

Getting Started

If you have not already, first contact NocTel support at support@noctel.com to sign up and get your initial domain and credentials.

Setting up a contact center can be a daunting task. NocTel Flow makes it easy and can help you to get your contact center up and running in no time by following some simple steps. When working with Flow it is recommended to start building your contact center in the following order:

1. Input general [Account Info](#)
2. Create different [Teams](#)
3. Add [Skills](#)
4. Add [Users](#)
5. Create [Queues](#)
6. Set [Phone Numbers](#)
7. Add [Agents](#)
8. Setting up the [Global Directory](#)

A full PDF copy of the NocTel Flow user manual:



NocTel Flow Adm...ator Manual.pdf