing works
8. Monitor contact center performance using real-time reporting
9. Generate historical reports
10. Monitor contact center performance

Most popular



Administrators use these topics most often:

1. Create agents, administrators, and supervisors
2. Add skills
3. Manage agent groups
4. Manage voicemail
5. Modify business controls
6. Manage media resources
7. Generate historical reports
8. Generate and use real-time reports
9. Configure compliance rules
10. Manage campaigns

Learning by app

Here's a more complete list of learning topics to get you started, organized by application.

Agent Setup



- Get started with Agent Setup
- Scenario: Onboarding agents and supervisors
- Agent desktop settings overview

Designer



- How routing works
- [[PEC-ROU/Current/Designer/GetStarted|]]
- Common Designer tasks

CX Contact (Outbound)



- Get started with CX Contact
- Campaign structure and terminology
- Campaigns

Recording



- How Recording, Quality Management and Speech Analytics works
- Get started

Pulse (real-time reporting)



- Real-time Reporting with Genesys Pulse
- Working with Dashboards and Wallboards
- Popular reports

CX Insights (historical reporting)



- Get started with Genesys CX Insights
- Generate historical reports
- Work with reports

Workforce Management



- How Workforce Management works
- Get started with Workforce Management
- Scheduling
- Forecasting

Contact us

If you have questions about any of the tasks, or would like to see additional tasks, send an email to Technical Publications Administrator.