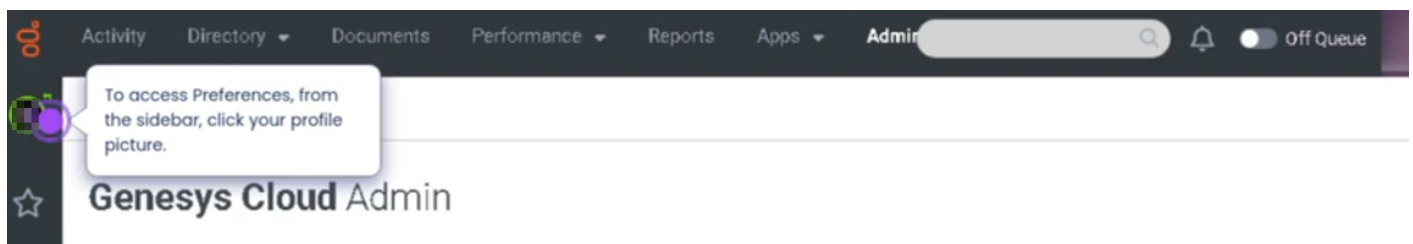


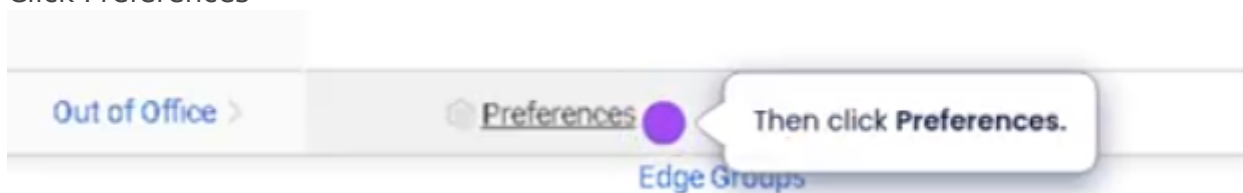
Genesys Cloud - Admin - Change Web Appearance - Preferences

