



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.


Genesys Administrator Extension Help

Agent Groups

Agent Groups

An agent group is a logical grouping of agents. Agent groups are typically set up to provide particular sets of contact-center services.

The Agent Groups panel lists the agent groups that are in your environment. It is sorted in a hierarchy by tenants, configuration units, sites, and folders.

 **Note:** Agent groups 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.

Actions

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

You can perform the following tasks from the Agent Groups panels:

- **Create agent groups**
- **Delete agent groups**
- **Copy agent groups**
- **Enable or disable agent groups**