

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 teams based on roles, users, and profiles

Groups List

Total: 3 Groups

New Group

TOOLS	GROUP NAME	DESCRIPTION
 	Agents Group	Group Related to Agents Activities
 	Minchiata	
 	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 of Entity

Group::Agents Group

Group::Minchiata

Group::Support Group

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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