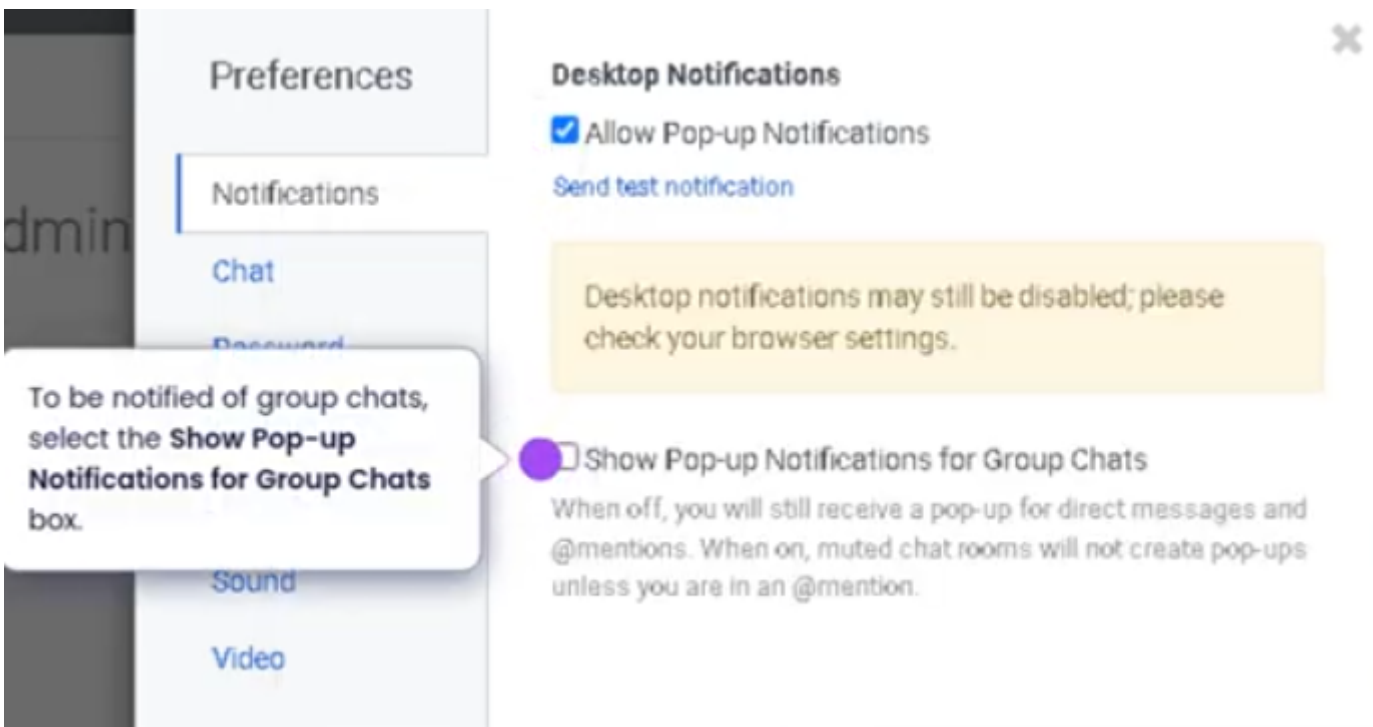
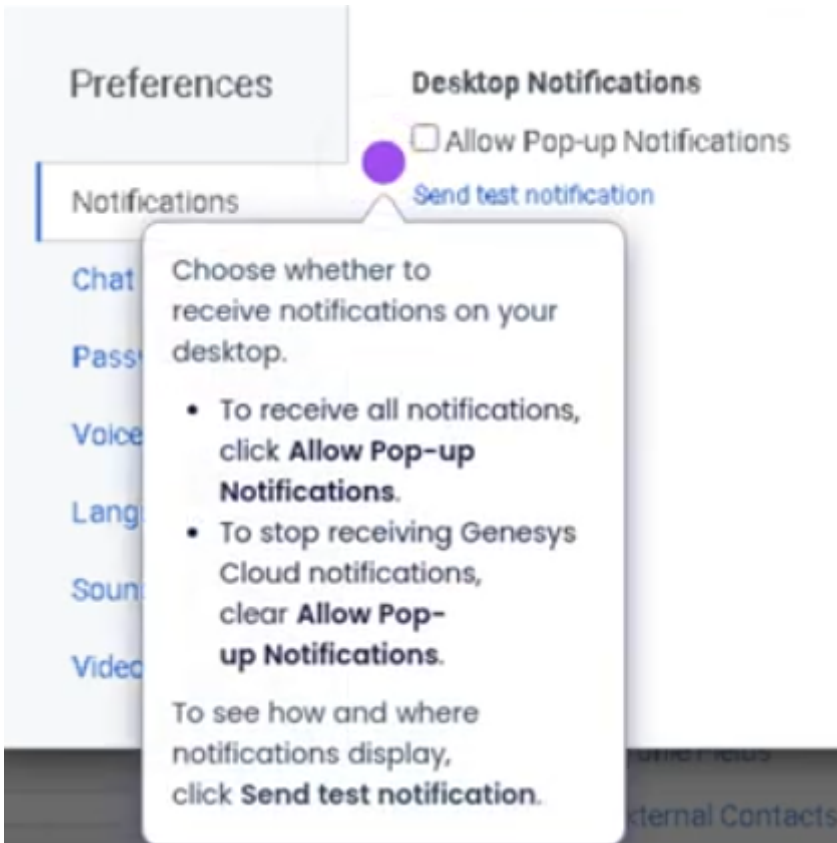
Access Preferences from sidebar,
click your profile picture

Notifications



Click Preferences





Chat preferences

Navigate to preferences from sidebar your profile picture, click on chat

From the list, choose how chat rooms appear in the chat roster.

- **Most Recent** lists chats in each category from newest to oldest activity.
- **A to Z** lists chats in each category in alphabetical order.

Voicemail PIN

Language

Sound

Video

Sort Order

Most Recent

Notifications

Mute all chat sounds

Media

Default display of inline media

Expanded by default

Embed Github project readmes and issues

Display Density

Comfortable

Giphy Keyboard

Collapsed by default

To turn off sound notifications for new chat messages, enable **Mute all chat sounds**.

Notifications

Mute all chat sounds ✓

Media

Mute all chat sounds

Media

Default display of inline media

Expanded by default

Embed Github project readmes and issues

Display Density

From the list, choose how media, including images, social media, and videos, display in your chats.

- To show media open in chats, click **Expanded by default**.
- To keep media hidden until you select them, click **Collapsed by default**.

LANGUAGE

From the list, choose the amount of spacing between chat room names in the chat roster.

