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Genesys Administrator Extension Help

Accounts

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Accounts

The Accounts section of Configuration Manager enables you to configure the following objects:

- [Access Groups](#)
- [Agent Groups](#)
- [Users \(Persons\)](#)
- [Roles](#)
- [Skills](#)
- [Capacity Rules](#)

Video

Genesys Administrator Extension: Creating skills, agent groups, and agents

[Link to video](#)