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Manage your Contact Center in Agent Setup

[My Channels options](#)



- 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
<input checked="" type="checkbox"/> My Channels
<input type="checkbox"/> My Channels Pending State
<button>Revert</button>

- **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.