

Oprettelse af teams

Teams bruges til at gruppere agenter og til at begrænse adgangen til agenter, der er synlige for supervisorer eller teamledere

1. Vælg "**Settings**" (Indstillinger) i den øverste menu og derefter "**Teams**" i undermenuen.
2. Klik på "**New**" (Ny), og indtast navnet på teamet.
 - I eksemplet nedenfor hedder teamet "Doc team", og teamlederen vælges på en rulleliste.

The screenshot shows the 'Settings' interface for 'Teams'. The main content area is divided into two sections. On the left, there is a list of existing teams, each with a red circular icon and a right-pointing arrow. The teams listed are: 'Another Test' (Team Leader: Agent, Test), 'Dev' (Team Leader: Wharfe, Tim), 'FT' (Team Leader: Scott, Michael), 'Man' (Team Leader: Wharfe, Tim), 'PT' (Team Leader: Scott, Michael), 'Targeted' (Team Leader: Hishovd, JonMagnes), 'Universal' (Team Leader: Dajaj, Youssef), and 'Test' (Team Leader: Combined2L, Combined). A 'Filter' dropdown is positioned above this list. On the right, the 'Doc Team' configuration panel is open. It shows 'Team Name' as 'Doc team' and 'Team Leader' as 'Jay'. There is a toggle switch for 'Is Active' which is currently turned on. At the bottom right of the panel, there is a 'Create' button. A red banner at the bottom of the interface states 'Changes have been made'.

Dette skal gentages for alle teams, og de er angivet i afsnittet "**Teams**".