


Creating Groups

Groups or teams are a collection of users with a similar skill set. When a visitor interacts to seek help with your organization, an agent from the relevant skilled group will be assigned. For example, Sales related enquiry will be answered by sales team and any technical issues will be handled by the technical support team.

Creating a new group

To create a group, you need to :

1. Go to Configure -> Groups [under User management] -> click on  icon
2. Enter a logical name for the group and select Group type, time Zone, Starting or welcome message and sign off or signature message

New group

Name

Customer services

Group type

Normal

Time Zone

UTC

Dialogue: Start message

Welcome to Customer Services. How may I help you today?

Dialogue: Signature

Thanks for chatting with us today. We will be in touch with you shortly

Save

Cancel

3. Click **Save**.