Genesys Administrator Extension Deployment Guide

Agent Management

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Contents

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

Required Privileges

None

Role Privileges

Access to View Agents of other Tenants	Allows a user to view the **Tenant Directory** in the **Agents** 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 **Tenant Directory** to switch Tenants and view these Agents to which they have access. Prerequisite: **Read Agents in Agent Management**.
Create Agents in Agent Management	Allows a user to create Agents and copy Agents in the **Agents** window. Prerequisite: **Read Agents in Agent Management**.
Allow Skill Creation under Agent Management	Allows a user to create Skills when creating Agents in the **Agents** window. Prerequisite: **Modify Agents in Agent Management**. **Important** When you create a Skill in the **Add Agent** 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.
Delete Agents in Agent Management	Allows a user to delete Agents in the **Agents** window. Prerequisite: **Read Agents in Agent Management**.
Modify Agents in Agent Management	Allows a user to modify Agents and copy Agents in the **Agents** window. Prerequisite: **Read Agents in Agent Management**.
Read Agents in Agent Management	Allows a user to view Agents in the **Agents** window.
Access Contextual Skill	Allows a user to access Contextual Skills. Prerequisite: **Read Agents in Agent Management**.
Create Skills under Contextual Skill	Allow a User to use the Contextual Skill Interface to create new Skills. Prerequisite: **Read Agents in Agent Management**.