Add People

Genesys Cloud Computing for Customer Experience Solution

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Intro

When you create new users, Genesys Cloud automatically sets their status as active whether you send the invitation now or later.

If you choose to send invitations to new users later and manually set their status to inactive, when you send the invitations Genesys Cloud automatically changes their status to active

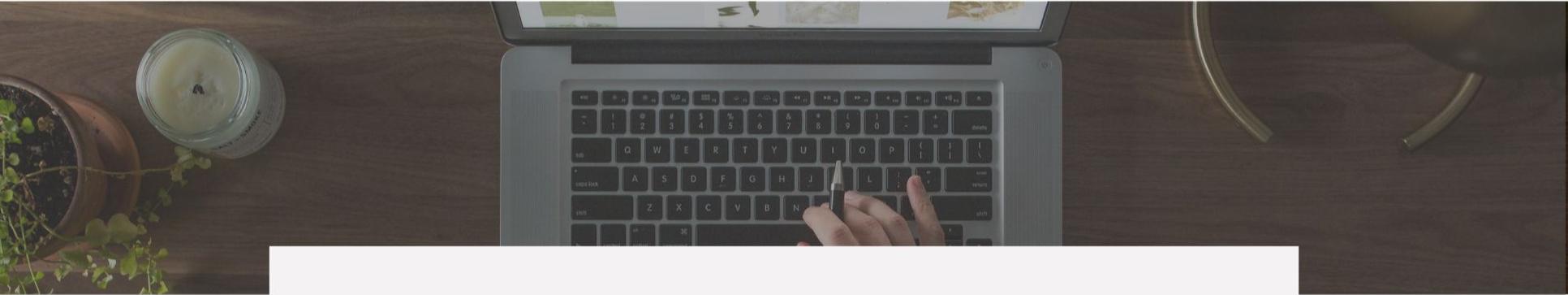## How to Add People on Genesys Cloud Computing

1. Click Admin.

2. Under People and Permissions, click People.

3. Click Add Person. The Add People to the Organization dialog box opens.

4. Click the Person tab.

5. Complete the mandatory Name and Email fields.

6. (Optional) Enter additional information by clicking Optional Fields.

7. (Optional) To add the person to a queue, do the following:
   a. Under Assign Queues, begin typing the first few letters of the desired queue.
   b. Select it from the list.
   c. Repeat steps a-b for each additional queue to which to add the person.

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8. (Optional) To add roles for the person, do the following:

    a. Under Assign Roles, begin typing the first few letters of the desired role.

    b. Select it from the list.

    c. Repeat steps a-b for each additional role to assign.

9. Send the invite automatically by selecting Send invite now.

10. Click Create.

Thank You!

Any Questions?

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