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Genesys Administrator Extension Help

Account Management

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Account Management

Account Management enables you to create and manage user accounts, agent groups, roles, skills, access groups, and capacity rules. This includes the ability to create user accounts from templates and manage user accounts either one at a time or in bulk. Users can be assigned to agent groups that represent specific areas of the business. You can also add groups of similar users to access groups that share the same set of roles and permissions for manipulating objects, which provides a simplified method for provisioning security. Capacity-rules management enables you to define rules for managing the volume of interactions within a business.

Account Management includes the following sections:

User Accounts

These pages explain how to manage user accounts.

User Accounts

Create or delete user accounts

Set passwords, options, or access control

Enable or disable user accounts

Agent Groups

These pages explain how to manage agent groups.

Agent Groups

Create, delete, or copy agent groups

Enable or disable agent groups

Agent Skills

These pages explain how to manage agent skills.

Agent Skills

Create, delete, or copy agent skills

Enable or disable skills

Access Groups

These pages explain how to manage access groups.

User Access Groups

Create, delete, or copy agent groups

Enable or disable agent groups

Roles

These pages explain how to manage roles.

Roles

Create, update, copy, or delete roles

Enable or disable roles

Re-create the default role

Capacity Rules

These pages explain how to manage capacity rules.

Capacity Rules

Create, copy, or delete capacity rules

Enable or disable capacity rules

Bulk Change Sets

These pages explain how to manage capacity rules.

Bulk Change Sets

Create, delete, or execute a Bulk Change Set

View completed Bulk Change Sets