## **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				
C Active 🧿 Disabled				
Username				
Password				
Enter a new password to update				
email				
Flow Access Level				
None	÷			
Teams			Тос	
Support	□ Sales		10 8	add a User.
Delete			1. Using Manac	the Flow domain provided, access the interface as a der user.
Delete		Save	2. Click	Setup in the left-hand menu to expand the section.
			血	Supervisor Home
			Q	Monitoring
			-	Agents
			0	Queues
			Ŷ	Call Logs
			ß	Reporting
			\$	Setup ┥ 🚥
3. Click Users.				
– 谢 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