

User profile management

“ User profiles are the "digital identity" of every person in the Genesys Cloud organization. They drive the internal directory, org hierarchy views, and ACD skill assignments. This page covers what profiles contain, who can edit what, and how admins configure profile fields org-wide.

Navigation Paths

Task	Path
Edit a specific user's profile	Admin → People & Permissions → People → select user → More → Edit Person → Person Details tab
Configure org-wide profile fields	Admin → Directory → Profile Fields
View the org hierarchy	Any user profile → Hierarchy icon

Required permissions:

Permission	Required For
Directory > User > View	Viewing any user profile
Directory > Userprofile > View	Viewing profile field data
Directory > Userprofile > Edit	Editing profile field data
Directory > Organization > Admin	Configuring org-wide profile fields and sections

1. What a Profile Contains

A Genesys Cloud user profile is more than a contact card — it feeds the internal directory search, the org hierarchy, and (indirectly) ACD routing via skills and certifications.

Profile Section	Contents
Contact Information	Work phone, mobile, email, other numbers

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Contact Preferences	Primary contact method — phone vs. email (set by the user)
Relationships	Manager field — drives the org hierarchy/reporting tree
Location	Office, city, floor (admins can upload floor plans)
Groups	Group memberships the user belongs to
Skills & Certifications	Tags that become keywords for directory search
Education	Optional — populated by the user
Photo	Must be uploaded by the user — admins cannot upload on behalf
Custom sections	Any additional sections configured by your admin via Profile Fields

“ **Searchability:** Every piece of data entered into a profile becomes a keyword in the advanced directory search. If you tag a user with "SBC" or "Spanish," other users and Architect flows can find them by that term.

2. Admin vs. User Responsibilities

A key distinction in Genesys Cloud profile management: some fields are user-controlled, others are admin-controlled.

Action	Who Does It
Upload profile photo	User only — admins cannot upload photos on behalf of a user
Set primary contact preference (phone vs. email)	User only
Edit contact information, relationships, location	Admin (via Edit Person → Person Details tab) or User (via their own profile)
Add skills, certifications, tags	Admin (via Edit Person → ACD Skills tab or Person Details)
Set the Manager field (reporting hierarchy)	Admin
Configure org-wide profile sections and fields	Admin only (via Admin → Directory → Profile Fields)

☐ Users without a manager assigned do not appear in the org hierarchy view. Always populate the Manager field when creating users if your org uses the hierarchy view for supervision or reporting.

3. Org Hierarchy View

The hierarchy view lets anyone in the org browse the reporting structure — who reports to whom, peers, and direct reports.

Detail	Value
How it's built	Automatically generated from the Manager field on each user profile
Updates	Genesys Cloud updates the hierarchy view automatically when an admin changes the Manager field
Access	Available from any user's profile page
Requirement	Users must have a Manager assigned to appear in hierarchy views

4. Profile Fields Configuration (Admin)

Admins can customize the org-wide profile structure by adding new sections and fields, renaming existing ones, reordering them, and enabling or disabling them.

Navigation: Admin → Directory → Profile Fields

What Admins Can Do

Action	Notes
Add a new section	Creates a new grouping on all user profiles org-wide
Add fields to a section	Defines what data is collected in that section

Action	Notes
Rename fields or sections	Change display labels; can be translated for multi-language orgs
Reorder fields and sections	Controls the order they appear on the profile
Disable a field or section	Hides it from profiles without deleting it
Enable a disabled field or section	Restores visibility

Critical Limitation

“ ⚠ **Profile sections cannot be deleted once created.** They can only be disabled (hidden). Before adding any new section, ensure it has been approved by your organization — you cannot undo it.

This applies to **sections** specifically. Individual fields within sections can also not be deleted, only disabled.

5. Tags — Skills and Certifications

Tags on a user profile are free-text labels that serve two purposes:

Purpose	How It Works
Directory search	Tags become search keywords. Search "Cisco" or "SBC" and find all users tagged with those terms.
Group creation	Tags can be used as parameters to create dynamic groups of users who share a common attribute.

“ ☐ Tags are distinct from **ACD Skills**, which are the structured skills used by the routing engine to match interactions to agents. Tags are informal and used for human searchability; ACD Skills are formal and used by the system.

6. Locations

Admins can create Locations (office buildings, cities) and assign users to them via their profile.

Feature	Detail
Create locations	Admin → Directory → Locations
Floor plan upload	Admins can upload a floor plan image for a location, enabling precise office mapping
Profile assignment	Users are assigned to a location via their profile's Location field

Summary: Profile Editing Tabs (Edit Person Page)

When an admin opens **Edit Person** for a user, they see multiple tabs:

Tab	What It Controls
Person Details	Full profile — contact info, relationships, location, custom fields. Opens in edit mode.
Roles	Assign/unassign roles. The license cost shown corresponds to the most expensive permission in the role.
Division & Licenses	Shows which division the user belongs to and which licenses are consumed
View Permissions	Read-only view of all permissions currently assigned to the user
Phone	Assign a phone station (WebRTC or physical)
ACD Skills	Assign ACD skills and languages with proficiency ratings for routing
Utilization	Configure how many simultaneous interactions the user can handle per media type

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