

Removing a Component

The main components within Flow, such as Queues, Skills, Teams, Agents, Users, and Phone Numbers can be removed by a similar process. Removing a component required Manager level user access. To remove a component:

1. Using the Flow domain provided access the interface with manager credentials.
2. Click the component in the left-hand menu, which needs to be removed. Phone Numbers, Skills, Teams, and User are located under **Setup**. Click **Setup** to expand the section.
3. Choose from the components list the instance that will be deleted.
4. Click the **Delete** link located at the bottom of the page, near the save button.
5. In the pop-up notification, confirm the action by clicking **OK**.



Important

Deleting a component such as a Queue or a Phone Number can affect call flow and delivery of calls to agents. Deleted components cannot be restored. Double check that you have the correct the component instance before confirming the action.

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