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Genesys Administrator Extension Help

Copying an Agent Group

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To copy an agent group, perform the following actions:

1. Go to Accounts > System > Agent Groups.
2. Select an agent group. A new panel opens to the right.
3. In the new panel, click the Copy button. A new panel opens to the right.
4. Enter information in the new panel. See [Creating Agent Groups](#) for more information.

Important

The name of the new agent group name must be unique in the environment before you are allowed to save the new agent group.

5. Click the Save button to save the new agent group.