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Contact Center Advisor and Workforce Advisor Administrator User's Guide

Agent Group Configuration

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Agent Group Configuration

Access to agent groups in Pulse Advisors Contact Center Advisor (CCAdv) and Workforce Advisor (WA) is not directly controlled with **Role-based Access Control (RBAC)**. Advisors dashboard users have access (or not) to these objects only indirectly, through access to business objects related to them.

NEW All CCAdv objects in the Genesys Configuration Server, such as queues, agent groups, interaction queues, calling lists, and DN Groups, to which you – the Configuration Server Advisors user – have access, are considered to be *base objects*. Starting with release 9.0, all agent groups that are configured in Configuration Server are available for mapping to the Advisors applications. If you need to make changes to an agent group in Configuration Server, then simply refresh the **Agent Group Configuration** page once the changes are complete; the agent group configuration changes are propagated to the administration module.

Adding/Deleting a New Agent Group

New agent groups must be added in Genesys Administrator. Adding and deleting agent groups cannot be performed in the Advisors administration module, but you can remove an agent group from the Advisors configuration.

For more information, see [Advisors Business Objects](#).

Configuring Agent Group Attributes in Advisors

On the **Agent Group Configuration** page, you do the following:

- assign agent groups to agent group contact centers
- maintain agent group details

Assigning Agent Groups to Agent Group Contact Centers

The following screenshot shows the **Agent Group Contact Center** tab.

Agent Group Configuration

Agent Group
Contact Center

Zero
Suppress

All ▼

Application
Group

Display on
Dashboard

All ▼

Reporting
Region

Include in CCAdv

All ▼

Operating
Unit

Include in WA

All ▼

Agent Group - Agent Group Contact Center

Agent Group Details

x

🔍

Assigned Agent Groups

☐	Name ▲	Agent Group Contact Center	Include in CCAdv	Include in WA
☐	MANITOBA	AGCC_1	Yes	Yes
☐	MANITOBA	AGCC_1	Yes	Yes
☐	WINNIPEG	AGCC_1	Yes	Yes
☐	WINNIPEG	AGCC_1	Yes	Yes
☐	WINNIPEG	AGCC_1	Yes	Yes

Display 5 records per page.
⏪ ⏩

Assign
Unassign

x

🔍

Available Agent Groups

☐	Name ▲	Tenant Name	Data Source Name
☐	[defaultTenant] AG-700	defaultTenant	Genesys
☐	[defaultTenant] AG-700 Gold	defaultTenant	Genesys
☐	[defaultTenant] AG_305	defaultTenant	Genesys

Display 5 records per page.
⏪ ⏩ Pa

Agent Group Contact Center tab

To make agent groups available to assign to agent group contact centers (AGCCs) on this page, the rollups for network contact centers must be configured first. To agent group contact centers, you assign agent groups that are already related to a network contact center.

An agent group can be assigned to a network contact center through its association to applications on the **Applications Configuration** page. If an agent group is later removed from the association to the application, the association to the agent group contact center is removed automatically.

An agent group can be assigned to more than one AGCC. If no contact centers are selected in the contact center drop-down list, the **Available Agent Group** pane shows all agent groups that are not associated with any AGCC. If a contact center is selected in the contact center drop-down list, the **Available Agent Group** pane shows all agent groups that are not associated with this particular contact center.

When you are using **independent configuration mode**, two options are available when making assignments:

- **Include in CCAAdv**
- **Include in WA**

You use these options to specify whether an agent group assigned to an agent group contact center (AGCC) participates in the CCAAdv and WA rollups. If you use CCAAdv and WA in integrated configuration mode, the default value for both options is Yes, and you cannot edit the options. If, however, you use CCAAdv and WA in independent configuration mode, you can specify to which application (CCAAdv or WA) to add the agent group and its associated AGCC.

Setting the **Include in WA** agent group rollup property to No automatically removes all mappings of contact groups to this agent group within the associated AGCC. Reverting the **Include in WA** rollup property to Yes restores previously-added mappings.

For more information about the CCAAdv/WA configuration modes, see [Configuration Modes](#).

The names of agent group contact centers display on the page with the corresponding network contact center name and use the format NCC Name: AGCC Name.

