Manage your Contact Center in Agent Setup

Access Groups

2/21/2026

Contents

-

- Administrator

Learn how to configure access groups for users in your contact center.

Related documentation:
-
-

Access Groups are groups of users who need to have the same set of permissions for Configuration Database objects.

In many cases, users fall into a small number of categories with similar access needs. A team of agents all performing the same tasks often has identical access needs. Two or three people responsible for maintaining a specific site of the contact center may also have identical access needs. You can greatly simplify access control by adding individuals to Access Groups and then setting permissions for those groups.

> ## Important
> The **default** user account is not related to Access Groups and, therefore, does not appear as a member of any Access Group.

Display Options

The **Access Groups** list shows the Access Groups that are in your environment.

> ## Important
> Access Groups that are disabled will appear grayed out in the list.

To select or de-select multiple objects at once, click **Select**.

Click the name of an Access Group to view additional information about the object.

Possible Procedures from this Panel

To create a new Access Group object, click **New**. To view or edit details of an existing object, click on the name of the object, or click the check box beside an object and click **Edit**.

To delete one or more objects, click the check box beside the object(s) in the list and click **Delete**. You can also delete individual objects by clicking on the object and then clicking **Delete**.

> ### Important
> When you delete an Access Group, only the Access Group object itself is removed from the Configuration Database. Its member objects—Access Group and User objects—are not deleted.

Otherwise, select the check box beside one or more objects and click **More** to perform the following tasks:

- **Clone**—Copy an Access Group.
- **Move To**—Move an Access Group to another folder.
- Enable or disable Access Groups.
- Create a folder.

Click on the name of an Access Group to view additional information about the object.

Creating Access Group Objects

To create an Access Group, perform the following actions:

1. In the header, click **Configuration**.
2. Under the **Accounts** heading, click **Access Groups**.
3. Click **New**.
4. Enter the following information. For some fields, you can either enter the name of a value or click **Browse** to select a value from a list:
    - **Name**—The name of the Access Group. You must specify a unique value for this property.
    - **Tenant**—N/A
    - **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
5. Click **Apply** to save the access group. The **Members** tab appears.
6. In the **Members** tab, click **Add** to add a User. In the pop-up window, you can create a new user by clicking **New**.
7. Perform one of the following actions after you have added a User to the Access Group:
    - Click **Save** to accept the changes and return to the object list.

- Click **Apply** to accept the changes and remain in the tab.
- Click **Cancel** to discard the changes.