



Provisioning Manager for Genesys Cloud CX

Automate provisioning and simplify the management of contact center agents on 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.



Provisioning Manager

The screenshot shows the 'Provision User Resources' form. On the left is a dark sidebar with a 'WORKFLOW' menu containing 'Provisioning' (expanded), 'Provision', 'Bulk Provision', 'De-Provision', and 'Bulk De-Provision'. Below this is an 'ADMINISTRATION' menu with 'General', 'Genesys Cloud', 'Mapping', and 'Log'. At the bottom is a 'RESOURCES' menu with 'Inventory'. The main form area has a blue header 'Provision User Resources'. It contains several input fields: 'User ID' (text), 'First Name' (text), 'Last Name' (text), 'Email' (text), 'Location' (dropdown with '-- Select --'), 'Extension' (text), 'Skill Template' (dropdown), 'Role' (dropdown with 'Agent'), 'Range' (dropdown), 'Template' (dropdown), and 'Queue Template' (dropdown). At the bottom right are 'Cancel' and 'Submit' buttons.

Simplified portal streamlines provisioning of agents



Provisioning Manager

The screenshot shows the 'Bulk Provision' form. On the left is a dark sidebar with a 'WORKFLOW' menu containing 'Provisioning' (expanded), 'Provision', 'Bulk Provision', 'De-Provision', and 'Bulk De-Provision'. Below this is an 'ADMINISTRATION' menu with 'General', 'Genesys Cloud', 'Mapping', and 'Log'. At the bottom is a 'RESOURCES' menu with 'Inventory'. The main form area has a blue header 'Bulk Provision'. It features a progress bar at the top with three steps: 'input' (active), 'Bulk Review', and 'Bulk Result'. Below the progress bar are: 'Select File:' with a file icon and a 'Choose File' button (text 'No file chosen'), 'Bulk Request Name:' (text), and 'Schedule:' (checkbox). A 'Format' section lists fields: 'First Name, Last Name, User ID, Email, Location, Role, Base Template Name, Skill Template Name, Queue Template Name, Selected Extension'. Below this is a 'Download Sample' link. At the bottom right are 'Cancel' and 'Next' buttons.

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.

Resource Inventory

Maintains a complete inventory of agents, phones and extensions.

Configurable Administration

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

Transaction Logs

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

About Persistent

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