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# Genesys Administrator Extension Help


User Access Groups

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Access groups are groups of users who need to have the same set of permissions for Configuration Database objects.

In many cases, users fall into a small number of categories with similar access needs. A team of agents, all of whom are performing the same tasks, often has identical access needs. Two or three people who are responsible for maintaining a specific site of the contact center might also have identical access needs. You can greatly simplify access control by adding individuals to access groups and then setting permissions for those groups.

The User Access Groups panel lists the user access groups that are in your environment. It is sorted in a hierarchy by tenants, configuration units, sites, and then folders.

 **Note:** Objects that are disabled will appear grayed out in the list.

## Tenancy Permission Settings

Account Management respects tenancy permission settings. You can access only those objects that you have been granted permission to access.

You can filter the contents of this list in two ways:

- Type the name or partial name of an object in the Quick Filter field.
- Click the Tenant Filter button to open the Tenant filter panel. In this panel, click the check box beside each tenant that you want to select. Use the Quick Filter field in this panel to filter the tenant list.

You can sort the items in the list by clicking a column head. Clicking a column head a second time reverses the sort order.

## Actions

Click the name of a user access group to view additional information about the object. You can also set **options** and **access control**.

You can perform the following tasks from the User Access Groups panels:

- **Create user access groups**
- **Delete user access groups**
- **Copy user access groups**
- **Enable or disable user access groups**