

# 16.4 Groups

Groups are effective tools for bringing together users who belong to the same team. They are used for data assignment.

For example, if a Ticket arrives from a customer, you assign it to a dedicated Ticket management group so that all those users can see it. The first free user will be the one to take charge of it by assigning it to him/herself. To view the list of groups and create new ones, go to Settings> Groups

**Settings > Groups**  
Manage different types of user groups within your organisation

Groups List Total : 2 Groups

New Group

| # | Tools | Group Name      | Description                                     |
|---|-------|-----------------|---|
| 1 |       | Marketing Group | Group Related to Marketing Activities           |
| 2 |       | Support Group   | Group Related to providing Support to Customers |

**IMPORTANT:** Groups can be composed of sets of: Users, Roles, Roles and Subordinates, other Groups.

**Settings > Groups > Create New Group**  
New Group

New Group Add Group Cancel

\*Group Name

Description

Members

Available Entities & Members

Entity: Groups

Members: Groups, Roles, Roles and Subordinates, Users

Selected Members

Members of ""

- Groups are a flexible way to assign access rights, when complex access rights has to be defined. You can combine multiple entities like Roles, Users, profiles etc into a single group.
- To add, select the Entity members from left and click the ">>" button.
- To remove, select the group members from the right and click the "<<" button.

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