

Adding Users

User accounts are for individuals that need to do more than simply take calls within the contact center. Examples would be staff that need to manage other aspects of the Flow system such as creating and managing Queues, Agents, Skills, telephone numbers, etc..

Users are created and managed by other Manager-level individuals. Users are added as one of the following types: Manager, Supervisor, or Team Leader. Agents are added from the Agent section in Flow.

New User

Configure agent users.

Status

☐ Active ☒ Disabled

Username

Password

Enter a new password to update

email

Flow Access Level

None

Teams

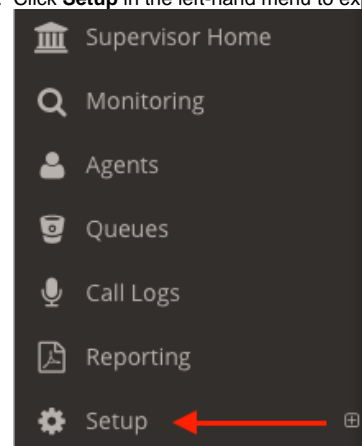
☐ Support ☐ Sales

Delete

Save

To add a User:

1. Using the Flow domain provided, access the interface as a Manager user.
2. Click **Setup** in the left-hand menu to expand the section.



3. Click **Users**.



4. Click **+New** located at the bottom left of the user list.
5. Set the following information:
 - a. **Status**: Set the user to either active or disabled.
 - b. **Username**: Give the user a unique username.
 - c. **Password**: Assign a password to the user. They can change this later.
 - d. **Email**: Enter the user's email address
 - e. **FlowAccessLevel**: Choose the appropriate access level from the list. For more information on user levels see the section on [User Types](#).
 - f. **Teams**: Use the checkboxes to assign the user to any Flow Teams
6. Click the **Save** button.



Related articles

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