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Workbench User's Guide

CM - Editing Call Flows

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CM - Editing Call Flows

The following are the steps to be followed to edit a Call Flow:

1. Select **Channel Monitoring** > **Call Flows** from the Workbench navigation bar.
2. The existing Call Flows will be displayed in the Call Flow Summary table.
3. To edit a particular Call Flow, select the **Pencil** button on that specific Call Flow row.
4. The **Edit Call Flow** page is displayed. The properties of the selected Call Flow will be populated accordingly.
5. Click on any Stage or field to edit.
6. Perform the necessary modifications.
7. Click the **Save** or **Save & Close** button.