


Team

To manage teams and its respective team members.

Getting started

- Login to **Wolken Care** , as Admin.
- Click the Hamburger icon  , Select **Team Configuration** menu.

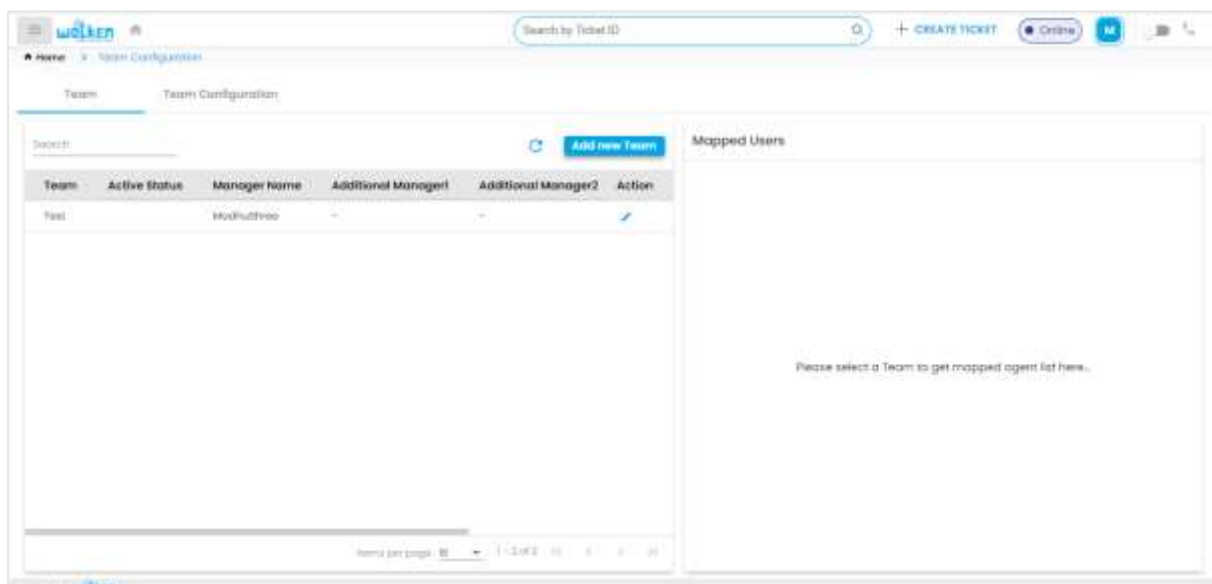


Fig-01

- Click **Add new team** button , to add a team.
- Enter the **Team name** , and the **Manager** in charge.
- Enable the **Active** button , to add users into the team.
- Additional managers can be added to the list If necessary.
- Add the **Group mail** ID if needed.
- Click **Submit** , to continue.

