

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.

The screenshot shows the 'Settings' application interface. The top navigation bar includes 'Campaign & Sites', 'Shifts & Activities', 'Queues & Skills', 'Teams', 'Adherence', and 'System'. The 'Teams' section is active. On the left, a sidebar contains a 'Teams' menu item. The main content area is split into two parts. The left part is a list of teams with a 'Filter' dropdown. 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, JonMagnus), 'Universal' (Team Leader: Dajaj, Youssef), and 'Test' (Team Leader: CombinedZL Combined). The right part is a form for editing the 'Doc Team'. It shows 'Team Name' as 'Doc team' and 'Team Leader' as 'Jay'. There is an 'Is Active' toggle switch. At the bottom right, a red bar indicates 'Changes have been made' and a 'Create' button is visible.

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