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# Genesys Administrator Extension Deployment Guide

Agent Management

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# Agent Management

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Agent Management role privileges control what tasks a user can perform in the **Agents** window of Genesys Administrator Extension.

### Required Privileges

None

### Role Privileges

<b>Access to View Agents of other Tenants</b>	Allows a user to view the <b>Tenant Directory</b> in the <b>Agents</b> window. By default, in a multi-tenant environment, users can only see Agents that belong to their Tenant. However, if users have this privilege and Read access to Agents of other Tenants, they can use the <b>Tenant Directory</b> to switch Tenants and view these Agents to which they have access. Prerequisite: <b>Read Agents in Agent Management</b> .
<b>Create Agents in Agent Management</b>	Allows a user to create Agents and copy Agents in the <b>Agents</b> window. Prerequisite: <b>Read Agents in Agent Management</b> .
<b>Allow Skill Creation under Agent Management</b>	<div>Allows a user to create Skills when creating Agents in the <b>Agents</b> window. Prerequisite: <b>Modify Agents in Agent Management</b>.</div> <div><b>Important</b> When you create a Skill in the <b>Add Agent</b> window, you also create a Virtual Agent Group with the same name as the Skill and all Agents that have this Skill are automatically assigned to this Virtual Agent Group.</div>
<b>Delete Agents in Agent Management</b>	Allows a user to delete Agents in the <b>Agents</b> window. Prerequisite: <b>Read Agents in Agent Management</b> .
<b>Modify Agents in Agent Management</b>	Allows a user to modify Agents and copy Agents in the <b>Agents</b> window. Prerequisite: <b>Read Agents in Agent Management</b> .
<b>Read Agents in Agent Management</b>	Allows a user to view Agents in the <b>Agents</b> window.
<b>Access Contextual Skill</b>	Allows a user to access Contextual Skills. Prerequisite: <b>Read Agents in Agent Management</b> .
<b>Create Skills under Contextual Skill</b>	Allow a User to use the Contextual Skill Interface to create new Skills. Prerequisite: <b>Read Agents in Agent Management</b> .