



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Platform SDK Developer's Guide

CfgAgentGroup

5/5/2025

Contents

- [1 CfgAgentGroup](#)
 - [1.1 Description](#)
 - [1.2 Filter Keys](#)
 - [1.3 Attributes](#)
 - [1.4 Comments](#)
 - [1.5 XML Representation](#)
 - [1.6 See Also](#)

CfgAgentGroup

Description

Groups of Agents are typically set up to provide particular sets of contact center services.

Filter Keys

Filter Name	Type	Description
tenant_dbid	int	A unique identifier of a tenant. If specified, Configuration Server will return information only about the agent groups that belong to this tenant.
person_dbid	int	A unique identifier of a person. If specified, Configuration Server will return information only about the agent groups this person is assigned to.
state	int	Current state of an agent group (see CfgObjectState). If specified, Configuration Server will return information only about agent groups that are currently in this state.
name	string	Name of an agent group. Shall be specified as a character string. If specified, Configuration Server will return information only about the agent group(s) with that name.
dbid	int	A unique identifier of a group. If specified, Configuration Server will return information only about this group.

Attributes

- `groupInfo` — A pointer to the structure [CfgGroup](#) containing general information about this group. Mandatory.
- `agentDBIDs` — A pointer to the list of identifiers of the [Agents](#) that form this group.

Comments

The name of an agent group must be unique within the tenant, but can coincide with the name of either a place group or a DN group of the same tenant.

The name of an agent group cannot be changed until there is at least one agent listed in this group. See agentDBIDs property

Deletion of Agent Group X will cause the following events set out in the order of arrival:

- Modification of campaignGroups of all campaigns that included Agent Group X
- Deletion of Agent Group X

XML Representation

Tip

This XML was created using the Configuration Server 7.5 schema.

```
<CfgAgentGroup>
  <CfgGroup>
    <DBID value="107" />
    <tenantDBID value="101" />
    <name value="AGroup" />
    <capacityTableDBID value="0" />
    <quotaTableDBID value="0" />
    <state value="1" />
    <capacityRuleDBID value="0" />
    <siteDBID value="0" />
    <contractDBID value="0" />
  </CfgGroup>
  <agentDBIDs>
    <DBID value="120" />
    <DBID value="121" />
  </agentDBIDs>
</CfgAgentGroup>
```

See Also

- [CfgDeltaAgentGroup](#)
- [CfgPerson](#)