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Workspace Desktop Edition Deployment Guide

Enabling Internal And External Communications

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Refer to *Framework 8.1 Genesys Administrator Help* and *Genesys Security Guide* for detailed information on how to use Genesys Administrator and Management Framework to configure access permissions

Procedure: Enabling an agent to use the Interaction Workspace SIP Endpoint

Purpose: To enable an agent to use the Interaction Workspace SIP Endpoint to send and receive SIP-based interactions.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.

Start

1. Allow the SIP Endpoint privileges (see [SIP Endpoint Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).
 2. If required, configure the SIP Endpoint options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [SIP Endpoint](#) configuration option reference for a list of SIP Endpoint options and a description of how to configure them).
 3. Set the following TServer section options for the DNs of the Place to which the agent is logging in:
 - refer-enabled = false
 - sip-cti-control = talk,hold
 - voice = true
- Install Interaction Workspace SIP Endpoint (refer to [Procedure: Installing the Interaction Workspace SIP Endpoint](#)).

End

Procedure: Enabling an agent to use the SIP Preview feature

Purpose: To enable an agent to view a display that contains a preview of an inbound SIP interaction.

Prerequisites

- Target agents are using an internal or external SIP endpoint.
- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.

Start

1. Configure a SIP DN for an agent with the preview feature by setting the value of the preview-interaction option to true in the TServer section of the annex of the DN.
2. To test the configuration, log the agent in to Interaction Workspace on the place that contains the DN that you configured in Step 1.
3. Use a SipEndpoint sample application to connect to a different SIP DN.
4. Make a call to a queue (Call to sip:<QueueNumber>@<HostofTheSIPSErver>) that routes interactions to the agent's Place Group that contains the agent.
5. The SIP Preview Interactive Notification is displayed on the agent's desktop.

End

Procedure: Enabling an agent to use Team Communicator to call/transfer to an agent group or a skill

Purpose: To enable an agent to use Team Communicator to call or transfer to an agent group or a skill.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.

Start

1. In the Configuration tab of the Interaction Workspace application, add a connection to Statistics Server.
2. In the connection, add a reference to the T-Server in which the agent logs in.
3. Allow the Team Communicator privileges (see [Team Communicator Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).
4. Configure the Team Communicator options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [Team Communicator](#) configuration option reference for a list of Team Communicator options and a description of how to configure them).
5. In your routing configuration, configure a routing strategy that uses the routing targets that are connected to Interaction Workspace (see [intercommunication.im.routing-based-targets](#) and [intercommunication.voice.routing-points](#)).
6. Load the routing strategy on the Routing Point that is defined by the `intercommunication.voice.routing-points` option.
7. Enable the agent to use the voice media by using the [intercommunication.voice.routing-points](#).
8. Allow any applicable privileges from the following list of voice privileges for the role to which the agent is assigned:
 - Can Answer Call
 - Can Forward Call

- Can Hold/Retrieve Call
- Can Make Call
- Can One Step Conference
- Can One Step Transfer
- Can Reject Call
- Can Release Call
- Can Send DTMF
- Can Set InteractionDisposition
- Can Two Step Conference
- Can Two Step Transfer

End

Procedure: Enabling an agent to use Team Communicator to call a contact

Purpose: To enable an agent to use Team Communicator to call a contact that is stored in the Universal Contact Server (UCS).

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server.
- [Procedure: Enabling agents to manage contacts.](#)
- [Procedure: Provisioning Interaction Workspace for the Voice channel.](#)

Start

1. Allow the Team Communicator privileges (see [Team Communicator Privileges](#)) for the role to which the agent is assigned (refer to the [Team Communicator Privileges](#)).
2. Configure the Team Communicator options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [Team Communicator](#) configuration option reference for a list of Team Communicator options and a description of how to configure them).
3. Ensure that the UCS application to which Interaction Workspace is connected is configured to support index searches on Contact database:
 - Set the `index\enabled` option to `true`.
 - Set the `index.contact\enabled` option to `true`.

For more details about these settings, refer to the *eServices (Multimedia) 8.0 Reference Manual*.

- Allow the following voice privileges for the role to which the agent is assigned:
 - Can Hold/Retrieve Call
 - Can Make Call
 - Can Release Call
- Allow the following contact management privileges for the role to which the agent is assigned:
 - Can Use Contact Directory
 - Can Use Contact Information
 - Contact Module

End

Procedure: Enabling an agent to use Outbound Campaign functionality call to a contact

Purpose: To enable an agent to join an Outbound Campaign call to a contact that is stored in Outbound Contact Server (OCS).

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- Interaction Workspace Application object exists in the Configuration Database.

