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Manage your Contact Center in Agent Setup

Agent and Agent Group Annex

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- Administrator

Use the Annex to configure advanced features for single agents or groups of agents rather than for your entire contact center.

Related documentation:

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Important

Some features described here may not apply to your organization's setup. If you need features that aren't available to you, contact your administrator or Genesys representative.

You might want to set up a single agent or a group of agents for a specific purpose. For example, you might want to create a test agent that you can use to troubleshoot issues or experiment with different settings prior to making changes to all the agents in your contact center.

The Users tab enables you to create and customize agents.

The Agent Groups tab enables you to create agent groups and customize settings for the agents that you have assigned to a group.

Genesys Multicloud CX includes advanced features and functionality that can be enabled for agents or agents groups. Advanced features are configured in the Annex of either an agent or an agent group. This article provides examples of configuring a troubleshooting option for Gplus Adapter for Salesforce.

To configure advanced options you must know the **Section** where the option is configured, the **Name** (or **Key**) of the option, and the **Value** of the option. This information is obtained from product specific documentation or directly from Genesys.

Configuring the Agent Annex

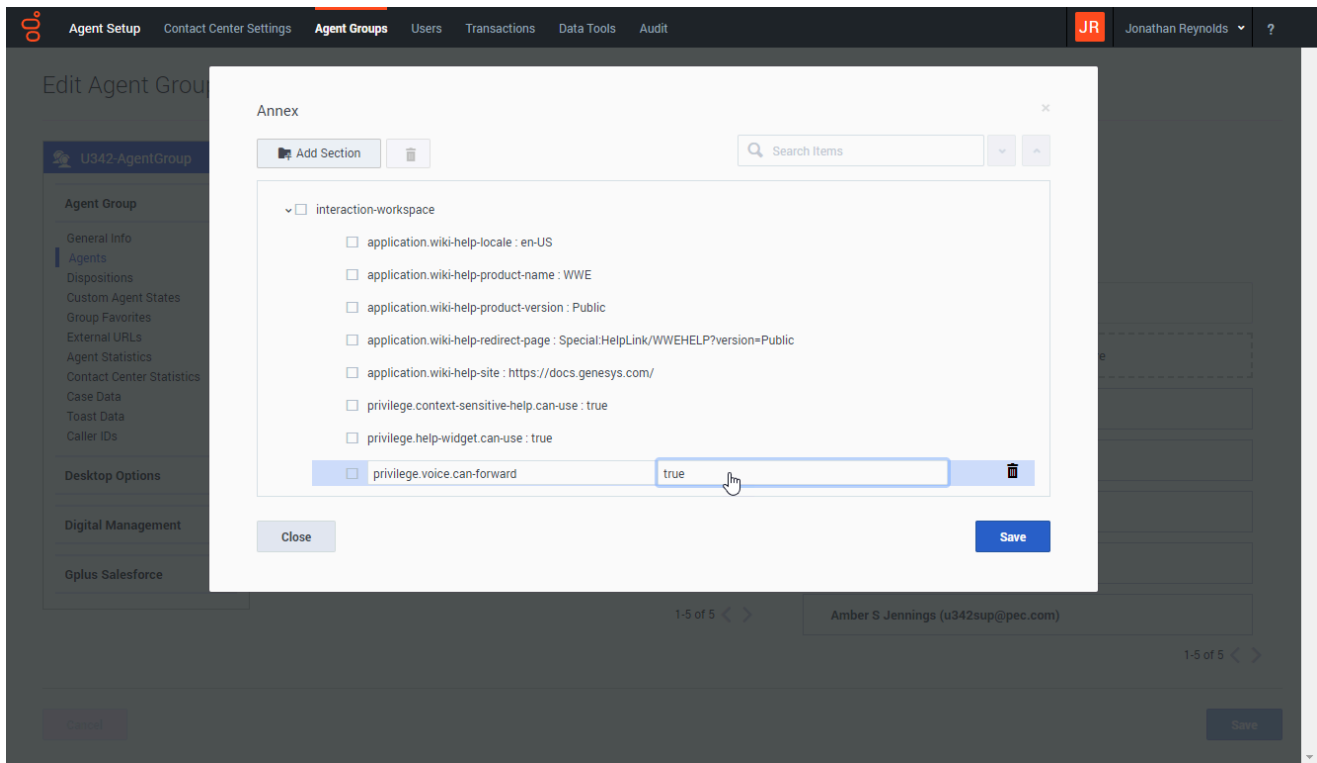
The screenshot shows the 'Edit User' page for 'Amber S. Jennings'. The 'Annex' section is expanded, showing a list of options under the 'interaction-workspace' section. The option 'privilege.voice.can-forward' is highlighted, and its value is set to 'true'. The interface includes a sidebar with navigation options like General Info, Skills, and Desktop Options. At the bottom, there are buttons for 'Cancel', 'Delete User', 'Save', and 'Save and close'.

To configure notifications in the Agent Annex, in Agent Setup select an agent from the **Users** tab.

In this example, the **privilege.voice.can-forward** option is enabled so that an agent can forward their phone to a different number. Here are the steps to add a new option to an agent:

1. Open the **Users** tab.
2. Click an agent (for debugging purposes, choose a test agent).
3. Click **User** to open the **User** menu.
4. Open the **Annex** view.
5. If the **interaction-workspace** section does not exist, click **Add Section** and create it; otherwise, click the **interaction-workspace** section.
6. In the **interaction-workspace** section, click **+** to create the **privilege.voice.can-forward** key.
7. Assign **true** as the value.
8. Save the changes.

Configuring the Agent Group Annex



To configure notifications in the Agent Group Annex, in Agent Setup select an agent group from the **Agent Groups** tab.

In this example, the **privilege.voice.can-forward** option is enabled so that agents can forward their phones to a different number. Here are the steps to add a new option to an agent group:

1. Open the **Agent Groups** tab.
2. Click an agent group to open the **Edit Agent Group** view.
3. Click **Agent Group** to open the **Agent Group** menu.
4. Click **Agents** to open the **Agents** view.
5. Click **Annex** to open the **Annex** dialog box.
6. If the **interaction-workspace** section does not exist, click **Add Section** and create it; otherwise, click the **interaction-workspace** section.
7. In the **interaction-workspace** section, click + to create the **privilege.voice.can-forward** key.
8. Assign **true** as the value.
9. Save the changes.