Procedure: Maintain Agent Groups-to-Agent Group Contact Center Assignments

Steps

1. Select the **Agent Group - Agent Group Contact Center** tab.
2. Use the filters in the uppermost panel to filter the display of assigned agent groups in the **Assigned Agent Groups** panel. To display all assigned agent groups, select **All**.

Tip

If you want to map an agent group to an AGCC, and this agent group is already mapped to an AGCC, select the contact center in the uppermost contact center drop-down list and click the **Filter** button to place the agent group onto the **Available** pane; then you can map it to the selected AGCC.

The display shows assigned agent groups and available agent groups.

3. Select an agent group from the **Available Agent Groups** pane, and click **Assign**. The **Assign Rollups** window opens.
4. Select the agent group contact center from the drop-down list.
If you use CCAAdv and WA in integrated configuration mode, the **Include in CCAAdv** and **Include**

in WA rollup options are grayed out. If you use CCAdv and WA in independent configuration mode, specify whether the agent group should be included in the CCAdv and/or WA rollups. Select Yes to include it in the rollup, and No to exclude it from contributing to rollup information in the relevant application.

5. Click **Assign**.

Procedure: Edit an Agent Group Assignment

Steps

1. Select the **Agent Group - Agent Group Contact Center** tab.
2. Select an assigned agent group from the list by selecting the check box.
You can select multiple agent groups for edit, but the changes you make will apply to all selected applications.
3. Click **Edit**.
4. Select a new Agent Group Contact Center from the drop-down list, or change your selection to include or exclude the agent group from CCAdv or WA rollups.
The **Include in CCAdv** and **Include in WA** options are grayed out if you use integrated configuration mode.
5. Click **Save**.

Maintaining Agent Group Details

The **Agent Group Details** tab allows you to maintain details of agent groups, apart from their primary name. The following screenshot shows the **Agent Groups Details** tab.

Agent Group Configuration

Contact Center All ▼
 Zero Suppress All ▼

Application Group All ▼
 Display on Dashboard All ▼

Reporting Region All ▼
 Include in CCAdv All ▼

Operating Unit All ▼
 Include in WA All ▼

Agent Group - Agent Group Contact Center

Agent Group Details

X Search
🔍

Name ▲	Descriptive Name	Zero Suppress	Display on Dashboard
[defaultTenant] AG-700		☐	☒
[defaultTenant] AG-700 Gold		☐	☒
[defaultTenant] AG_305		☐	☒
[defaultTenant] AG_4300_LT		☐	☒
[defaultTenant] AG2test		☐	☒

Display 5 ▼ records per page.
⏪ ⏩ Page 1 of 11

Save
Reset

X Search
🔍

Name ▲	Tenant Name	Data Source Name
[defaultTenant] AGtest	defaultTenant	Genesys
[defaultTenant] team1	defaultTenant	Genesys

Display 5 ▼ records per page.
⏪ ⏩ Page 1 of 11

Agent Group Details tab

Procedure: Maintain Agent Group Details

Purpose: To maintain details of agent groups, including determining which agent groups can display in the **Agent Groups** pane on the dashboard.

Steps

1. Select the **Agent Group Details** tab.
2. Use the filters in the uppermost panel to filter the display of agent groups.

Filters on the **Agent Group Details** tab are used exclusively to narrow down the list of agent groups; the filters do not restrict the range of updates or changes you make on the tab. All changes you make to agent group properties on this tab are Advisors-wide; for example, an agent group displays the same descriptive name throughout WA and CCAdv even if it is mapped to multiple aggregated objects. The same applies to **Zero Suppress** and **Display on Dashboard** properties: either an agent group is suppressed/hidden or it is not suppressed/not hidden in any view.

3. Select an agent group from the list.
4. Type a descriptive name in the **Descriptive Name** field.
The descriptive name will display on the dashboard. If a descriptive name is not provided, the generated name displays on the dashboard.
5. To prevent an agent group from displaying on the dashboard when no current call activity exists, select Yes for **Zero Suppress**. See [Zero Suppression](#) for details.
6. To make the agent group display on the dashboard, select **Display on Dashboard**.
7. Click **Save**.
A confirmation message displays.