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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Agent Group Configuration

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Agent Group Configuration

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Access in Advisors to agent groups is not configured in Configuration Manager. Advisors dashboard users only have access or not to these objects indirectly, via access to business objects related to them.

Adding/Deleting a New Agent Group in Configuration Manager

Agent groups are added to Advisors by being imported from external data sources, and cannot be deleted.

Configuring Agent Group Attributes in Advisors

The Agent Group Configuration page allows you to:

- Assign agent groups to agent group contact centers
- Maintain agent group details

Assigning Agent Groups to Agent Group Contact Centers

The following screenshot shows the Agent Group Contact Center tab.

Agent Group Configuration

Agent Group Contact Center All ▼
 Zero Suppress All ▼

Application Group All ▼
 Display on Dashboard All ▼

Reporting Region All ▼
 Include in CCAdv All ▼

Operating Unit All ▼
 Include in WA All ▼

Agent Group - Agent Group Contact Center

Agent Group Details

Assigned Agent Groups				
<input type="checkbox"/>	Name ▲	Agent Group Contact Center	Include in CCAdv	Include in WA
<input type="checkbox"/>	MANITOBA C_A580	AGCC_1 Atwater	Yes	Yes
<input type="checkbox"/>	MANITOBA	AGCC_1	Yes	Yes
<input type="checkbox"/>	WINNIPEG MS	AGCC_1 Atwater	Yes	Yes
<input type="checkbox"/>	WINNIPEG	AGCC_1	Yes	Yes
<input type="checkbox"/>	WINNIPEG	AGCC_1	Yes	Yes

Display 5 ▼ records per page.
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Assign Unassign

Available Agent Groups			
<input type="checkbox"/>	Name ▲	Tenant Name	Data Source Name
<input type="checkbox"/>	[defaultTenant] AG-700 051_3100	defaultTenant	Genesys
<input type="checkbox"/>	[defaultTenant] AG-700 Gold	defaultTenant	Genesys
<input type="checkbox"/>	[defaultTenant] AG_305 3100	defaultTenant	Genesys

Display 5 ▼ records per page.
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Agent Group Contact Center tab

To make agent groups available to assign to agent-group contact centers (AGCCs) on this page, the rollups for network contact centers must be configured first. To agent-group contact centers, you assign agent groups that are already related to a network contact center.

An agent group can be assigned to a network contact center through its association to applications on the Applications Configuration page. If an agent group is later removed from the association to the application, the association to the agent-group contact center is removed automatically.

An agent group can be assigned to more than one AGCC. If no contact centers are selected in the contact center drop-down list, the Available Agent Group pane shows all agent groups that are not associated with any AGCC. If a contact center is selected in the contact center drop-down list, the Available Agent Group pane shows all agent groups that are not associated with this particular contact center.

When you are using **independent configuration mode**, two options are available when assigning:

- Include in CCAdv
- Include in WA

You use these options to specify whether an agent group assigned to an agent group contact center (AGCC) participates in the CCAdv and WA rollups. If you use CCAdv and WA in integrated configuration mode, the default value for both options is Yes, and you cannot edit the options. If, however, you use CCAdv and WA in independent configuration mode, you can specify to the configuration of which application (CCAdv or WA) to add the agent group and its associated AGCC.

Setting the Include in WA agent group rollup property to No automatically removes all mappings of contact groups to this agent group within the associated AGCC. Reverting the Include in WA rollup property to Yes restores previously-added mappings.

For more information about the CCAdv/WA configuration modes, see **Configuration Modes**.

The names of agent group contact centers display on the page with the corresponding network contact center name and use the format NCC Name: AGCC Name.

Maintain agent groups-to-agent group contact center assignments

Start Procedure

1. Select the Agent Group - Agent Group Contact Center tab.
2. Use the filters in the uppermost panel to filter the display of assigned agent groups in the Assigned Agent Groups panel. To display all assigned agent groups, select All.
The display shows assigned agent groups and available agent groups.
3. Select an agent group from the Available Agent Groups pane, and click Assign.
The Assign Rollups window opens.
4. Select the agent group contact center from the drop-down list.
If you use CCAdv and WA in integrated configuration mode, the Include in CCAdv and Include in WA rollup options are grayed out. If you use CCAdv and WA in independent configuration mode, specify whether the agent group should be included in the CCAdv and/or WA rollups. Select Yes to include it in the rollup, and No to exclude it from contributing to rollup information in the relevant application.
5. Click Assign.

Tip

If you want to map an agent group to an AGCC, and this agent group is already mapped to an AGCC, select the contact center in the uppermost contact center drop-down list and click the Filter button to place the agent group onto the Available pane; then you can map it to the selected AGCC.

Edit an Agent Group Assignment

Start Procedure

1. Select the Agent Group - Agent Group Contact Center tab.
2. Select an assigned agent group from the list by checking the checkbox.
You can select multiple agent groups for edit, but the changes you make will apply to all selected applications.
3. Click Edit.
4. Select a new Agent Group Contact Center from the drop-down list, or change your selection to include or exclude the agent group from CCAdv or WA rollups.
The Include in CCAdv and Include in WA options are grayed out if you use integrated configuration mode.
5. Click Save.

Maintaining Agent Group Details

The Agent Group Details tab allows you to maintain details of agent groups, apart from their primary name. The following screenshot shows the Agent Groups Details tab.

Agent Group Configuration

Contact Center All ▼
 Zero Suppress All ▼

Application Group All ▼
 Display on Dashboard All ▼

Reporting Region All ▼
 Include in CCAdv All ▼

Operating Unit All ▼
 Include in WA All ▼

Agent Group - Agent Group Contact Center

Agent Group Details

X Search
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Name ▲	Descriptive Name	Zero Suppress	Display on Dashboard
[defaultTenant] AG-700 051	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[defaultTenant] AG-700 Gold	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[defaultTenant] AG_305 05	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[defaultTenant] AG_4300_LT	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
[defaultTenant] AG2test	<input type="text"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Display 5 ▼ records per page.
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Save
Reset

X Search
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Name ▲	Tenant Name	Data Source Name
[defaultTenant] AGtest	defaultTenant	Genesys
[defaultTenant] team1	defaultTenant	Genesys

Display 5 ▼ records per page.
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Agent Group Details tab

Maintain agent group details

To maintain details of agent groups, including determining which agent groups can display in the Agent Groups pane on the dashboard.

Start Procedure

1. Select the Agent Group Details tab.

2. Use the filters in the uppermost panel to filter the display of agent groups. Filters on the Agent Group Details tab are used exclusively to narrow down the list of agent groups; the filters do not restrict the range of updates or changes you make on the tab. All changes you make to agent group properties on this tab are Advisors-wide; for example, an agent group displays the same descriptive name throughout WA and CCAdv even if it is mapped to multiple aggregated objects. The same applies to Zero Suppress and Display on Dashboard properties: either an agent group is suppressed/hidden or it is not suppressed/not hidden in any view.
3. Select an agent group from the list.
4. Type a descriptive name in the Descriptive Name field. The descriptive name will display on the dashboard. If a descriptive name is not provided, the generated name displays on the dashboard.
5. To prevent an agent group from displaying on the dashboard when no current call activity exists, select Yes for Zero Suppress. See [Zero Suppression](#) for details.
6. To make the agent group display on the dashboard, select Display on Dashboard.
7. Click Save.
A confirmation message displays.