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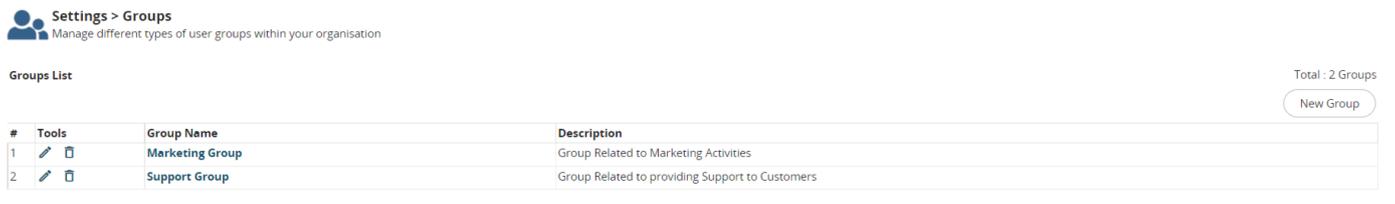
Settings > Groups
Manage different types of user groups within your organisation

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.
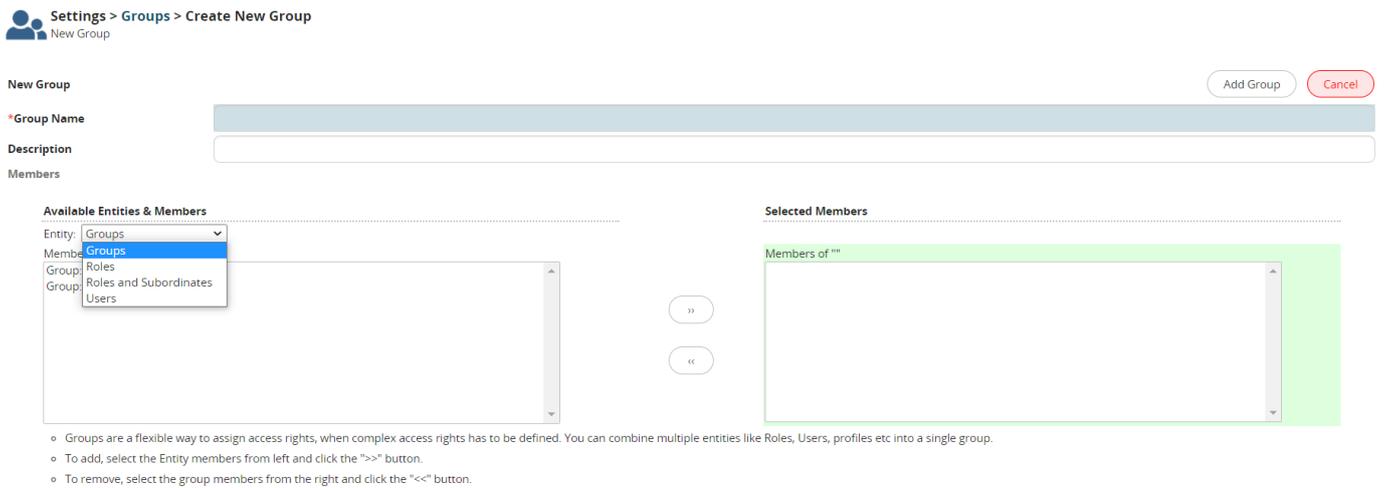
Settings > Groups > Create New Group
New Group

New Group

Add Group   Cancel

*Group Name

Description

Members

Available Entities & Members

Entity: Groups ▾
- Groups
- Roles
- Roles and Subordinates
- Users

Selected Members

Members of ""

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○ 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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