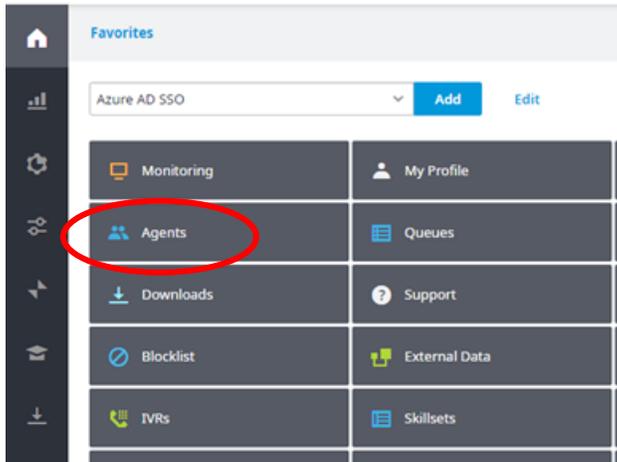


How to Set Team Settings When Moving Agents to New Teams

1. When you have logged into the Contact Center Control Panel, click on **“Agents”**.



2. Click on the **Agent** or **Person** you wish to move.
3. Click on **“Security”** and verify the role of the individual. If this role is to be changed when they move to a new team it must be done at the individual level as it will not be changed automatically.

General Information **Security** Skills

Role

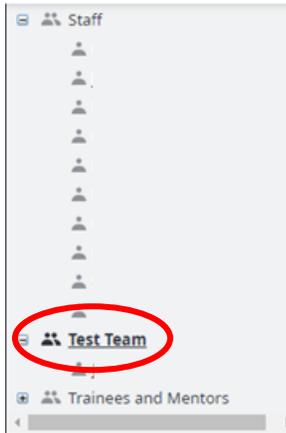
Agent

This user is a supervisor

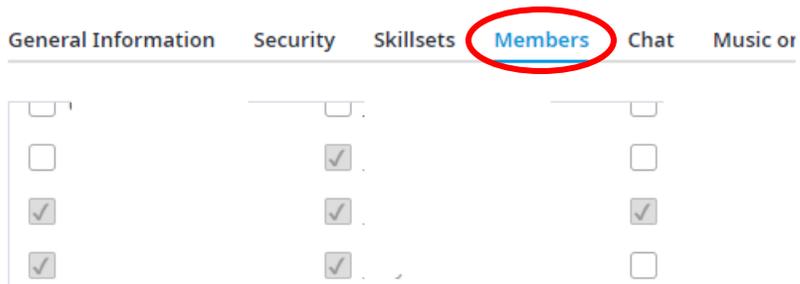
Permissions

- | | |
|--|---|
| <input checked="" type="checkbox"/> Access Call Center Agent | <input checked="" type="checkbox"/> Change own password |
| <input checked="" type="checkbox"/> Access Call Center Monitor | <input checked="" type="checkbox"/> Change password for other agent |
| <input checked="" type="checkbox"/> Access Administration Site | <input type="checkbox"/> Change security policies |
| <input type="checkbox"/> Access recordings | <input checked="" type="checkbox"/> Access reports |
| <input checked="" type="checkbox"/> Access admin training material | <input type="checkbox"/> Access IT training material |
| <input type="checkbox"/> Change general settings | <input type="checkbox"/> Change working hours |

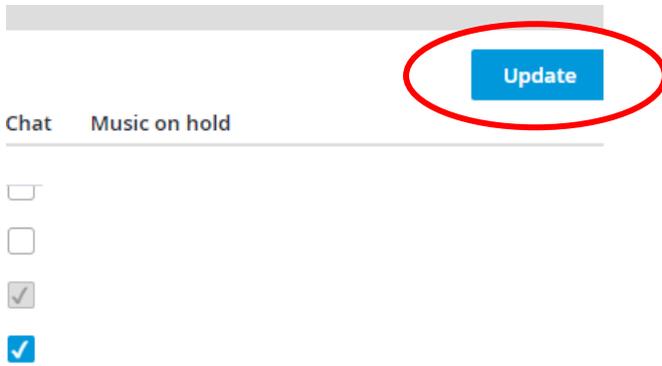
4. Click on the new team you wish to add them too. For example, click on the default team “**Test Team**”.



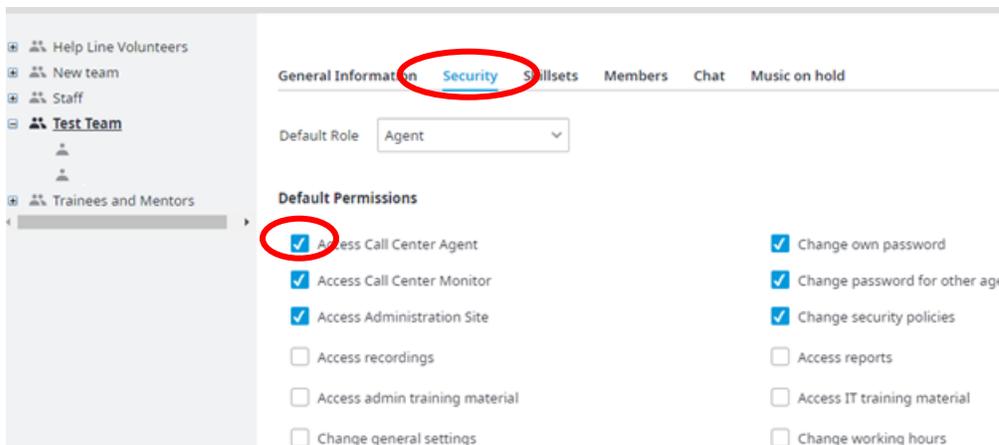
5. Click on the **Agent** or **Person** you wish to add to the team you selected in **step 4**.



6. Click **Update**.



7. Staying on the same team you just updated for new team members, click on the **“Security”** tab. Checkmark the permissions you would like each team member to have. When you are done scroll to the **bottom** of the page.



8. Once you have chosen your permissions you must click on the “**click here**” button in blue font. Once you have done this you will get a “**Permission settings applied successfully**” message indicating everyone on the team now has these settings under their individual “**security**” tab.

Please note that the team permissions, as well as the default role, are only applied when a user is initially created. Users will pr permission settings even when moved from one team to the other.

If you want to enforce the configured team's permission settings over all the team members, please [click here](#). Note that the u not be affected.

Permission settings applied successfully