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Manage your Contact Center in Agent Setup

[Business attributes](#)



- Administrator

Business attributes can be shared at agent, agent group, and global levels.

Related documentation:

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In Agent Setup, you can define a business attribute to be shared at an agent, agent group, and global level. This means that you only need to create a business attribute once and it automatically populates the Business Attribute lists on the **Agent Group**, **Manage User**, or **Desktop Settings** pages.

You can consider a business attribute to be the container that holds a list of objects that have a common theme. You can define shared business attributes for the following objects:

- Caller ID
- Dispositions
- Case and Toast data

Let's take a look at how Henry, a contact center administrator, uses sharable business attributes.

	Agent Group Name	Type	
<input type="checkbox"/>	Users	Agent Group	Add Script
<input type="checkbox"/>	TIAA_Agents	Agent Group	Add Script
<input type="checkbox"/>	TestOutbound_AG_2230	Agent Group	-
<input type="checkbox"/>	TestOutbound_AG	Agent Group	-
<input type="checkbox"/>	testing-tests-agent-group	Agent Group	Add Script

He wants to create a list of Caller IDs for a specific Agent Group that can be shared to other Agent Groups at a later date.

Henry first needs to create a Caller ID business attribute. He needs to go to the right page in the Agent Setup user interface, so he clicks **Agent Groups**, selects the agent group he wants to edit, and then clicks **Caller IDs**.

Henry clicks the **Folder** drop-down list box to choose a folder into which the business attribute should go. By default, the tenant home folder is automatically selected.

Then Henry clicks the **Add Business Attribute** drop-down list box and selects

Add.

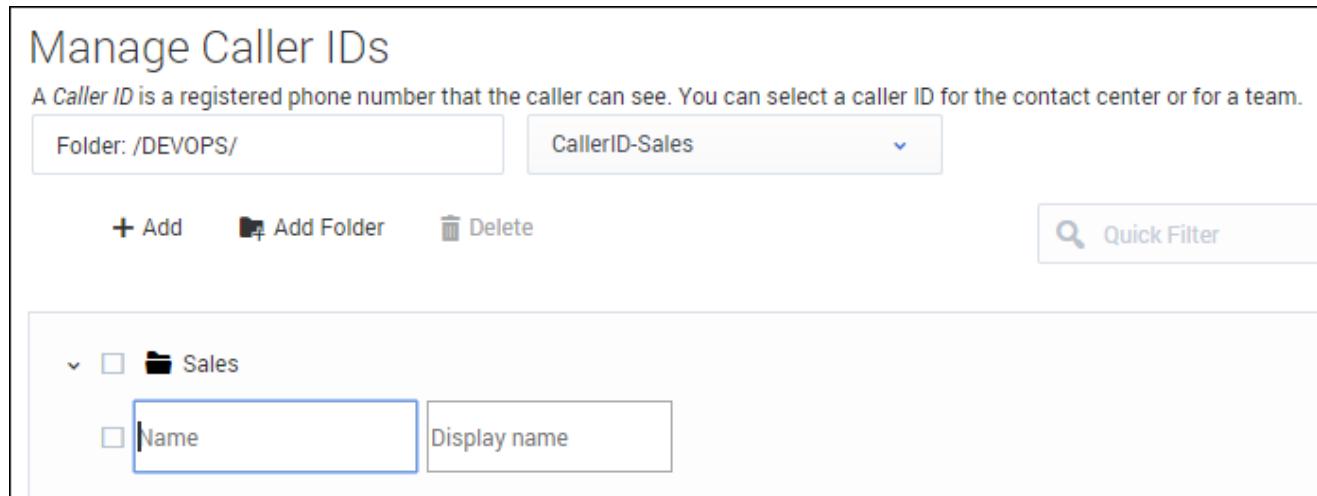
The other options in the list are:

- **None** - This tells the system to not define any business attribute.
- Already configured Caller ID business attributes - These attributes were previously created on this page, or at the agent group level. This is the benefit of shared business attributes. When a business attribute is created once, it populates where needed in other locations.

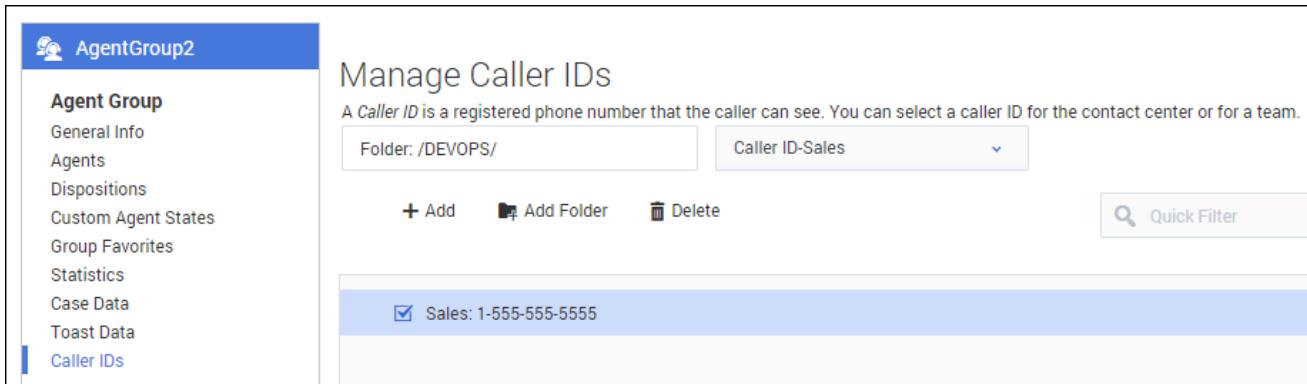


The **Add Business Attribute** window opens and Henry can now type the name of the business attribute. To be able to easily detect the purpose of the attribute, he prefixes the name with CallerID, for example, CallerID-Sales.

After he clicks **OK**, the new Caller ID business attribute is displayed not only in the list on the Agent Group page, but also in the Caller ID list on the **Desktop Settings** and **Manage Agent** pages. However, at this point the business attribute is empty; it doesn't contain any actual caller IDs.



Now that the business attribute is defined, Henry can populate the business attribute with a list of caller IDs. To do this, for each caller ID he wants to add, he clicks the **Add** icon to define the **Name** and the **Display Name**. He can add more than one caller ID to the business attribute and he can organize the caller IDs into folders.



The screenshot shows the 'Manage Caller IDs' page within the 'Agent Group2' section of the interface. The left sidebar lists various agent group management options. The main area displays a list of caller IDs under the folder '/DEVOPS/'. A specific caller ID, 'Sales: 1-555-555-5555', is selected and highlighted in blue. The interface includes buttons for adding new entries, creating new folders, and deleting existing ones, along with a 'Quick Filter' search bar.

Two weeks after he created the caller ID list for one agent group, Henry needs to configure another agent group with the same list of caller IDs. All he needs to do is access the agent group (**Agents Groups > Agent Group2**), and then select the sharable business attribute and caller ID. In this scenario, he selects **/DEVOPS/ > Caller ID-Sales > Sales: 1-555-555-5555**.

The benefit of sharable business attributes is that Henry didn't need to create a new list of caller IDs for another Agent Group.

Remember that this scenario demonstrates how to create a Caller ID business attribute, but the steps also apply to Dispositions and Case and Toast data.