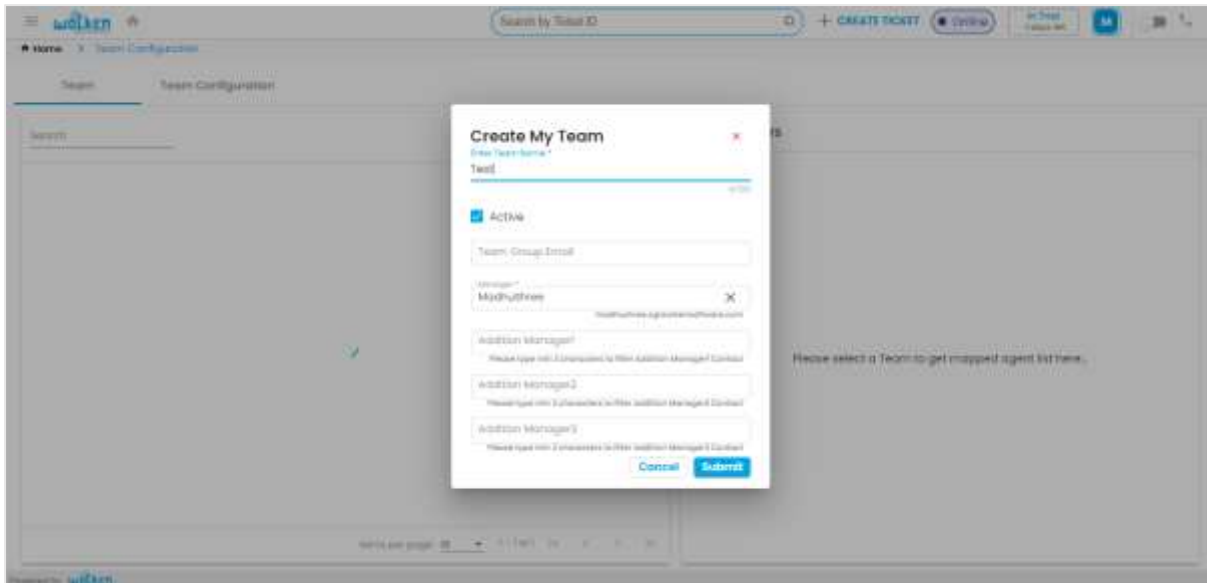


Fig-02

Mapped Users

To add users into the created team , you need to map the users and the team.

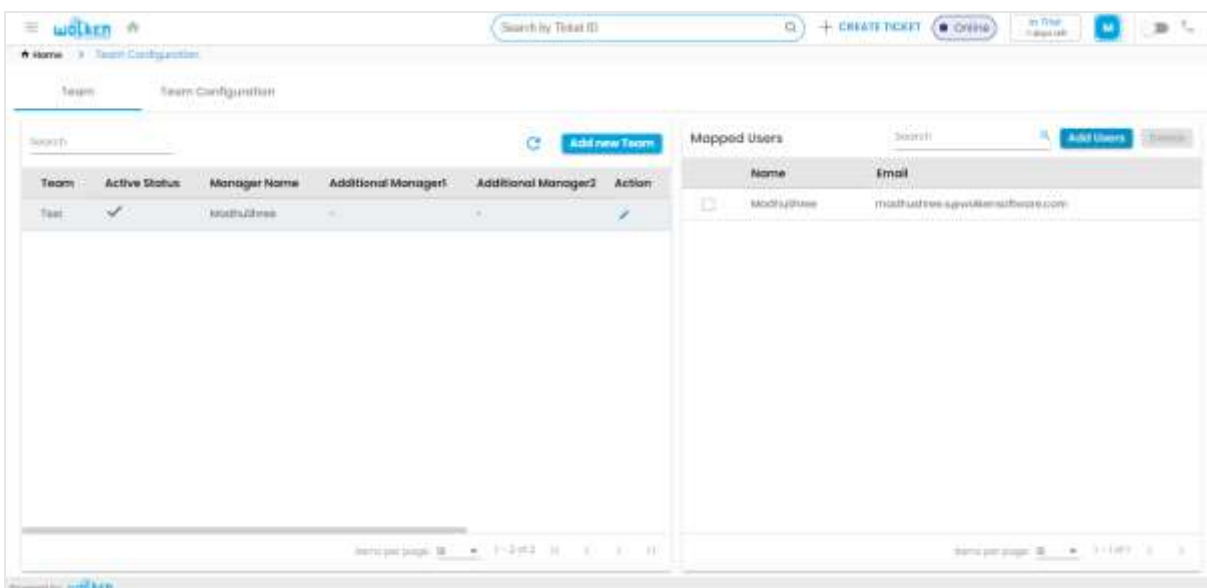


Fig-03

- Click **Add users** button , to map users with the team.
- **Enable** the **username Check box** , to that user into the team.
- Once enabled, click **Submit** .

