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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 documentation:

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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 Workspace | Yes | No | No | Contains Agent Workspace configuration options that | Skills, dispositions, agent states, toast data, |

| | | | | | |
|--------------------|-----|-----|-----|--|--|
| | | | | are applied globally. | case data Caller ID, global favorites, external URLs |
| Agent Group | No | Yes | No | Contains agent group information configured in Agent Workspace 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 Workspace 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 |

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|-----------------|-----|-----|-----|---|---|
| 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, and DNs for the contact center. | Create DN groups. |
| Recording | No | Yes | No | Recording hierarchy configuration. | Enable recording hierarchy |