

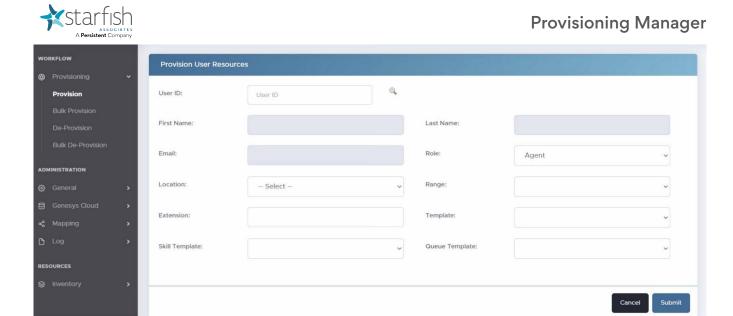
# Provisioning Manager for Genesys Cloud CX



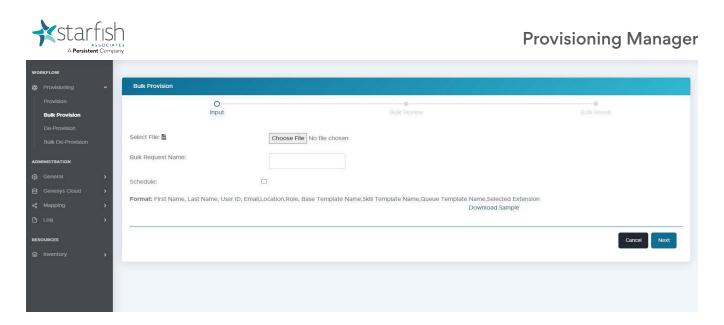
# Solution Overview

Provisioning Manager is an intuitive portal that administrators can use to provision and deprovision agents on Genesys Cloud CX systems.

The Provisioning Manager also logs all transaction details, including configuration changes for each agent and maintains a complete inventory of users, phones and extensions.



### Simplified portal streamlines provisioning of agents



Make bulk changes easily from an intuitive interface

## Solution Benefits

### **Streamline**

Quickly on-board agents with all required configurations.

### **Simplify**

Easily execute repetitive tasks and make bulk changes from an intuitive interface.

### **Automate**

Accurately and consistently provision agents in a fraction of the time it would take to do manually.

# **Key Features**

### **Provisioning and De-provisioning Agents**

Simple to use portal for on-boarding and off-boarding contact center agents.

### **Configurable Administration**

Agents are provisioned based on configurable templates including skills, roles, queues, and number management.

### **Resource Inventory**

Maintains a complete inventory of agents, phones and extensions.

### **Transaction Logs**

All transactions are tracked and logged including configuration changes for each agent.

### **About Persistent**

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