

Work Teams

Navigation: Admin → Directory → Work Teams **Also accessible via:** Menu → User Management → Work Teams

The screenshot shows a web interface for creating a new work team. On the left, there is a large panel with a '+ New Work Team' button at the top left and a search bar labeled 'Search...' at the top right. The main area of this panel is empty, displaying the message 'No items match your filter criteria'. On the right side, there is a form titled 'New Work Team' with three input fields: 'Name', 'Description', and 'Division'. The 'Division' field is a dropdown menu.

The screenshot shows a web interface for adding members to a work team. On the left, there is a large panel with '+ Add Members' and 'Edit Details' buttons at the top left. The main area of this panel is empty, displaying the message 'No items match your filter criteria'. On the right side, there is a form titled 'Add Members' with a 'Member' input field. This input field is highlighted with a red border.

What Are Work Teams?

Work teams are supervisor-managed groups of agents used to monitor performance and manage workforce operations collectively. They are distinct from Groups (People & Permissions) in purpose and behaviour.

“ ⚠ **Not related to Microsoft Teams.** Genesys Cloud Work Teams and the Microsoft Teams integration are completely separate features.

Work Teams vs. Groups — Key Differences

Feature	Work Teams	General Groups
Primary purpose	Performance management & WFM	Routing, chat, role assignment
Membership rule	One team per division per user	Users can belong to multiple groups
Division requirement	All members must share same division	Members can span divisions
Chat room created	No	Yes (automatic)
Role assignment	No	Yes
Queue membership	Yes (add team to queue)	Yes (add group to queue)
Schedule management	Yes (WFM schedules)	No
Automatic membership	No (manual only)	Yes (rule-based or skill expression)

Org Limits

Item	Limit
Work teams per org	200 (contact Customer Care to increase)
Work teams per user	1 per division

Item	Limit
Division requirement	All members must belong to the team's assigned division

Creating a Work Team

1. Click **Admin**
2. Under **Directory**, click **Work Teams**
3. Click **New Team**
4. Fill in the required fields:

Field	Notes
Name	Appears in views and lists
Description	Purpose/context for the team
Division	All members must belong to this division

5. Add members — you can only add users from divisions where you have the **Assign** permission
6. Save

Adding a Work Team to a Queue

Work teams can be assigned to queues in place of individual users.

“ ⚠ **Mutually exclusive:** You cannot mix individual users and a work team on the same queue. If you switch from users to a work team, the previously selected individual users are removed.

Steps:

1. Admin → Contact Center → Queues → select queue
2. Click the **Members** tab → **Groups** tab
3. Click **Add Group** → search for and select the work team
4. Click **Add Selected** → Save

What Supervisors Can Do with Work Teams

Work teams enable the following supervisor capabilities:

Performance Monitoring

- Filter Agent Performance / Detail views by work team
- Filter Agent Status view by work team
- Filter Agent Evaluation view by work team
- Filter Queue Performance Detail by work team

Workforce Management

- View and edit WFM schedules by work team
- Schedule activities for an entire work team at once
- Filter Real-time Adherence by work team
- Assign quality policies to a work team

Audit & Tracking

- Work team membership appears on the **People** page
- Changes to work team membership are recorded in the **audit trail**

Permissions Required

Action	Permission
Create / manage work teams	Groups > Work Team > Add, Edit, Delete
Add members from a division	Groups > Work Team > Assign (for that division)
View work teams in WFM schedules	Groups > Work Team > View (non-conditional = all teams in management unit)

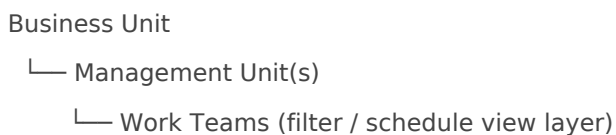
“i If you have no Work Team permissions at all, the work team selector does not appear in WFM schedule views.

Relationship to Divisions

- When creating a work team, the **division controls which users are eligible** for membership
 - A supervisor can only add users from divisions where they have the **Assign** permission
 - Users can belong to one work team **per division** — so a user in multiple divisions could technically be in one work team in each
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Relationship to WFM Business Units and Management Units

Work teams operate within the WFM scheduling hierarchy:



Work teams are **not** the same as management units. Management units group agents for forecasting and scheduling capacity (max 1,500 agents). Work teams are a supervisory filter and scheduling activity tool layered on top.

See Also

- **Groups (People & Permissions)** — for routing, role assignment, and chat rooms
 - **Queue & Routing Management** — for assigning work teams to queues
 - **Divisions & Access Control** — division membership rules affect work team eligibility
 - **Architectural Build Order** — work teams are built in Phase 3 (People), after users and before queues
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