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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

The **Agent Groups** list shows the Agent Groups that are in your environment. It is sorted in a hierarchy by Tenants, configuration units, sites, and folders. To view objects by a particular hierarchy, select the hierarchy type in the drop-down menu above the list.

Important

Agent Groups that are disabled appear grayed out in the list.

Configuration Manager respects tenancy permission settings. You can access only those objects that you have been granted permissions and privileges 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 cube icon to open the **Tenant Directory** filter panel. In this panel, click the Tenant that you want to select. Use the **Quick Filter** field in this panel to filter the Tenant list.

To select or de-select multiple objects at once, click **Select**.

Procedures

To **create a new Agent Group object**, click **New**. To view or edit details of an existing object, click on the name of the object, or click the check box beside an object and click **Edit**. To delete one or more objects, click the check box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**.

Important

When you delete an Agent Group, only the Agent Group object itself is removed from the Configuration Database. Its member Agent objects are not deleted.

Otherwise, select the check box beside one or more objects and click **More** to perform the following

tasks:

- **Clone**—Copy an Agent Group.
- **Move To**—Move an Agent Group to another [hierarchical structure](#).
- Enable or disable Agent Groups
- Create a folder, configuration unit, or site. See [Object Hierarchy](#) for more information.

Click on the name of an Agent Group to view additional information about the object. You can also set [options](#) and [permissions](#), and view [dependencies](#).

Procedure: Creating Agent Group Objects

Steps

1. Click **New**.
2. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** 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) or within the Tenant (in a multi-tenant environment). You cannot change this value as long as this Agent Group contains at least one User.
 - **Capacity Table**—This field applies only for the Enterprise Routing Solution. It is the Capacity Table associated with this Agent Group. Refer to Enterprise Routing Solution documentation for more information.
 - **Quota Table**—This field applies only for the Enterprise Routing Solution. It is the Quota Table associated with this Agent Group. Refer to Enterprise Routing Solution documentation for more information.
 - **Cost Contract**—The [Cost Contract](#) associated with this Agent Group.
 - **Site**—The Site containing this Cost Contract.
 - **Script**—Enter a valid expression on the **Script** tab to define the group as a Virtual Agent Group. The expression must be in Virtual Group Script Language (VGSL) and must define at least one skill (with optionally, a skill level) in the following format:
Skill("SkillName")>SkillLevel
Example
Skill("Spanish")>5
 - **Tenant**—In a multi-tenant environment, the Tenant to which this object belongs. This value is automatically set to the Tenant that was specified in the Tenant Directory field in the object list.
 - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.

3. In the **Supervisors** tab, click **Add** to add a User. In the pop-up window, you can create a new User by clicking +.
4. In the **Agents** tab, click **Add** to add a User. In the pop-up window, you can create a new User by clicking +.
5. The **Origination DNs** tab lists **DNs** from which calls can be routed or diverted to this Agent Group. You can include DNs of the following types into this list: Routing Point, External Routing Point, Service Number, Routing Queue, ACD Queue, Virtual Queue, or Virtual Routing Point. Click **Add** to add a DN. In the pop-up window, you can create a new DN object by clicking +.
6. Perform one of the following actions:
 - Click **Save** to accept the changes and return to the object list.
 - Click **Apply** to accept the changes and remain in the tab.
 - Click **Cancel** to discard the changes.

Virtual Agent Groups

A Virtual Agent Group is similar to an Agent Group except that a Virtual Agent Group has no permanent members. Instead, an Agent becomes a member of a Virtual Agent Group if that Agent meets the criteria specified by the script. Agent membership in a Virtual Agent Group can change dynamically based on changes in the Virtual Agent Group criteria or changes in the object properties of the Agent. When you click a Virtual Agent Group in Genesys Administrator Extension, you see its current member Agents.

Important

Although you can create and configure them using Genesys Administrator Extension, Virtual Agent Groups are used primarily by Reporting applications. For more information about Virtual Agent Groups, refer to the latest version of the *Framework Stat Server User's Guide*.

Warning

If Genesys Administrator Extension finds Virtual Agent Groups (converted from an earlier installation) that contain illegal script expressions or include permanent members, Genesys Administrator Extension will display an error message. To preserve correct functionality of the Virtual Agent Groups, you must address the problem manually by either correcting the error or converting the Virtual Agent Group to a non-virtual Agent Group by removing the expression from the configuration option script.

Related Links

- [Skills](#)
- [Agent Groups](#)
- [Agent Groups](#)
- [Skills](#)
- [Access Groups](#)