- For the most spacing, click **Comfortable**.
- For medium spacing, click **Compact**.
- For the least spacing, click **Minimal**.

Expanded by default

Embed Github project readmes and issues ✓

Display Density

Comfortable

Giphy Keyboard

Collapsed by default

From the list, choose how you want the selections of GIFs to appear:

- To display the first row of GIFs to choose from, click **Collapsed by default**.
- To display the first four rows of GIFs to choose from, click **Expanded by default**.
- To keep the display in the state last used, click **Remember last state**.


Embed Github project readmes and issues

Display Density

Comfortable

Giphy Keyboard

Collapsed by default



Reset Password

Admin Home

sys Cloud Admin

To change your password, from Preferences, click **Password**.

Settings

- on
- dd Ons
- on Settings

Preferences

- Notifications
- Chat
- Password**
- Voicemail PIN
- Language
- Sound
- Video

Change Password

Current password

New password

At least 8 characters long

Verify new password

Change Password

After you complete the fields, click **Change Password**.

Change Password

Voicemail Pin

Type in your new PIN and Change Pin

Preferences

- Notifications
- Chat
- Password
- Voicemail PIN**
- Language
- Sound
- Video

Change PIN

New PIN

Exactly 4 digits long

Verify new PIN

Change PIN

Click **Change PIN**.

Language Preference

From Preferences, click **Language**. From the list, click the name of your preferred language. Click **Apply and reload**. Genesys Cloud refreshes with your language selection.

