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Manage your Contact Center in Agent Setup

Platform administration

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- Administrator

Most of the functionality in the Platform Administration application has moved to Agent Setup, which offers a superior user interface and new functionality. A few functions remain available only in Platform Administration.

Related documentation:

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Functions in Platform Administration

While most administrative functions now appear in Agent Setup, you must still use Platform Administration if you need to perform the following actions:

- Access Groups
- Roles
- Manage DN's
- Manage Virtual Queues
- Customize Pulse dashboards
- Voicemail management

Your contact center comes preconfigured with roles and access groups that determine the access structure, so that you don't have to assign specific privileges to each user. You can control access by assigning access groups to users and agent groups in Agent Setup.

Functions in Agent Setup and Designer

Functions formerly performed in Platform Administration that are now performed in Agent Setup include:

- Agent/user creation, including administrator accounts and agent accounts for supervisors

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- Agent groups and virtual agent groups
 - Skills
 - Agent desktop customization, including web content, global favorites, and caller ID

Functions formerly performed in Platform Administration that are now performed in Designer include business attributes and attribute values, which are now options offered within routing structures, such as:

- Business controls
- Media resources