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Manage your Contact Center in Agent Setup

[My Channels options](#)

7/27/2024



- Administrator

Learn about the My Channels options (for agents) available in Agent Setup.

Related documentation:

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

My Channels

☒ My Channels

☐ My Channels Pending State

Revert

- **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.