

e-Manager How to Series

Terminate a User and their Conference Account



Terminating a Contact and Account can be achieved in a single action.

1. Select “View/Modify a Contact” (from Contact drop down menu)
2. Select a Contact screen displays, locate and click Contact name
3. View Contact screen displays, click “Modify” button (on bottom)
4. Modify a Contact screen displays, check the box in the upper right where it reads “**Contact is active, check to inactivate**” (a check mark appears)
5. Click the “Modify Contact” button (bottom right) to initiate the inactivation
6. A warning window opens, click the “Inactivate” button
7. View Contact screen displays, the inactivation is complete – both the Contact and any Accounts assigned to this Contact have been closed

How to Inactivate a Contact – Locate Contact...

The screenshot shows the Genesys Business Manager interface in a Windows Internet Explorer browser. The browser address bar shows the URL: `https://admin.conferencing.com/onepage/servlet/FWControllerServlet?mvc`. The page title is "GENESYS BUSINESS MANAGER". The user is logged in as "Williams1 Brian1" on "January 19, 2009".

The interface has a navigation bar with "Home Page" and "Logout" links. Below the navigation bar, there is a "Welcome Williams1 Brian1 | January 19, 2009" message. The main content area has a header with "Location", "Customer", "Contact", and "Account" tabs. A dropdown menu is open under the "Contact" tab, showing "Add a Contact" and "View/Modify a Contact". A red circle with the number "1" is placed over the "View/Modify a Contact" option, with a yellow callout box containing the text "Select from Dropdown".

Below the dropdown, there is a "Select a Contact" section. The company is "Genesys North America - Bedford". There are several tabs for alphabetical search: "abc", "def", "ghi", "jkl", "mno", "pqr", "stu", "vxyz". The "Active Tab" checkbox is checked, and the "Inactive Contact" checkbox is unchecked. A list of contacts is displayed, including "WILLIAMS BRIAN", "Williams (2007) Brian", "Williams (2008-04) Brian", "Williams III Brian", "Williams Jr. Brian", "Williams V Brian", and "Williams Sr. Brian". The "Williams IV Brian" contact is highlighted in orange, and a red circle with the number "2" is placed over it, with a yellow callout box containing the text "Locate and Click Name".

At the bottom of the search section, there is a search box with the text "Search following last name : williams" and a "GO" button. The browser status bar at the bottom shows the URL: `https://admin.conferencing.com/em/doSearchContact.do?item=viewModifyContact&vz` and the page is zoomed to 100%.

“View Contact” Screen Displays...

Business Manager - Windows Internet Explorer

https://admin.conferencing.com/onepage/servlet/FWControllerServlet?mvc

Live Search

Wise Admin 3# Business Manager

Genesys Conferencing GENESYS BUSINESS MANAGER

Home Page Logout e-Manager Permissions

Welcome Williams1 Brian1 | January 19, 2009

Location | Customer | Contact | Account

View Contact Company: **Genesys North America - Bedford**
Contact: **Williams IV Brian**

Customer Contact Account

Contact Function Mailing Address Brian Williams IV
no defined function
32 Crosby Drive

City Bedford Zip Code 01730
State Massachusetts Country United States

Email Office Phone number brian.williams@genesys.com
7817616382

Modify Add a contact Add an account

Click “Modify” Button

/em/dispatchAction.do Internet 100%

“Modify a Contact” Screen Displays...

Business Manager - Windows Internet Explorer

https://admin.conferencing.com/onepage/servlet/FWControllerServlet?mvc

Genesys Conferencing GENESYS BUSINESS MANAGER

Welcome Williams1 Brian1 | January 19, 2009

Location | Customer

Modify a Contact Company: Genesys North America - Bedford
Contact: Williams IV B

Customer Contact Account

Contact is active, check to inactivate

Title - Job Title -

First Name* Brian Last Name* Williams IV

Mailing Address* 32 Crosby Drive

City* Bedford Zip Code* 01730

Country* United States State Massachusetts

Add a Delivery Address Yes No

Contact Email* brian.williams@genesys.com

Phone Number* 7817616382 Phone Type Office

Modify Contact

Check the Box “Contact is active, check to inactivate”

Click “Modify Contact” Button

“Warning” Window Displays...

The screenshot shows the Genesys Business Manager interface in a Windows Internet Explorer browser. The page title is "GENESYS BUSINESS MANAGER" and the user is logged in as "Williams1 Brian1" on January 19, 2009. The main content area displays a "Modify a Contact" form for "Company: Genesys North America - Bedford" and "Contact: Williams IV Brian". The form includes fields for Title, First Name (Brian), Last Name (Williams IV), Mailing Address, City, Country (United States), State (Massachusetts), Contact Email (brian.williams@genesys.com), and Phone Number (7817616382). A yellow callout box with the text "Click 'Inactivate' Button" and a green arrow points to the "Inactivate" button. A red warning dialog box is overlaid on the form, containing the following text:

Warning

- All meeting numbers attached to this contact will be unallocated
- All related billing codes will be e...

The "Inactivate" button is highlighted in red, and a mouse cursor is positioned over it. A "Modify Contact" button is also visible at the bottom right of the form.

“View Contact” Screen Displays...

Business Manager - Windows Internet Explorer

https://admin.conferencing.com/onepage/servlet/FWControllerServlet?mvc

Genesys Conferencing GENESYS BUSINESS MANAGER

Home Page Logout e-Manager Permissions

Welcome Williams1 Brian1 | January 19, 2009

Location	Customer	Contact
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View Contact

Company: Genesys North America - Bedford
Contact: Williams IV Brian

Customer Contact Account

Contact Function Mailing Address

Brian Williams IV
no defined function
32 Crosby Drive

City Bedford Zip Code 01730
State Massachusetts Country United States

Email Office Phone number

brian.williams@genesys.com
7817616382

Modify Add a contact Add an account

/em/dispatchAction.do

Notice that the Icon has changed, an “X” has been added

The Contact and their Accounts are now closed

End