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Genesys Engage cloud Workforce Management 8.5.1 Guide

Associate/Separate Teams

12/17/2025

Associate/Separate Teams

Important

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You reached this wizard by clicking **Associate/Separate Teams**  in the toolbar.

Follow these steps to associate or separate teams:

1. Select one of these two radio buttons:
 - **Associate Teams**—The teams that you select from the **Configured Team** and **Profile Team** drop-down menus will be associated with each other. Profile agents from the profile team will be placed on the configured team.
 - **Separate Into Teams**—Any profiles that are in the team that you select from the **Configured Team** drop-down menu will be separated to a profile team. The **Profile Team** drop-down menu will be disabled.
2. Select a site from the **Sites** drop-down menu.
All sites that are present in the currently selected scenario are listed. Selecting a site refreshes the team lists in this dialog box.
3. Select a team from the **Configured Team** drop-down menu.
All configured teams in the currently selected site are listed, with no default choice. *Configured* means teams created in the **Organization > Sites** module of WFM Web, with real agents assigned.
4. Select a team from the **Profile Team** drop-down menu.
All profile teams that are in the currently selected site are listed, with no default choice. Disabled if the radio button **Separate into Teams** is selected.
5. Click **OK** to perform **Association** (or **Separation**).
Click **Cancel** to abandon it.