# 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 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.

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Simplified portal streamlines provisioning of agents



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STARFISHLAB\sagam		© 2024 - Starfish Associates, LLC	🔆 Provisioning Manager v1.0						

### 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 offboarding 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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