# Contact Center Anywhere

# Workgroup Administration Guide

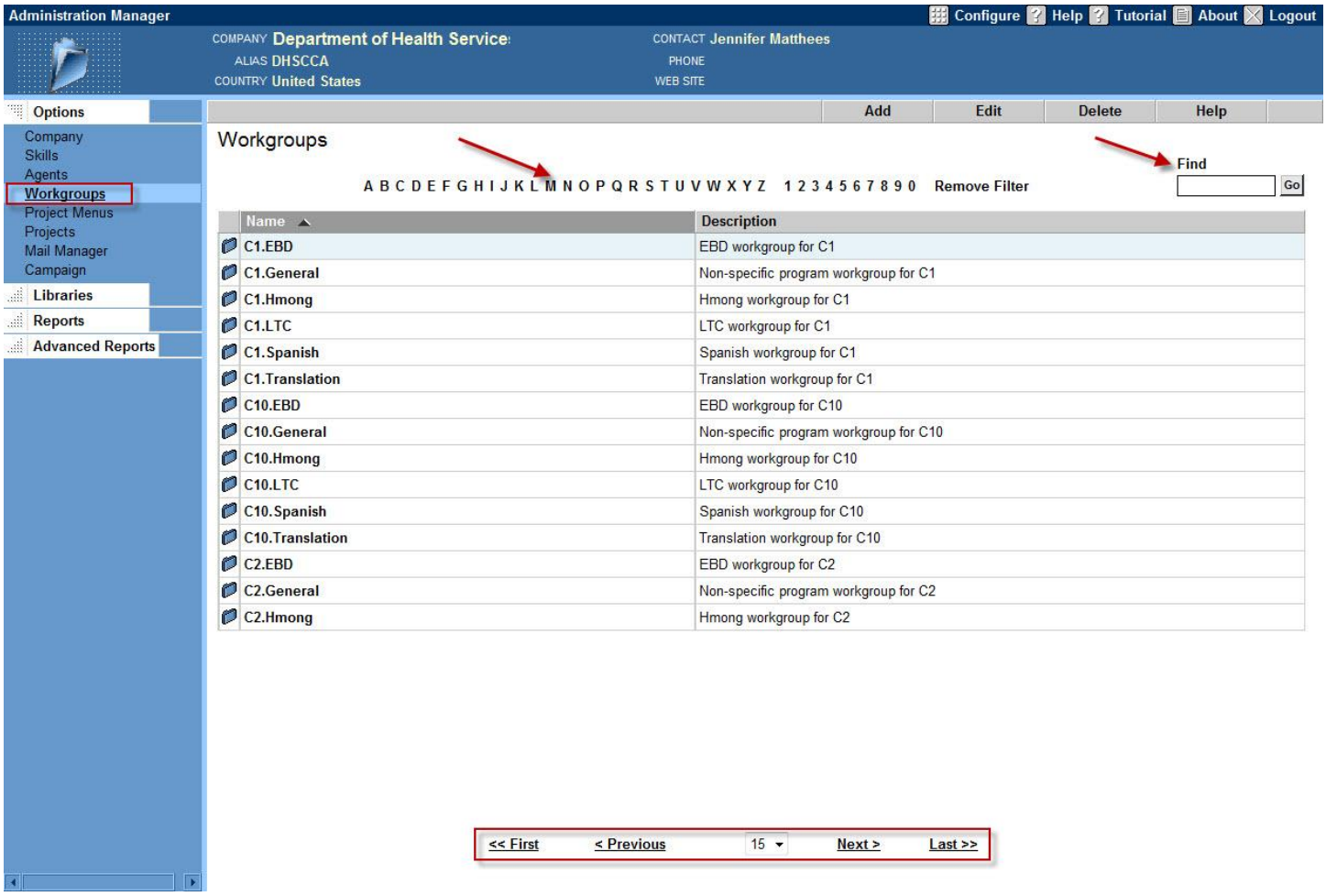
DHSCCA Systems Team

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.

