Agent Groups

This page provides detailed instructions on creating agent groups and explains their key features.

Overview

An **Agent Group** is a logical organizational unit that manages multiple agents. Agents are assigned to groups, and all customer calls are ultimately handled by the assigned agents.

Accessing the Feature

1. After logging in to the Call Center platform, navigate to **Customer Service Management** > **Agent Groups** to view the agent groups you have created.

Feature Description

Create an Agent Group

1. On the **Agent Groups** page, click **Add** to open the **Create Agent Group** dialog box.
2. Enter the required information, then click **Confirm** to create the agent group.

- **Group Name:** Required. The name must contain between 1 and 64 characters.
- **Assignment Strategy:** Specifies how incoming calls are assigned to agents within the group.
  - **Random:** Assigns calls randomly.
  - **Call Duration:** Assigns calls based on each agent's total call duration.
  - **Call Count:** Assigns calls based on the number of calls handled by each agent.
  - **Priority:** Assigns calls according to the configured priority.
- **Description:** Optional. Enter a description for the agent group.

Add Agent Group Members

1. On the **Agent Groups** page, locate the target group and click **Members** in the **Actions** column.
2. Click **Add** to open the **Select Agents** dialog box.
3. Select the agents to add, configure the required settings, and then click **Confirm**.

Edit Agent Group Members

1. Locate the target agent and click **Edit** in the **Actions** column.
2. In the dialog box, modify the **Agent Weight** or **Agent Status**, then click **Confirm**.

Edit an Agent Group

1. Locate the target agent group and click **Edit** in the **Actions** column.
2. In the dialog box, modify the **Group Name**, **Assignment Strategy**, **Status**, or **Description**, then click **Confirm** to save the changes.

Delete an Agent Group

1. On the **Agent Groups** page, locate the target agent group and click **Delete** in the **Actions** column.
2. In the confirmation dialog box, click **Confirm** to delete the agent group.

Important: If the agent group is associated with an IVR flow, callers transferred from the IVR to this agent group will not be answered after the group is deleted.

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