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Genesys Administrator Extension Help

DN

DN

DN (DN)

DN
Genesys Administrator Extension

DN DN

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“DN” DN

Important

- Configuration Manager “DN” “DN” DN
- DN

Configuration Manager

- “”
- “” “”




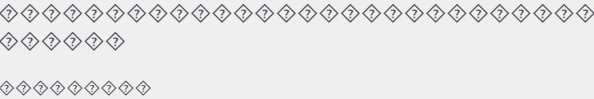





























































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| ACD  |  |
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|  DN |  |
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|  |  ISCC (Inter Server Call Control)  |
|  |  |
|  |  ACD  |
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|  |  |
|  |  ACD  |
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|  |  |
| IP  |  |
|  |  ACD  |
| Virtual Routing Point |  |
|  |  |
| IP  | IP  (VoIP)  |
| IP  | VoIP  |
|  |  IVR  |
|  |  |