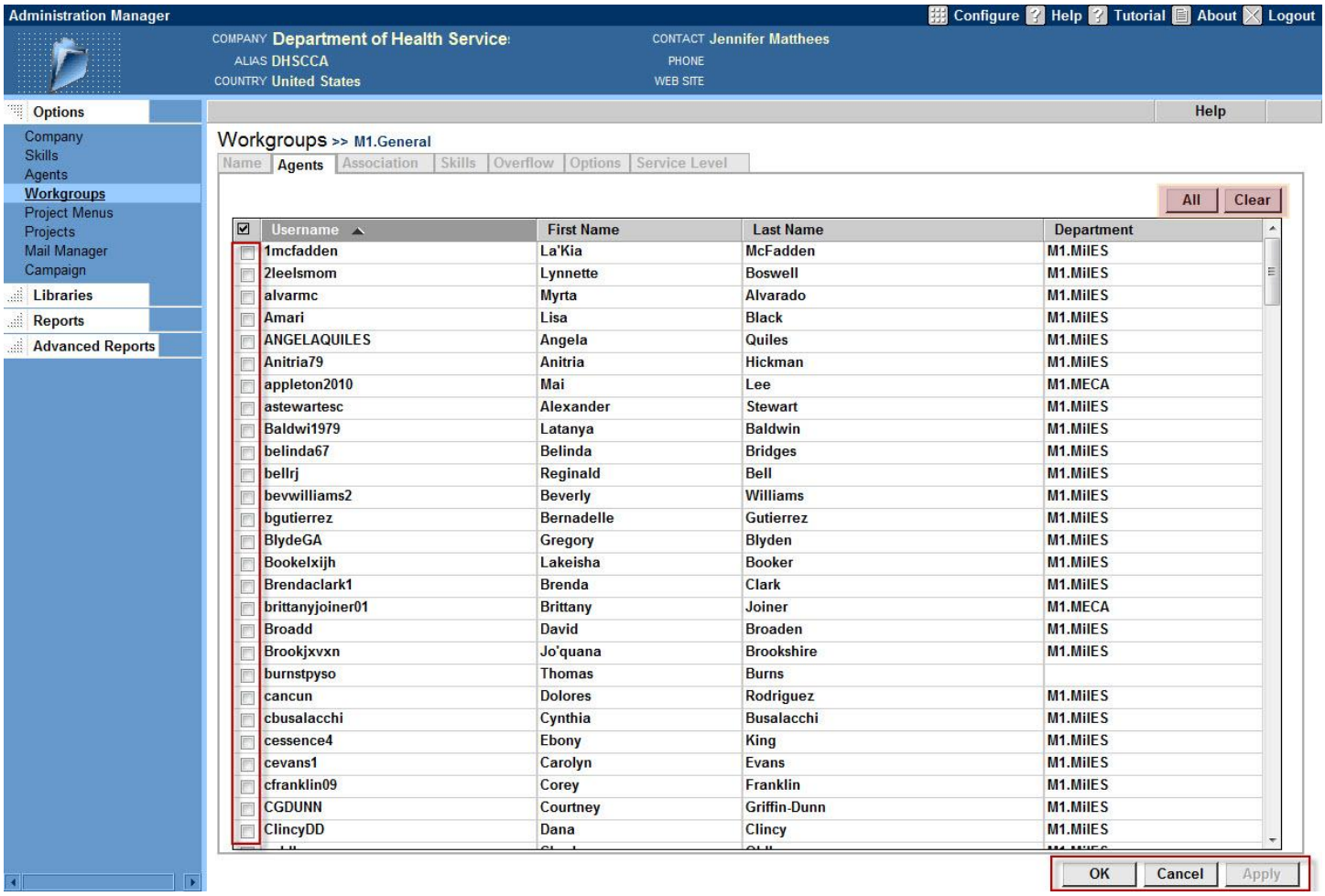
To access the Workgroups in Administration Manager, click the link on the left side of the page. Once you are in the Workgroup screen there are several different ways to locate the workgroup that you would like to adjust.

- 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.




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.




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.