Genesys Administrator Extension Help

Agent Groups

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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.

Display Options

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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.

> **Important**
> Agent groups that are disabled will appear grayed out in the list.

Configuration Object 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.

Procedures

Possible Procedures from this Panel

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

You can also perform the following actions:

Creating Agent Groups

[+] Click here to reveal procedure

To create an Agent Group, perform the following actions:

1. Go to Accounts > System > Agent Groups.
2. Click the New button.
3. 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—You must specify a value for this property, and that value must be unique within the Configuration Database (in an enterprise environment) or within the Tenant (in a multi-tenant environment).
   - Tenant and Folder—The Tenant and 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.
4. Click the Save button.

Deleting Agent Groups

[+] Click here to reveal procedure

There are multiple methods to delete an Agent Group. Choose a procedure below:

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.

Copying an Agent Group

[+] Click here to reveal procedure

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.

Enabling or Disabling Agent Groups

[+] Click here to reveal procedure

There are multiple methods to enable or disable an Agent Group. Choose a procedure below:

Enabling or Disabling 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, do one of the following:
   - If the Agent Group is currently enabled, click the Disable button.

- If the Agent Group is currently disabled, click the `Enable` button.

Enabling or Disabling Multiple Agent Groups

1. In the header, go to `Accounts > System > Agent Groups`.
2. In the `Agent Groups` panel, select the check box beside each Agent Group that you want to enable or disable.
3. Click the `Bulk Change` button. A pop-up menu displays. Select `Enable` to enable the selected Agent Groups, or `Disable` to disable the selected Agent Groups.
4. A dialog box displays to confirm the action:
    - Click the `OK` button to continue.
    - Click the `Cancel` button to discard the action.