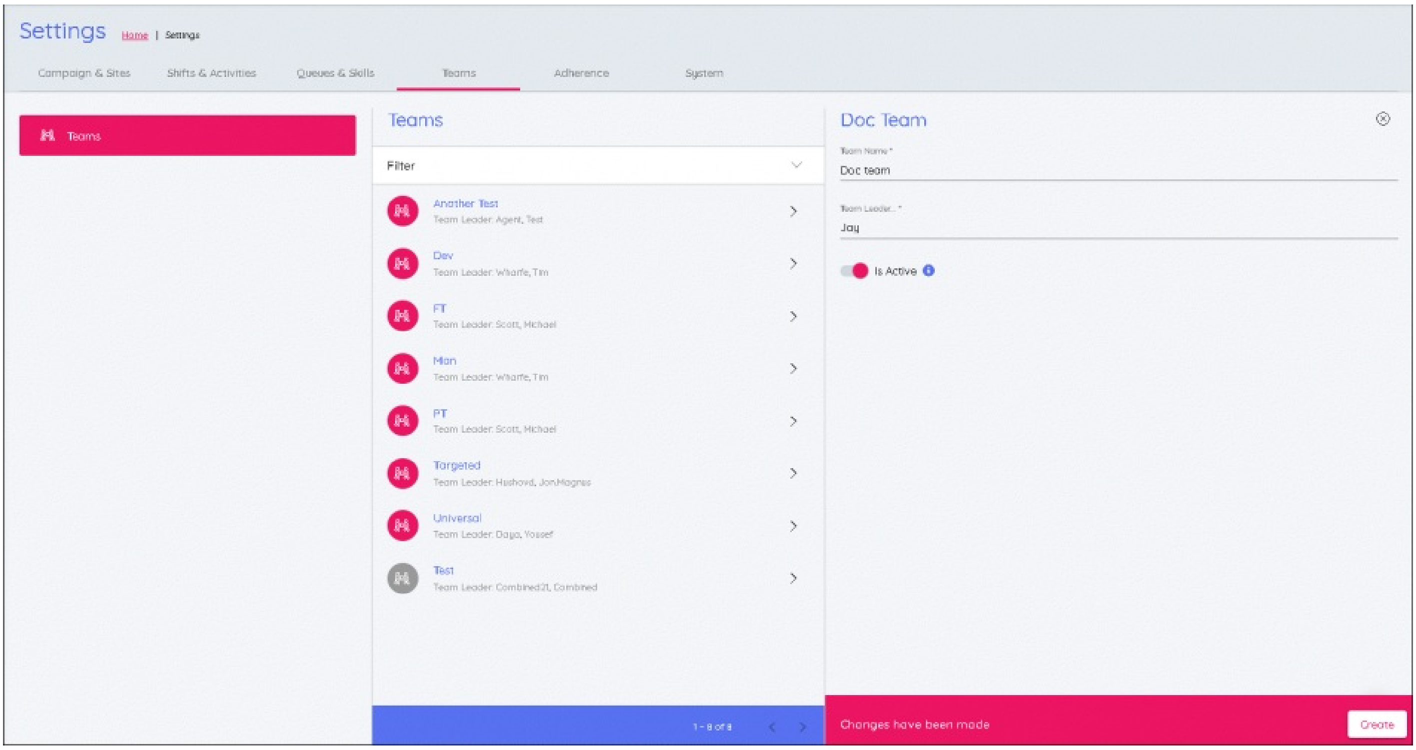
puzzel. Solving Customer Interactions

Creating teams

Teams are used to group agents together and to restrict access to agents that are visible to Supervisors or Team Leaders

1. Choose ‘**Settings’** in the top menu, then **Teams**’ in the sub menu.
2. Click on ‘**New**’ and enter the name of the team.

- In the example below, the team is named ‘Doc team’ and the Team Leader is chosen from a drop-down list.



This is to be repeated for all teams and they will be listed in the **Teams**’ section.