Start

1. Allow the Outbound privileges (see [Outbound Campaign Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).
 - Can Use
 - Can Reject Record
 - Can Cancel Record
 - Can Dial Alternative Chained Record
 - Can Get Next Preview Record
 - Can Use Push Preview
 - Can Mark Do Not Call
 - Can Set Call Result
 - Can Reschedule
 - Can Reschedule On New Number
 - Can Edit Record Data

- Configure the Outbound options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [Outbound](#) configuration option reference for a list of Outbound options and a description of how to configure them).

End

Procedure: Enabling an agent to use E-Mail to correspond with a contact

Purpose: To enable an agent to use E-Mail to correspond with a contact that is stored in Universal Contact Server (UCS).

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server and Interaction Server.
- [Procedure: Enabling agents to manage contacts](#).

Start

1. Allow the E-Mail privileges (see [E-Mail Access Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).

- Can Use E-mail media
 - Can Decline E-mail
 - Can Release E-mail
 - Can Reply
 - Can Send
 - Can One Step Transfer
 - Can Set Interaction Disposition
- Configure the E-Mail options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [E-Mail](#) configuration option reference for a list of E-Mail options and a description of how to configure them).
 - Configure the e-mail queue options in the email section that are mandatory for basic e-mail processing: `email.default-queue` and `email.outbound-queue`.
 - (Optional for transfer or e-mail to queues) Configure the queue options in the interaction-queue-presence, queue-presence, routing-point-presence sections of the Interaction Workspace Application object (refer to [Section: interaction-queue-presence](#), [Section: queue-presence](#), [Section: routing-point-presence](#) in the configuration option reference for a list of queue options and a description of how to configure them).
 - Configure the workbins options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [Workbin](#) configuration option reference for a list of workbin options and a description of how to configure them), in particular: `workbin.email.in-progress` and

`workbin.email.draft.`

- Configure the `email.signature` template [option](#) in the interaction-workspace section to enable automatic insertion of a signature in all new and reply outbound e-mails.

End

Procedure: Configuring Filtered E-Mail From Address Functionality

Purpose: To enable an agent to access a configured list of Contact Center "From" e-mail addresses.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace can handle email interactions.

Start The list of "From" e-mail addresses that can be used in outbound e-mails can be populated from two mutually exclusive sources, based on options that you configure:

- E-Mail Server POP addresses. Configure the `email.from-addresses` option with the value `$EMAILSERVER$`.
- An option that references a Business Attribute. Each Business Attribute Value corresponds to a "From" Address, where Name is the actual address, Display name is the human-readable name displayed to the agent, and Default tag is used to display a default value in the combo box that is used by the agent to select an address.

End

Procedure: Enabling an agent to use Chat to chat with a contact

Purpose: To enable an agent to use Chat to chat with a contact that is stored in Universal Contact Server (UCS).

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server and Interaction Server.
- [Procedure: Enabling agents to manage contacts.](#)

Start

1. Allow the Chat privileges (see [Chat Access Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).

2. Configure the Chat options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [Chat](#) configuration option reference for a list of Chat options and a description of how to configure them).
3. Allow the following Chat privileges for the role to which the agent is assigned:
 - Can Use Chat Media
 - Can Decline Chat
 - Can Release
 - Can One Step Transfer
 - Can One Step Conference
 - Can Set Interaction Disposition

End

Procedure: Enabling Chat HA

Purpose: To enable Chat for High Availability (HA).

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server and Interaction Server.
- Chat Server 8.1.0 or higher.
- [Procedure: Enabling agents to manage contacts](#).

Start

1. Configure Chat Server for Warm Stand-by. Set the following values for the following Chat Server options for both the primary and backup Chat Servers:
 - session-restoration-mode = simple
 - transcript-auto-save = 2
 - transcript-resend-attempts = 10
 - transcript-resend-delay = 15
 - transcript-save-on-error = continue

Refer to the [EServices](#) documentation for more information on setting up Chat Server.
2. For the Web API Server application, add a connection to the primary Chat Server.
3. Configure the following options in the interaction-workspace section of the Interaction Workspace Application object:
 - chat.reconnect-attempts--Defines the number of attempts to reconnect to the chat session.

- `chat.reconnect-timeout`--Defines the interval between each attempt to reconnect to the chat session.

Refer to the [Chat](#) configuration option reference for information about how to configure these options.

End

Procedure: Enabling an agent to use SMS to exchange SMS with a contact

Purpose: To enable an agent to use SMS to exchange SMS with a contact that is stored in Universal Contact Server (UCS).

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server and Interaction Server.
- [Procedure: Enabling agents to manage contacts](#).