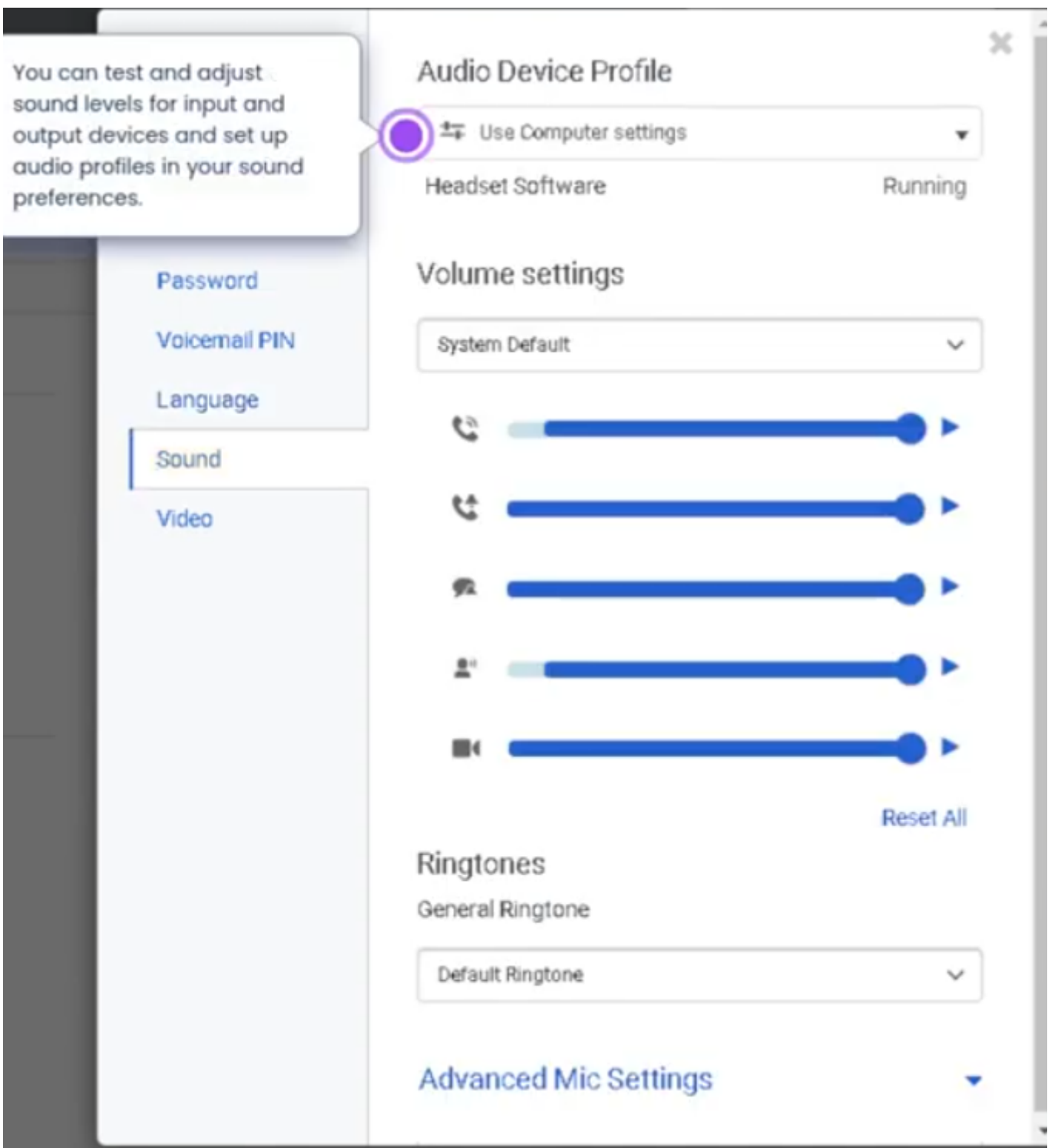
Preferences

- Notifications
- Chat
- Password
- Voicemail PIN
- Language**
- Sound
- Video

Preferred Language

Čeština
Dansk
Deutsch
<input checked="" type="checkbox"/> English
Español
Français
Italiano
Nederlands
Norsk
Polski
Português (beta)
Português do Brasil
Suomi
Svenska
Türkçe
Русский
Українська (alpha)
עברית (beta)
العربية (beta)
ไทย (beta)
한국어
日本語

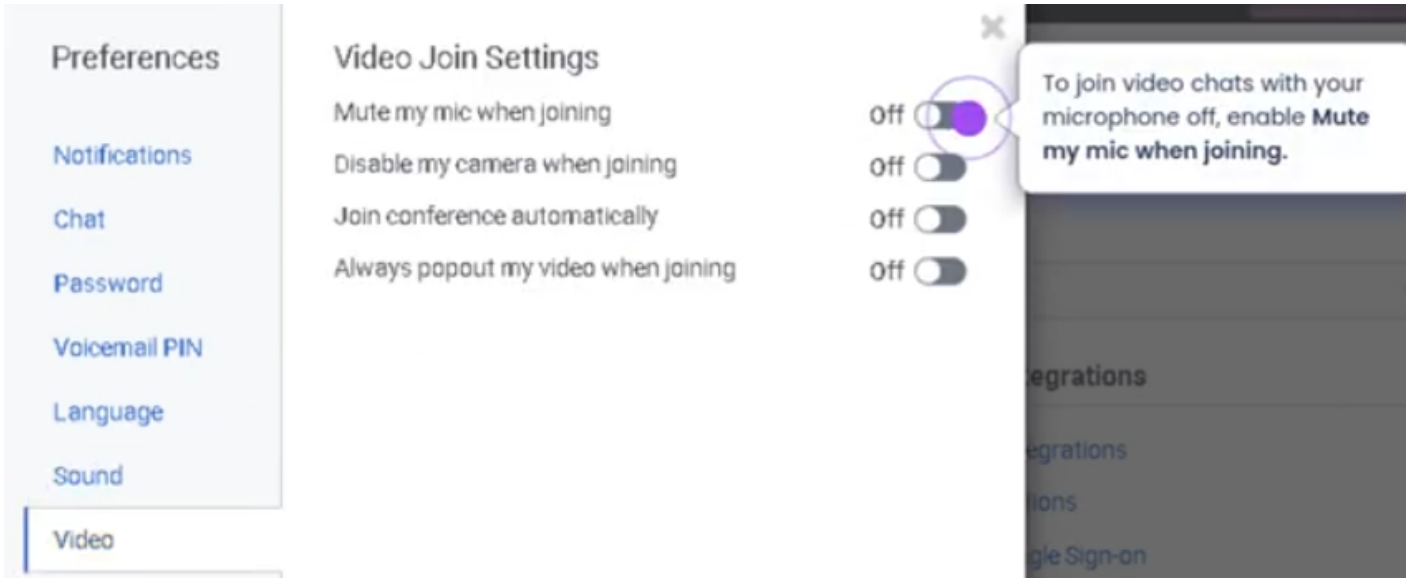
Sound Preference



To select a headset



Video settings



Revision #4

Created 10 March 2026 15:51:25 by Cesar Gzz

Updated 11 March 2026 21:39:46 by Cesar Gzz