

Manage your Contact Center in Agent Setup

Settings and configuration overview

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- Administrator

This page explains the distinction between contact center settings, agent group settings, and user settings within Agent Setup.

Related pages:

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Overview

Agent Setup contains a series of options that enable you to manage the contact center and the users within it. There's a hierarchy that defines the level at which these options can be configured:

- Contact Center Settings (global settings)
 - Agent Groups
 - Users

Typically, when you enable something on the Contact Center Settings screen in the application, those settings are applied globally, meaning they're applied to all agent groups and users within the contact center. Some, but not all, options can be edited at either the agent group level or user level, or both. For example, the channels you configure on the Contact Center Settings screen will be inherited by all agent groups and users within the contact center, but you can edit these channels for either or both.

Settings by group

When you click **Contact Center Settings**, **Agent Groups > New Agent Group**, or **Users > New User** in the Agent Setup application, you'll see a panel in the left margin of the screen containing categories of options that allow you or other users to handle a series of related tasks. This table summarizes the categories of options and identifies (via Yes or No) the level at which those options can be enabled or updated.

Category	Contact Center	Agent Group	User	Description	Sample options
Agent Desktop	Yes	No	No	Contains Agent Desktop configuration options that are applied globally.	Skills, dispositions, agent states, toast data, case data Caller ID, global favorites, external URLs

Agent Group	No	Yes	No	Contains agent group information configured in Agent Desktop settings at the Contact Center Settings/global level.	Agents, dispositions, agent states, statistics, toast data, case data Caller ID, global favorites, external URLs
User	No	No	Yes	Contains user specific information configured in Agent Desktop settings at the Contact Center Settings/global level.	Skills, Caller ID, agent groups, access groups, annex, favorites, switches, external URLs
Desktop Options	Yes	Yes	Yes	Options that dictate what level of control an agent has when interacting with customers.	Channel configuration, standard responses, global login, recording, interaction search
Digital Management	Yes	Yes	Yes	Options related to email management.	Email mailboxes, email address management
Single Sign On	Yes	No	No	Single Sign-On configuration.	SAML
Desktop Statistics	Yes	No	No	Configuration of agent statistics, contact center statistics, and statistical definitions.	Warning levels, error levels, statistics types
Templates	Yes	No	No	Configuration of templates that contain global-level agent and contact center properties	DN, login, person, and place templates
CRM Adapter	Yes	Yes	Yes	Options related to the CRM/ Gplus Adapter.	Screen pops, custom Salesforce templates.
Routing Manager	Yes	No	No	Presents read-only lists of routing points, virtual queues,	Create DN groups.

				and DNs for the contact center.	
Recording	No	Yes	No	Recording hierarchy configuration.	Enable recording hierarchy