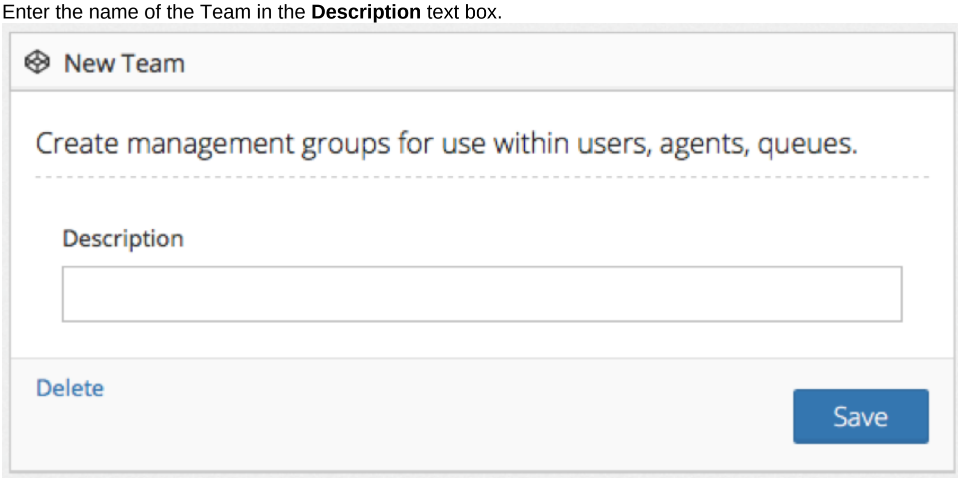
Creating Teams

Teams are a great way to group users meaningfully for Managers and Supervisors to oversee and monitor groups of Agents.

To create a Team:

1. Using the Flow domain provided, access the interface with manager credentials.
2. Click **Setup** in the left-hand menu to expand the section.
3. Click **Teams.**
4. Click **+New** located at the bottom left of the skills list.
5. Enter the name of the Team in the **Description** text box.


6. Click the **Save** button.

Related articles

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