



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

eServices Manager Administrator's Guide

Get started with eServices Manager

5/24/2026



- Administrator

Learn how to get started with eServices Manager.

Contents

- [1 Access the application](#)
- [2 What next?](#)

The eServices Manager Plug-in gives you the tools to:

- Respond to incoming interactions using pre-written Standard Responses.
- Customize the Standard Responses using Field Codes to add a personal touch.
- Create Screening Rules in order to screen interactions for specific words or phrases, which you can then use to decide how to handle the interaction.

Access the application

The screenshot shows the Genesys 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" and a menu with "All Apps", "User", "Administration", and "Support". The main area is a grid of application tiles, each with an icon and a label. The "Platform Administration" tile, located in the first row, second column, is circled in black. The tiles are arranged in a 4x5 grid, with the last cell in the bottom row being empty.

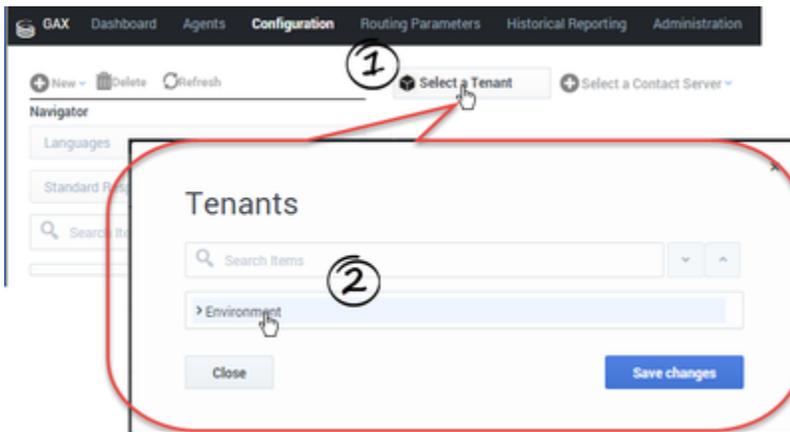
User, welcome to your Genesys Portal All Apps User Administration Support				
 Agent Desktop	 Platform Administration	 Workforce Management	 Workforce Administration	 Pulse Reporting
 Callback	 Reporting GCXI	 Reporting Administration GCXI	 Recording	 Designer
 Agent Setup	 CX Contact	 Data Download	 Reporting	 Reporting Administration
 IVR Administration	 Outbound	 Outbound Administration		

Once your Genesys Multicloud CX environment is up and running and you've checked that you meet the necessary requirements, log in to your Genesys Portal to access Platform Administration. Click the Platform Administration icon and enter your username and password.

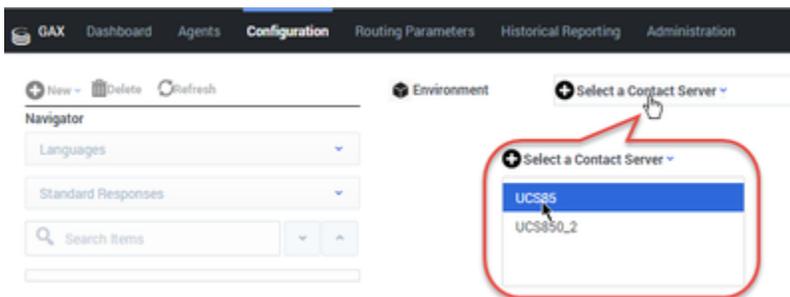
After you start Platform Administration, open the eServices Manager Plug-in:



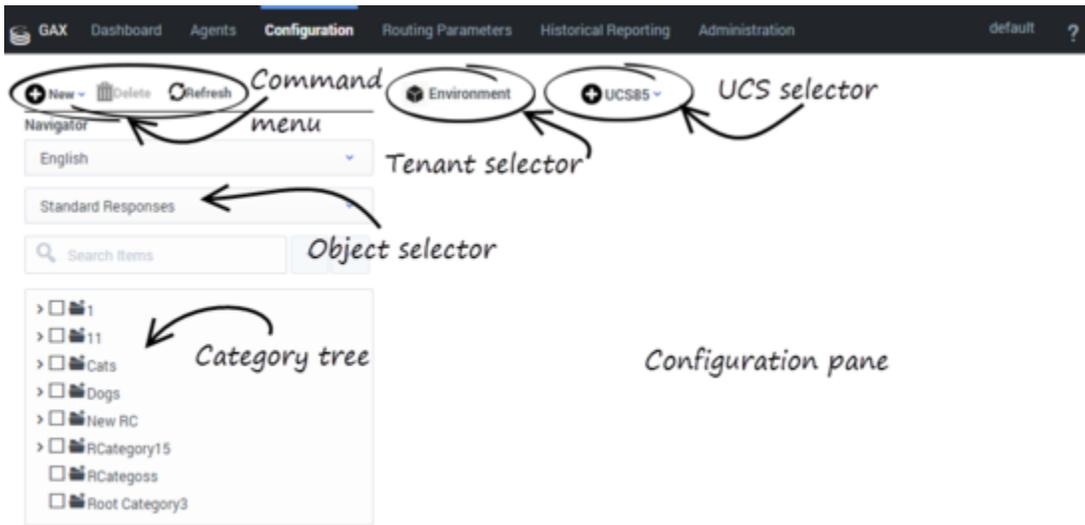
Now, select your Tenant...



and your Contact Server or Contact Server Proxy:



The eServices Manager window includes the following areas:



What next?

- Working with Standard Responses explains how to create and edit Standard Responses and how to create the category tree structure you will use to organize your Standard Responses, Field Codes, and Screening Rules.
- How to create and edit Field Codes, which enable you to insert personal information, such as names, into your Standard Responses.
- Working with Screening Rules explains how to create and edit Screening Rules, which enable you to analyse what incoming messages are about and to handle them accordingly.