



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workforce Management Web for Supervisors Help

Associate/Separate Teams

5/8/2025

Associate/Separate Teams

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.