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Genesys Administrator Extension Help

Deleting Agent Groups

Deleting Agent Groups

There are multiple methods to delete an agent group:

- [Delete a single agent group](#)
- [Delete multiple agent groups](#)

Deleting a Single Agent Group

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 **Delete** button.
4. A dialog box displays to confirm the action:
 - Click the **OK** button to continue.
 - Click the **Cancel** button to discard the action.

Deleting Multiple Agent Groups

1. In the header, go to **Accounts > System > Agent Groups**.
2. In the **Agent Groups** panel, select the checkbox beside each agent group that you want to delete.
3. Click the **Bulk Change** button. A pop-up menu will appear. Select **Delete**.
4. A dialog box displays to confirm the action:
 - Click the **OK** button to continue.
 - Click the **Cancel** button to discard the action.