Start

1. Allow the SMS privileges (see [SMS Access Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).
2. Configure the SMS options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [SMS](#) configuration option reference for a list of SMS options and a description of how to configure them, and to [SMS Interactions](#) for a list of other configuration options).
3. Allow the following SMS privileges for the role to which the agent is assigned:
 - Can Use SMS -- Enables access to the SMS channel.
 - Can Decline Chat -- Enables the agent to decline an SMS interaction.
 - Can One Step Transfer -- Enables the agent to transfer an SMS interaction.
 - Can Set Interaction Disposition -- Enables the agent to set a disposition for an SMS interaction.
 - Can Create SMS -- Enables the agent to create a new SMS interaction.

End

Procedure: Enabling an agent to use Workitems to handle custom media types

Purpose: To enable an agent to use custom media types as Workitem interactions.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.

- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server (optional, depending on the workitem type).
- Interaction Workspace has a connection to Interaction Server.
- **Procedure: Enabling agents to manage contacts.**

Start

1. In Genesys Administrator, add the Workitem media in the Media Type Business Attribute. (refer to *Framework 8.1 Genesys Administrator Help* and the *eServices (Multimedia) 8.0 User's Guide* for information about defining Business Attributes in Configuration Server).
 2. Update the capacity rules for the Workitem (refer to *Genesys 8.0 Resource Capacity Planning Guide*).
 3. Allow the Workitem privileges (see **Workitem Access Privileges**) for the role to which the agent is assigned (refer to the **Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group**).
- Can Use Workbins
 - Can One Step Transfer
- Configure the Workitem options in the interaction-workspace section of the Interaction Workspace Application object (refer to the **Workitem** configuration option reference for a list of Workitem options and a description of how to configure them).
 - Configure the options that support Workitems (refer to **Workitems**).

End

Procedure: Enabling an agent to use agent, place, agent group, or place group Workbins

Purpose: To enable an agent to use agent, place, agent group, or place group Workbins to receive and/or store contact interactions for future processing.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server and Interaction Server.
- **Procedure: Enabling agents to manage contacts.**

Start

1. Use Genesys Interaction Routing Designer (IRD) or Genesys Composer to create a Workbin.
2. In Genesys Administrator, create a reference to the Workbin in the Interaction Workspace Application object, following the generic rule: `workbin.<media_type>.<workbin-nick-name>=<workbin-script-name>`

Refer to the [Section: interaction-workspace](#) and [Workbin](#) configuration option reference for a list of Workbin options and a description of how to configure them.

3. Allow the Workbin privileges (see [Workbin Access Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).

- Can Use Workbins

End

Procedure: Enabling agents to use Instant Messaging

Purpose: To enable an agent to use Instant Messaging (IM) to send and receive text messages with an internal target.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to SIP Server.

Start

1. Allow the Team Communicator privileges (see [Team Communicator Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).
2. Configure the Team Communicator options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [Team Communicator](#) configuration option reference for a list of Team Communicator options and a description of how to configure them).
3. Allow the following IM privileges for the role to which the agent is assigned:

- Can Release IM
- Can Make IM
- Can Use IM

- Configure the IM options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [IM](#) configuration option reference for a list of IM options and a description of how to configure them).
- Ensure that the SIP DN of the Place used for Instant Messaging has the following options defined in the TServer section:
 - sip-signaling-chat = none
 - multimedia = true
 - voice = false (optional)

End

Procedure: Enabling an agent to use disposition codes

Purpose: To enable an agent to specify the outcome (disposition) of an interaction.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)
- [Procedure: Provisioning Interaction Workspace for the Voice channel](#)

Start

1. Create or update a Business Attribute in the tenant(s) that contain(s) your agents.
 - The Type of the Business Attribute is Interaction Operation Attributes.
 - The Display Name of the Business Attribute is used as the name of the section in the Agent interface.
 - The Attribute values are the codes that are available for the agent:
 - name"Used in attached data.
 - display name"Used in the Agent interface.
- In the Interaction Workspace application Configuration tab, in the interaction-workspace section, set the value of the voice.disposition.value-business-attribute option to the name of the business attribute that you previously configured.
- Allow the Can Set Interaction Disposition privilege (see [Voice Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)).
- Configure the following Interaction options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [Interaction](#) configuration option reference for a list of Interaction options and a description of how to configure them):
 - interaction.disposition.is-mandatory
 - interaction.disposition.is-read-only-on-idle
 - interaction.disposition.key-name
 - interaction.disposition.use-attached-data
 - interaction.disposition.use-connection-id
 - interaction.disposition.value-business-attribute

End

Procedure: Enabling agents to manage contact history

Purpose: To enable an agent to view and update the history of a contact.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server.
- [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group.](#)
- [Procedure: Provisioning Interaction Workspace for the Voice channel.](#)

Start

1. Allow the following Contact Actions privileges (see [Contact Management Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)):

- Can Use Contact Directory
 - Can Use Contact History
 - Can Use Contact History CaseData
 - Can Use Contact History Detail
 - Can Use Contact History Notepad
 - Can Use Contact Information
 - Can Use Contact my History
 - Can Use Save Contact
 - Contact Module
- Configure the Contact options in the interaction-workspace section of the Interaction Workspace Application object (refer to the [Contact](#) configuration option reference for a list of Contact options and a description of how to configure them).
 - Enable an index search on contacts to enable searches on contact interactions. For more information about enabling index searches refer to the *eServices (Multimedia) 8.0 User's Guide*.

