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# Genesys Administrator Extension Help

Creating Agent Groups

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## Creating Agent Groups

To create an agent group, perform the following actions:

- Go to Accounts > System > Agent Groups.
- Click the New button.
- Enter the following information. For some fields, you can either enter the name of a value or click the Browse button to select a value from a list:
  - Name—The name of the agent group. You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment).
  - Folder—The folder to which this agent group belongs.
  - Site—The site to which this agent group belongs.
  - Agent Group Members—The members that belong to this agent group.
  - Supervisors—The supervisors for this agent group.
  - Origination DNs—A list of DNs from which calls can be routed or diverted to this agent group. This list can include DNs of the following types: Routing Point, External Routing Point, Service Number, Routing Queue, ACD Queue, Virtual Queue, and Virtual Routing Point.
  - Capacity Table—This field applies only for the Enterprise Routing Solution. It is the Capacity Table that is associated with this agent group. Refer to the [Universal Routing 8.1 Reference Manual](#) for more information.
  - Quota Table—This field applies only for the Enterprise Routing Solution. It is the Quota Table that is associated with this agent group. Refer to the [Universal Routing 8.1 Reference Manual](#) for more information.
  - Cost Contract—The Cost Contract that is associated with this agent group. Refer to the [Universal Routing 8.0 Routing Application Configuration Guide](#) for more information about Cost Contracts.
- Click the Save button.