GENESYS™

Digital Channels Administrator's Guide

About Digital Channels Admin

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Find out how to get started with Digital Channels Admin.

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Get Started with Digital Channels Administrator

Digital Channels Administrators have full access to the admin settings for Digital Channels, which includes the ability to manage:

- PII
- Standard Responses
- Field Codes
- Custom Variables
- API Keys
- Tenant Settings
- SMS keywords

Access Digital Channels Admin

Log in to your Genesys Portal to access Digital Channels Administrator. Click the Digital Channels Administrator icon and enter your username and password.

Important

To access Digital Channel Admin interface, the agent must belong to *Administrators* or *Nexus Administrators* access groups.