End

Procedure: Configuring the Interaction Workspace application to enable an agent to edit case information

Purpose: To enable an agent to edit the contents of case information.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- One or more custom Case Information Business Attributes in the Configuration Layer

Start

1. In Genesys Administrator, open a Case Information Business Attribute.
2. In the Attributes Values tab, open an attribute value.
3. Select the Options tab.
4. Add a new section named `interaction-workspace`.
5. Configure the option according to the values in the table [Business Attributes Configuration for the interaction-workspace section](#).
6. Save your updates.

End

Procedure: Enabling agents to use the Standard Responses Library (SRL)

Purpose: To enable an agent to access the Universal Contact Server database of prewritten standard responses for interactions.

Agents can insert these responses as replies into any e-mail, instant messaging, or chat message, or they can read them to the contact during a voice interaction.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- Interaction Workspace has a connection to Universal Contact Server.
- [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#).
- (Optional) [Procedure: Provisioning Interaction Workspace for the Voice channel](#).
- (Optional) [Procedure: Enabling an agent to use E-Mail to correspond with a contact](#).
- (Optional) [Procedure: Enabling an agent to use Chat to chat with a contact](#).

Start

1. Allow the following SRL privileges (see [SRL Access Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)):
 - Can Use SRL

- Enable an index search on SRL in the Universal Contact Server configuration.
 - Set the `index\enabled` option to `true`.
 - Set the `index.srl\enabled` option to `true`.

For more details about these settings, refer to the *eServices (Multimedia) 8.0 Reference Manual*.

- Configure the relevancy level for Suggested Responses:
 - Set the `standard-response.suggested-responses-min-relevancy` option to display responses in order according to their relevancy to the inbound interaction.

End

Procedure: Enabling agents to view Broadcast Messages

Purpose: To enable an agent to receive and view messages that are sent simultaneously (broadcast) to multiple contact center parties.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#).

Start

1. Allow the following Broadcast Message privilege (see [Broadcast Privileges](#)) for the role to which the agent is assigned (refer to the [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group](#)):
 - Can Use Broadcast Message
- Create a communication DN and configure it in `broadcast.dn`.
 - Configure the broadcast message topics to which an agent can be subscribed by using `broadcast.subscribed.topics`. Topics can be associated with different configuration objects such as agents (`$Agent$`), agent groups (`$AgentGroup$`), and roles (`$Role$`); or they can be the names of custom topics such as `team` (for example, `billing`) or `site` (for example `main_campus`).
 - Ensure that you have a Sender application that implements the protocol described in [Viewing Broadcast Messages](#) that sends messages to topics that match what is configured in your system.

End

Procedure: Enabling agents to be Team Leads

Purpose: To enable an agent to automatically monitor the SIP Voice and Chat interactions that are handled by other agents.

Prerequisites

- Genesys Administrator 8.0.2 or higher, configured to show Advanced View.
- A working knowledge of Genesys Administrator 8.
- An Interaction Workspace Application object exists in the Configuration Database.
- [Procedure: Creating a Role and allowing an Interaction Workspace privilege and assigning a Role to an agent or agent group.](#)

Start

1. Allow the following Team Lead privilege (see [Team Lead Privileges](#)) for one of the roles to which the users who will be Team Leads are members:
 - Can Use Team Lead
- Allow the following optional Team Lead privileges (see [Team Lead Privileges](#)) for the role to which the agents who will be Team Leads are members:
 - Can Auto-Monitor (Voice or Chat)
 - Can Switch to Barge-in (Voice or Chat)
 - Can Switch to Coaching (Voice or Chat)
 - Can Switch to Silent Monitoring (Voice or Chat)
 - Can End Monitoring (Voice or Chat)
- Create or select an agent group to be used to specify the list of Agents that a Team Lead will monitor.
- Add the agents to be monitored by that team lead to that agent group.
- In Genesys Administrator Configuration tab for the agent group, open the Advanced view.
- In the Supervisor field, add the name of the user that will be acting as Team Lead for that agent group.
- Save the changes to the Agent Group object.

End