



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

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:

-
-

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

My Channels

My Channels

My Channels Pending State

- **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.