Manage your Contact Center in Agent Setup

Channel options

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Learn how to enable channel options in the Agent Setup application.

Related documentation:

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Channels are different methods used to communicate with customers and team members in your contact center.

Each channel allows for communication with contacts in different ways, such as making and receiving phone calls (known as the Voice channel), receiving and replying to emails, and interacting in live chats.

Enable Channels

Channels

- ☑ Voice
- ☑ Chat
- ☑ Email
- ☑ Workbins
- ☐ Outbound
- ☐ Workitem
- ☐ Altocloud
- ☐ Facebook
- ☐ Twitter

In the **Channels** section under **Desktop Options**, select the channels you want to enable in your contact center.

The choices that you make in the **Channels** section are not automatically applied to all agents and users. Your selection provides a set of channels that you choose from when you add an agent. For example, you can select **Voice**, **Chat**, **Email**, **Workbins**, **Outbound**, **Workitem**, **Facebook**, or **Twitter** for the contact center. Then, when you add an agent or edit an agent, you can configure the individual agent to only have access to certain channels.

You can also enable **Genesys Predictive Engagement** for **Chat** channel users working with the new Agent Workspace. When editing or creating a user in Agent Setup, you can select **Altocloud** under **Channels** from the **Desktop Options** in the **Users** section. This option is not available in the **Contact Center Settings** or **Agent Groups** sections. For more information, see Genesys Predictive Engagement Chat Interaction.

My Channels options

In the **My Channels** section, you can enable the following options:

- **My Channels** allows an agent to access the My Channels tab.
- **My Channels Pending State** allows an agent to have a pending state in My Channels.