

# How to Create and Manage Teams

You can create and manage teams in your Help Desk account. These are made up of agents who can be classified into the roles of **Staff**, **Managers**, and **Admins**. Teams in Help Desk are easy to make and are effective at organizing your agents. An agent can be in multiple teams.

## Benefits of creating Teams:

- Agents with similar roles can be put in one team for effective management
- Teams improve delivery performance and decrease response time
- Teams make it easier to assign child tickets and break down complicated customer requests

## Example:

Imagine a marketing firm that receives a request for a new marketing strategy for an upcoming product from a customer. The various tasks that the firm must do include market research, background checks, legal verifications.

Creating dedicated teams and assigning the task's verticals would ensure that the request is tackled quickly and efficiently with each team holding accountability for its own.

## Here's how you can create teams:

**Step 1:** Navigate to **Settings >> Teams**.



Search by person, priority...

Inboxes

Users

Teams

Notifications

Canned Responses

Spam

## Teams

Create teams to group users.

Team name

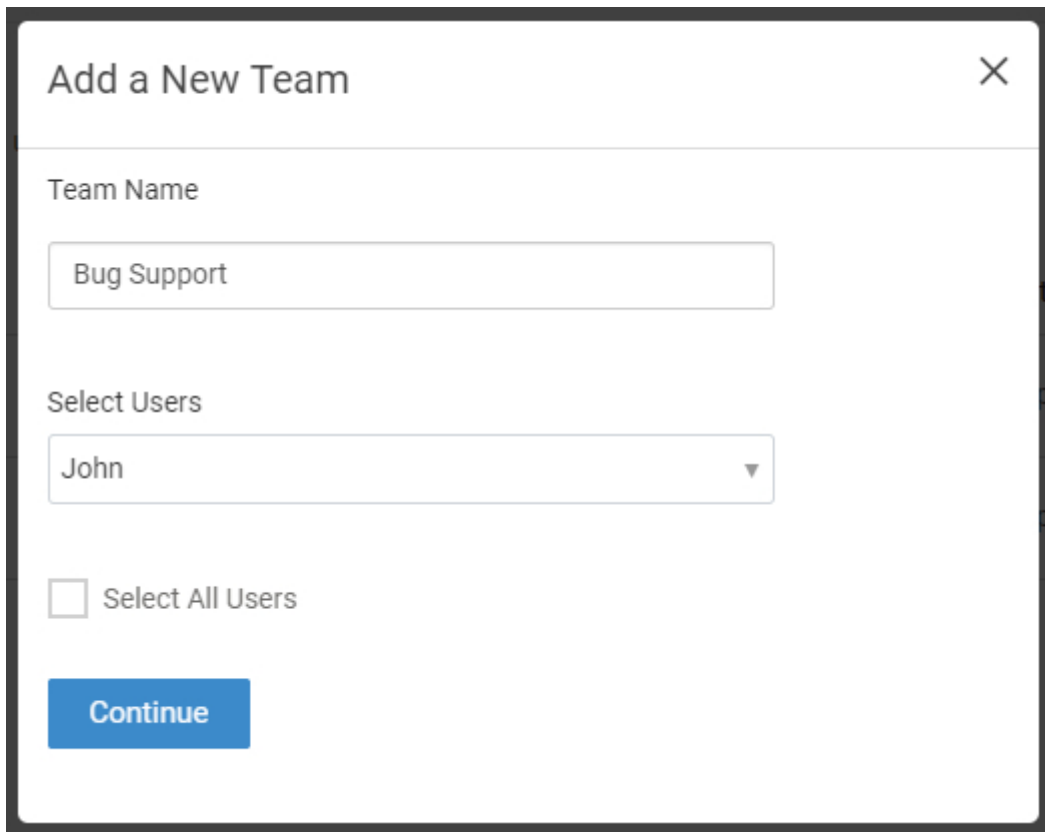
Support

**Step 2:** Click the **+ New Team** button.

Tickets Reports Settings

+ New Team

**Step 3:** Fill out the details in the pop-up window and press **Continue**.



**Add a New Team** [X]

Team Name

Bug Support

Select Users

John

Select All Users

**Continue**

## How to Customize Your Customer Support System

Video About: [How to Customize Your Customer Support System](#)

### Related Articles:

- [How to Customize Agent Availability Settings?](#)
- [How to Change Your Help Desk Account Password?](#)
- [How to Update Name and Profile Picture?](#)