

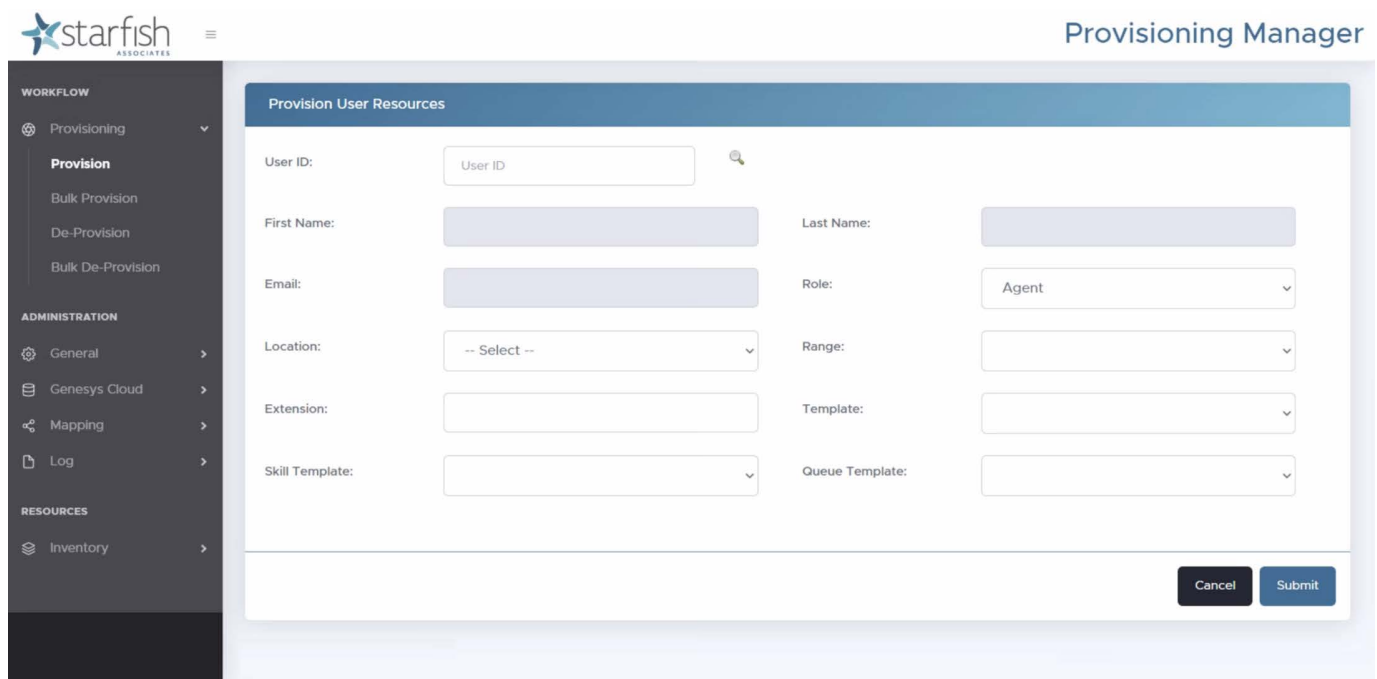
Starfish Provisioning Manager for Genesys Cloud CX

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

Solution Overview

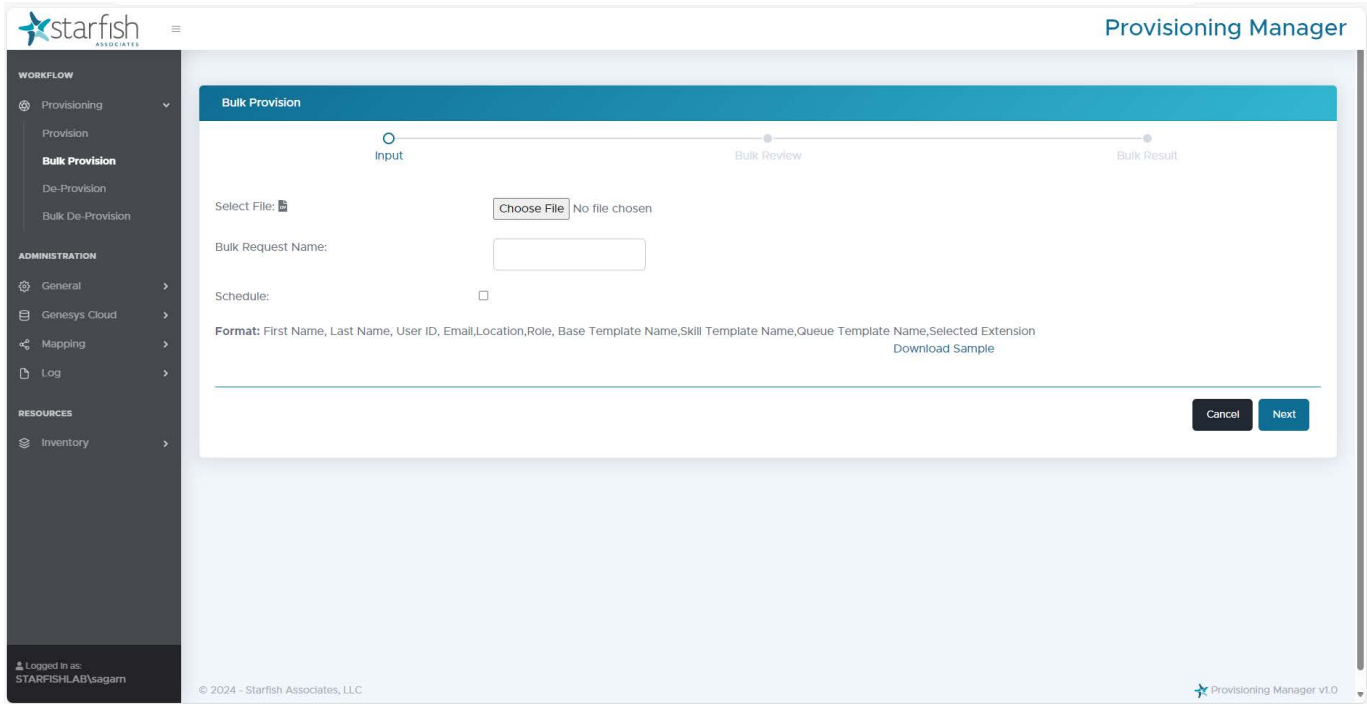
Starfish Provisioning Manager is an intuitive portal that administrators can use to provision and de-provision agents on Genesys Cloud CX systems.

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.

Automate

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

Simplify

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

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.

Contact Us to Learn More

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<https://starfishassociates.com/request-a-demo/>



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