



Contact Center Anywhere

Workgroup Administration Guide

DHSCCA Systems Team

This document provides information on Workgroup administration in CCA.

The CCA Administrator will have the ability to view all workgroups, and assign multiple agents at a time to each workgroup.

To access the Workgroups in Administration Manager, click the link on the left side of the page. Once you are in the Workgroup screen there are several different ways to locate the workgroup that you would like to adjust.

- You can click the letter at the top
- You can type the report name in the Find field and click Go
- You can scroll through multiple pages by using the navigation buttons at the bottom of each page.

Administration Manager

COMPANY **Department of Health Service:** CONTACT **Jennifer Matthees**
ALIAS **DHSCCA** PHONE
COUNTRY **United States** WEB SITE

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Find Go

Name	Description
C1.EBD	EBD workgroup for C1
C1.General	Non-specific program workgroup for C1
C1.Hmong	Hmong workgroup for C1
C1.LTC	LTC workgroup for C1
C1.Spanish	Spanish workgroup for C1
C1.Translation	Translation workgroup for C1
C10.EBD	EBD workgroup for C10
C10.General	Non-specific program workgroup for C10
C10.Hmong	Hmong workgroup for C10
C10.LTC	LTC workgroup for C10
C10.Spanish	Spanish workgroup for C10
C10.Translation	Translation workgroup for C10
C2.EBD	EBD workgroup for C2
C2.General	Non-specific program workgroup for C2
C2.Hmong	Hmong workgroup for C2

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Once you have found the workgroup you would like to adjust, double click on the workgroup name. Once the workgroup opens, click on the Agent tab.

Here you can check the boxes on the left hand side to select multiple agents to add to the workgroup. You can also uncheck multiple agents from the workgroup by unchecking the boxes. Only use the All and Clear buttons if you want to add ALL agents to the workgroup, or clear ALL agents from a workgroup.

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Name Agents Association Skills Overflow Options Service Level

All Clear

<input checked="" type="checkbox"/>	Username	First Name	Last Name	Department
<input type="checkbox"/>	1mcfadden	La'Kia	McFadden	M1.MHES
<input type="checkbox"/>	2leelsmom	Lynnette	Boswell	M1.MHES
<input type="checkbox"/>	alvarmc	Myrta	Alvarado	M1.MHES
<input type="checkbox"/>	Amari	Lisa	Black	M1.MHES
<input type="checkbox"/>	ANGELAAQUILES	Angela	Quiles	M1.MHES
<input type="checkbox"/>	Anitria79	Anitria	Hickman	M1.MHES
<input type="checkbox"/>	appleton2010	Mai	Lee	M1.MECA
<input type="checkbox"/>	astewartesc	Alexander	Stewart	M1.MHES
<input type="checkbox"/>	Baldwi1979	Latanya	Baldwin	M1.MHES
<input type="checkbox"/>	belinda67	Belinda	Bridges	M1.MHES
<input type="checkbox"/>	bellrj	Reginald	Bell	M1.MHES
<input type="checkbox"/>	bevvilliams2	Beverly	Williams	M1.MHES
<input type="checkbox"/>	bgutierrez	Bernadelle	Gutierrez	M1.MHES
<input type="checkbox"/>	BlydeGA	Gregory	Blyden	M1.MHES
<input type="checkbox"/>	Bookelxijh	Lakeisha	Booker	M1.MHES
<input type="checkbox"/>	Brendaclark1	Brenda	Clark	M1.MHES
<input type="checkbox"/>	brittanyjoiner01	Brittany	Joiner	M1.MECA
<input type="checkbox"/>	Broadd	David	Broaden	M1.MHES
<input type="checkbox"/>	Brookjvxn	Jo'quana	Brookshire	M1.MHES
<input type="checkbox"/>	burnstpyso	Thomas	Burns	M1.MHES
<input type="checkbox"/>	cancun	Dolores	Rodriguez	M1.MHES
<input type="checkbox"/>	cbusalacchi	Cynthia	Busalacchi	M1.MHES
<input type="checkbox"/>	cessence4	Ebony	King	M1.MHES
<input type="checkbox"/>	cevans1	Carolyn	Evans	M1.MHES
<input type="checkbox"/>	cfranklin09	Corey	Franklin	M1.MHES
<input type="checkbox"/>	CGDUNN	Courtney	Griffin-Dunn	M1.MHES
<input type="checkbox"/>	ClincyDD	Dana	Clincy	M1.MHES

OK Cancel Apply

After you have completed your adjustments, you can click Apply or OK for your adjustments. You can also click Cancel if you decide to back out before clicking Apply or OK.