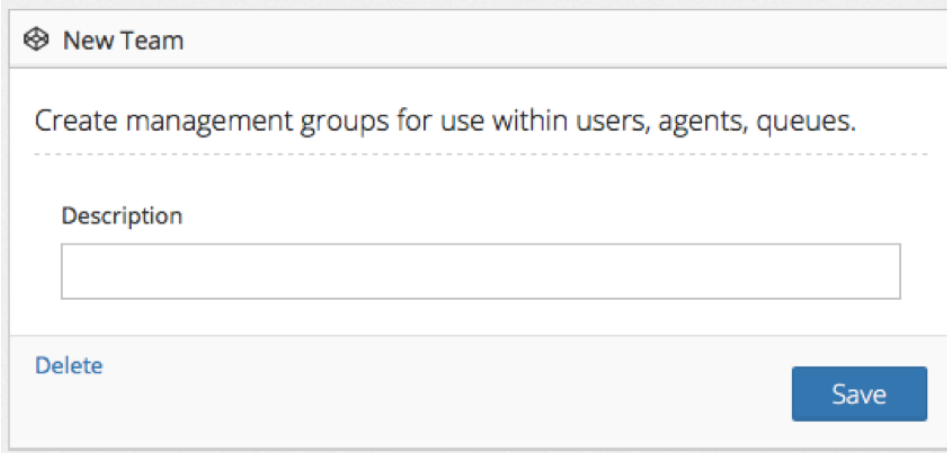


Creating Teams

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.



The screenshot shows a web form titled "New Team" with a gear icon. Below the title is a subtitle: "Create management groups for use within users, agents, queues." A dashed line separates the subtitle from the main input area. The input area has a label "Description" above a text box. At the bottom of the form, there are two buttons: "Delete" on the left and "Save" on the right.

6. Click the **Save** button.

Related articles

- [Adding Agents](#)
- [Creating a Queue](#)
- [Setting up Phone Numbers](#)
- [Adding Users](#)
- [Adding Skills](#)