

Team

To manage teams and its respective team members.

Getting started

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

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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.

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Fig-02

Mapped Users

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

team.

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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** .

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Fig-04



Team Configuration

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

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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.

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