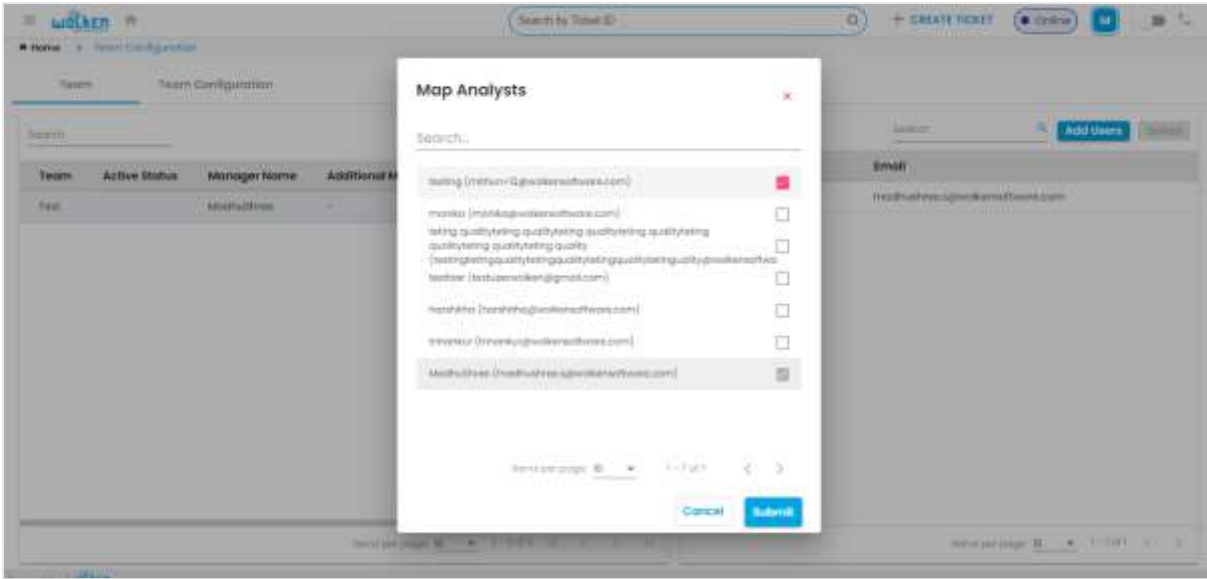


Fig-04

Team Configuration

Create and maintain Ticket - Team mappings based on certain rules .

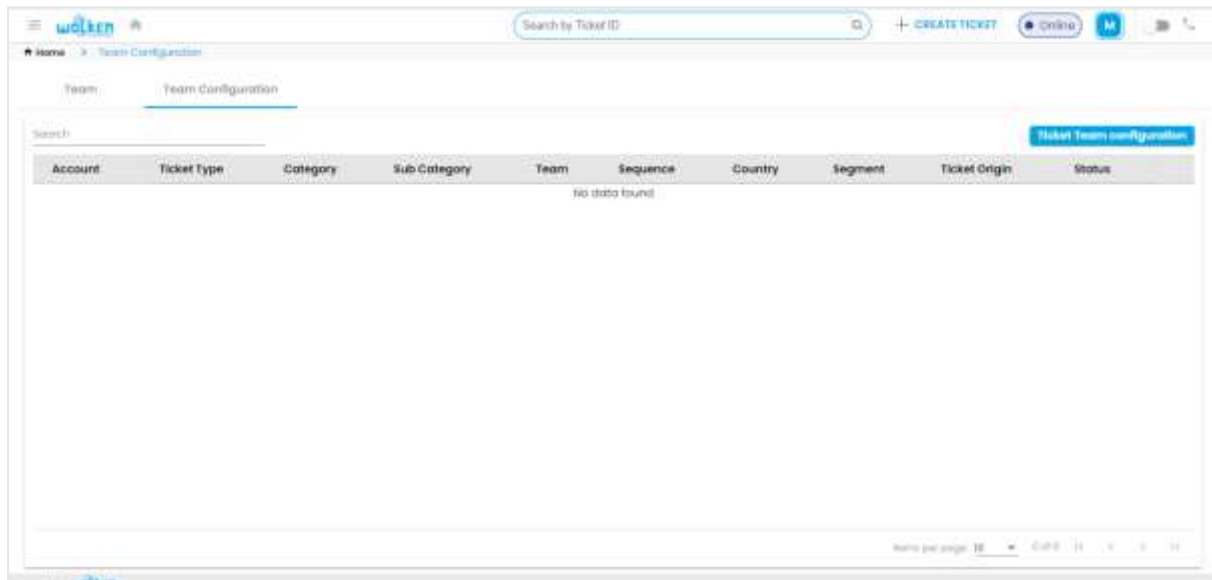


Fig-05

- Click **Ticket Team Configuration** button , to configure.
- Select the **Ticket type , Category , Subcategory** from the list box.
- Select the **Team** to which the ticket type chosen would be assigned to.
- Provide the **sequence** number.
- Once the rule is submitted , the ticket type selected would be assigned to the team.
- Click **Submit** to save the rule and continue.

Home > Team Configuration

Team Team Configuration

Add Ticket Team Configuration

Cancel Submit

Select Ticket Type Issue	Select Segment CORE	Select Country INDIA	Select Account quality@WOL-0	Select Category Default
Select Sub Category Default	Select Team quality@	Sequence # 1	Select Priority Medium - P3	Select Ticket Origin Email Support

Select Email
adtesting250@gmail.com Active

Description
Text

Tickets

Account	Ticket Type	Category	Sub Category	Team	Sequence	Country	Segment	Ticket Origin	Status
No data found									

Fig-06